[Cosmos DB] Unable to authenticate using sasl protocol mechanism SCRAM-SHA-1

Last updated by | Jackie Huang | Jan 4, 2022 at 12:24 AM PST

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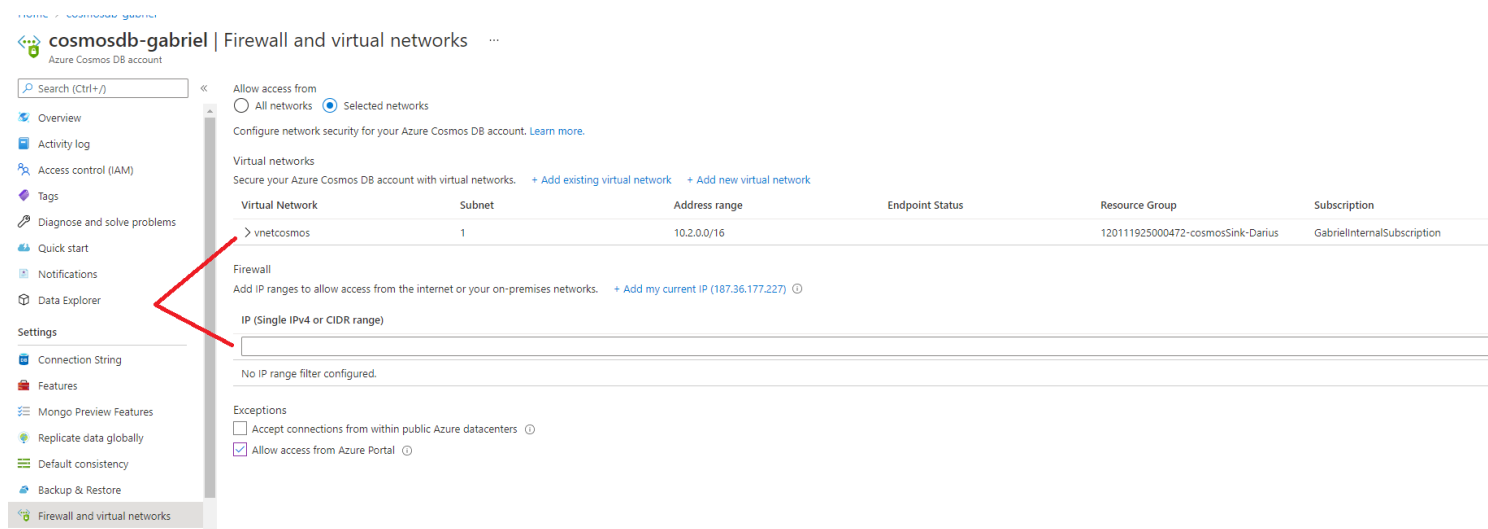
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Issue

Whether testing the connection in ADF or copying data from or to CosmosDB, the customer sees the error message "Unable to authenticate using sasl protocol mechanism SCRAM-SHA-1".

Symptom

```
>Connection to MongoDB server is timeout.
A timeout occured after 30000ms selecting a server using CompositeServerSelector{ Selectors = ReadPreferenceSe
Unable to authenticate using sasl protocol mechanism SCRAM-SHA-1. ---> MongoDB.Driver.MongoCommandException: C
at MongoDB.Driver.Core.WireProtocol.CommandWireProtocol`1.ProcessReply(ConnectionId connectionId, ReplyMessage
at MongoDB.Driver.Core.WireProtocol.CommandWireProtocol`1.<ExecuteAsync>d__11.MoveNext()
--- End of stack trace from previous location where exception was thrown ---
at System.Runtime.ExceptionServices.ExceptionDispatchInfo.Throw()
at System.Runtime.CompilerServices.TaskAwaiter.HandleNonSuccessAndDebuggerNotification(Task task)
at MongoDB.Driver.Core.Authentication.SaslAuthenticator.<AuthenticateAsync>d__7.MoveNext()
--- End of inner exception stack trace ---
at MongoDB.Driver.Core.Authentication.SaslAuthenticator.<AuthenticateAsync>d__7.MoveNext()
--- End of stack trace from previous location where exception was thrown ---
at System.Runtime.ExceptionServices.ExceptionDispatchInfo.Throw()
at System.Runtime.CompilerServices.TaskAwaiter.HandleNonSuccessAndDebuggerNotification(Task task)
at MongoDB.Driver.Core.Authentication.AuthenticationHelper.<AuthenticateAsync>d__1.MoveNext()
--- End of stack trace from previous location where exception was thrown ---
at System.Runtime.ExceptionServices.ExceptionDispatchInfo.Throw()
at System.Runtime.CompilerServices.TaskAwaiter.HandleNonSuccessAndDebuggerNotification(Task task)
at MongoDB.Driver.Core.Connections.ConnectionInitializer.<InitializeConnectionAsync>d__3.MoveNext()
--- End of stack trace from previous location where exception was thrown ---
at System.Runtime.ExceptionServices.ExceptionDispatchInfo.Throw()
at System.Runtime.CompilerServices.TaskAwaiter.HandleNonSuccessAndDebuggerNotification(Task task)
at MongoDB.Driver.Core.Connections.BinaryConnection.<OpenHelperAsync>d__48.MoveNext()
--- End of inner exception stack trace ---
at MongoDB.Driver.Core.Connections.BinaryConnection.<OpenHelperAsync>d__48.MoveNext()
--- End of stack trace from previous location where exception was thrown ---
at System.Runtime.ExceptionServices.ExceptionDispatchInfo.Throw()
at System.Runtime.CompilerServices.TaskAwaiter.HandleNonSuccessAndDebuggerNotification(Task task)
at MongoDB.Driver.Core.Servers.ServerMonitor.<HeartbeatAsync>d__27.MoveNext()" }] }.
Activity ID: 288fbb40-bc33-437a-9f1d-cd26f0c93150.
```

Cause

This is a secured CosmosDB that allows access from selected networks only and/or the whitelisted IPs list doesn't contain SHIR IP or Azure IR region IPs range.

Resolution

Note: Changes applied to CosmosDB firewall take some minutes to take effect.

The customer has some options to resolve this issue:

1. Check the option *Accept connections from within public Azure datacenters*.

2. Whitelist Azure Data Factory IP ranges from Integration Runtime region. At the moment, the list is present at https://www.microsoft.com/en-us/download/confirmation.aspx?id=56519 ☒. For instance, IP range of West Europe Integration Runtime is under the tag *DataFactory.WestEurope* and the end result should be **similar** (the list of IPs changes from time to time, don't copy the IPs from the screenshot below) to this:

3. Access the CosmosDB from a Self-Hosted IR installed in an Azure VM provisioned in a same VNET that is allowed to access this CosmosDB.

4. Create a private link between ADF Vnet and this CosmosDB and access it using Azure IR Managed Vnet.

5. Enable access from all networks (not recommended, for security policies, they may have a reason for enabling access from just selected networks).

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