Sync failure after the migration to 2.0

Last updated by | Keith Elmore | Apr 5, 2021 at 7:57 AM PDT

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Basic guidance on migration: https://azure.microsoft.com/en-us/blog/migrating-to-azure-data-sync-2-0/ ⧉

PG: we migrated all the sync groups. However, there're 400+ sync groups are still running in the old service as of July 1st, because customer didn't download and configure the new local sync agent. We already sent another notification email to those customers. We are going to stop the old service by **September 1st** (90 days notification is required as we sent out the first notification in mid-May) After that, the customers will be forced to migrate to the new service. We may get CRIs for this.

1. Local agent is not upgraded
   https://azure.microsoft.com/en-us/blog/migrating-to-azure-data-sync-2-0/ ⧉

2. Login failed.

   They may need to re-enter the credential on the hub database.

3. They may hit some limitation that we have today
   https://docs.microsoft.com/en-us/azure/sql-database/sql-database-sync-data ⧉
   Limitation

4. Sync metadata DB concept is new in 2.0 Sync Metadata DB

5. For other errors, please follow Workflow: Data Sync to troubleshoot if customer receive any error

6. Second hub db sync failed after migration

   Issue: Customer has two hub databases in two regions. Their member db is the same onpremise db. Customer has upgraded the local sync agent and registered the onpremise db using the one agent key. This sync group works fine. But the second hub database shows agent is offline and cannot sync.

   Cause: Customer has two hub databases in two regions.

   Customer must install 2 local agents for each hub database because the hub databases are in different region.

   Each local agent can only manage one agent under 1 subscription in the same region.

   Resolution: Install the second local agent in the second onpremise machine which can connect to the onpremsie database remotely.

7. the sync group was out-of-date

Technically, before Oct 14, they can still download the local sync agent and use new portal although old service will be retire on Sep 1st.   But **after Oct 14**, they will have to do ini sync to start over since their sync group will be out of date if they didn't do anything with it.

But if there is any sync failure or sync warning in the old service and the sync group is out of date after Sep 1st , they will have to start over and do ini data sync.

Classification

Root cause Tree - DataSync/Servic issue/Uncoded

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