That's is the registered service that I can see

Is there a different service you are trying to register?

Srikanti, Vijaya added Sakowski, Eric to the chat and shared all chat history.

**Patterson, Benjamin J**

Here is the on prem database server address: facets-oc-cmc-db-server.service.aide-0090093.ap.east.azu.stage.mesh.uhg.com.

When I tcpping it from the AZ Subscription it doesn't resolve.

It does work for grid-gateway.service.aide-0090093.ap.central.azu.stage.mesh.uhg.com

And if I ping the Ip from my laptop it also work

my understanding is that we shouldn't need to set up any special routes. was there something you saw that said you should?

OK I removed all routing and I get similar issue:

DNS resolve work for both grid-gateway.service.aide-0090093.ap.central.azu.stage.mesh.uhg.com and facets-oc-cmc-db-server.service.aide-0090093.ap.central.azu.stage.mesh.uhg.com

But pinging only work for grid-gateway, facets always timed out (IP is: 10.48.44.140 [on-prem])

did you try connecting? maybe ping just doesn't work for a DB through grid. just a thought

Will try, but it work from my machine

yeah I'm sure ping works directly against the DB, just wondering if grid introduces some nuances with the different types of protocols

Hi Poissant, Jonathan , Kiss, Thomas J and Potdar, Sumant - set up a working session at 1:00 PM CST.

**Kiss, Thomas J**

yeah I'm sure ping works directly against the DB, just wondering if grid introduces some nuances with the different types of protocols

Still getting: A network-related or instance-specific error occurred while establishing a connection to SQL Server

🙁 let's review it during the working session

Is there a way to do nslookup?

**Gupta, Anilkumar**

Is there a way to do nslookup?

No only dnslookup and tcpping

The interesting part is the Healthcheck in Consul for the service is a TCP to 10.48.44.140:1433 (the on-prem server) and it's succeed.

To test I started it as failing and it when green by itself...

Good morning Patterson, Benjamin J - please join the working session setup at 11:30 AM CST. We are tried to connect on-prem db but not able to connect it. Also, we did not find example of service which is trying to connect to on-prem db. here is link to services page - <https://consul.service.default.ap.central.azu.stage.mesh.uhg.com:8501/ui/_aide-0090093/azu-central-stage/services>

Was it unable to connect or did you receive a certificate error?

I am able to attend today's call, if there is time before the call please try to make the a connection to the database from your laptop using the server name:  grid-gateway.service.aide-0090093.ap.central.azu.stage.mesh.uhg.com and port 1433.  Please leverage a user id and password as there is not ldap or ms authentication.   This is just testing the service configuration values.  We can test again from the CSP to ensure it works in Azure.

We did not receive certificate error. It was not able to connect. It was able to resolve IP.

**Patterson, Benjamin J**

I am able to attend today's call, if there is time before the call please try to make the a connection to the database from your laptop using the server name: grid-gateway.service.aide-0090093.ap.central.azu.stage.mesh.uhg.com and port 1433. Please leverage a user id and password as there is not …

using facets-oc-cmc-db-server.service.aide-0090093.ap.central.azu.stage.mesh.uhg.com from my laptop I can connect to the DB

fyi: this is packets capture screensot

[Screenshot 2025-04-15 at 10.16.27 AM.png](https://uhgazure-my.sharepoint.com/personal/anilkumar_gupta_optum_com/Documents/Microsoft%20Teams%20Chat%20Files/Screenshot%202025-04-15%20at%2010.16.27%E2%80%AFAM.png)

I believe the mssql tag on the service may be causing an unexpected result in the grid.  The tags on the service are used to configure the HA proxy site.  Please update the tags on the service to:  "external","tcp", "haproxy\_ports:1443", "haproxy\_mode:tcp",

Service: <https://consul.service.default.ap.central.azu.stage.mesh.uhg.com:8501/ui/_aide-0090093/azu-central-stage/services/facets-oc-cmc-db-server/instances>

**Patterson, Benjamin J**

I believe the mssql tag on the service may be causing an unexpected result in the grid. The tags on the service are used to configure the HA proxy site. Please update the tags on the service to: "external","tcp", "haproxy\_ports:1443", "haproxy\_mode:tcp", Service: https://consul.service.defau…

Do we have a documentation on tags that need to be used somewhere

**Patterson, Benjamin J**

I believe the mssql tag on the service may be causing an unexpected result in the grid. The tags on the service are used to configure the HA proxy site. Please update the tags on the service to: "external","tcp", "haproxy\_ports:1443", "haproxy\_mode:tcp", Service: https://consul.service.defau…

Tags updated. Still not working from cloud

**Patterson, Benjamin J**

I believe the mssql tag on the service may be causing an unexpected result in the grid. The tags on the service are used to configure the HA proxy site. Please update the tags on the service to: "external","tcp", "haproxy\_ports:1443", "haproxy\_mode:tcp", Service: https://consul.service.defau…

did you mean port 1433 here?

Sorry typo, yes 1433

Poissant, Jonathan - can you update that? looks like its configured with 1443 right now

(in the tags, at least)

Yep i copied the typo in the tag name 😕

that could have been one of those really fun things to debug 😉

Patterson, Benjamin J - one thing we were struggling with yesterday while trying to work through this was what tags/how they affect traffic. Do you guys have any docs that detail what tags are supported/optimal configurations for various types of services?