# 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.



## Unexpected error



An unexpected error occurred while checking connectivity status. Please try again. If you continue to receive this error message, contact Microsoft support.

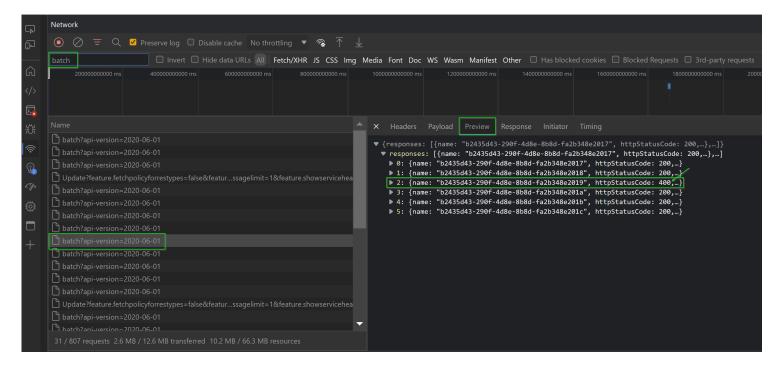
### Cause:

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."

```
▼ {responses: [{name: "b2435d43-290f-4d8e-8b8d-fa2b348e2017", httpStatusCode: 200,...},...]}
▼ responses: [{name: "b2435d43-290f-4d8e-8b8d-fa2b348e2017", httpStatusCode: 200,...},...]

    ▶ 0: {name: "b2435d43-290f-4d8e-8b8d-fa2b348e2017", httpStatusCode: 200,...}
    ▶ 1: {name: "b2435d43-290f-4d8e-8b8d-fa2b348e2018", httpStatusCode: 200,...}

    ▼ 2: {name: "b2435d43-290f-4d8e-8b8d-fa2b348e2019", httpStatusCode: 400,...}
       ▼ content: {error: {message: "The request had some invalid properties", code: "BadArgumentError",...}}
▼ error: {message: "The request had some invalid properties", code: "BadArgumentError",...}
             code: "BadArgumentError
             correlationId: "5091557e-6183-4747-a5e0-103a7d61a894"
           ▼ innererror: {code: "SemanticError", message: "A semantic error occurred.",...}
                code: "SemanticErro
             ▼ innererror: {code: "FunctionNameError", function: "CiscoUCS",...}
                 code: "FunctionNameError
                  function: "CiscoUCS"
                 message: "Detected multiple functions with the same name: 'CiscoUCS'. Resolve the conflict to allow these functions to be used in a query."
                message: "A semantic error occurred."
            message: "The request had some invalid properties"
       ▶ headers: {Pragma: "no-cache", Vary: "Accept-Encoding", x-ms-ratelimit-remaining-subscription-reads: "11998",...}
         httpStatusCode: 400
         name: "b2435d43-290f-4d8e-8b8d-fa2b348e2019"

ightharpoonup 3: {name: "b2435d43-290f-4d8e-8b8d-fa2b348e201a", httpStatusCode: 200,...}
          {name: "b2435d43-290f-4d8e-8b8d-fa2b348e201b", httpStatusCode: 200,...}
     ▶ 5: {name: "b2435d43-290f-4d8e-8b8d-fa2b348e201c", httpStatusCode: 200,...}
```