

# Operating system error 12002

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## Issue

Database restore cannot connect using private endpoint/private link.

*Msg 3201, Level 16, State 2, Line 1 Cannot open backup device '<https://X.blob.core.windows.net/Y/Z.BAK>'. Operating system error 12002(failed to retrieve text for this error. Reason: 15105). Msg 3013, Level 16, State 1, Line 1 RESTORE DATABASE is terminating abnormally*

## Investigation/Analysis

This is usually caused by lack of connectivity to storage private endpoint from SQL Managed Instance.

Customers can use SQL Agent to test connectivity from instance to storage account.

See [How-to test TCP connectivity from a SQL Managed Instance](#) ☐

## Mitigation

If TCP connection failed, open the required ports in NSGs or other network devices. Check if DNS resolution is correct. Confirm connectivity works using [How-to test TCP connectivity from a SQL Managed Instance](#) ☐

## How good have you found this content?

