

# ServerLogs download timeout

Last updated by | Lisa Liu | Nov 6, 2020 at 10:33 AM PST

Customer is trying to download server logs from Azure command cli and Azure Portal with following related errors:

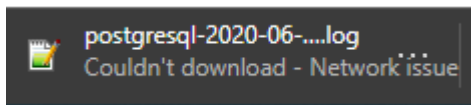
```
az postgres server-logs download --server-name <servername> --resource-group <resourceGroup> -n postgresql-2020-06-15_150000.log
```

The command failed with an unexpected error. Here is the traceback:

```
[WinError 10054] An existing connection was forcibly closed by the remote host
Traceback (most recent call last):
  File "C:\Users\VSSADM~1\AppData\Local\Temp\pip-install-z6h9b3s8\knack\knack\cli.py", line 215, in invoke
  File "C:\Users\VSSADM~1\AppData\Local\Temp\pip-install-z6h9b3s8\azure-cli-core\azure\cli\core\commands\__ini
  File "C:\Users\VSSADM~1\AppData\Local\Temp\pip-install-z6h9b3s8\azure-cli-core\azure\cli\core\commands\__ini
  File "C:\Users\VSSADM~1\AppData\Local\Temp\pip-install-z6h9b3s8\azure-cli-core\azure\cli\core\commands\__ini
  File "C:\Users\VSSADM~1\AppData\Local\Temp\pip-install-z6h9b3s8\six\six.py", line 703, in reraise
  File "C:\Users\VSSADM~1\AppData\Local\Temp\pip-install-z6h9b3s8\azure-cli-core\azure\cli\core\commands\__ini
  File "C:\Users\VSSADM~1\AppData\Local\Temp\pip-install-z6h9b3s8\azure-cli-core\azure\cli\core\commands\__ini
  File "C:\Users\VSSADM~1\AppData\Local\Temp\pip-install-z6h9b3s8\azure-cli-core\azure\cli\core\__init__.py",
  File "C:\Users\VSSADM~1\AppData\Local\Temp\pip-install-z6h9b3s8\azure-cli\azure\cli\command_modules\rdbms\cu
  File "C:\Program Files (x86)\Microsoft SDKs\Azure\CLI2\lib\urllib\request.py", line 277, in urlretrieve
    block = fp.read(bs)
  File "C:\Program Files (x86)\Microsoft SDKs\Azure\CLI2\lib\http\client.py", line 449, in read
    n = self.readinto(b)
  File "C:\Program Files (x86)\Microsoft SDKs\Azure\CLI2\lib\http\client.py", line 493, in readinto
    n = self.fp.readinto(b)
  File "C:\Program Files (x86)\Microsoft SDKs\Azure\CLI2\lib\socket.py", line 586, in readinto
    return self._sock.recv_into(b)
  File "C:\Program Files (x86)\Microsoft SDKs\Azure\CLI2\lib\ssl.py", line 1009, in recv_into
    return self.read(nbytes, buffer)
  File "C:\Program Files (x86)\Microsoft SDKs\Azure\CLI2\lib\ssl.py", line 871, in read
    return self._sslobj.read(len, buffer)
  File "C:\Program Files (x86)\Microsoft SDKs\Azure\CLI2\lib\ssl.py", line 631, in read
    v = self._sslobj.read(len, buffer)
ConnectionResetError: [WinError 10054] An existing connection was forcibly closed by the remote host

To open an issue, please run: 'az feedback'
```

Also, trying to download from Azure Portal, customer get the following "Network issue" error:





Download speed seems slow, even if customer has a good internet connection, download of these files is around 254KB/sec, and connections are dropped around 100 seconds after initiate.

We can check this by executing az cli command with "--debug" option:

```
...
msrest.http_logger : Request method: 'GET'
msrest.http_logger : Request headers:
msrest.http_logger :   'Accept': 'application/json'
msrest.http_logger :   'accept-language': 'en-US'
msrest.http_logger :   'User-Agent': 'python/3.8.2 (macOS-10.15.4-x86_64-i386-64bit) msrest/0.6.13 msrest_az
msrest.http_logger : Request body:
msrest.http_logger : None
msrest.universal_http : Configuring redirects: allow=True, max=30
msrest.universal_http : Configuring request: timeout=100, verify=True, cert=None
msrest.universal_http : Configuring proxies: ''
msrest.universal_http : Evaluate proxies against ENV settings: True
...
```

