

Troubleshoot Common Connectivity Issue Checklist




Last updated by | Daniel Valero | Jan 21, 2022 at 10:01 AM PST

Contents

- [Intermittent connection errors](#)
- [Persistent connection errors](#)

Intermittent connection errors

Causes of intermittent connection issues include server restart, high resource utilization on the server, and client timeouts. The following steps could help you resolve the issue:

- Retry the connection to see if the problem persists
- When you see An existing connection was forcibly closed by the remote host, that indicates your client closed the connection to the Postgres server. Check your client timeout and idle connection settings. For more details refer to
 - [Connection forcibly closed by the remote host](#)
 - [Troubleshoot PostgreSQL: 'An existing connection was forcibly closed by the remote host'](#) 
- There may be a planned maintenance activity going on your database server. Check your Resource Health for the current status. You may also want to setup planned maintenance notifications to get notified of any planned activities.
- Check your server metrics to see if any resource is near 100% utilization. Please check your CPU/memory/IO usage percentage in the portal metrics tab. High utilization may lead to unavailable resources for a new connection. Please consider to upgrade your server if the resource is hitting 100%.
- Check the [connection limit for your server's pricing tier](#)  Review how many connections your server has and how many more you are attempting.
- Consider to use connection pooling if you have not done yet and also exam your pool configuration. [Learn more about this.](#) 




Persistent connection errors

If connection issues last for more than a couple minutes, the root cause may be a more persistent issue.

- **Check your firewall and client network:**
 - The error pg_hba.conf entry for host 'xxxx', user 'xxxx', database 'pxxxx', SSL... indicates that a firewall rule is needed. Set up firewall rules to allow your client's IP address
 - Ping the FQDN and see if it resolves to our Gateway IP correctly.
 - Confirm that your client network allows outbound connections on port 5432 to the regional Azure Database for PostgreSQL Gateway IP. You can try to telnet to your server.

- If you are connecting within Azure VM, check NSG rules to see if it blocks the connection. Also check the route table and see if there is any VPN device which may need to configure.
- If you are using VNET rules, ensure that the service endpoints are correctly configured
- If you are using basic tier and see the error 'Server is not configured to allow IPv6 connections', note that the Basic tier does not support VNet service endpoints. You have to remove the endpoint Microsoft.Sql from the subnet attempting to connect to the Basic tier server.
- **Check your connection string**
 - Make sure the user you are connecting with account has the appropriate permissions
 - Confirm that the username you are passing ends with the correct server name/hostname field (usernames need to be passed as username@servername)
 - Check connection throttling server parameter. It will temporary throttling connection per IP if too many invalid password login failures.
- **Check your SSL/TLS configuration**
 - Make sure you are using the correct SSL configuration and choose the right certificate
 - As a part of our maintenance activity, we are working on changing out gateway certificate used to connect to the server using SSL. Refer to the steps to mitigate the issue in this article
 - Make sure you are using the correct TLS configuration
- **Check your driver**
 - If you see an error related to GSS, you are likely using a newer client/driver version which Azure Postgres Single Server does not yet fully support. This error is known to affect JDBC driver versions 42.2.15 and 42.2.16. ○ We plan to complete the update by the end of November. Consider using a working driver version in the meantime. ○ Or, consider disabling the request of GSSAPI. Use a connection parameter like gssEncMode=disable.
 - Check out this supported client library list
- **Check the service health in the dashboard.** ◦ Check out if there's a regional outage. See Overview of business continuity with Azure Database for PostgreSQL for steps to recover to a new region.

Recommended Documents

- [Troubleshoot common connectivity issues to Azure Database for PostgreSQL](#) 
- [Tutorial: Creating and connecting to Azure Database for PostgreSQL](#) 
- [Understanding the connectivity architecture for Azure Database for PostgreSQL](#) 

How good have you found this content?

