Connectivity - HDInsight connection error

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Scenario :

Connectivity error from HDInsight Service.

Error /Cause

The TCP/IP connection to the host on07khcvwz.database.windows.net, port 1433 has failed. Error: "null. Verify the connection properties. Make sure that an instance of SQL Server is running on the host and accepting TCP/IP connections at the port. Make sure that TCP connections to the port are not blocked by a firewall."

The error message is what the driver throws if you decide to connect to a bogus endpoint that doesn't exist. For example, "Idontexist.database.randomdomain.net ⧉" will return the same exception. More specifically, the client sent a TCP SYN token out, and it didn't get any SYN-ACK back. Thus, this could mean either the connection didn't even leave the machine, or it went to nowhere (bad dns name), or it reached gateway left the machine and got lost in between.

How to Debug

Azure SQL DB doesn't have traces at the packet level and thus it's next to impossible to determine whether we received any packet and didn't return a SYN-ACK back. This error message also indicates that the login protocol wasn't even initiated by gateway, and thus will not show up in our telemetry.

This needs to be debugged from the client side as it most likely is a problem either on the client machine, or the networking stack in between the client and sql azure server. Looking at windows event logs, taking network traces (wireshark) while the issue is in progress will help narrow down the issue better.

How good have you found this content?

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