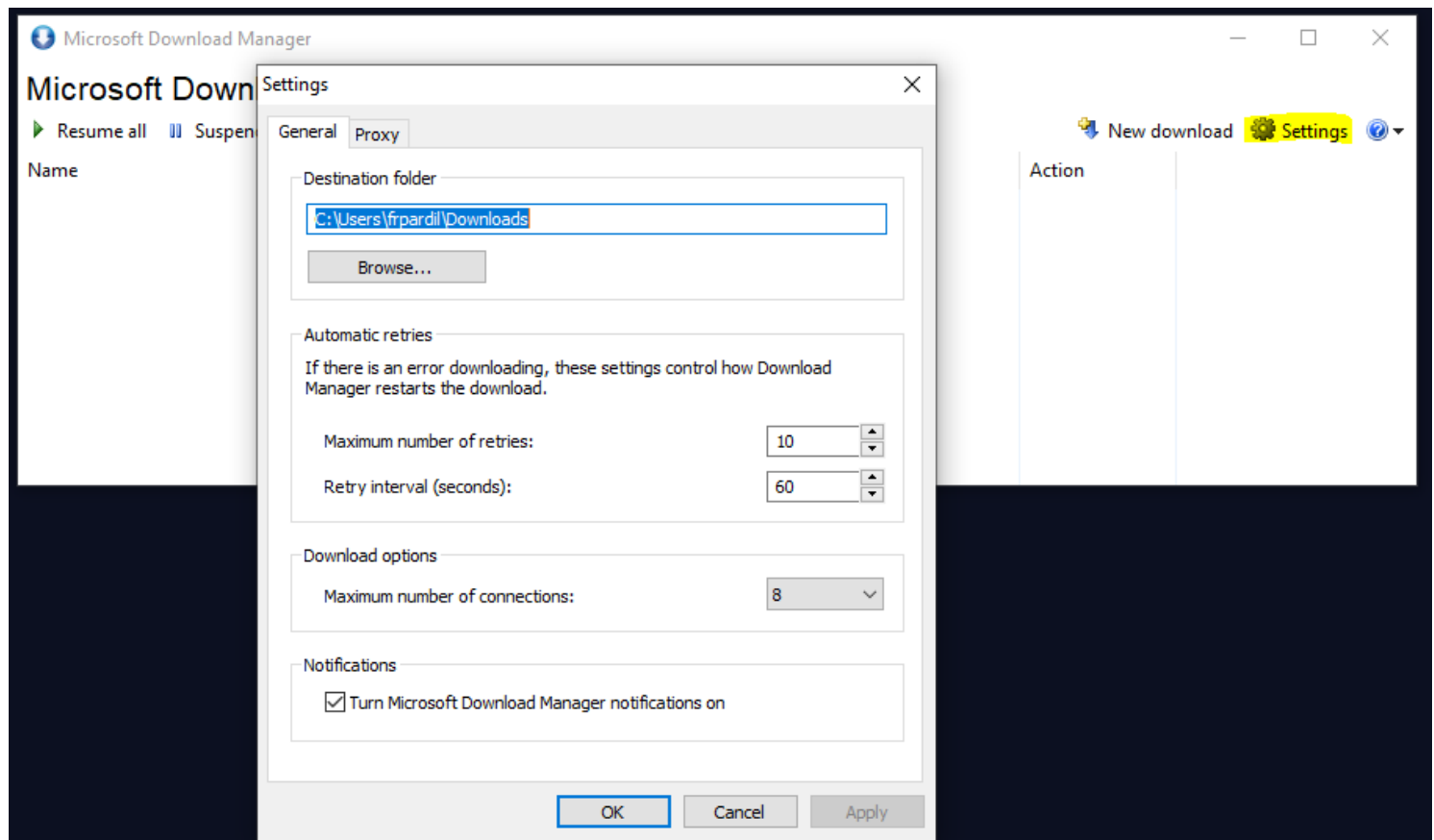
We observe "msrest.universal\_http : Configuring request: **timeout=100**, ..."

