[ErrorMessage] 18470 Login failed for user '***' Reason: The account is disabled

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

If the customer confirms that his user login account and password are correct, please execute the following query to confirm the user name of the failed login.

Execute: [Web] [Desktop] [Web (Lens)] [Desktop (SAW)] https://azuredmprod.kusto.windows.net/AzureDataMovement ↗ AisManagementTaskTraceEvent | where irName == "SSIS-measurementenv-Dev" and dataFactoryName == "adf-me-dev-001" //and * contains "AzureIntegrationServiceWorker" | where * contains "d5af7dcd-5c83-4f63-81ba-147165f8fbad" and message contains "stdout.txt : " | project env_time, message

WorkerTaskRunner.exe Error: 0 : **Failed to connect to catalog db for user AzureIntegrationServiceWorker after 582.1233847 seconds** DateTime=2021-10-06T18:17:06.3674963Z WorkerTaskRunner.exe Error: 0 : DB provision action [InstallSchemaAction] failed for [AzureSqlConnectionFailure] DateTime=2021-10-06T18:17:06.3674963Z

RCA： SSIS IR internally uses a database user called "AzureIntegrationServiceWorker" to manage SSISDB and somehow that user suddenly not exists or disabled on SSISDB which caused the error(Very likely customer removed or disabled the account by mistake). Please ask the cx to check if the user "AzureIntegrationServiceWorker" still exists in their SSISDB and has all required permissions.

How to mitigate: If the user not exists, need recreate CREATE USER AzureIntegrationServiceWorker FROM LOGIN AzureIntegrationServiceWorker;