

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

Last updated by | Juliet Ursula Kirubakaran | Feb 26, 2022 at 2:45 PM PST

## 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 PostgreSQL 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

```
@databricks:~$ psql "host=errorrest2.postgres.database.azure.com port=5432 dbname=postgres user=testing@errorrest1 sslmode=require"
psql: error: FATAL: Client from Azure Virtual Networks is not allowed to access the server. Please make sure your Virtual Network is correctly configured.
```

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

MonLogin

| where TIMESTAMP >= ago(1h)

| where LogicalServerName == "errorrest2"

| 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	errorrest2	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.

```
@databricks:~$ psql "host=errorrest2.postgres.database.azure.com port=5432 dbname=postgres user=testing@errorrest2 sslmode=require"
Password for user testing@errorrest2:
psql (12.9 (Ubuntu 12.9-0ubuntu0.20.04.1), server 11.12)
SSL connection (protocol: TLSv1.2, cipher: ECDHE-RSA-AES256-GCM-SHA384, bits: 256, compression: off)
Type "help" for help.

postgres=> \q
```

## 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 \(visualstudio.com\)](#)