

How to troubleshoot

Last updated by | Sunil Veldurthi | May 23, 2022 at 5:53 AM PDT

Step 1. Get the information needed for troubleshooting from cx. For Synapse side, the most important information is the continuousRunId.

Link connections

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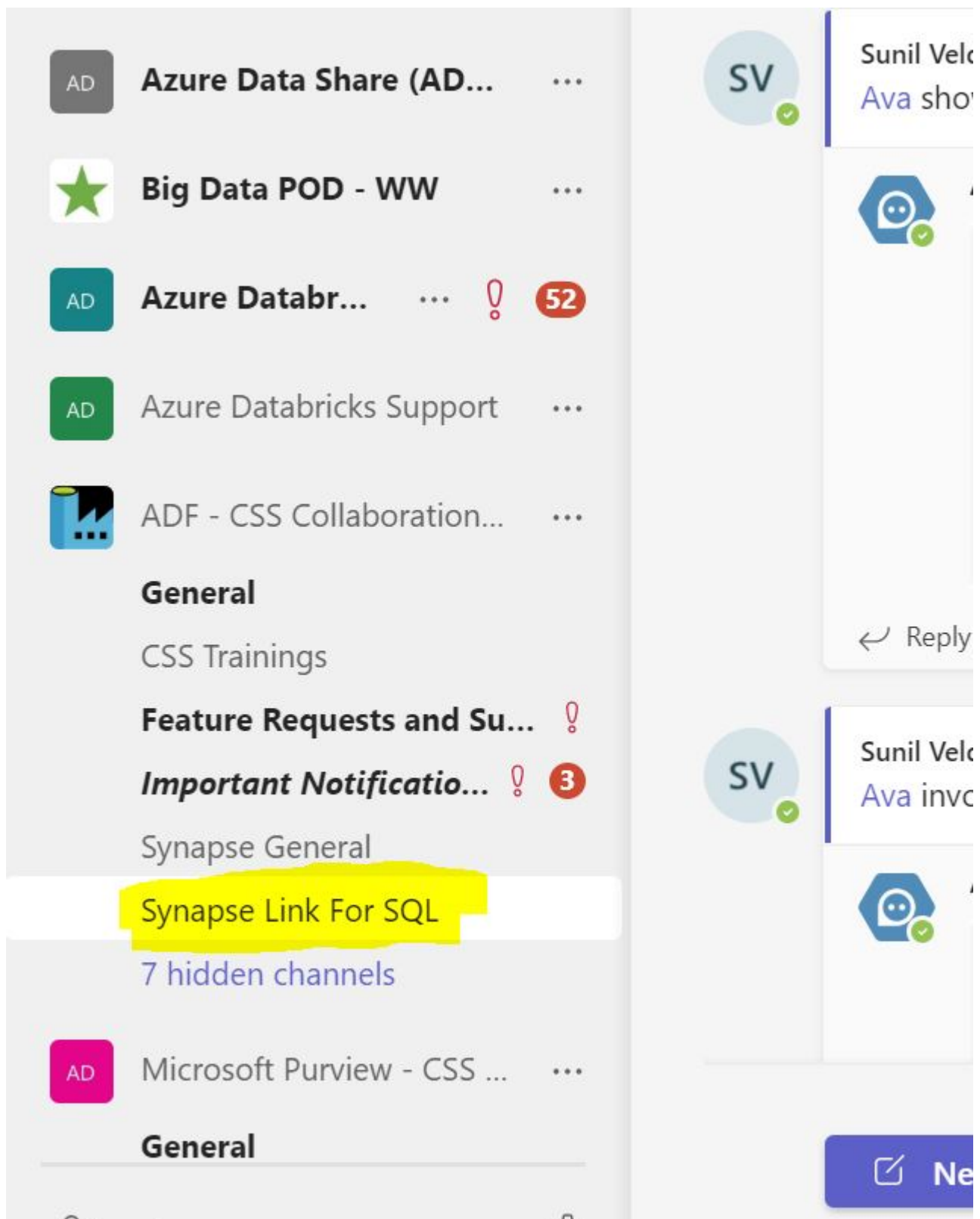
Link connecti...	Source name	Target name	St...	Start t...	End ti...	Continuous run ID
linkconnection-azur...	AzureSqlDataba...	jocy-synapselin...	Run...	10/29/21, 1:...	---	49a0c8af-67f5-4181-b56b-5e7a0f871b92
linkconnection-demo	AzureSqlDataba...	jocy-synapselin...	Run...	10/29/21, 2:...	---	54c92c39-b35d-4c86-8ac2-e6c8127aa496
linkconnection1	SqlServer1_jocy...	testv2	More	10/30/21, 1:...	---	1cf8a6bd-7358-47b8-936b-1fb6c7935e26

Step 2. If cx did not provide the detailed error message, run following [Kusto functions](#) to get the detailed error message.

Step 3. Query the error message in our TSG and go through the known issues. If it is covered in the existing TSG or it is a known issue, go to step5. If not, go to next step to escalate to PG.

Step 4. Escalate to PG.

- **Create an Ava thread in Synapse Link For SQL channel. (This step is required, if you create icm without a ava link, SME will close your icm)**



- o If ava suggest to create ICM.
- o Synapse side ICM queue: Azure Synapse Platform Service/Synapse Link for SQL.
- o Azure SQL DB\SQL Server 22 ICM queue: Azure SQL DB/Synapse Link Publisher. **Sev2 will generate phone call to SME.**

Allow CRI to be kept as sev 2 with below conditions all met:

- Customer's case shall be sev A opened in CSS side
- Customer's production is blocking (not testing environment or new feature adoption)
- Customer's issue is on-going (If issue is already mitigated and for RCA, it can be downgraded)
- Customer is able to work with PG\CSS 24 * 7 (if customer is offline and investigation\mitigation is pending on customer side, we can still downgrade)

Step 5: Give customer the solution or workaround. And improve TSG.