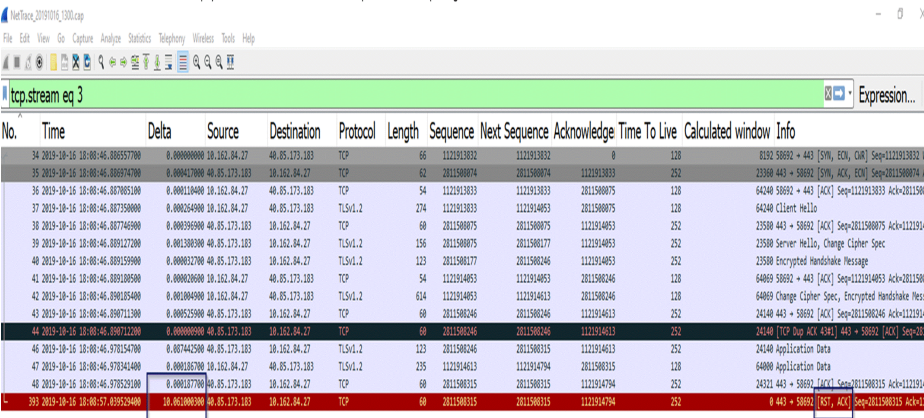
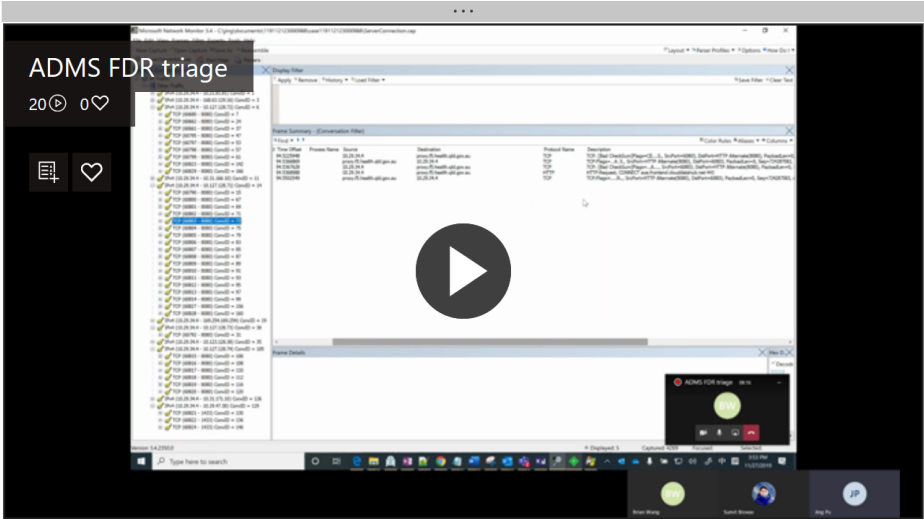


Network Issue from Self-Host IR such as "Cannot connect to SQL Server"

Last updated by | Veena Pachauri | Mar 8, 2023 at 11:10 PM PST

Network Issue from Self-Host IR such as "Cannot connect to SQL Server"

