Snapshot Agent failing with OS Error: 55

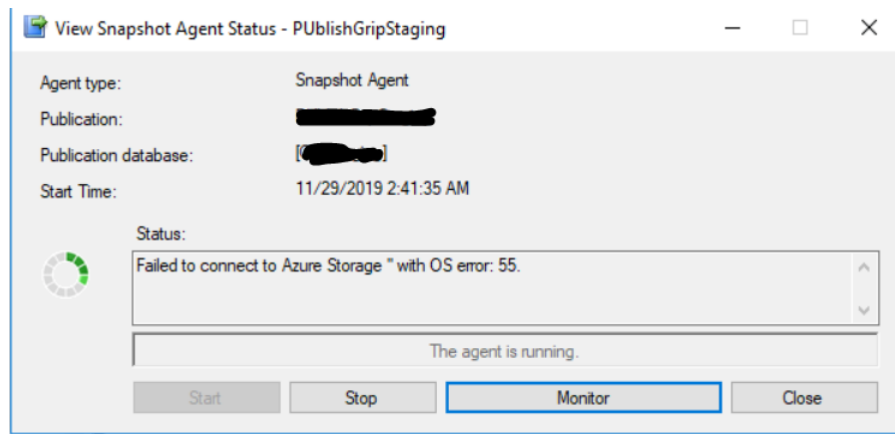Last updated by | Holger Linke | May 3, 2022 at 7:41 AM PDT

Contents

Issue

The customer has configured Transactional Replication on Managed Instance and met all the prerequisites:

- followed the MI-to-MI tutorial ⧉
- the file share on Azure Storage is configured properly and can be accessed
- TCP outbound port 445 is open to allow comunication to Azure File Storage
- credentials are OK

When they start the Snapshot Agent, it is consistently failing with the following message:

```
Failed to connect to Azure Storage '' with OS error: 55.
```


Investigation

Note the empty string on the error message: `Failed to connect to Azure Storage ''`. It is pointing to a problem with the storage path for the snapshot.

When reviewing the script that the customer had used for creating the Distributor, they noticed that the path had a minor error, using a "/" instead of a "\" in the `@working_directory` parameter:

```
USE [master]
EXEC sp_adddistpublisher
    @publisher = @@ServerName,
    @distribution_db = N'distribution',
    @security_mode = 0,
    @login = N'$(username)',
    @password = N'$(password)',
    @working_directory = N'$(file_storage)',
    @storage_connection_string = N'$(file_storage_key)';

file_storage was:
    \\storage.file.core.windows.net/sharefolder
instead of:
    \\storage.file.core.windows.net\sharefolder
```

Mitigation

You can change the `@working_directory` parameter with the following stored procedure for mitigating the issue:

```
exec sp_changedistpublisher
    @publisher = @@ServerName,
    @property = N'working_directory',
    @value = N'\\storage.file.core.windows.net\sharefolder'
```

Or use the corresponding UI in SQL Server Management Studio to do the same. Detailed steps are available in section Verify the storage account configuration for the snapshot folder of article Configure-Replication-between-Managed-Instance-and-On-premise Subscriber.

How good have you found this content?