

How to check Gateway TCP rejections timeouts from client side

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Issue

Sometimes we observe connection timeouts from the client side when trying to connect to Azure Database for PostgreSQL Single server.

Investigation/Analysis

Please review any connectivity issues from the client side like firewalls, NSG rules, ... that could be preventing the connections.

If those timeouts are intermittent (so, there is not a firewall/NSG rule that is preventing the connection permanently), you can also check the Gateway TCP rejections metric to check if the Gateway is having this issue that could lead to those intermittent connectivity issues.

To find the Gateway that the server is using you can use a simple ping or nslookup command:

```
C:\Users\frpardil.EUROPE>ping fpg11.postgres.database.azure.com

Pinging cr5.northeurope1-a.control.database.windows.net [52.138.224.6] with 32 bytes of data:
Control-C
^C
C:\Users\frpardil.EUROPE>nslookup fpg11.postgres.database.azure.com
Server: www.adsl.vf
Address: 192.168.0.1

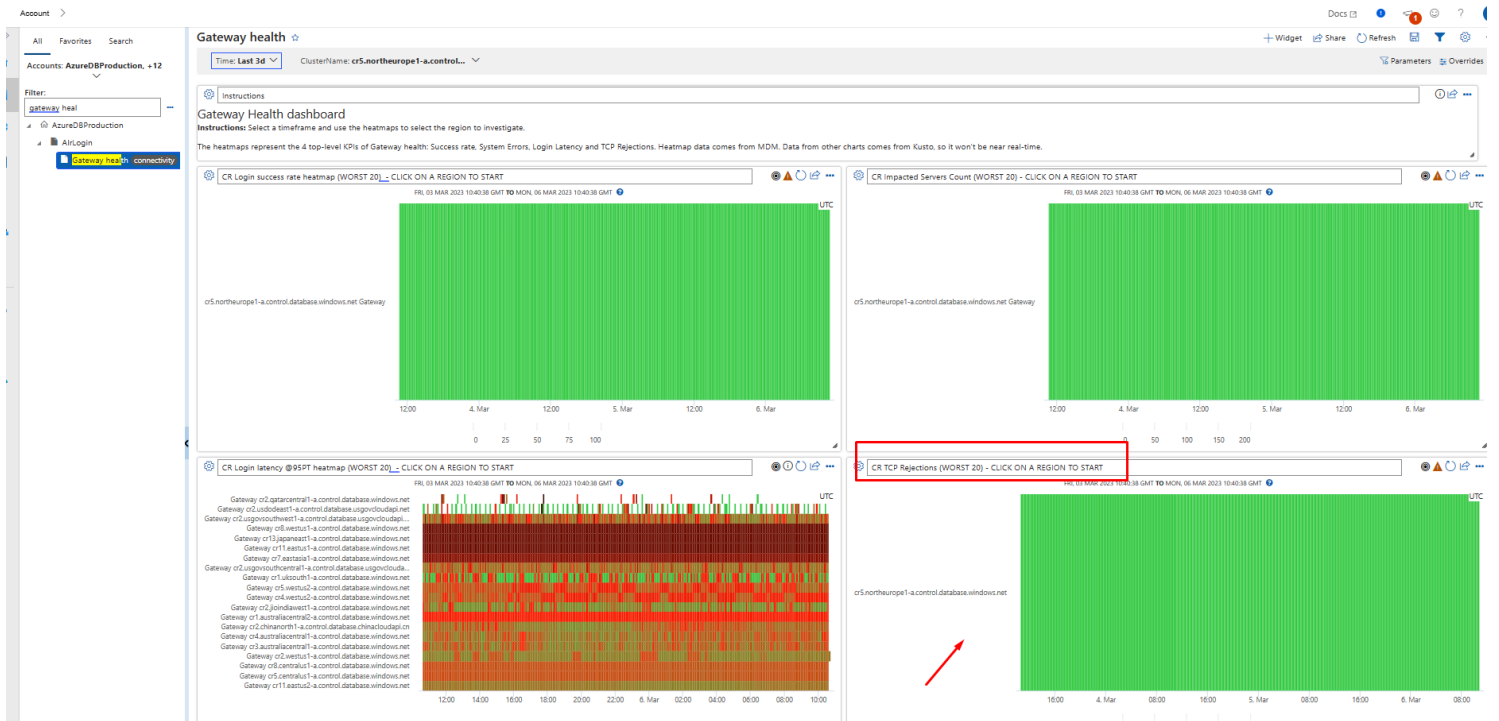
Non-authoritative answer:
Name:   cr5.northeurope1-a.control.database.windows.net
Address: 52.138.224.6
Aliases: fpg11.postgres.database.azure.com

C:\Users\frpardil.EUROPE>
```

Also, you can collect the Gateway using "Monlogin" kusto view.

You can review "Gateway health" Jarvis dashboard:

[Jarvis Gateway health](#) [🔗](#)



If you find colors different than green, then most probably those intermittent connectivity issues are coming from Gateway that is causing those TCP rejections, so the timeouts from client side.

Mitigation

Recommend customer to migrate to Azure Database for PostgreSQL Flexible server.

Customer should implement connection pooler and retry logic, in extreme situations when customer already had implemented connection pooler and retry logic but still facing those intermittent connectivity issues and you observe the Gateway is having TCP Rejections, then, please file an ICM to move that server to a different Gateway.

Public Doc Reference

About connection pooler and retry logic recommendations for Azure Database for PostgreSQL Single server:

<https://learn.microsoft.com/en-us/azure/postgresql/single-server/application-best-practices> 

How good have you found this content?