Thursday, October 31, 2019
11:21 AM

SME	Brian Wang
Symptoms	<p>Copy failed with error: 'Type=Microsoft.DataTransfer.Common.Shared.HybridDeliveryException,Message=Cannot connect to SQL Server: '216.81.183.224'; Database: 'MetroDiner_DB', User: 'MetroDiner_DB_RO',Source=Microsoft.DataTransfer.ClientLibrary,StackTrace= at Microsoft.DataTransfer.Common.TasksCoordinator.CheckTaskFailureOrCancellation() at Microsoft.DataTransfer.ClientLibrary.AggregateWithStage`2.Processor.Process(TInput data) at Microsoft.DataTransfer.TransferTask.CopyTask.DoCopy() at Microsoft.DataTransfer.TransferTask.CopyTaskBase.Execute(),Type=System.InvalidOperationException,Message=The connection was not closed. The connection's current state is connecting.,Source=System.Data,StackTrace= at System.Data.ProviderBase.DbConnectionClosedConnecting.TryOpenConnection(DbConnection outerConnection, DbConnectionFactory connectionFactory, TaskCompletionSource`1 retry, DbConnectionOptions userOptions) at System.Data.SqlClient.SqlConnection.TryOpenInner(TaskCompletionSource`1 retry) at System.Data.SqlClient.SqlConnection.TryOpen(TaskCompletionSource`1 retry) at System.Data.SqlClient.SqlConnection.Open() at System.Threading.Tasks.Task.Execute() --- End of stack trace from previous location where exception was thrown --- at System.Runtime.ExceptionServices.ExceptionDispatchInfo.Throw() at Microsoft.DataTransfer.Common.Shared.HelperMethod.ExecuteWithTimeout(Action action, TimeSpan timeout, String timeoutErrorMessage) at Microsoft.Practices.TransientFaultHandling.RetryPolicy.<>c__DisplayClass1.<ExecuteAction>b__0() at Microsoft.Practices.TransientFaultHandling.RetryPolicy.ExecuteAction[TResult](Func`1 func) at Microsoft.DataTransfer.ClientLibrary.RetryPolicyExtensionMethods.ExecuteActionWithTimeout(RetryPolicy retryPolicy, Action action, TimeSpan timeout, String timeoutErrorMessage) at Microsoft.DataTransfer.ClientLibrary.SqlProviderHandler.OpenConnection(RetryPolicy retry, Guid transferId, Guid activityId),'</p> <p>Job ID: c212384c-f5a1-458f-ade8-8121ae0ab527 Log ID: Error</p> <p>One or more errors occurred. An error occurred while sending the request. The underlying connection was closed: An unexpected error occurred on a receive. Unable to read data from the transport connection: An existing connection was forcibly closed by the remote host. An existing connection was forcibly closed by the remote host Activity ID: 99d3f9f5-fe4c-43eb-8923-44e785602d1a</p>
Cause	Suggest you to taken netmon trace to move forward, sometimes, you may find desitnation sending the reset package after 10 s, so you should figure out where the reset coming from, if customer's enviroment has firewall, you should take the netmon package on the firewall as well to confirm where the reset coming from.
Resolution	Suggest to check with network team to troubleshooting further.
More Information	<p>Any network issue you can engage the network team to help you moving forward. Below is one example for network reset from destination, however, we are not sure where the reset coming from, we should suggest customer to take netmon trace as well on the firewall if any.</p> <p>NetMon 2019016_1300.cap</p>  <p>Training about how to analyze the netmon, if you find the reset coming from the proxy, in order to confirm it, we should better to collect the netmon on the proxy as well to verify whether the proxy sends the reset or not.</p> <p>Microsoft Stream</p> 
How to collect netmon	<p>Netmon Steps</p> <p>=====</p> <p>1.Please download the Netmon Tools from the website, and install it on your SQL Server Machine and Client Machine: https://www.microsoft.com/en-gb/download/details.aspx?id=4865</p> <p>2. Create a folder, such as: "D:\netmon", please make sure it has enough space to save the log.</p> <p>3. Capture the IP and Port Information: CMD (run as admin): Ipconfig /all >D:\netmon\IP.txt netstat -abno > D:\netmon\ServerNetstat.txt</p>

	<div>4. Capture the Netmon Trace (network package): CMD: cd C:\Program Files\Microsoft Network Monitor 3 Option a. RoundRobin File: (will capture only one file, and will overwrite old logs) nmcap /network * /capture /file D:\netmon\ServerConnection.cap:200M Option b. Chained File: (will create new file if 200MB is reached) nmcap /network * /capture /file D:\netmon\ServerConnection.chn:200M Option c. Scheduled File: nmcap /network * /capture /StartWhen /Time 10:30:00 AM 10/28/2011 /StopWhen /Time 11:30:00 AM 10/28/2011 /file D:\netmon\ServerConnection.chn:200M Option d. only capture network package from both IP: 5. Press "Ctrl+C" to stop capture the Netmon trace. If you can only collect the netmon trace on the client machine, please get the server ip address to help you analyze the trace.</div>
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