AAD authentication failing for Import(slash)Export Service

Last updated by | Keith Elmore | Apr 5, 2021 at 7:56 AM PDT

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Issue

Authentication errors when the I/E Service connected to the database in order to do the export using AAD authentication.

- Export with SQL auth worked fine.
- Allow Access to Azure Services turned ON.
- AAD user used able to log in just fine to master database (but only from specific VMs on their on-prem environment) and confirmed it was an AAD admin on the server.
- Password was confirmed as correct.

Symptom

Will notice 33155 errors on MonLogin.

Cause

User had conditional access policies on the AAD side. They filter the IPs where AAD accounts are allowed to log in from, and in North Europe (where this specific SQL DB lived) they only allowed logins from a specific range of IPs on-prem. User cannot use the I/E Service unless they use SQL auth instead of AAD auth.

From <https://portal.microsofticm.com/imp/v3/incidents/details/137404219/home>

Classification

Root Cause: Azure SQL DB v2\Import/Export\User Issue/Error

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