

Error 18456, State 123

Last updated by | Mustafa Ashour | Mar 13, 2023 at 8:53 AM PDT

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Issue

Login failed because the provided login contains an empty password.

Investigation/Analysis

Using Azure support center (ASC)

We can detect this issue in Azure Support center tool, to generate insight with impact timeframe along with CSS & customer ready content to use and share with customer for handling this issue.

ASC Insight

SQL DATABASE

Login failed due to empty password

SQL SERVER DATABASE

Is this insight helpful?

Description

The error returned indicated that the corresponding login contains an empty password (error 18456 state 123).

Impacted Resources

Recommended Action

Share the customer ready content with the customer.

Customer Ready Content

Copy Content

New Email

Login failed, the login contains an empty username or password

We ran diagnostics between 2020-10-08 08:00:00 UTC and 2020-10-09 08:00:00 UTC and we were able to detect login failures.

The error returned indicated that the corresponding login contains either an empty username or password.

- The login from application 'Microsoft SQL Server Management Studio - Query' using IP Address '203.101.162.x' failed 1 times.

Recommended Steps

• Retry the login entering both username and password

Links

[Link to run the query that generated this insight](#)

Generated On

Oct 9, 2020 11:39:43 UTC

SQL Troubleshooter

After generating the ASC report, choose Connectivity Tab, you will see the issue is detected.

The screenshot displays the SQL Troubleshooter interface. The top navigation bar includes tabs for Summary, Connectivity, GeoDR, Downtime Reasons, Performance, Elastic Pools Performance, Read Scale Out, Recent Issues, Data Warehouse, Provisioning, Data Sync, Metrics, Hyperscale, Security, Backup/Restore, and Import/Export. The main content area is divided into two sections: Root Cause Analysis and User Outages.

Root Cause Analysis: This section shows a table with columns: Incident Start Time, Incident End Time, Root Cause, Property Name, and Escalate To. The table lists several incidents, with the third row highlighted in red, indicating a login failure with error 18456 and state 123.

Incident Start Time	Incident End Time	Root Cause	Property Name	Escalate To
2020-10-14T08:49:00	2020-10-14T08:50:00	IsLongLogin.LoginErrorsFound_33155_1	LoginFailure/Error18456/State122	undefined
2020-10-14T08:57:00	2020-10-14T08:58:00	IsLongLogin.LoginErrorsFound_33155_1	LoginFailure/Error18456/State122	undefined
2020-10-14T09:48:00	2020-10-14T09:47:00	IsLongLogin.LoginErrorsFound_33155_1	LoginFailure/Error18456/State123	undefined
2020-10-13T17:45:00	2020-10-13T17:46:00	IsLongLogin.LoginErrorsFound_33155_1	LoginFailure/Error33155/State1	undefined
2020-10-14T08:55:00	2020-10-14T08:56:00	IsLongLogin.LoginErrorsFound_33155_1	LoginFailure/Error33155/State1	undefined
2020-10-14T09:25:00	2020-10-14T09:26:00	undefined	LoginFailure/Error33155/State1	undefined

User Outages: This section shows a table with columns: Status, Property Name, Start Time, and End Time. The table lists several outages, with the third row highlighted in red, indicating a login failure with error 18456 and state 123.

Status	Property Name	Start Time	End Time
Warning	LoginFailure/Error18456/State122	2020-10-14T08:49:00	2020-10-14T08:50:00
Warning	LoginFailure/Error18456/State122	2020-10-14T08:57:00	2020-10-14T08:58:00
Warning	LoginFailure/Error18456/State123	2020-10-14T09:48:00	2020-10-14T09:47:00
Warning	LoginFailure/Error33155/State1	2020-10-13T17:45:00	2020-10-13T17:46:00
Warning	LoginFailure/Error33155/State1	2020-10-14T08:55:00	2020-10-14T08:56:00
Warning	LoginFailure/Error33155/State1	2020-10-14T09:25:00	2020-10-14T09:26:00

Using Kusto

In MonLogin, you will see error 18456 and state 122, 123 or 124.

MonLogin

```
| where originalEventTimestamp >= datetime({StartTime}) and originalEventTimestamp <= datetime({EndTime})
| where logical_server_name == '{ServerName}'
| where database_name =~ '{DatabaseName}'
| where event == 'process_login_finish' and error == 18456
| where ['state'] == 122 or ['state'] == 123 or ['state'] == 124
| limit 1000
```

Mitigation

Retry login by entering both username and password.

RCA Template

Summary of Impact: Between <StartTime> and <EndTime>, connection attempts to your database <Database Name> have failed with error 18456 and state 123.

Root Cause: The error returned is indicating that the corresponding login contains either an empty username or password.

Mitigation: Retry login by entering both username and password.

More Information

- Please note that Windows Authentication is not supported (i.e: integrated security).
- SQL authentication and [Azure Active Directory Authentication](#) are supported.

- Other states for same error are 122 or 124.

Public Doc Reference

[MSSQLSERVER 18456](#) .

Internal Reference

- [Error 18456 state 122](#).
- [Error 18456 state 124](#).

Root Cause Classification

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

Root Cause: Azure SQL DB v3\Connectivity>Login Errors\Bad username/password

How good have you found this content?

