

# Msg 4860 - The file does not exist or you don't have file access rights

Last updated by | Vitor Tomaz | Jun 8, 2022 at 5:36 AM PDT

## Contents

- [Issue](#)
- [Investigation/Analysis](#)
- [Mitigation](#)
- [Root Cause Classification](#)

## Issue

When customer try to read the data he get's the following error.

Msg 4860, Level 16, State 7, Line 1

Cannot bulk load. The file "< file path >" does not exist or you don't have file access rights.

## Investigation/Analysis

Possible causes:



1. Invalid file path
2. Invalid SAS key (expired, invalid or typo, forgot to remove "?" from the start)
3. SEP: networking policy not allowing vnet access to this storage
4. Networking: Port 443 not allowed for outbound traffic
5. Access denied (SAS key is valid and not expired, but does not provide sufficient permissions)

Error is also discoverable from Kusto like:

```
AIrSQLErrorsReported
| where TIMESTAMP > ago(3h) and LogicalServerName == "<instance name>"
| summarize count() by NodeName, error_number, state
| where error_number in (4860, 13822, 16561, 16562)
```

## Mitigation

1. Invalid file path
  - Check the Location property of the External Data Source
  - Check the path and file name used with OPENROWSET
2. Invalid SAS key
  - Check the SAS key (expired, invalid or typo, forgot to remove "?" from the start)
3. SEP: networking policy not allowing vnet access to this storage
  - Allow access to the storage account

- [Configure service endpoint policies \(Preview\) for Azure SQL Managed Instance](#) 
- check firewall rules and private connection settings
  - [Azure Storage - Grant access from a virtual network](#) 
- 4. Networking: Port 443 not allowed for outbound traffic
  - Check subnet NSG rules and fix there
- 5. Access denied (SAS key is valid and not expired, but does not provide sufficient permissions)
  - Validate permissions of the given SAS key, or create a new one

## Root Cause Classification

Cases resolved by this TSG should be coded to the following root cause:  
(TBD)

## How good have you found this content?



-