RemoteCertificateChainErrors

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

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Issue

Customer may get error like Cannot open server "X" requested by the login. The login failed. (.Net SqlClient Data Provider) and you see RemoteCertificateChainErrors in the Azure SQL Connectivity Checker logs.

Investigation/Analysis

This can be caused when customer is connecting to a Virtual Cluster (tenant ring) that has the same dns_zone but the instance is not on that Virtual Cluster. Customer may have different Virtual Clusters if they have different maintenance window or hardware generation. This is usually caused be bad DNS resolution that is still resolving to the previous IP address (like hosts file or cached records).

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Advanced connectivity policy tests (please wait):
[2021.04.14 18:51:17.015]  Connect initiated (attempt # 1).
[2021.04.14 18:51:17.030]   DNS resolution took 7 ms, (10.0.0.4)
[2021.04.14 18:51:17.030]  SendPreLogin initiated.
[2021.04.14 18:51:17.030]  Adding PreLogin option Version.
[2021.04.14 18:51:17.030]  Adding PreLogin option Encryption [EncryptOff].
[2021.04.14 18:51:17.030]  Adding PreLogin option TraceID
[2021.04.14 18:51:17.030]   ConnectionID: X
[2021.04.14 18:51:17.030]   ActivityID: Y
[2021.04.14 18:51:17.030]   ActivitySequence: 0
[2021.04.14 18:51:17.030]  Terminating PreLogin message.
[2021.04.14 18:51:17.030]  SendPreLogin done.
[2021.04.14 18:51:17.030]  ReceivePreLoginResponse initiated.
[2021.04.14 18:51:17.046]  Server requires encryption, enabling encryption.
[2021.04.14 18:51:17.046]   Opening a new SslStream.
[2021.04.14 18:51:17.046]   Trying to authenticate using Default, Tls11, Tls12:
[2021.04.14 18:53:23.134] Certificate error: RemoteCertificateChainErrors
[2021.04.14 18:53:23.134]  Possible SNI timeout
[2021.04.14 18:53:23.134] Exception:
[2021.04.14 18:53:23.134] The remote certificate is invalid according to the validation procedure.
[2021.04.14 18:53:23.134]  Disconnect initiated.
[2021.04.14 18:53:23.134]  Disconnect done.
```

Mitigation

Fix the DNS resolution so it reaches the IP address where the instance is at the moment.

How good have you found this content?