

Error 18456, State 38

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

Contents

- [Issue](#)
- [Troubleshoot](#)
 - [Using Azure support center](#)
 - [ASC Insight](#)
 - [SQL Troubleshooter](#)
 - [Resource Explorer](#)
 - [Using Kusto](#)
- [RCA Template](#)
- [Classification](#)

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 DATABASE

Login failed due to missing or orphaned user

SQL SERVER DATABASE

Is this insight helpful?

Description

The error returned 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.

Impacted Resources

Recommended Action

Share the customer ready content with the customer.

Customer Ready Content

Copy Content

New Email

Login failed, the database requested by user could not be found

We ran diagnostics between 10/24/2020 1:09:00 AM UTC and 10/24/2020 6:01:45 PM UTC and we were able to detect login failures. 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. - The login from application 'Net SqlClient Data Provider' using IP Address failed 5 times.

Recommended Steps

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>;
```

Recommended Documents

Create Users

Troubleshoot Orphaned Users

Links

Link to run the query that generated this insight

Oct 24, 2020 18:01:44 UTC

SQL Troubleshooter

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

Azure Support Center Tools / SQL Troubleshooter

Search knowledge sources

Case #

for u****a@optum.com

View case details

Escalate case

SQL Troubleshooter

SQL Database Troubleshooter Reports

Telemetry Troubleshooter Reports

SQL Managed Instance Troubleshooter Reports

Synapse Serverless Troubleshooter Reports

Submit Time (UTC)

Status

Server Name

Database Name

Start Time (UTC)

End Time (UTC)

17 Succeeded, 1 Timeout (Out of 18)

2023-09-23 15:56

2023-09-21 21:55

2023-09-23 15:55

1 - 1 of 1 items

Properties

Downtime Reasons

Provisioning

Connectivity

Performance

Elastic Pools Performance

JSON

Read Scale Out

Data Warehouse

Data Sync

Metrics

GeoDR

Security

Auditing

Vulnerability Assessment

Portal

Backup/Restore

Import/Export

General

SQL Storage

Add Content

Use this link to add content to this page in order to troubleshoot recently found issues. Use the tag "InstantDowntimeReasons"

Drag a column header and drop it here to group by that column

VisitAddContent

http://aka.ms/InstantContent

1 - 1 of 1 items

Login Outages Due to Failover

Shows login outages (no user errors, only system errors) experienced by customer that were caused by a failover that occurred. (Query ran successfully, but returned 0 rows. If desired, use the Kusto Query link on the right to re-run the query.)

Kusto Query

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.

Create Report

Server Name ⓘ

Database Name ⓘ

Start Time (UTC) ⓘ

10/21/2020 06:15

End Time (UTC) ⓘ

10/22/2020 06:15

Subscription ID ⓘ

Run

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

Summary	Connectivity	GeoDR	Downtime Reasons	Performance	Elastic Pools Performance	Read Scale Out	Recent Issues	Data Warehouse	Provisioning	Data Sync	Metrics	Hyperscale	Security	Backup/Restore	Import/Export
Troubleshooter	Data Explorer														
Root Cause Analysis	User Outages	Diagnostic Checks													
Root Cause Analysis															
Drag a column header and drop it here to group by that column															
Incident Start Time	Incident End Time	Root Cause	Property Name	Escalate To											
2020-10-21T20:16:00	2020-10-21T20:18:00	IsSNIReadTimeoutLowConfidencePresentInCR	LoginFailure/Error:18456/State:38	undefined											
Incident Start Time	2020-10-21T20:16:00														
Incident End Time	2020-10-21T20:18:00														
Root Cause	IsSNIReadTimeoutLowConfidencePresentInCR														
Property Name	LoginFailure/Error:18456/State:38														
Escalate To															
2020-10-21T21:53:00	2020-10-21T21:54:00	IsSNIReadTimeoutLowConfidencePresentInCR	LoginFailure/Error:18456/State:38	undefined											
2020-10-21T22:04:00	2020-10-21T22:05:00	IsSNIReadTimeoutLowConfidencePresentInCR	LoginFailure/Error:18456/State:38	undefined											

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
```

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?

