UserErrorFailedToConnectToSql[on-prem Sql Server|Azure Sql Db]

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Contents

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Symptoms

The customer may see below error message when connect to on-prem Sql Server.

Copy activity encountered a user error:
ErrorCode=UserErrorFailedToConnectToSqlServer,'Type=Microsoft.DataTransfer.Common.Shared.HybridDeliveryException,Message=Cannot connect to SQL Server: '[sql server name]', Database: '[db name]', User: '[user name]'., Source=Microsoft.DataTransfer.ClientLibrary,' 'Type=System.Data.SqlClient.SqlException, Message=[detailed error message]

Detailed error message could vary a lot take one example

Class=14,Number=18456,State=1,Message=Login failed for user CHECK SQL DOCs accordingly https://docs.microsoft.com/en-us/sql/relational-databases/errors-events/mssqlserver-18456-database-engine-error?view=sql-server-ver15 And engage Sql Support accordingly if needed

Cause

Cx's integration runtime cannot reach to the sql source Super important to understand what is "Integration runtime" and which "Integration runtime" is used.

Resolution

1. Understand which sql source had connectivity failure if both source and sink are sql.

2. Understand whether any side was an linked service with selfhosted IR/SHIR.

Branch A

3. If SHIR,

Ask the customer to try to connect to the Sql via SHIR UI -> diagnostic tab.

Try connectivity from the exact SHIR host machine via SSMS/sqlcmd.

If either way reproduced the connectivity issue, Cx shall request help from his IT/network instead of from ADF.

Branch B

3. b If Azure Sq lDb with Azure IR

Ask Cx to retry "test connection" via ADF v2 UX.

Common failures include Firewall settings and vnet settings. Engage Azure Sql Db team directly.

4. One configurable from ADF SQL linked service is to specify "connection timeout = 60", which may be effective for both Azure Sql and OnPrem Sql

More Information

Related Incidents 131550851

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