Using database.windows.net in connection string

Last updated by | Abhishek Shaha | Mar 2, 2021 at 6:17 AM PST

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Issue

Customer has been using below hostname to connect to the Azure PostgreSQL server '[instance-name].**database.windows.net** ☒' in West Europe for over 2 years. All of sudden connections started failing with timeout errors.

Investigation/Analysis

Trying to find the answers to below questions.

1. For Azure PostgreSQL we have '[instance name].**postgres.database.azure.com** ☒' by design, can customer use **database.windows.net** ☒ hostname?

Ans:

As per the TSG here:
https://supportability.visualstudio.com/AzureDBPostgreSQL/_wiki/wikis/AzureDBPostgreSQL/288936/Connection-Considerations

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MySQL Specific

FQDN is easily visible in the Server Essentials area of the portal just like Azure SQL DB

The above is no longer version specific. Regardless of version, the default FQDN will be mysql.database.azure.com or postgresql.database.azure.com. Currently the server.database.windows.net can be used for any version of both offerings but suggest the new FQDN going forward.

This is working scenario. The reason is, that the purpose of **.net** address is to avoid creating the server with the same name for all SQL, PG, MySQL dbs. It is binding to IP address to the server when the server is created. So, the **.net** address are to avoid the duplicate server names, and customer should not use that to use in the connection string to connect to the server.

The important point to note is, when the gateway migration or the IP address decommissioning happens, the new connections will automatically migrated to the new gateway IP address if the **.com** address are used. But this migration will not happen if **.net** address are used in the connection.

2. Are there any changes West Europe? Because, I tried to repro by connecting to my own server using '[instance-name].**database.windows.net** ☑' to connect to my own test server in the North Europe & I was able to connect. (PFB screenshot)

```
PS C:\Users\abshaha> Test-NetConnection dinero-prodpg.database.windows.net -Port 5432
WARNING: TCP connect to (191.237.232.75 : 5432) failed
WARNING: Ping to 191.237.232.75 failed with status: TimedOut


ComputerName            : dinero-prodpg.database.windows.net
RemoteAddress           : 191.237.232.75
RemotePort              : 5432
InterfaceAlias          : Wi-Fi
SourceAddress           : 192.168.0.31
PingSucceeded           : False
PingReplyDetails (RTT)  : 0 ms
TcpTestSucceeded        : False


PS C:\Users\abshaha> Test-NetConnection dubtestpsql.database.windows.net -Port 5432


ComputerName      : dubtestpsql.database.windows.net
RemoteAddress     : 52.138.224.6
RemotePort        : 5432
InterfaceAlias    : Wi-Fi
SourceAddress     : 192.168.0.31
TcpTestSucceeded  : True


PS C:\Users\abshaha> Test-NetConnection dinero-testpg.database.windows.net -Port 5432
WARNING: TCP connect to (191.237.232.75 : 5432) failed
WARNING: Ping to 191.237.232.75 failed with status: TimedOut


ComputerName            : dinero-testpg.database.windows.net
RemoteAddress           : 191.237.232.75
RemotePort              : 5432
InterfaceAlias          : Wi-Fi
SourceAddress           : 192.168.0.31
PingSucceeded           : False
PingReplyDetails (RTT)  : 0 ms
TcpTestSucceeded        : False


PS C:\Users\abshaha> _
```

Ans: Yes, we decommissioned cr1.westeurope1-a.control.database.windows.net ☑ ring, the public endpoint IP address for Azure Database for PostgreSQL, MySQL and MariaDB were changed. We generally sent out advance notifications to subscription owner. And since customer in this case was using **.net** hostname to connect to the database, their connection attempts post maintenance were timed out.

Mitigation

Customer should use '[instance name].**postgres.database.azure.com** ☑' to connect to the server.

Public Doc Reference (optional)

Connectivity Architecture Azure PostgreSQL : https://docs.microsoft.com/en-us/azure/postgresql/concepts-connectivity-architecture ⬈

Internal Reference (optional)

Gen3 Decommissioning:
https://supportability.visualstudio.com/AzureDBPostgreSQL/_wiki/wikis/AzureDBPostgreSQL/446979/Gen3-decommissioning

Connection considerations:
https://supportability.visualstudio.com/AzureDBPostgreSQL/_wiki/wikis/AzureDBPostgreSQL/288936/Connection-Considerations

How good have you found this content?

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