Error 40969 State 165

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Issue

Customer gets error message like: "Cannot open server 'DBxx.trYYYY.REGION.worker.database.windows.net ↗' requested by the login. Client is not allowed to access the server."

Investigation/Analysis

MonLogin shows where error == 40969 and state == 165 on AppTypeName == 'Worker.CL'

This means that there is a VNET interface endpoint mismatch.

Mitigation

Currently there's a defect that causes this issue when Managed Instance is updated (like scaling or MW was set). Issue can be mitigated by dropping and re-creating the private link.

Internal Reference

https://portal.microsofticm.com/imp/v3/incidents/details/276612414/home ↗

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