Error 18456, State 38

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

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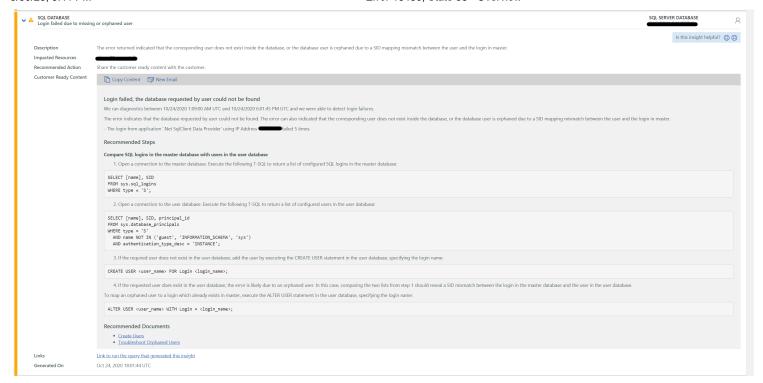
Issue

The error indicates that the database requested by user could not be found. The error can also indicated that the corresponding user does not exist inside the database, or the database user is orphaned due to a SID mapping mismatch between the user and the login in master.

Troubleshoot

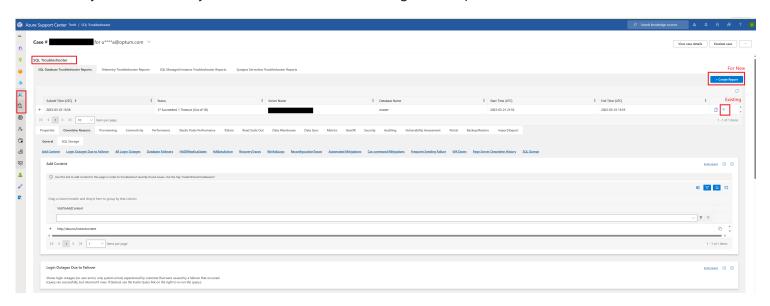
Using Azure support center

ASC Insight

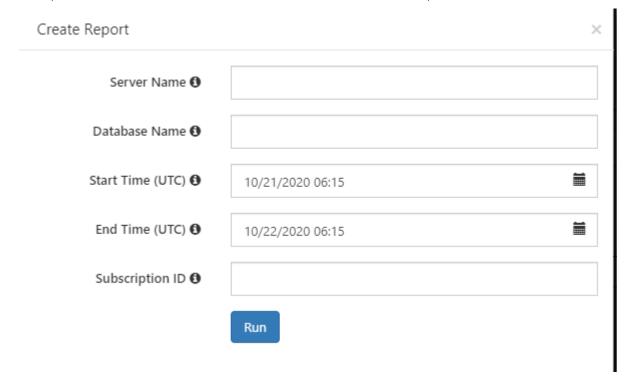


SQL Troubleshooter

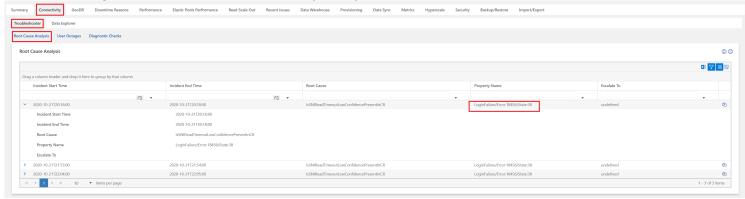
In addtion, you can manually run SQL Troubleshooter and get the report.



From ASC default page for the support case, choose Tools and select SQL Troubleshooter. Then choose SQL Troubleshooter Reports, input required parameters to create report.

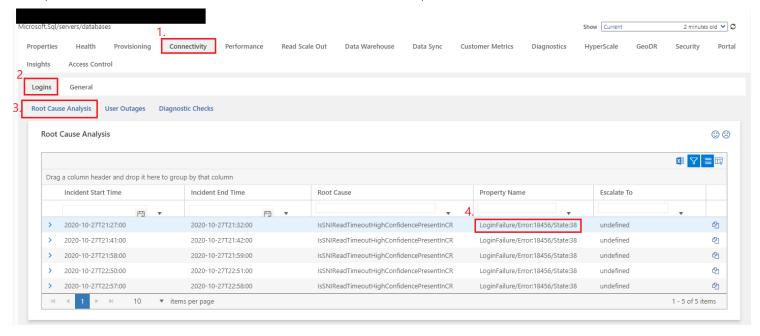


While reviewing the report, choose Connectivity Tab, you will see the issue is detected.



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 122 issue for customer. Please proceed with using the TSG below.

Using Kusto

In MonLogin you see error 18456 and state 38.

```
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'] == 38
| limit 1000</pre>
```

RCA Template

Summary of Impact: Between *<Starttime>* and *<EndTime>*, connection attempts to your database *<Database Name>* have failed with error 18456 and state 38.

Root Cause: The error indicates that the database requested by user could not be found. The error can also indicated that the corresponding user does not exist inside the database, or the database user is orphaned due to a SID mapping mismatch between the user and the login in master.

Mitigation: Please confirm the database specified is valid. If so, please compare SQL logins in the master database with users in the user database:

1. Open a connection to the master database. Execute the following T-SQL to return a list of configured SQL logins in the master database:

```
SELECT [name], SID
FROM sys.sql_logins
WHERE type = 'S';
```

2. Open a connection to the user database. Execute the following T-SQL to return a list of configured users in the user database:

```
SELECT [name], SID, principal_id
FROM sys.database_principals
WHERE type = 'S'
AND name NOT IN ('guest', 'INFORMATION_SCHEMA', 'sys')
AND authentication_type_desc = 'INSTANCE';
```

3. If the required user does not exist in the user database, add the user by executing the CREATE USER statement in the user database, specifying the login name:

```
CREATE USER <user_name> FOR Login <login_name>;
```

4. If the requested user does exist in the user database, the error is likely due to an orphaned user. In this case, comparing the two lists from step 1 should reveal a SID mismatch between the login in the master database and the user in the user database.

To map an orphaned user to a login which already exists in master, execute the ALTER USER statement in the user database, specifying the login name:

```
ALTER USER <user_name> WITH Login = <login_name>;
```

Additional Information:

Classification

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

How good have you found this content?



