

[sql server] Cannot open server requested by the login

SqlErrorNumber=40969

Last updated by | Veena Pachauri | Mar 8, 2023 at 11:59 PM PST

Contents

- [Issue Description:](#)
- [Investigation/Analysis](#)
- [Mitigation](#)

Issue Description:

Cannot open server 'xxxxxxxxxx' requested by the login. Client is not allowed to access the server.SqlErrorNumber=40969, State 165

customer is connecting from the data factory to Azure SQL DB and when they run test connection from the linked service cx gets below error;

Error code: 22300

DetailsCannot connect to SQL Database: '[euuksdevsqlserver01.database.windows.net](#) [1433]', Database: 'Admissionsdem01', User: 'uitest_Admissionsdem01_login01'. Check the linked service configuration is correct, and make sure the SQL Database firewall allows the integration runtime to access. Cannot open server 'euuksdevsqlserver01' requested by the login. Client is not allowed to access the server.,

SqlErrorNumber=40969,Class=14,State=1, Activity ID: bfa0efde-e619-4a88-a073-118ecb1e42c4.



Investigation/Analysis

- Settings -
 - IR Type : Azure IR - with Managed VNET with Auto resolve region
 - Cx is connecting to the database via managed private endpoint - its in approved state
 - Authentication type: SQL Authentication or Managed Identity
- Check if this set up worked before and the linked service configurations are correct
- Check managed private endpoint provisioning and approval states
- On the SQL Server check if the private endpoint is approved
- Checked SQL Server firewall settings for connection policy Refer:
 - <https://docs.microsoft.com/en-us/azure/azure-sql/database/connectivity-architecture>
 - <https://docs.microsoft.com/en-us/azure/azure-sql/database/connectivity-settings>
- In SQL Server logins - check if you see the same error codes, this indicates that the request is reaching to the SQL Gateways

Login Failures in Database

Shows details about login failures on the given database

timestamp	application_name	error	state	package	peer_address	Description
2022-02-24 12:17:11	AzureDataMovement	40969	165	sqlserver	10.89.224.x	
2022-02-24 12:14:42	AzureDataMovement	40969	165	sqlserver	10.89.224.x	
2022-02-24 11:43:05	AzureDataMovement	40969	165	sqlserver	10.89.224.x	
2022-02-24 11:15:04	AzureDataMovement	40969	165	sqlserver	10.89.224.x	
2022-02-24 11:04:06	Microsoft SQL Server Management Studio	40615	130	sqlserver	90.241.45.x	40615 : Cannot connect to server due to firewall issue
2022-02-24 10:57:37	AzureDataMovement	40969	165	sqlserver	10.89.224.x	
2022-02-24 10:52:46	AzureDataMovement	40969	165	sqlserver	10.89.224.x	
2022-02-24 10:41:50	AzureDataMovement	40969	165	sqlserver	10.89.224.x	

 43	DB_HS2.8	2022-02-23 15:36:31	2022-02-24 12:17:38	Error: 40969, Severity: 16, State: 165	Error: 40969, Severity: 16, State: 165, [Filtered Args] Cannot open server '%1' requested by the login. Client is not allowed to access the server.	
Count	43					
NodeName	DB_HS2.8					
MinTime	2022-02-23 15:36:31					
MaxTime	2022-02-24 12:17:38					
ErrorCode	Error: 40969, Severity: 16, State: 165					
DisplayMessage	Error: 40969, Severity: 16, State: 165, [Filtered Args] Cannot open server '%1' requested by the login. Client is not allowed to access the server.					

Mitigation

- Drop and re-create the managed endpoint
- On SQL Server check for any un-used/ un-attached private endpoint and clean it up

Additional Information

- Icm References:
- cases: 2202240050001115
- Author: **abshaha**
- Reviewer: **ahmahmo**

How good have you found this content?

