


Unable to connect to server with built-in pgbouncer

Last updated by | Mohammad Abu Hamdieh | Oct 31, 2022 at 5:17 AM PDT

Issue

Customer is not able to connect to build-in pgbouncer.

description

[build-in pgbouncer](#)  is new feature in Azure database for PostgreSQL - flexile server, where customer can utilize connection pooling on server side rather than application side.

Troubleshooting

- Make sure build-in pgbouncer is enabled, check below parameter is set to true: `pgbouncer.enabled`
- check if port 6432 is opened and reachable from client's machine.
 - You can check if port is opened using:
 - In Linux run: `telnet FULL_SERVER_NAME 6432`
 - In Windows powershell run: `Test-NetConnection -ComputerName FULL_SERVER_NAME -Port 6432`
- If port is not reachable in public access, make sure IP is allowed.
- If port is not reachable in private access, make sure NSG has a rule to allow traffic to port 6432.
- Check if pgbouncer is up and healthy

```
MonOBDockerContainerEvents
| where LogicalServerName == 'SERVER_NAME'
| where TIMESTAMP >= START_TIME and TIMESTAMP <= END_TIME
| where atContainer == 'pgbouncer'
| project TIMESTAMP, Event
```

If event indicate "pgbouncer:health_status:healthy" that indicate pgbouncer is healthy and issue in server.

- You can check pgbouncer healthy from Directory logs using this query:


```
MonOBDirectorV2ActorEvents
| where ServerName == 'SERVER_NAME'
| where TIMESTAMP >= START_TIME and TIMESTAMP <= END_TIME
| where Message contains "pgbouncer"
| project TIMESTAMP, Message
```

If messages are similar to : `PgBouncer healthy, Select 1 succeeded. response.StatusCode=OK, response.ReasonPhrase=OK, Milliseconds=93.7377.` this indicate pgbouncer is healthy and reachable.

- Check if server is up and available using this [link](#)

- to connect to pgbouncer database to get some stats, make sure to add needed user in server parameters in : `pgbouncer.stats_users`

```
psql -h FULL_SERVER_NAME -U USER_IN_STAT_USERS -d pgbouncer -p 6432
```

- To list stats in pgbouncer database please check this [link](#) 

Other items to check

- Try to disable and enable pgbouncer by setting `pgbouncer.enabled` to false and then to true.
- Try to clear any parameter in `pgbouncer.ignore_startup_parameters` and try to disable and enable pgbouncer.
- If customer has intermediate issues, you can try to change `pgbouncer.pool_mode` to session instead of transaction (default)