

Connection errors and not able to change network settings

Last updated by | Vitor Tomaz | Feb 24, 2023 at 3:32 AM PST

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Issue

Connection error 10060. Operation timeout while trying to change network settings.

Investigation/Analysis

Note: all this info is available on **ASC** report, on **CPU** tab.

High CPU consumption on the MI. This resulted on no workers (threads) available to process the login requests. This can explain the rejected connections as SQL was not able to process requests, queue on windows side got piled up and started to reject connections.

```
MonCounterOneMinute
| where TIMESTAMP between (datetime(2022-10-17 18:00)..datetime(2022-10-25 18:00))
| where NodeName =~ "DB4C.0" and ClusterName =~ "tr4487.westeurope1-a.worker.database.windows.net"
| extend Category = case(CounterName =~ @"\Memory\Available MBytes", "Memory",
    strlen(extract(@"\\Processor\[0-9]{1,2}\)\% (Privileged Time|Processor Time)", 0, CounterName, typeof(string)),
    strlen(extract(@"\\Processor\[0-9]{1,2}\)\% (Privileged Time|Processor Time)", 0, CounterName, typeof(string)),
    strlen(extract(@"\\LogicalDisk\[A-Z]:\)\Avg. Disk sec/(Read|Write)", 0, CounterName, typeof(string))) > 0
| where Category !in ( "Other", "Memory", "Disk")
| summarize avg(CounterValue) by bin(TIMESTAMP, 5min), CounterName, Category
| render timechart
```

Looking at the login wait stat we can see that THREADPOOL was the wait type, correlating with what was explained before - no workers available for login request process.

```
let ssl_treshold = 20000;  
let issue_time = datetime(2022-10-21 15:00);  
MonLogin  
| where ClusterName startswith "tr4487"  
| where originalEventTimestamp >= issue_time - 2d  
| where event == "process_login_finish"  
| where is_success == 0  
| where total_time_ms > ssl_treshold  
| where isnotempty(message)  
| project event, AppName, message  
| extend parsed = parse_xml(message)  
| project event, AppName, parsed_wait_stats = parsed.waitstats.wait  
| mv-expand parsed_wait_stats  
| extend wait_stat_name = tostring(parsed_wait_stats["@name"])  
| extend wait_stat_max_time = toint(parsed_wait_stats["@maxTime"])  
| project event, AppName, wait_stat_name, wait_stat_max_time  
| summarize total_wait_stat_time = sum(wait_stat_max_time), avg_wait_stat_time = sum(wait_stat_max_time) / cou
```

Mitigation

SQL server restart / failover to release CPU.

Internal reference

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How good have you found this content?

