Error: 'FATAL: Client from Azure Virtual Networks is not allowed to access the server using Private IP

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Issue

When client running in a pod in AKS or client running in Azure VM over private endpoint with VNET integrated service endpoints and encounter connectivity issue with Azure PostgresSQL with below error:

Error: 'FATAL: Client from Azure Virtual Networks is not allowed to access the server using Private IP. Please make sure your Virtual Network is correctly configured.'

Investigation/Analysis

From Kusto, will observe error: 18456 and state 9 ([PostgreSQL Erros and states](#))

```
MonLogin
| where TIMESTAMP >= ago(1h)
| where LogicalServerName == "errortest2"
| where is_success == 0
| project TIMESTAMP, LogicalServerName, error, state, is_success, package, event
```

TIMESTAMP	LogicalServerName	error	state	is_success	package	event
2022-02-05 02:56:50.5964844	errortest2	18456	9	0	postgres	process_login_finish

Mitigation

This error will lead us as DNS issue or to check the networking topology of the customer environment. Before doing it, it is highly recommended to check the connection string first. Most of the cases, incorrect connection string will also cause the above error, when customer try to connect VNET integrated server with wrong user credential of public end point server [username@servername](#) as sample shown below.

More Information (optional)

If issue is not related to the above cause, continuing next step of troubleshooting leveraging using TSG: [VNet Service Endpoint troubleshooting - Overview (visualstudio.com)](#)