Error 45137 - Insufficient permission to create a database copy on server

Last updated by | Charlene Wang | May 11, 2021 at 1:21 AM PDT

Error 45137

Issue

Occurs when user start GeoDR/DBCopy between two servers through T-SQL, and failed to add TSQL Client's IP address to the partner server. (EVEN THOUGH THEY ARE NOT DIRECTLY LOGGING INTO THE PARTNER SERVER)

Error : Insufficient permission to create a database copy on server '<partner-server>'

Troubleshoot

So if customer sees this error and doesn't know what it means, 99 percent of the time it means they have not added the relevant firewall rule to the partner server. Even if they claim they have, ask for proof since this is almost always the problem.

To troubleshoot, ask to see portal screenshots of their firewall rules on both servers involved in GeoDR.

Then, run this query on partner cluster:

```
MonManagement
| where event startswith "cas_workflows_check_user_login_and_permissions_"
| where logical_server_name =~ "{PartnerServerName}"
```

Check client_ip_address column in results. Check in portal screenshots that this IP address is allowed on both sides.

If this is not the problem, then there must be a permissions issue with the user performing the copy. This document has full instructions on how customer should set it up - Cross Subscription Geo Replication ↗

Note - This error can also occur if customer has private endpoints enabled on the partner server. Then, they must ensure that the "Deny public network access" private endpoint option in portal is set to 'No.'
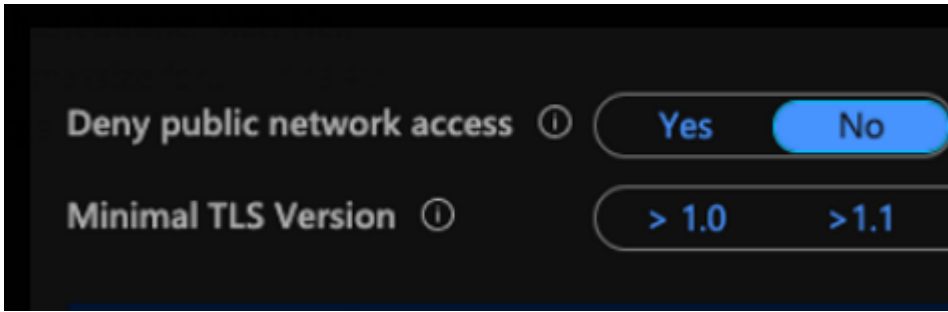
It is not supported to use private endpoint to perform database copy.

If the issue persists after following the above TSG, escalate to GeoDR team

Classification

Root cause tree - Azure SQL DB v2/GeoDR/Database Copy

How good have you found this content?