

Sync Error - Local sync agent issue

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Symptom

Cannot register local database due to error "Agent must be upgraded. Please download and install the latest agent", although the latest version has been used.

Cause

dss.agent_version table got emptied by mistake

Resolution

You created an entry for the latest version

```
INSERT INTO dss.agent_version(Id, Version, ExpiresOn, Comment) VALUES (1, '4.2.0.0', 'Dec 31 9999 11:59PM', 'C
```

After the record was created in the dss.agent_version table, the agent was not displaying the upgrade message and the sync member connected to Azure

sync agent can be on different VM as long as it can connect to the DB (both onpremise and sql Azure)

So we should open the ip firewall rule for the sync agent machine and need the credential for the sync metadata database.

Classification

Root cause Tree - DataSync/Service issue/SetupSyncFail

How good have you found this content?

