MuleSoft (/s/)   Anypoint Platform(/s/forum)   Composer(/s/topic/0TO2T000000E9wnWAC/composer)   RPA(/s/topic/0TO2T000000pjAzWAI/rpa)   Training(/s/tr

How can we help?

Case
Data Gateway Error: Couldn't connect to data source

Case Number	Severity	Status	Product	Version
00303837	S3	Closed	Anypoint Platform	

[Escalate Case]

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Comments (?tabset-5fcb4=1)   Files (?tabset-5fcb4=2)   Articles (?tabset-5fcb4=3)

Case Comments

Hi Rahul,

Thank you for your update and confirmation. Nice to know the problem has been resolved.

As requested, I'm closing this case for now. Should you have any questions on Mule products, please feel free to raise a support case with Mule Support.

Your feedback is highly appreciated and will help us to improve our ability to serve you, please take a few moments to complete the Support Satisfaction Survey you'll receive via email.

Thanks,

Sean

Comment by: Sean Li on Sep 6, 2021 5:57:16 PM

Hello Sean,

Issue is resolved. Thanks a lot for your support. Now you can close the ticket.

Thanks and Regards,
Rahul Kumar

Comment by: Rahul Kumar on Sep 6, 2021 12:37:47 AM

Hi Rahul,

Thank you for your update.

I can see there are some changes made to your VPC/VPN recently from the audit log. Please see

Case Details

Contact Name
Rahul Kumar
(/s/detail/0032T00002KNOrPQAX)

Case Owner
Sean Li

Product
Anypoint Platform

Component
Data Gateway

Version

Subcomponent

Description Information

Subject
Data Gateway Error: Couldn't connect to data source

Description ⓘ
Hello Team,

I am trying to correct oracle data source to Anypoint data gateway and I am getting error(couldn't connect to data source) while connecting.

I have private IP address(10.0.0.92) through connecting it and I am selecting the option VPC while establishing connection to database still same error persists.

Can you please help me out on this why am I getting the error?

Thanks and Regards,
Rahul Kumar

Severity ⓘ
S3

Status
Closed

CloudHub App Name

Follow the sun

Follow the sun ⓘ

Created By
Rahul Kumar
(/s/profile/0052T00000DIoVvQAL)
, 8/30/2021 9:55 AM

Last Modified By
sean.li
(/s/profile/00580000007P5pqAAC)
, 9/6/2021 5:57 PM

Contact Phone
(971) 708-0835

vpc-vpn-audit-log.csv file uploaded.

I don't think annex-cloud-api-dev can access 10.0.0.12 successfully. annex-cloud-api-dev is deployed to us-east-2(Ohio), while your VPC for the Sandbox env is in the us-west-2 region. The application annex-cloud-api-dev is not even in the VPC to use the VPC-peering to "10.0.0.0/16":

```
$ ping 10.0.0.12
PING 10.0.0.12 (10.0.0.12) 56(84) bytes of data.
^C
--- 10.0.0.12 ping statistics ---
6 packets transmitted, 0 received, 100% packet loss, time 5123ms

$ traceroute 10.0.0.12
traceroute to 10.0.0.12 (10.0.0.12), 30 hops max, 60 byte packets
1 ec2-52-15-0-161.us-east-2.compute.amazonaws.com (http://ec2-52-15-0-161.us-east-
2.compute.amazonaws.com) (52.15.0.161) 5.552 ms ec2-52-15-0-159.us-east-
2.compute.amazonaws.com (http://ec2-52-15-0-159.us-east-2.compute.amazonaws.com)
(52.15.0.159) 5.824 ms ec2-52-15-0-181.us-east-2.compute.amazonaws.com (http://ec2-52-15-0-
181.us-east-2.compute.amazonaws.com) (52.15.0.181) 1.263 ms
2 100.65.26.160 (100.65.26.160) 11.873 ms 100.65.25.128 (100.65.25.128) 3.871 ms 100.65.27.0
(100.65.27.0) 0.564 ms
3 * * *
...
30 * * *
```

For dgw-c2faaa2a2-4a30-4f27-8991-46f0a14a200d, while I was not able to connect to 10.0.0.92:1521 3 days ago, I'm able to connect to it now:

```
$ traceroute 10.0.0.92
traceroute to 10.0.0.92 (10.0.0.92), 30 hops max, 60 byte packets
1 ip-10-0-0-92.us (http://ip-10-0-0-92.us)-west-2.compute.internal (10.0.0.92) 0.840 ms 0.739 ms
0.742 ms
$ nc -vz 10.0.0.92 1521
Connection to 10.0.0.92 1521 port [tcp/ncube-lm] succeeded!
```

Please check with your network administrator, referencing the audit log, and see what has changed to make it work now.

