

Error 17830 State 105

Last updated by | Mustafa Ashour | Mar 1, 2023 at 5:40 AM PST

Contents

- [Issue](#)
- [Investigation/Analysis](#)
 - [Using Azure support center \(ASC\)](#)
 - [Using Kusto](#)
- [Mitigation](#)
- [RCA Template](#)
- [More Information](#)
- [Public Doc Reference](#)
- [Root Cause Classification](#)

Issue

The customer received the below connection error:

Network error code 0x%x occurred while establishing a connection; the connection has been closed. This may hav



Investigation/Analysis

Using Azure support center (ASC)

We don't have an insight for this error, but SQL troubleshooter can capture this error.

Using Kusto

From Kusto, you can see error 17830, state 105 returned.

```
MonLogin
| where TIMESTAMP >= datetime(2018-05-23 09:00:00)
| where TIMESTAMP <= datetime(2018-05-23 14:00:00)
| where (logical_server_name =~ "servername" and ( database_name =~ "dbname" or database_name == "master")) or
| where event == "process_login_finish"
| where (is_success == false)
| project TIMESTAMP, NodeName, package, logical_server_name, database_name, event, error, ['state'], peer_addre
```



1. Check the login timers detail by comparing total_time_ms, enqueue_time_ms, netread_time_ms, ssl_time_ms, ssl_read_time_ms. Usually you should notice netread_time_ms and ssl_time_ms are the largest

contributors.

2. This error is likely a client side issue, usually delay during SSL handshake, SQL Azure will disconnect a session if no response packet received in **5 sec** during login time.

Next, use [Azure SQL Connectivity Checker](#). Consider involving the network team to further troubleshoot any network issues.

Mitigation

Since this is a client side issue, the customer need to investigate/fix any application time outs or network delays.

RCA Template

Summary of Impact: Between *<StartTime>* and *<EndTime>* on *<dd/mm/yyyy>*, connections to database *<database Name>* on server *<server name>* failed due to error 17830 state 105.

Root Cause:

- Scenario 1: Delay happens during SSL handshake and client didn't respond to SQL in time.
 - **Root Cause:** This error is caused by client side issue. specifically the time it took to read the SSL/TLS client hello and related handshake payload from the client. Latency issues during this state usually point to resource pressure on the client VMs, likely CPU as SSL/TLS is CPU bound operation. As a security protection, SQL DB forcibly terminates login requests where the clients take several seconds to complete the authentication.

Mitigation: Fix the issue from client side for CPU contention or network delays depending on the troubleshooting result.

More Information

What does error 17830 indicate?

17830 (SRV_LOGIN_TIMERS)

- State 105: Means either memory allocation failure, client attention or in the most common cases a networking issues during pre-login.
- State 11: Is eNetErrorState_ReadNormalDisconnect.
- State 102: Knowing that Azure SQL DB has 5 sec read time out during login time, response packet is expected with 5 sec, otherwise it will be disconnected, our logs shows it is a timing out at waiting login packet after SSL and these kind of errors happens at the Client side, client can check their resource utilization.

Public Doc Reference

[SQL Mysteries: Why am I Still Seeing 17830 Errors?](#) 

Root Cause Classification

Cases resolved by this TSG should be coded to the following root cause:

Root Cause: Azure SQL v3\Connectivity\Network (Client)

How good have you found this content?

