# Error 18456, State 124

Last updated by | Mustafa Ashour | Mar 13, 2023 at 8:53 AM PDT

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#### Issue

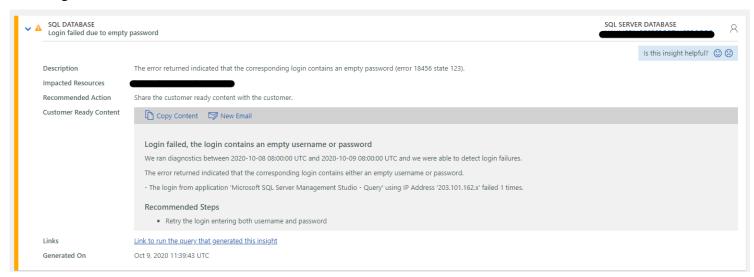
Login failed because the provided login contains an empty password.

# Investigation/Analysis

#### Using Azure support center (ASC)

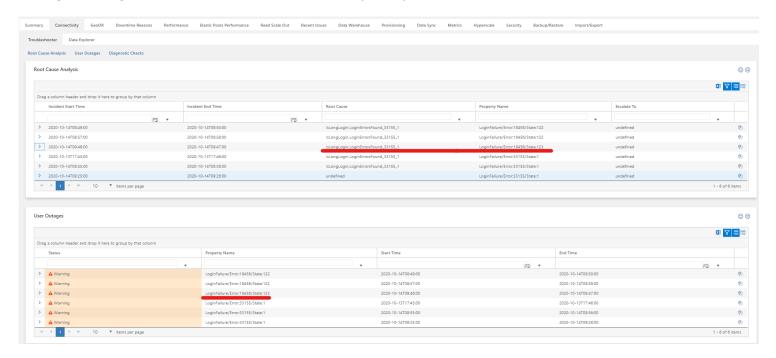
We can detect this issue in Azure Support center tool, to generate insight with impact timeframe along with CSS & customer ready content to use and share with customer for handling this issue.

#### **ASC Insight**



#### **SQL Troubleshooter**

After generating the ASC report, choose Connectivity Tab, you will see the issue is detected.



#### **Using Kusto**

In MonLogin, you will see error 18456 and state 122, 123 or 124.

```
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
| where ['state'] == 122 or ['state'] == 123 or ['state'] == 124
| limit 1000</pre>
```

### Mitigation

Retry login by entering both username and password.

## **RCA Template**

**Summary of Impact:** Between *<StartTime>* and *<EndTime>*, connection attempts to your database *<Database Name>* have failed with error 18456 and state 124.

**Root Cause:** The error returned is indicating that the corresponding login contains either an empty username or password.

Mitigation: Retry login by entering both username and password.

#### More Information

- Please note that Windows Authentication is not supported (i.e: integrated security).
- SQL authentication and <u>Azure Active Directory Authentication</u> 
   □ are supported.

• Other states for same error are 122 or 123.

### **Public Doc Reference**

MSSQLSERVER 18456 2.

### **Internal Reference**

- Error 18456 state 122.
- Error 18456 state 123.

### **Root Cause Classification**

Cases resolved by this TSG should be coded to the following root cause: Root Cause: Azure SQL DB v3\Connectivity\Login Errors\Bad username/password

### How good have you found this content?



