

DSS038 - Refresh Schema fails with 'The wait operation timed out'

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

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Issue

Refresh Schema fails with

"An error occurred while executing the command definition. See the inner exception for details.

Inner exception: SqlException ID: c698178d-d5c9-46f7-9783-db8248d8c1ae, Error Code: -2146232060 - SqlError Number:-2, Message: SQL error with code -2

Inner exception: The wait operation timed out"

Investigation/Analysis

After fetching all the schema from the database, Data Sync save this information in Sync Metadata Database (SyncDB). In case the performance tier of SyncDB is small or has heavy load, the operation may timeout when the database schema that needs to be saved is big/complex.

Mitigation

Customer should scale up the Sync Metadata Database. Customer may scale down once the data sync schema is set, knowing that he may need to scale back up if Refresh Schema is needed again.

Root Cause Classification

Cases resolved by this TSG should be coded to the following root cause:

Root Cause: Azure SQL DB v2\DataSync\User Issue/Error\SetupSyncFail

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