Regards,

Sean

<div align="right">Comment by: Sean Li on Sep 2, 2021 8:25:39 PM</div>

Dear Sean/Team,

Annex cloud api dev is using the below IP:
Public IPv4 address
44.237.44.236
Private IPv4 addresses
10.0.0.12

and it's working fine. We are using below IP address in data gateway :

Data source IP addresses details:
Public IPv4 address
34.210.72.250
Private IPv4 addresses
10.0.0.92

and it's not working in data gateway and getting timeout error while connecting through Anypoint data gateway.

I don't understand why data source IPs are not working. Could you please help me out on this?

I am stuck here not proceeding ahead Please do the needful.

TIA.!!

Thanks and Regards,
Rahul Kumar

<div align="right">Comment by: Rahul Kumar on Sep 2, 2021 9:40:55 AM</div>

Dear Sean/Team,

Annex cloud api dev is using the below IP:
Public IPv4 address
44.237.44.236
Private IPv4 addresses
10.0.0.12

and it's working fine. We are using below IP address in data gateway :

Data source IP addresses details:
Public IPv4 address
34.210.72.250
Private IPv4 addresses
10.0.0.92

and it's not working in data gateway and getting timeout error while connecting through Anypoint data gateway.

I don't understand why data source IPs are not working. Could you please help me out on this?

I am stuck here not proceeding ahead Please do the needful.

TIA.!!

Thanks and Regards,
Rahul Kumar

<div align="right">Comment by: Rahul Kumar on Sep 2, 2021 9:40:51 AM</div>

Hi Rahul,

I logged on to annex-cloud-api-dev and ran the following command:

$ nc -vz 10.0.0.92 1521
nc: connect to 10.0.0.92 port 1521 (tcp) failed: Connection timed out

Can you please provide me more details on how annex-cloud-api-dev connects to 10.0.0.92:1521 successfully?

Regards,

Sean

<div align="right">Comment by: Sean Li on Sep 2, 2021 2:32:22 AM</div>

Hello team,

VPC peering is there , that's why it is working in annex-cloud-api-dev(Sandbox) app. route are there in routing tables. But when I m trying to connect to oracle database in Anypoint data gateway it's returning to me timeout error.

Can you please let me know how can we fix this timeout issue in data gateway?

Thanks and Regards,
Rahul Kumar

<div align="right">Comment by: Rahul Kumar on Sep 1, 2021 10:40:29 PM</div>

Hi Rahul,

From the uploaded screenshots, I can see:

Org: Zenni Optical, Inc.
environment: Sandbox
DB endpoint: 10.0.0.92:1521

In Sandbox env, I found there's a DGW instance: dgw-c2faa2a2-4a30-4f27-8991-46f0a14a200d

I logged on to the DGW instance to test the connectivity to 10.0.0.92:1521 but it's not successful:

$ nc -vz 10.0.0.92 1521
nc: connect to 10.0.0.92 port 1521 (tcp) failed: Connection timed out

Checking the Sandbox env, it's using vpc-0ef13af00d7348a73 (us-west-2):

```
"vpcRoutes": [
{
"Next Hop": "VPC Peering",
"CIDR": "10.0.0.0/16"
},
{
"Next Hop": "Local",
"CIDR": "10.1.0.0/16"
},
{
"Next Hop": "Internet Gateway",
"CIDR": "0.0.0.0/0"
}
],
```

It seems either the "VPC Peering" route doesn't work, or 10.0.0.92:1521 is not reachable.

There are 11 Cloudhub applications running in the Sandbox env. Are other applications able to connect to the host in your VPC Peering subnet "10.0.0.0/16"? Do you have another host:port for me to test to check the VPN connectivity?

Thanks,

Sean

<div align="right">Comment by: Sean Li on Aug 30, 2021 8:00:16 PM</div>

Hello Rahul,

Thank you for contacting MuleSoft Support!

I understand that you are getting the below error.

"Couldn't connect to data source."

Please follow the attached article to resolve your issue. In the meantime, I will assign the case to the next support Engineer to further assist you.

Regards,
Gopi
MuleSoft Support

Comment by: Gopi Chandra Shekar Reddy Arimanda on Aug 30, 2021 3:20:03 PM

Rahul Kumar has attached file "db connection.png" to the case. Please review.

Comment by: Rahul Kumar on Aug 30, 2021 9:55:20 AM

Rahul Kumar has attached file "Datagateway error.png" to the case. Please review.

Comment by: Rahul Kumar on Aug 30, 2021 9:55:20 AM