

could not connect to server: Operation timed out

Last updated by | Lisa Liu | Nov 6, 2020 at 10:34 AM PST

psql: could not connect to server: Operation timed out Is the server running on host '[servername.postgres.database.azure.com](#) ' (23.99.34.75) and accepting TCP/IP connections on port 5432?

This is a generic error usually caused by one of the following reasons:

1. The PostgreSQL server is down (customer can verify that by checking resource health on the Azure Portal)
2. DNS issue at the application side
3. Firewall restriction blocking outbound connection on the application side
4. Network disconnect or intermittent connection error between the application and the data (review Monlogin to ensure its not happening at the database gateway)
5. Review the Azure PostgreSQL sandbox at the timestamp the customer shared and search for messages like the following

Queued EmptyBackend: QueueCount=0; ReadyCount=138 >> this means the the server has 138 slots for new connections, no connection are queued

connection received: host=xx.xx.xx.x port=43429 pid=908212 >> This means that the server was able to establish a connection at that time which confirms its an issue at the application side

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