

# Cannot access user batch account, please check batch account settings

Last updated by | Ranjith Katukojwala | Mar 7, 2023 at 11:35 AM PST

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## Issue

Customer seeing the following error while trying to connect to the Batch Service:

Can not access user batch account, please check batch account settings. Activity ID: c166538a-xxxx-xxxx-xxxx-2294fb650f36.


From **CustomLogEvent**, we noticed the following error:

```
<LogProperties> <Text>{"statusCode":403,"statusMessage":"Server failed to authenticate the request. Make sure the value of Authorization header is formed correctly including the signature.", "batchErrorCode":"AuthenticationFailed", "batchErrorMessage":"Server failed to authenticate the request. Make sure the value of Authorization header is formed correctly including the signature.\nRequestId:xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx\nTime:2020-11-12T19:52:16.8394409Z", "batchErrorDetails":[{"Key":"AuthenticationErrorDetail", "Value":"Cannot find the claimed account when trying to GetProperties for the account BATCHACCOUNT."}]}
```

## Resolution

Looks like the credentials were invalid. Customer was using an Azure Key Vault Linked Service to fetch credentials. It's possible this Key Vault was updated. Ask customers to verify credentials in this Key Vault are valid for the Batch account.

## Additional Information:

- **Icm References:** [Icm Link](#) 
- **Author:** vimals
- **Reviewer:** vimals
- **Keywords:**

**How good have you found this content?**

4/6/23, 7:57 AM

Cannot access user batch account, please check batch account settings - Overview