There are other ways to get the information like using the Azure Monitor diagnostic settings to send the logs to an Azure Storage: <https://docs.microsoft.com/en-us/azure/postgresql/concepts-server-logs#resource-logs> 

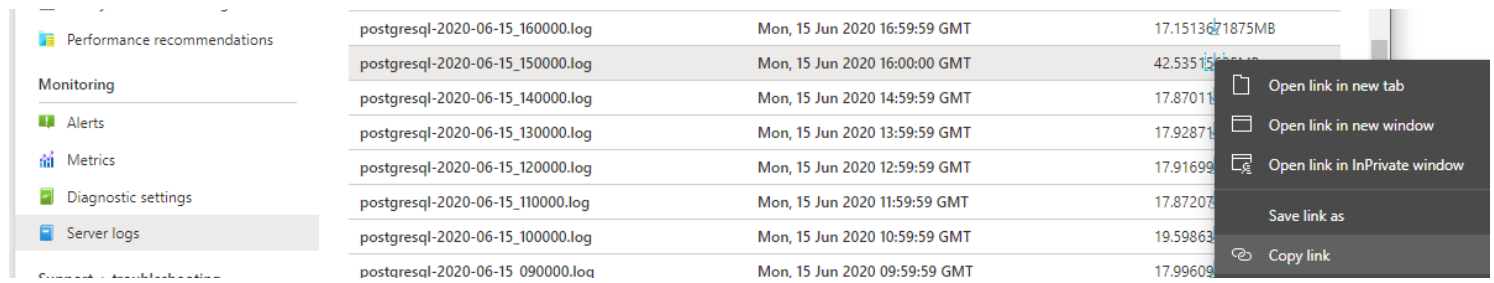
But an alternative way to download the related files should be to use a download manager software to increase the download capacity by increasing the number of threads/connections to download, in our case, we used the "Microsoft Download Manager": <https://www.microsoft.com/en-us/download/details.aspx?id=27960> 

After installing, we'll specify the server-log link we find in Azure Portal (right-click on download button) and set as New download, first we will set in the Download options a maximum number of connections of 4,8...

Change Windows Download Manager to have up to 8 threads:

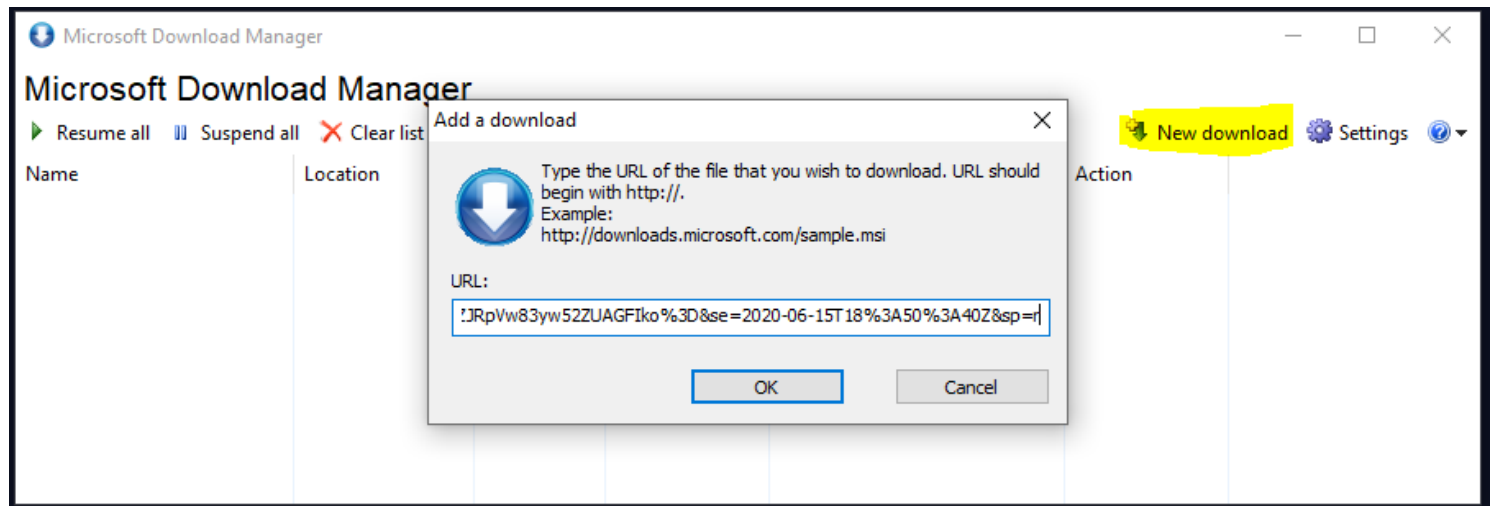


Get the link from portal:



