Error 0x51f

Last updated by | Vitor Tomaz | Feb 24, 2023 at 3:30 AM PST

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Issue

When Windows Authentication is working when connecting to a configured Managed Instance when Fiddler is running, but not when Fiddler is off, and all other troubleshooting fails, settings that Fiddler has modified may be the new issue. You may also see 0x51f as the error code when trying to verify if a Kerberos ticket is being cached.

```
PS C:\Windows\system32> klist get MSSQLSvc/c            2.database.windows.net:1433

Current LogonId is 0:0xf7170e0
Error calling API LsaCallAuthenticationPackage (GetTicket substatus): 0x51f

klist failed with 0xc000005e/-1073741730
```

Cause

Once Fiddler is used and closed subsequent requests to ESTS might fail. This is because Fiddler will modify proxy settings when started but it will not clean up after itself.

Investigation/Analysis

- If Fiddler has been installed on the machine previously, check to see if running Fiddler causes Windows Authentication to succeed as expected.
- Run the klist commands in the following document and determine if you running into error 0x51f - https://learn.microsoft.com/en-us/azure/azure-sql/managed-instance/winauth-azuread-troubleshoot?view=azuresql#verify-tickets-are-getting-cached ⧉.
- If one or more of the above are true then the below mitigiation may assist in resolution.

Mitigation

- In PowerShell as Administrator or CmdShell as Administrator, run:

  - netsh winhttp reset autoproxy
 - netsh winhttp reset proxy

- In regedit, find
  Computer\HKEY_LOCAL_MACHINE\SYSTEM\ControlSet001\Services\iphlpsvc\Parameters\ProxyMgr\

  - Ask customer to take a backup of the registry key
  - Delete any entries here that are configured with the port 8888.
- Reboot the machine

Public Doc Reference

- https://learn.microsoft.com/en-us/azure/azure-sql/managed-instance/winauth-azuread-troubleshoot?view=azuresql ⧉

Internal Reference

ICMs:

- https://portal.microsofticm.com/imp/v3/incidents/details/365070332/home ⧉
- https://portal.microsofticm.com/imp/v3/incidents/details/328332137/home ⧉

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