Error - Connecting to database from Azure Portal - Query editor

Last updated by | Vitor Tomaz | Aug 5, 2020 at 12:40 PM PDT

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Issue

User may be reporting connectivity issues to the Azure Query Editor.

Possible Cause(s)

This can be caused by the following categories of issues:

- Client side issues, such as browser request filtering.
- Issues in transit, such as misconfigured HTTP proxies or firewall appliances.
- Server side issues, such as performance problems, downstream connectivity issues, etc.

- It is necessary to determine if the customer's request has reached the application.

To Do

Please refer attached PS script to troubleshoot client-side connectivity issues as follows:-

```
cmdlet   at command pipeline position 1
Supply values for the following parameters:
serverName: r_____.database.windows.net
Azure SQL HTTPS querying troubleshooter.

Checking connectivity to r_____.database.windows.net:1443... Passed
Checking certificate validitiy... Passed
Running test query... Passed

Success

PS C:\Users\sadev>
```

Response to Customer

Customer ready message if customers detected that port 1443 on their side cannot be open.

We should provide them with the following message:

Thank you for reporting this issue. As pointed in the [documentation,](#) in order to use the Query Editor functionality in the Azure portal, customers have to open ports 443 and 1443 on their local network for outbound HTTPS traffic. This is a new requirement due to recent changes of the underlying components powering this experience to a more secure and robust implementation. Modern web browsers are extremely capable application programming platforms, but they do not today support connecting directly to an Azure SQL database. That gap used to be bridged via an intermediate service which has been deprecated on 7/2/2019, fully decommissioned on 9/15/2019 and replaced with a Web Query HTTPS API endpoint. This new API is more secure as it honors your SQL server's firewall configuration.

A very common question is why does port 1443 need to be open on the customer's network when port 443 is commonly used for HTTP/HTTPS traffic. This design choice was made in order to avoid throttling of other HTTP traffic on this port, such as any Azure SQL manageability HTTP request. This is a temporary state, as we are planning more changes to this end point that will eventually securely eliminate this requirement and only use port 443. We apologize for any inconvenience this is causing in the meantime and we appreciate your patience as we work towards providing you with rich functionality in the most reliable and secure way. The best way to work around this temporary problem for any customer who cannot open port 1443 is to use one of our client tools for querying databases, such as SSMS.

Please check for updates on this message at the bottom of [WQ003]: Triage connectivity issues (Web view)

Classification

Root Cause: Azure SQL DB v2\Connectivity\Network Reliability

How good have you found this content?

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