Sync Error - Local Sync agent does not show registered databases

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Symptom

Local sync 2.0 tool does not show any registered databases although there are 10+ registered databases showing in the portal and some are used in exisitng sync groups.

Command prompt returns no registered databases as well: SqlDataSyncAgentCommand.exe -action "displayregistereddatabases" Returns: There are no registered database.

Also tried to unregister SqlDataSyncAgentCommand.exe -action "unregisterdatabase" -servername [abc] -databasename [xyz] Returns: The database tried to be unregistered does not exist. Please check all the parameters.

Cause

In the Event Viewer sync log as well as the verbose log, we are seeing following error: Unable to connect to the Database. Please check if service account has connectivity, credentials and permissions to connect. Server: "{0}". Database: "{1}". 'Message=Login failed for user ''.' Error Code: -2146232060 - SqlError Number:18456, Message: Login failed for user ''.. , eTypeInner:, eMessageInner: Unable to connect to the Database. Please check if service account has connectivity, credentials and permissions to connect. Server: "abc". Database: "xyz". Unable to determine database names and state. Message=An item with the same key has already been added

Even in registered database list shown in the portal, we can see duplicated entry for one particular database.

Then we found there were 3 records for the same database in dss.userdatabase, 2 of them with state 4 (DeleteFailed). This was causing agent to fail loading the database list due to duplicated records.

Resolution

The database found above dss.userdatabase table was not used in any sync groups. So we removed the records with DeleteFailed state which mitigated the issue.

DELETE FROM [dss].[userdatabase] WHERE id in ('xxxxxxxxxxx', 'xxxxxxx') GO

How good have you found this content?