

Last updated by | Jackie Huang | Jan 4, 2022 at 12:24 AM PST

SME	
Symptoms	Customer wants to read data from Amazon S3, and hit Access Denied Error from Copy Wizard
Cause	<p>Customer's account lack of required permission. https://docs.microsoft.com/en-us/azure/data-factory/data-factory-amazon-simple-storage-service-connector#required-permissions</p> <p>If they are copying into cloud sink, since that will go through our cloud copy using azure batch, needs to also ensure that the Azure IP are not blocked.</p>
Troubleshooting	<ol style="list-style-type: none"> 1. Using Amazon S3 CLI to try to connect with the credentials 2. Try to run the "aws s3 ls" to ensure that customer has permission to list buckets 3. If the above tried all succeeded locally while still could not connect on copy wizard, grab an Azure VM somewhere(not in customer's VNET) to see whether the above #1 and #2 can succeed. 4. Check for ServiceURL in AWS connector linked service and remove it if an AWS S3 API is found. <p>Error: A WebException with status TrustFailure was thrown. The underlying connection was closed: Could not establish trust relationship for the SSL/TLS secure channel. The remote certificate is invalid according to the validation procedure.</p>
Resolution	Ask customer to user high permission account to create one copy pipeline as well as check their policy

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