

Last updated by | Lisa Liu | Nov 6, 2020 at 10:34 AM PST


Monday, September 30, 2019
4:39 PM

How to configure SSL for MySQL : <https://docs.microsoft.com/en-us/azure/postgresql/concepts-ssl-connection-security>


If the customer did not configure SSL correctly , they will run into the following error

18456	16	0	0	COUNT	e_crDisconnect	Gateway has setup SSL with Host but error occurred after that when trying to send login record.	Use the connection_id and check the event "proxy_close_connection" with extra_info column.
18470	100	0	1	SERVICE_ENDPOINT	e_crDisconnect	The server requested requires SSL but the connection is not encrypted.	

ASC should show Critical Insight for this user Error


MYSQL CONNECTIVITY ERROR
 error(s): Either the server requested requires SSL, but the connection is not encrypted, or server has SSL enabled, but SSL is not specified in client's connections (Error Code : 18470, State Code : 100)

MSYQL CONNECTIVITY ERROR
 AZURE-MYSQL-DB01

is this insight helpful?
 

Description

[User Error: Our internal service telemetry detected 55 SSL connection errors for the customer's Azure Database for MySQL database server during the period of 08/25/2019 07:35:52 UTC and 08/26/2019 08:18:29 UTC. This indicates that the database server is configured to require an SSL connection, but connection attempts to the server did not specify SSL, resulting in failed connections. An unusually high number of SSL connection errors can have a negative performance on the database server.



Impacted Resources

azehmyqdb01

Recommended Action

To fix this issue please ensure SSL is configured correctly on the customer server. You can also suggest that the customer review this [article](#) for assistance with configuring clients for connecting to Azure Database for MySQL using SSL. Some common application libraries and instructions to do this are located here. Customers can also obtain system-generated connection strings for common applications libraries on the "Connection Strings" blade of their database server in the Azure Portal.

Customer Ready Content

 Copy Content
  Email

Thank you for contacting Microsoft support about our connection issues with Azure Database for MySQL. During our investigation we determined that connections to your database server are failing because the server was configured to require an SSL connection and connection attempts to the server were made without SSL enabled on the connections.

Recommended Steps

- To fix this issue, please ensure SSL is configured correctly on the server. You can refer to this [article](#) for assistance with configuring your client applications to connect to Azure Database for MySQL using SSL. You can download application libraries and connection instructions for many common languages [here](#).
- You can also obtain system-generated connection strings for common application libraries by navigating to your database server in the [Azure Portal](#) and click on the "Connection Strings" blade.

Recommended Documents

- [Azure Database for MySQL](#)
- [MySQL Discussion forum](#)

Links

Internal - Docs Gateway TSG for Azure CSM engineers
 Public - Azure Database for MySQL
 Public - MySQL Discussion forum

Insight Investigation Period

From 08/25/2019 07:49:49 to 08/26/2019 07:49:49 (UTC)
 Generated On Sep 26, 2019 12:50:31 AM

Below is a Kusto Query to check for errors

```

let pg_server_name = "nasetlur";
let start_time = ago(4h);
let end_time = now();
MonLogin
| where logical_server_name == pg_server_name
| where originalEventTimestamp > start_time
| where originalEventTimestamp < end_time
| where AppTypeName contains "Gateway.MySQL"
| where event contains "process_login_finish" or event contains "proxy_close_connection"
| project originalEventTimestamp, is_success, is_user_error, ['state'], error, result, logical_server_name, database_name, AppTypeName,
connection_id, peer_address, event, process_id, ClusterName

```

Update the `server_name`, `start_time`, and `end_time` with the incident specifics.

Created with Microsoft OneNote 2016.

How good have you found this content?

