DSS000 - Data Sync Troubleshooting quick steps

Last updated by | Vitor Tomaz | Apr 16, 2021 at 8:48 AM PDT

Contents

Step 1: Identify the AppNames or SyncGroupId

You can use

- Information from the case
- Subscription-Id and Region along with CMS queries from [here](#)

If you still cannot identify the Sync Group in question you may need to ask more information from customer.

Step 2: Identify the states and errors

You ASC to identify the hub and member states and errors

In case you get an error with a SQL Error Number we can check [DSS007 - Data Sync - SQL Error Index](#) and the associated TSGs

In case you don't get an error with a SQL Error Number, you can check

-[DSS008 - Data Sync - Non-SQL Error Index](#)
-PG DSS section: [Data Sync - Architecture](#)
-IcM: https://portal.microsofticm.com/imp/v3 ☒ -Teams: Place your questions on Microsoft Teams channel [SQL Azure Chat > Data Sync](#) ☒ and escalate using [Ava](#) if there is no answer.

Classification

Root cause Tree - DataSync/User issue/error/SyncFail

How good have you found this content?

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