Replication agent Failed to connect to Azure Storage OS error 1219

Last updated by | Vitor Tomaz | Feb 24, 2023 at 3:31 AM PST

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Issue

The customer noticed that some of the replication agents fail to start with the following error:

> Failed to connect to Azure Storage '\storageaccountname.file.core.windows.net ⬀\snapshots' with OS error: 1219

Windows Operating System error 1219 means:

> Multiple connections to a server or shared resource by the same user, using more than one user name, are not allowed. Disconnect all previous connections to the server or shared resource and try again.

This error is returned in Replication Monitor for the Snapshot and/or Distribution Agent, and in tables `MSsnapshot_history` / `MSdistribution_history` in the distribution database.

Investigation / Analysis

The Snapshot and Distribution Agents attempt to connect to Azure File Storage every time the replication agents start. The connection to file storage is needed for accessing the snapshot folder: by the Snapshot Agent to write a new snapshot, and by the Distribution Agent to read the snapshot for (re-)initializing a subscription. The Distribution Agent always opens this connection even if it doesn't need it immediately; it will use it in case you mark the subscription for reinitializsation.

The cause for the issue might be an intermittent, transient network connectivity issue. If the issue persists and the replication agents continue to fail, the connection management of the SQL Agent might have run into problems.

Mitigation

If this is a transient network issue, then it usually resolves by itself within 5~10 minutes.

In a first mitigation attempt, if the issue persists:

- Stop all Snapshot and Distribution Agent jobs at the Distributor.

- Wait for 5~10 minutes to allow for connections being fully closed and cleared.
- Start the replication agent jobs again, beginning with the Distribution Agent jobs.

If this problem still persists and the Subscribers are already initialized, you can try a second mitigation attempt:

- Stop all Snapshot and Distribution Agent jobs at the Distributor.
- Set the storage connection string for the Distributor to NULL (which will suppress the connections to file storage on agent start-up).
- Restart the Distribution Agent jobs
- Set the storage connection string to its original value again to allow the replication agents to connect to storage on the next restart.

You can use the following SQL commands and steps to go through the second mitigation attempt:

```
use distribution;

-- Set storage connection string to NULL
exec sp_changedistpublisher @publisher = @@ServerName,
    @property = N'storage_connection_string',
    @value = N'NULL';

-- Stop the Snapshot and Distribution Agent jobs

-- Start the Distribution Agent jobs

-- Set storage connection string to its original value
-- retrieve the value from the portal
exec sp_changedistpublisher @publisher = @@ServerName,
    @property = N'storage_connection_string',
    @value = N'DefaultEndpointsProtocol=https;AccountName=replstorage;AccountKey=dYT5hHZVu9aTgIteGfpYE64cfis0m

-- Start a Snapshot Agent job if required
```

For further details about the `storage_connection_string` property and its value, see [How to configure the snapshot directory](#).

Public Doc Reference

- [Mount SMB Azure file share on Windows](#) ⧉ (this is helpful if you need to view and manage snapshot files manually)
- [Tutorial: Configure replication between two managed instances](#) ⧉

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