Portal - Cannot see sync groups

Last updated by | Keith Elmore | Apr 5, 2021 at 7:57 AM PDT

Contents

Symptom

Sync Group and Sync Agent sections are just constantly loading in the portal

Steps

- Step 1

  Ask customer to send you some metadata database information, sometimes customers delete this information and that's the root cause, you can ask:

  ```
  SELECT * FROM [dss].[syncgroup];

  SELECT * FROM [dss].[syncgroupmember];

  SELECT [id], [server], [database], [state], [subscriptionid], [agentid], [db_schema], [is_on_premise]
      ,[last_schema_updated], [last_tombstonecleanup], [region], [jobId]
  FROM [dss].[userdatabase];
  ```

If customer has all the information you can check ARMProd in Kusto like:

```
HttpIncomingRequests
| where targetUri =~ "https://management.azure.com/subscriptions/Input SubscriptionId here/resourceGroups/BGOD

HttpOutgoingRequests
| where targetUri =~ "https://management.azure.com/subscriptions/Input SubscriptionId here/resourceGroups/BGOD
```

HttpOutgoingRequests can have errors like:

```
TaskName: HttpOutgoingRequestEndWithServerFailure

targetUri: https://management.azure.com/subscriptions/Input SubscriptionId here/resourceGroups/BGODataWarehous

durationInMilliseconds: 20 009

exceptionMessage: System.Threading.Tasks.TaskCanceledException: A task was canceled.
    at System.Runtime.CompilerServices.TaskAwaiter.ThrowForNonSuccess(Task task)
    at System.Runtime.CompilerServices.TaskAwaiter.HandleNonSuccessAndDebuggerNotification(Task task)
    at System.Runtime.CompilerServices.ConfiguredTaskAwaitable`1.ConfiguredTaskAwaiter.GetResult()
    at Microsoft.WindowsAzure.ResourceStack.Common.EventSources.CommonEventSourceExtensions.<tracehttpoutgoingr
```

Next Steps

You need a new incident if this is the case.

Classification

Root cause Tree - DataSync/Service issue/Uncoded

How good have you found this content?