Log File Name	Timestamp	Size
postgresql-2020-06-15_160000.log	Mon, 15 Jun 2020 16:59:59 GMT	17.1513671875MB
postgresql-2020-06-15_150000.log	Mon, 15 Jun 2020 16:00:00 GMT	42.53515625MB
postgresql-2020-06-15_140000.log	Mon, 15 Jun 2020 14:59:59 GMT	17.8701171875MB
postgresql-2020-06-15_130000.log	Mon, 15 Jun 2020 13:59:59 GMT	17.92871875MB
postgresql-2020-06-15_120000.log	Mon, 15 Jun 2020 12:59:59 GMT	17.9169921875MB
postgresql-2020-06-15_110000.log	Mon, 15 Jun 2020 11:59:59 GMT	17.872071875MB
postgresql-2020-06-15_100000.log	Mon, 15 Jun 2020 10:59:59 GMT	19.5986328125MB
postgresql-2020-06-15_090000.log	Mon, 15 Jun 2020 09:59:59 GMT	17.99609375MB

Add the link to download:



Microsoft Download Manager

Resume all | Suspend all | Clear list

New download | Settings

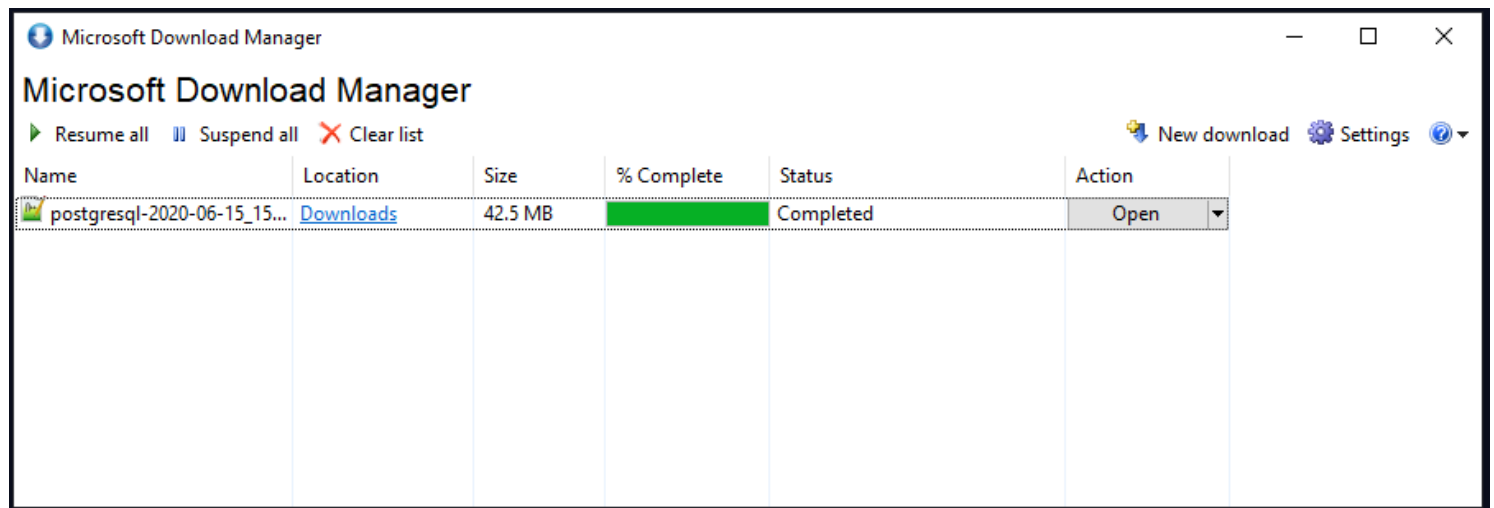
Add a download

Type the URL of the file that you wish to download. URL should begin with http://.  
Example:  
http://downloads.microsoft.com/sample.msi

URL:  
!JRpVw83yw52ZUAGFIko%3D&se=2020-06-15T18%3A50%3A40Z&sp=r

OK | Cancel

And the download will finish:



Microsoft Download Manager

Resume all | Suspend all | Clear list

New download | Settings

Name	Location	Size	% Complete	Status	Action
postgresql-2020-06-15_150000.log	Downloads	42.5 MB	100%	Completed	Open

How good have you found this content?

