

# SQL Gateway Outage Intermittent failures for WestEurope EastUS1 BrazilSouth WCUS regions

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## Issue

A configuration bug has been identified in the current version of the SQL Gateway impacting customers using Proxy (including Private Links which are only supported in Proxy mode at the moment). The change is having the side effect of forcibly killing some Proxy sessions more aggressively when a slowdown in the processing is observed.

## Error

We should see Error 40613 / state 22 with lookup code 1460 (Proxy Throttle).

## Impacted Regions

West Central US, Brazil South, West Europe and EastUS1

## Workaround

Customers hitting this problem often are recommended to switch to Redirection, unless they are using Private Links.

## RCA Template

### ***Customer sharable***

A configuration bug has been identified in a recent change applied to the SQL Gateway impacting customers using Proxy. This includes all customers using Private Link as Redirection is not yet supported. The configuration issue causes the SQL Gateways to forcibly killing Proxy sessions that are in the processing queue more aggressively. The issue aggravates when slight slowdowns are experienced in the queue caused by transient errors in the SQL backend like service deployments. Customers might encounter 40613 Database Unavailable errors when this issue happens (internal state 22). Retries may have succeeded. To mitigate the problem, engineers have rolled back to the last known good version of SQL Gateway in the identified impacted clusters in

the regions (West Central US, Brazil South, West Europe and EastUS1). A code fix is in the process of being rolled forward.

Customers hitting this problem often are recommended to switch to Redirection, unless they are using Private Links.

### ***Internal only***

For Private Links customers - rollback of the Gateway train is full on West Central US and Brazil South, no issues are expected on these regions once completed. However, West Europe and East US 1 Gateway is rolling back only partially since the previous Gateway version is known to cause issues on Sql Alias lookup at a higher rates than the current regression. We are only rolling back CR2 on both regions. Customers can open tickets if they are still affected so we can move them from other rings to CR2 if necessary.

Start date of issues on each region, based on deployment. (As mentioned, the bug manifests more frequently when deployments happen on the SQL Backend which restarted this week after a holiday break):


WestCentralUS: 12/10

BrazilSouth: 12/11

EastUS: 12/14

WestEurope 12/15

### **Internal Reference**

- Master ICM [222586458](#) 
- If similar incident identified tag the support case to Master ICM for having number of impacted customers
- Product team has identified the potential cause for this issue and actively working on rolling back the change for the impacted regions. There is no active bridge for this incident, however engineering working on the fix at top priority fix and will update the parent ICM.

### **How good have you found this content?**



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