Unable to read data from the transport connection for Copy Activity with Azure PostgreSQL

Last updated by | Nelson Gomes | Mar 9, 2023 at 11:08 PM PST

• Description

- Troubleshooting
- ____
- RCA
- Solution

Description

Pipeline execution consistently failing at source with System.IO.IOException, Message = Unable to read data from the transport connection.

Full error message

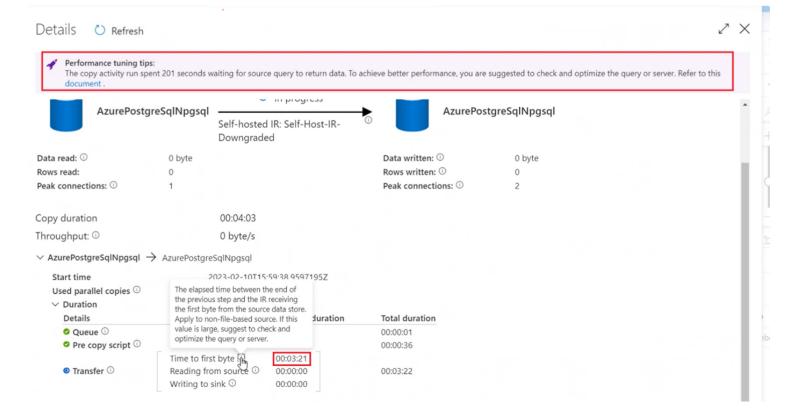
Failure happened on 'Source' side. 'Type=Npgsql.NpgsqlException,Message=Exception while reading from stream,Source=Npgsql,''Type=System.IO.IOException,Message

Troubleshooting

• Check custom log event for detailed error message and to confirm the error occured at source.

CustomLogEvent|where ActivityId == "<activity ID>"

- Check and confirm if the customer is using the query option at the source, if yes then:
- Check the duration for the query execution before data is returned as seen in the attached.



This issue was caused by reaching **SqlConnection.CommandTimeout**. Additional load on the database, un-optimised query or higher data volume could cause delay in reading data from the source which will result to the command timeout. See <u>SqlConnection.CommandTimeout Property (Microsoft.Data.SqlClient) | Microsoft Learn</u>

Solution

• To quickly mitigate the issue, set the **CommandTimeout** value on the linked service of the source database. In general, it is advisable to set the command timeout to a value that is high enough to allow queries to complete, but low enough to prevent long-running queries from causing performance problems.

The exact value will depend on customer's specific use case and the performance characteristics of their database and application.

Additional connection properties

+ New	iii Delete	
Property name		Value
Con	nmandTimeout	300

· Advise customer to optimise their queries.

Additional information

· IcM reference:

Ava: 2301310050000515

• Other Relevant TSG: Copy activity connectivity issue to Cloud Data Store - Overview (visualstudio.com)

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• Keywords:

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