

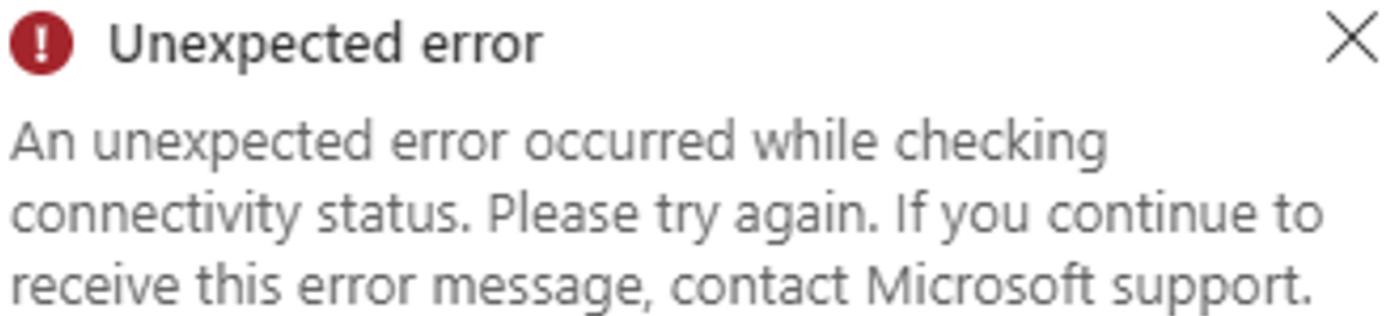
# How to understand the cause of "Unexpected error" in data connector's blade

Last updated by | Naser Mohammed | Mar 19, 2023 at 7:18 AM CDT

Customer's might get and "Unexpected error" when checking the data connector's blade and sometimes you will also see 0 connectors "Connected" in the Data Connector blade. In order to determine the cause of the issue, follow the below steps.

## Issue:

Error in Data connector blade.



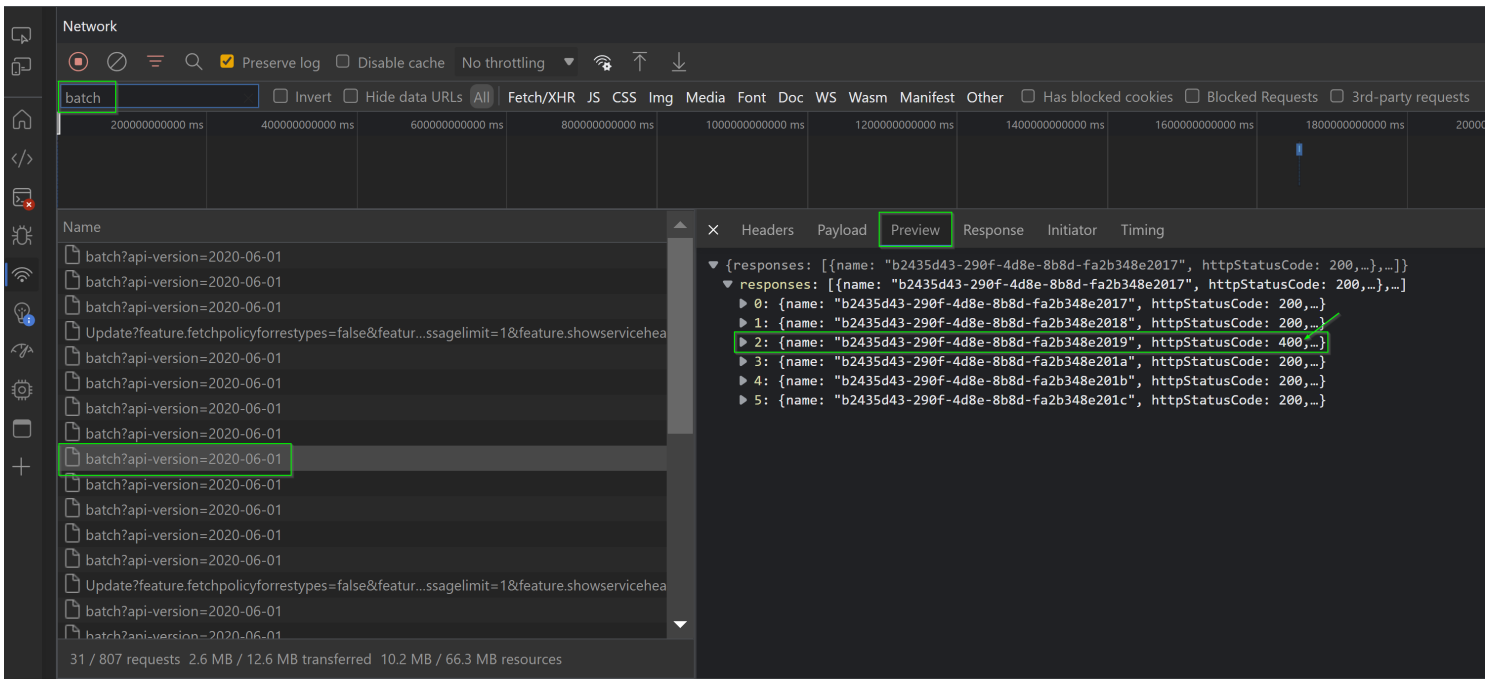
## Cause:

There might be different reasons why the issue appears, most of the times is related to the parser in some of the data connectors or solutions using Azure Functions.

## Identification:

To understand why your customer is getting this error, follow the below steps:

1. Go to the Azure > Sentinel
2. Start recording an HTTP Network trace using the keyboard shortcut `ctrl + Shift + I`
3. Go the Network tab, make sure the trace is getting recorded and the "Preserve log" option is checked.
4. Go the data connector blade to recreate the issue.
5. Right click on the trace, and click "save all as HAR with content"
6. Once you have the .HAR file open it and filter by "*batch*"
7. Go to the "Preview" tab of each "*batch?api*" result and expand the "responses" until you find a 400 HTTP status code.



8. Open it and all the other sections (content, error and innererrors) inside of it until you see a very well descriptive error that will point you to the culprit and proceed accordingly.

Some examples of the errors you might get are:

"Detected multiple functions with the same name: 'FunctionName'. Resolve the conflict to allow these functions to be used in a query."

