

# PostgreSQL VNET troubleshooting

Last updated by | Lisa Liu | Nov 6, 2020 at 10:34 AM PST

## PostgreSQL VNET troubleshooting

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4:48 PM

### VNET is not supported on Basic Tier servers

List of VNET error codes and state codes: [VNet Service Endpoint troubleshooting](#)

Usually customer will get the following error when they have issues configuring VNETs: [Server is not configured to allow ipv6 connections](#)

I would like to share couple of things from Orcas: MySQL space which can be helpful in future customer conversation/ troubleshooting :-

#### 1. Error 18456, State 104 :

If you see this , it is due to a) IPv4 address in the blacklist b) vNet firewall blocked.

- Just to clarify :

Please take a look at the peer-address column, and here's how you interpret it:

```

5
6 // Detail about logins
7 MonLogin
8 | where TIMESTAMP > ago(2d)
9 | where logical_server_name =~ "msisrsitesdb"
10 | where event == "process_login_finish"
11 | where is_success ==0
12 | project TIMESTAMP , result , is_vnet_address , is_azure_ip , logical_server_name , AppName , peer_address , host_name , error , ['state']
13
14

```

TIMESTAMP	result	is_vnet_address	is_azure_ip	logical_server_name	AppName	peer_address	host_name	error	state
2018-05-28 13:24:28.1790000	e_crDisconnect	0		msisrsitesdb	Gateway.MySQL	fde4:8dba:1200:60e2:6e12:100:a00:x		18456	104
2018-05-28 13:24:29.6810000	e_crDisconnect	0		msisrsitesdb	Gateway.MySQL	fde4:8dba:1200:60e2:6e12:100:a00:x		18456	104
2018-05-28 13:53:07.6840000	e_crDisconnect	0		msisrsitesdb	Gateway.MySQL	fde4:8dba:1200:60e2:6e12:100:a00:x		18456	104
2018-05-28 13:53:08.5110000	e_crDisconnect	0		msisrsitesdb	Gateway.MySQL	fde4:8dba:1200:60e2:6e12:100:a00:x		18456	104
2018-05-29 06:35:57.9250000	e_crDisconnect	0		msisrsitesdb	Gateway.MySQL	fde4:8dba:1200:60e2:6e12:100:a00:x		18456	104
2018-05-29 06:35:58.7020000	e_crDisconnect	0		msisrsitesdb	Gateway.MySQL	fde4:8dba:1200:60e2:6e12:100:a00:x		18456	104
2018-05-29 06:36:46.1360000	e_crDisconnect	0		msisrsitesdb	Gateway.MySQL	fde4:8dba:1200:60e2:6e12:100:a00:x		18456	104
2018-05-29 06:36:46.7530000	e_crDisconnect	0		msisrsitesdb	Gateway.MySQL	fde4:8dba:1200:60e2:6e12:100:a00:x		18456	104
2018-05-29 06:36:47.6740000	e_crDisconnect	0		msisrsitesdb	Gateway.MySQL	fde4:8dba:1200:60e2:6e12:100:a00:x		18456	104
2018-05-29 06:36:47.8330000	e_crDisconnect	0		msisrsitesdb	Gateway.MySQL	fde4:8dba:1200:60e2:6e12:100:a00:x		18456	104
2018-05-29 06:36:49.0160000	e_crDisconnect	0		msisrsitesdb	Gateway.MySQL	fde4:8dba:1200:60e2:6e12:100:a00:x		18456	104
2018-05-29 06:36:51.0570000	e_crDisconnect	0		msisrsitesdb	Gateway.MySQL	fde4:8dba:1200:60e2:6e12:100:a00:x		18456	104
2018-05-29 06:36:51.3830000	e_crDisconnect	0		msisrsitesdb	Gateway.MySQL	fde4:8dba:1200:60e2:6e12:100:a00:x		18456	104
2018-05-29 06:36:51.4450000	e_crDisconnect	0		msisrsitesdb	Gateway.MySQL	fde4:8dba:1200:60e2:6e12:100:a00:x		18456	104
2018-05-29 06:36:51.7610000	e_crDisconnect	0		msisrsitesdb	Gateway.MySQL	fde4:8dba:1200:60e2:6e12:100:a00:x		18456	104
2018-05-29 06:36:51.8780000	e_crDisconnect	0		msisrsitesdb	Gateway.MySQL	fde4:8dba:1200:60e2:6e12:100:a00:x		18456	104
2018-05-29 06:38:38.5010000	e_crDisconnect	0		msisrsitesdb	Gateway.MySQL	fde4:8dba:1200:60e2:6e12:100:a00:x		18456	104

- a) If we see ipv4 address , we can conclude that customer would be in blacklist, ideally you shouldn't see this as ideally we would only do it with customers permission.  
b) If we see ipv6 address, we can conclude that it is due to vNet firewall rule not in - may be customer did not configure the vNet firewall.

PS:- Information added here: [MySQL Connectivity error troubleshooting](#) ([Web view](#))

Created with Microsoft OneNote 2016.

### How good have you found this content?

