Password authentication failed for user

Last updated by | Haider Zahid | Jan 19, 2023 at 4:05 AM PST

Issue Customer encountered an error while attempting to establish a connection to the Flexible Server.

psql: error: connection to server at 'xxx.postgres.database.azure.com ⧉' (IP Address), port 5432 failed: FATAL: password authentication failed for user 'xyz' connection to server at 'xxx.postgres.database.azure.com ⧉' (IP Address), port 5432 failed: FATAL: no pg_hba.conf entry for host 'IP Address', user 'xxxx', database 'postgres', *no encryption*

Investigation/Analysis Error was tricky, as at the end it mentioned that there was *no encryption*, so thought it would be related to encryption.
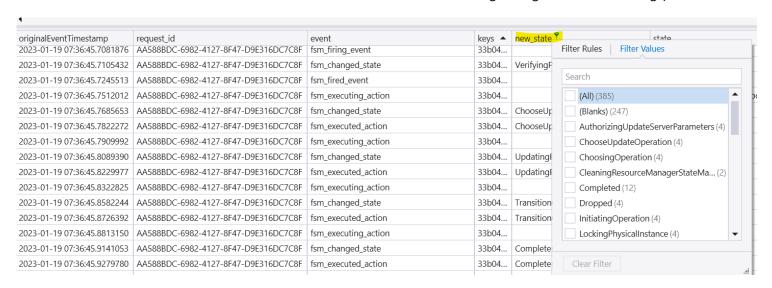
Customer made one change and that was to execute a Bicep script which was to update the server resource tag.

Investigate the operation that the customer launched from ASC. Inspect the status and determine what actions were taken during that operation.

Get the Request ID, and check from Kusto:

MonOrcasBreadthRp //| where correlation_id == "77d04a63-c067-475c-b211-6bc3b79444b2" | where request_id == toupper("xxxx") **Add HERE REQUEST ID** | project originalEventTimestamp,request_id, event, ['keys'], old_state, new_state, ['state'], action, fsm_event, exception_type, exception_message, stack_trace, message, client_request_type, client_request_url, client_response_content, client_response_is_success_status_code, client_response_status_code, client_type,operation_parameters, subscription_id

1. Examine the "new_state" row and obtain all relevant information regarding the actions being performed.

originalEventTimestamp	request_id	event	keys ▲	new_state ⧉	state
2023-01-19 07:36:45.7081876	AA588BDC-6982-4127-8F47-D9E316DC7C8F	fsm_firing_event	33b04...		
2023-01-19 07:36:45.7105432	AA588BDC-6982-4127-8F47-D9E316DC7C8F	fsm_changed_state	33b04...	VerifyingF	
2023-01-19 07:36:45.7245513	AA588BDC-6982-4127-8F47-D9E316DC7C8F	fsm_fired_event	33b04...		
2023-01-19 07:36:45.7512012	AA588BDC-6982-4127-8F47-D9E316DC7C8F	fsm_executing_action	33b04...		
2023-01-19 07:36:45.7685653	AA588BDC-6982-4127-8F47-D9E316DC7C8F	fsm_changed_state	33b04...	ChooseUp	
2023-01-19 07:36:45.7822272	AA588BDC-6982-4127-8F47-D9E316DC7C8F	fsm_executed_action	33b04...	ChooseUp	
2023-01-19 07:36:45.7909992	AA588BDC-6982-4127-8F47-D9E316DC7C8F	fsm_executing_action	33b04...		
2023-01-19 07:36:45.8089390	AA588BDC-6982-4127-8F47-D9E316DC7C8F	fsm_changed_state	33b04...	UpdatingF	
2023-01-19 07:36:45.8229977	AA588BDC-6982-4127-8F47-D9E316DC7C8F	fsm_executed_action	33b04...	UpdatingF	
2023-01-19 07:36:45.8322825	AA588BDC-6982-4127-8F47-D9E316DC7C8F	fsm_executing_action	33b04...		
2023-01-19 07:36:45.8582244	AA588BDC-6982-4127-8F47-D9E316DC7C8F	fsm_changed_state	33b04...	Transition	
2023-01-19 07:36:45.8726392	AA588BDC-6982-4127-8F47-D9E316DC7C8F	fsm_executed_action	33b04...	Transition	
2023-01-19 07:36:45.8813150	AA588BDC-6982-4127-8F47-D9E316DC7C8F	fsm_executing_action	33b04...		
2023-01-19 07:36:45.9141053	AA588BDC-6982-4127-8F47-D9E316DC7C8F	fsm_changed_state	33b04...	Complete	
2023-01-19 07:36:45.9279780	AA588BDC-6982-4127-8F47-D9E316DC7C8F	fsm_executed_action	33b04...	Complete	

Filter Rules | Filter Values

Search

- (All) (385)
- (Blanks) (247)
- AuthorizingUpdateServerParameters (4)
- ChooseUpdateOperation (4)
- ChoosingOperation (4)
- CleaningResourceManagerStateMa... (2)
- Completed (12)
- Dropped (4)
- InitiatingOperation (4)
- LockingPhysicalInstance (4)

Clear Filter

First, identify any failed entries and select them. The error message can be found in the final row.

In this case, although all processes were completed, there was an additional step that the customer did not mention and was unaware of. Once the resource tag operation was updated, the Bicep script automatically initiated an update to the server admin account, which customer was not aware that had this logic.

keys ▲	new_state	state	action
aa588...	MajorVersionUpgrade		
aa588...	MajorVersionUpgrade		TransitionUpdatingServerSubscriptionAndResourceGroup
aa588...		MajorVersionUpgrade	TransitionMajorVersionUpgrade
aa588...	UpdatingServerResourceTags		
aa588...	UpdatingServerResourceTags		TransitionMajorVersionUpgrade
aa588...		UpdatingServerResourceTags	TransitionUpdatingServerResourceTags
aa588...		UpdatingServerResourceTags	
aa588...	WaitingForServerResourceTagsUpdate		
aa588...	WaitingForServerResourceTagsUpdate		TransitionUpdatingServerResourceTags
aa588...			TransitionWaitingForServerResourceTagsUpdate
aa588...		WaitingForServerResourceTagsUpdate	
aa588...	UpdatingServerAdministratorLoginPassword		
aa588...			TransitionWaitingForServerResourceTagsUpdate
aa588...		UpdatingServerAdministratorLoginPassword	TransitionUpdatingServerAdministratorLoginPassword
aa588...		UpdatingServerAdministratorLoginPassword	
aa588...	WaitingForServerAdministratorLoginPasswordUpdate		
aa588...	WaitingForServerAdministratorLoginPasswordUpdate		TransitionUpdatingServerAdministratorLoginPassword
aa588...			TransitionWaitingForServerAdministratorLoginPasswordUpdate
aa588...		WaitingForServerAdministratorLoginPasswordUpdate	
aa588...	StartingFailoverBasedServerUpdate		
aa588...			TransitionWaitingForServerAdministratorLoginPasswordUpdate
aa588		StartingFailoverBasedServerUpdate	TransitionStartingFailoverBasedServerUpdate

Mitigation

Advised the customer to reset their password and reconnect to the server. As in the bicep/arm found they had update password parameter, after reset the password was able to connect the.