

Unable to login using alias without username@servername

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Issue:

The connection to the database fails when connected without user@server combo.

Occurs as a result of the servers that were migrated from their current control ring to the newly built control rings (CR5/CR6) for load balancing purpose. Though alias records of the servers were also migrated, the feature (**EnableServerCacheInSqlAlias**) that Magda introduced was not activated on the newly built rings. So, it caused issue when the connection was made using the alias name. We are discussing this internally and coming up with some repair item to avoid future occurrences.

Internal cause (not for customers)

The issue to a missing EnableServerCacheInSqlAlias FS override for Gateways on newly built CR.

This FS needs to be off in code because it breaks MI. In parallel, we are investigating if there is a way to differentiate between MI and normal Gateway in code.

The EnableServerCacheInSqlAlias FS was not enabled on some newly created Connectivity rings. Due to this, when these rings were a part of the Server Migration, there were login failures observed. Once the FS was turned on, the issue was resolved.

To Fix

1. Automate the FS enabling as part of CR buildout
2. or add this mandatory manual step to the CR buildout TSG.

Repair item

[Enable "EnablingServerCacheInSqlAlias" FS as part of CR buildout](#) 

RCA Template (Customer facing RCA)

Summary of Impact : Between <Starttime> and <EndTime> Database <Database Name> on Server <Server name> was not reachable, and this unavailability errors (40613) you reported were due to recent infrastructure improvement that caused logins using server DNS alias endpoints to fail.

Cause: As part of Azure infrastructure improvements, we upgraded some of our gateway clusters to newer hardware across all regions. We then migrated servers to use the new gateway clusters. Your servers were a part of this migration. This migration changed the public IP address that DNS resolves for your SQL Database

Mitigation : On our side we have identified an issue of incorrect configuration on the migration target cluster that caused all logins using Server Dns Aliases endpoint to fail.

Next Steps : As soon as it was discovered the configuration was fixed, and we are working on identifying modifications to the process to make sure this won't happen in the future.

Additional Information : For an overview of the Azure SQL DB connectivity architecture, please reference the following documentation: Azure SQL Database Connectivity Architecture - Azure SQL Database and Azure Synapse Analytics | Microsoft Docs

How good have you found this content?

