Error 18456, State 8

Last updated by | Keith Elmore | Apr 20, 2021 at 8:58 AM PDT

Contents

Issue

Login failed due to invalid credentials.

Troubleshoot

Using Azure support center

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

ASC Insight

Resource Explorer

In addition you can also check and confirm the occurrence from resource explorer following the steps below to confirm -

From ASC default page for the support case, choose Resource Explorer and ensure the resource is the impacted Database/Server that you're troubleshooting.
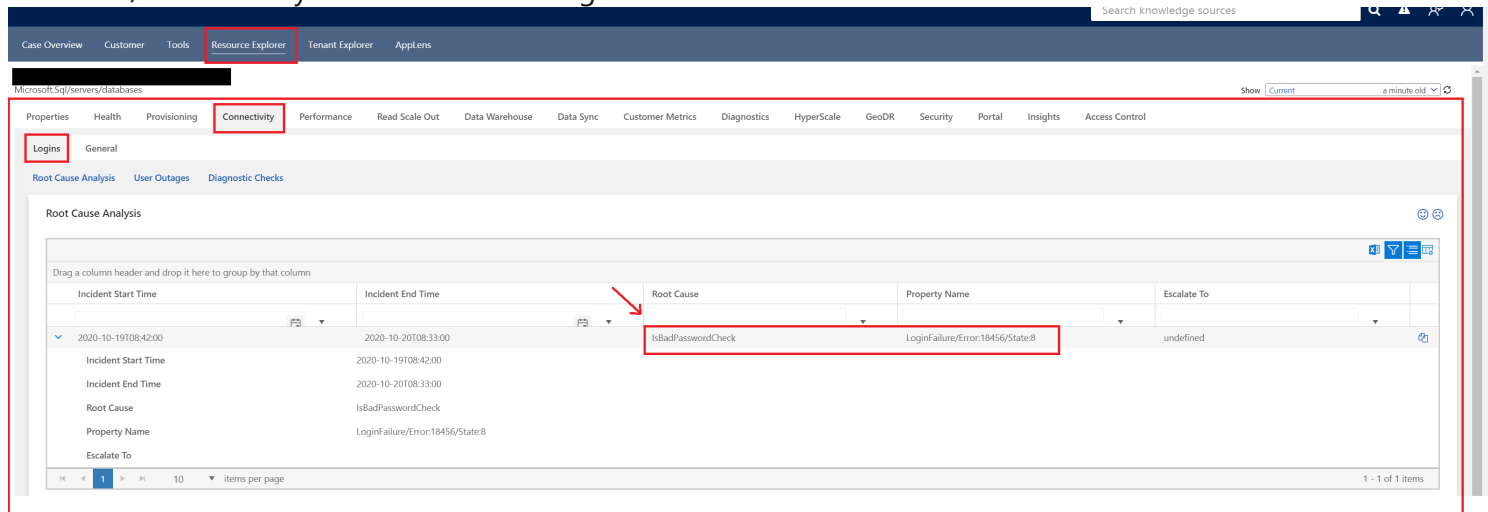
If the above Insights and findings did not help resolve or handle 18456 state 8 issue for customer. Please proceed with using the TSG below.

Using Kusto

In MonLogin you see error 18456 and state 8.

```
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 and ['state'] == 8
| limit 1000
```

RCA Template

Root Cause : Between *<Starttime>* and *<EndTime>*, connection attempts to your database *<Database Name>* have failed due to invalid credentials.

Mitigation : To resolve this issue, contact your service administrator for valid credentials. If this problem persists, share these troubleshooting steps with your service administrator.

Typically, the service administrator can use the following steps to add the login:

1. Login to the server using SQL Server Management Studio (SSMS)

2. Check whether the login name is disabled with the following SQL query: `SELECT name, is_disabled FROM sys.sql_logins`

3. If the corresponding name is disabled, enable it with `Alter login (User name) enable`

4. If the SQL login user name does not exist, create it by using SSMS. To do this, follow these steps:

- Double-click **Security** to expand it
- Right-click **Logins**, and then select **New login**
- In the generated script with placeholders, you can edit and run the following SQL query:

```
CREATE LOGIN (SQL_login_name, sysname, login_name)
WITH PASSWORD = '(password, sysname, Change_Password)'
GO
```

5. Double-click **Database**

6. Select the database to which you want to grant user the permission

7. Double-click **Security**

8. Right-click **Users**, and then select **New User**

9. In the generated script with placeholders, you can edit and run the following SQL query:

```
CREATE USER (user_name, sysname, user_name)
FOR LOGIN (login_name, sysname, login_name)
WITH DEFAULT_SCHEMA = (default_schema, sysname, dbo)
GO



-- Add user to the database owner role
EXEC sp_addrolemember N'db_owner', N'(user_name, sysname, user_name)'
GO
```

Note that you can also use **sp_addrolemember** to map specific users to specific database roles.

Additional Information : For more information, refer to [Managing Databases and Logins in Azure SQL Database](#) ⬈.

Classification

Cases resolved by this TSG should be coded to the following root cause:
Root Cause: Azure SQL DB v2\Connectivity\Login Errors\Bad username / password

How good have you found this content?