

# Managed Vnet IR connectivity issue with private endpoint

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## Issue

Managed Vnet IR Connectivity issue with SQ; Database/DW/SQL server intermittently.

```
{ "Code": "22300", "Message": "Cannot connect to SQL Database: 'xxx.sql.azuresynapse.net', Database: 'xxx', User: 'xxx'. Check the linked service configuration is correct, and make sure the SQL Database firewall allows the integration runtime to access.", "ExceptionType": "Microsoft.DataTransfer.Common.Shared.HybridDeliveryException", "Source": "Microsoft.DataTransfer.ClientLibrary", "InnerEventInfos": [{"Code": "22301", "Message": "A network-related or instance-specific error occurred while establishing a connection to SQL Server. The server was not found or was not accessible. Verify that the instance name is correct and that SQL Server is configured to allow remote connections. (provider: Named Pipes Provider, error: 40 - Could not open a connection to SQL Server), SqlErrorNumber=53"}]}
```

## Suggestion

For managed Vnet IR scenario, the flow is: ADMS client -> managed Vnet IR -> private endpoints -> target DB.

1. Contact PLS (private link service) team to verify if private endpoints works fine. If from private endpoint, it can ping SQL server host successfully, then private endpoints is good. If not, the issue is in private endpoint, contact PLS team to re-create a new private endpoint to mitigate.
2. Then the issue is managed Vnet VM cannot connect to PE. If it's Copy activity, ask customer to retry, the issue will auto recover. Otherwise, follow this TSG: [https://supportability.visualstudio.com/AzureDataFactory/\\_wiki/wikis/AzureDataFactory/546603/How-to-get-ADF-VM-info-for-Networking-to-troubleshoot](https://supportability.visualstudio.com/AzureDataFactory/_wiki/wikis/AzureDataFactory/546603/How-to-get-ADF-VM-info-for-Networking-to-troubleshoot). Fetch the VM node info and involve Azure network team to analysis Azure VM node network issue. If there is any issue, please directly contact on call managed Vnet IR SME for further steps.

How good have you found this content?

