

PostgreSQL Connection Errors

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7:33 PM

In order to troubleshoot connectivity issue for PostgreSQL, you need to collect from the customer the following:

1. Error code that customer is running into.
2. Timestamp for the error.
3. Is it [intermittent](#) or [persistent](#).
4. When did it start to happen.
5. Check if the server was restarted (reconfigured)
6. Make sure the customer workload is not maxing out any of the resources(CPU , IOPS, Storage)

Once you have all this information, Check ASC for critical Insights, this can help you identify issues quickly

The screenshot shows the 'Case Overview' page in the Azure Support Center. The case is titled 'MySQL CONNECTIVITY ERROR' with a severity of 'Premier'. The customer is Paulo Souza Ribeiro. The case description mentions a 'MySQL CONNECTIVITY ERROR' and a 'Firewall blocked connection'. The 'Insights' section shows a critical insight: 'MySQL CONNECTIVITY ERROR' with error code 18456 and state code 107. The 'Health' section shows a green heart icon. The 'Tools' section shows a wrench icon. The 'Similar' section shows a magnifying glass icon. The 'Case Details' section shows the case history.

If no critical insight presented in the "Case Overview" navigate to "Resource Explorer" Tab and run the connectivity test after defining the time window

The screenshot shows the 'Resource Explorer' page in the Azure Support Center. The resource is 'passai-skipper-prd' (Microsoft.DBforMySQL/servers). The 'Connectivity' tab is selected. The 'Date Time Range (UTC)' is set to '09/29/2019 at 22:53 - 09/30/2019 at 22:53 UTC'. A calendar widget is shown for September 2019, with the date '29' selected. The 'Run' button is highlighted.

This will return a lot of results that can be useful to determine next steps to mitigate the issue, below table shows errors and state codes, you can review the meaning of them from the table here: [Errors and states](#)

Orcas MySQL Connectivity State Statistics

Kusto Query

Show the statistics of MySQL & MariaDB connectivity states

Drag a column header and drop it here to group by that column							
is_success	is_user_error	os_error	error	state	AppTypeName	count_	
> 1	0		0	0	Host.MySQL	154268	
> 1	0	0	0	0	Gateway.MySQL	151958	
> 0	1	1045	18436	107	Gateway.MySQL	3	

1 - 3 of 3 items

You can also run the below Kusto Query to get the same results:

```
MonLogin
| where TIMESTAMP >= ago(4h)
| where (logical_server_name =~ "{ServerName}" )
| where event == "process_login_finish"
| project originalEventTimestamp , logical_server_name , result , host_name,is_duplicated, database_name , AppName ,
MachineName , package , event, error , state, is_user_error , peer_address , login_time_ms, connection_id,
peer_activity_id, is_success
```

Created with Microsoft OneNote 2016.

How good have you found this content?

