DMS cannot connect to the source VM in the same VNET

Last updated by | Vitor Tomaz | Aug 5, 2020 at 12:41 PM PDT

ERROR

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errorType':'The connection request timed out.', 'errorDetail':'The most common cause of this error is entering an invalid server name. Please check the server name you entered. Consider entering a Fully Qualified Domain Name (FQDN) or IP address of the server. Please also make sure to choose a VNET which provides site-to-site connectivity to your on-premises source servers by using either ExpressRoute or VPN' }

Migration Service on the same vnet as the SQL Server used as a source. The SQL Server VM doesn't have a firewall or any special configuration

Tried using the VM name or IP address of VM. Neither works.

TROUBLESHOOTING

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In the backend, we saw error:

Microsoft.ServiceBus.Messaging.MessagingCommunicationException

Message:

No DNS entries exist for host sbp084e59f733f2a139fefd0.servicebus.windows.net.

HResult : 0x80131500

FacilityCode : 19 (013)

ErrorCode : 5376 (1500)

Data:

SuppressStackTraceOnRethrow =

Microsoft.ServiceBus = Microsoft.ServiceBus

DpesErrorReportedId = 14543002045333396057

Stack:

at Microsoft.ServiceBus.Common.ExceptionExtensions.ThrowException(Exception exception)

at Microsoft.ServiceBus.Common.AsyncResult.End[TAsyncResult](IAsyncResult result)

at Microsoft.ServiceBus.Messaging.MessageReceiver.OnTryReceive(TrackingContext trackingContext, Int32 messageCount, TimeSpan serverWaitTime, IEnumerable`1& messages)

at Microsoft.ServiceBus.Messaging.MessageReceiver.TryReceive(TrackingContext trackingContext, Int32 messageCount, TimeSpan serverWaitTime, IEnumerable`1& messages)

at Microsoft.ServiceBus.Messaging.MessageReceiver.TryReceive(TimeSpan serverWaitTime, BrokeredMessage& message)

at Microsoft.ServiceBus.Messaging.SubscriptionClient.Receive(TimeSpan serverWaitTime)

at Microsoft.Practices.EnterpriseLibrary.TransientFaultHandling.RetryPolicy.ExecuteAction[TResult](Func`1 func)

at Microsoft.SqlServer.Fundamentals.OperationsInfrastructure.Cloud.Messaging.CloudMessageQueueBase `1.TryDequeueMessage(CancellationToken cancelToken, ICloudMessage&amp; message, Func` 1 receiveMessageFunc) in f:_Bld\16638\8998\Sources\Product\Source\OperationsInfrastructure.Cloud.Messaging\CloudMessageQueueBase.cs:line 221

Inner exception type: System.ServiceModel.EndpointNotFoundException

Message:

No DNS entries exist for host sbp084e59f733f2a139fefd0.servicebus.windows.net.

HResult : 0x80131501

FacilityCode : 19 (013)

ErrorCode : 5377 (1501)

Basically the request to make the source VM connection is captured in a message that is placed on a Service Bus topic. This is how the portal communicates with the service, by putting messages on a Service Bus topic. However, in our case here, The DNS name of the Service Bus namespace cannot be resolved thus the DMS service is unable to connect to Service Bus to see that the request was made. The error in our telemetry is “No DNS entries exist for service bus host”. So we didn’t even try the connection yet, no matter using private ip or VM name.

service bus uses port 443 and 9354.

Customer fixed the DNS entry issue for service bus.

Now we get a different error

So although the DNS name is no longer happening, DMS still cannot connect to Service Bus because the connection is getting closed. It appears like a firewall issue, i.e. something between the Agent VM and the Service Bus is closing the outbound connection.

Message:

The socket connection was aborted. This could be caused by an error processing your message or a receive timeout being exceeded by the remote host, or an underlying network resource issue. Local socket timeout was '00:01:00'.

Microsoft.ServiceBus.Messaging.Channels.ReconnectBindingElement.ReconnectChannelFactory`1.RequestSessionChannel.RequestAsyncResult.<>c.<GetAsyncSteps>b__9_3(RequestAsyncResult thisPtr, IAsyncResult r)

at Microsoft.ServiceBus.Messaging.IteratorAsyncResult`1.StepCallback(IAsyncResult result)

--- End of stack trace from previous location where exception was thrown ---

at System.Runtime.ExceptionServices.ExceptionDispatchInfo.Throw()

at Microsoft.ServiceBus.Common.AsyncResult.End[TAsyncResult](IAsyncResult result)

at Microsoft.ServiceBus.Messaging.Channels.ReconnectBindingElement.ReconnectChannelFactory`1.RequestSessionChannel.EndRequest(IAsyncResult result)

at Microsoft.ServiceBus.Messaging.Sbmp.SbmpMessageReceiver.EndReceiveCommand(IAsyncResult result, IEnumerable`1& messages)

Inner exception type: System.Net.Sockets.SocketException

Message:

An existing connection was forcibly closed by the remote host

HResult : 0x80004005

FacilityCode : 0 (000)

ErrorCode : 16389 (4005)

Error : 10054 Stack:

at System.ServiceModel.Channels.SocketConnection.HandleReceiveAsyncCompleted()

at System.ServiceModel.Channels.SocketConnection.OnReceiveAsync(Object sender, SocketAsyncEventArgs eventArgs)

The issue is not firewall related but routing. The traffic from that vnet to the service bus was done through the express route, back to our internet connection. Once I changed the routing to use Azure Internet for that range it worked.

How good have you found this content?