Unable to read data from the transport connection for Copy Activity with Azure PostgreSQL

Last updated by | Nelson Gomes | Mar 9, 2023 at 11:08 PM PST

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Description

Pipeline execution consistently **failing at source** with System.IO.IOException,Message=**Unable to read data from the transport connection.**

Full error message

```
Failure happened on 'Source' side. 'Type=Npgsql.NpgsqlException,Message=Exception while reading from stream,Source=Npgsql,''Type=System.IO.IOException,Message
```

Troubleshooting

- Check custom log event for detailed error message and to confirm the error occured at source.

```
CustomLogEvent|where ActivityId == "<activity ID>"
```

- Check and confirm if the customer is using the query option at the source, if yes then:
- Check the duration for the query execution before data is returned as seen in the attached.

RCA

This issue was caused by reaching **SqlConnection.CommandTimeout**. Additional load on the database, un-optimised query or higher data volume could cause delay in reading data from the source which will result to the command timeout. See [SqlConnection.CommandTimeout Property (Microsoft.Data.SqlClient) | Microsoft Learn](#) ⧉

Solution

- To quickly mitigate the issue, set the **CommandTimeout** value on the linked service of the source database. In general, it is advisable to set the command timeout to a value that is high enough to allow queries to complete, but low enough to prevent long-running queries from causing performance problems.

  The exact value will depend on customer's specific use case and the performance characteristics of their database and application.

Additional connection properties

+ New	🗑 Delete

	Property name	Value
☐	CommandTimeout	300

- Advise customer to optimise their queries.

Additional information

- **IcM reference:**

- **Ava:** 2301310050000515

- **Other Relevant TSG:** [Copy activity connectivity issue to Cloud Data Store - Overview (visualstudio.com)](#)

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- **Keywords:**

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