

DSS037 - Failed to perform data sync operation: Cannot find the user 'DataSync_executor'

Last updated by | Keith Elmore | Apr 5, 2021 at 7:57 AM PDT

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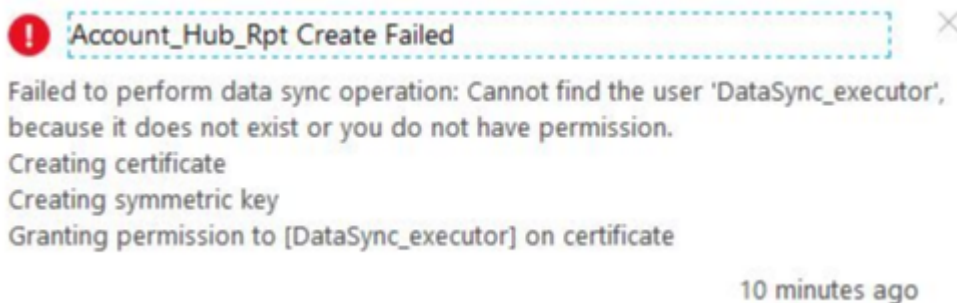
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Symptom

When creating Data Sync Group - receive the error "Failed to perform data sync operation: Cannot find the user - DataSync_executor"

Error

when creating DataSync Group



Troubleshooting

- Run [DSS004 - Data Sync - Health Checker](#)
- Look on SyncDB_Log
 - Find warnings

```
WARNING: DataSync_reader IS MISSING!  
WARNING: DataSync_executor IS MISSING!  
WARNING: DataSync_executor EXECUTE on SCHEMA dss IS MISSING!  
WARNING: DataSync_executor EXECUTE on SCHEMA TaskHosting IS MISSING!  
WARNING: DataSync_executor SELECT on SCHEMA dss IS MISSING!  
WARNING: DataSync_executor SELECT on SCHEMA TaskHosting IS MISSING!  
WARNING: DataSync_reader SELECT on SCHEMA dss IS MISSING!  
WARNING: DataSync_reader SELECT on SCHEMA TaskHosting IS MISSING!
```

- Create script like the one on <https://portal.microsofticm.com/imp/v3/incidents/details/145146143/home> [↗](#)

- In this case, run on metadata database:

```
SET XACT_ABORT ON
IF NOT EXISTS (SELECT * from sys.database_principals where type = 'R' and name = 'DataSync_executor')
CREATE ROLE [DataSync_executor]
GO

IF NOT EXISTS (SELECT * from sys.database_principals where type = 'R' and name = 'DataSync_reader')
CREATE ROLE [DataSync_reader]
GO

PRINT 'Granting permissions'
GRANT SELECT,EXEC on SCHEMA::[dss] TO [DataSync_executor]
GRANT SELECT,EXEC on SCHEMA::[TaskHosting] TO [DataSync_executor]
GRANT SELECT on SCHEMA::[dss] TO [DataSync_reader]
GRANT SELECT on SCHEMA::[TaskHosting] TO [DataSync_reader]
```

Classification

Root cause Tree - DataSync/Service Issue/SetupSyncFail

How good have you found this content?

