Connection is dropped or terminated

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Coordinator node activity

All client connections go through coordinator node. Therefore check the coordinator node activity when checking ASC reports. Start with Connectivity tab to check connectivity trends. Also check the "Outage History" report in the bottom of the page to see any outage activity.

If client logs are available check to error message, and match that with corresponding server activity. Use Sandbox tab in ASC to get the server logs of the incident.

You can alternatively use the following Kusto query. Make sure to set appropriate values to parameters.

```
let TimeCheckStart = datetime('2020-07-28 06:15:00');
let TimeCheckEnd = datetime('2020-07-29 06:15:00');
let NodeName = "<db server name>"
MonPgLogs
| where ServerType == "PostgreSQLCitus"
| where LogicalServerName =~ NodeName
| extend originalEventTimestamp = todatetime(originalEventTimestamp)
| where originalEventTimestamp > TimeCheckStart and originalEventTimestamp < TimeCheckEnd
| extend message_id = tolower(message_id)
| where sqlerrcode == "08006"
| extend LogicalServerName = tolower(LogicalServerName)
| project TIMESTAMP, LogicalServerName, sqlerrcode, message_id
| order by TIMESTAMP
| limit 1000
```

If both logs report connection closure by other party, look into transient network connectivity issues.

If connection is dropped due to crash on another process, try to find out the query that has caused a crash. Asking customer about the running queries at the time of connection termination may help what triggered the connection drop. If the query data is not available, Open an ICM to get the RCA about the crash.

Server may also drop connection due to resource constraints.

Check out Perf tab to see CPU/Memory usages, also check Storage tab to see storage usage and IO usage. Temporary spikes are fine, if there are prolonged time of high resource usage, or the load is always near limits coordinator node migh need to be upgraded to higher tier. Reducing number of concurrent connections could also be recommended to customer.

If resource usage is not high, and connection termination is sporadic, ask customer to use retry logic in their application.

Running out of connections

In case customer is **running out of connections**, ASC will shows this as in the following screenshot:

The recommendation will be to ask the customer setup pgBouncer in front of coordinator ⧉ or a connection pooler of their choice
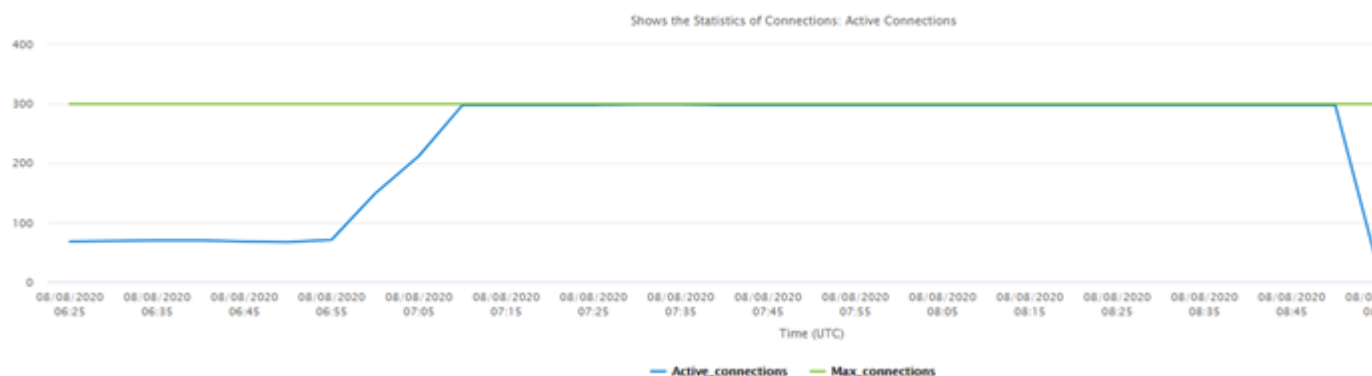
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