

## Re: Reporting service failure

---

*Source:* <http://www.derkeiler.com/Newsgroups/microsoft.public.sqlserver.security/2008-05/msg00049.html>

---

- *From:* "Charles Wang[MSFT]" <[changliw@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:changliw@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Mon, 12 May 2008 19:26:49 +0800
- 

Hi Puru,

I understand that when you tried to configure your database for your SQL Server Reporting Services, you encountered the logon failure error. If I have misunderstood, please let me know.

From the error message, it indicated that your SQL Server 2005 instance did not accept your domain user account for login. However from the event error, it was strange that the audit failure was for another user account NT AUTHORITY\SYSTEM which was not your domain user account.

To isolate this issue more specifically, I recommend that you run SQL Profiler to monitor your SQL Server instance:.  
Open your SQL Profiler from Start->All Programs->Microsoft SQL Server 2005->Performance Tools->SQL Server Profiler, click File-> New Trace..., connect to your SQL Server instance with a sysadmin account, then in the Trace Properties window, switch to the Event Selection tab, check "Show all events", check Security Audit->Audit Login Failed and click Run.

And then configure your SSRS databases via Reporting Services Configuration Tools. I suppose that you originally configured your SSRS databases in Reporting Services Configuration Tools with the following steps: Selected Database Setup, clicked New... to create the ReportServer database and ReportServerTempDB database, selected Credential Type as Windows Credentials and then input the domain user account and password. You can mail me ([changliw\\_at\\_microsoft\\_dot\\_com](mailto:changliw_at_microsoft_dot_com)) the trace file for further research.

Also could you please check if the databases ReportServer and ReportServerTempDB had been created in your SQL Server instance before this error arised? If the databases had been created, I recommend that you check if your Reporting Services's service account is Local System. If so and if your Report Server is located on a different machine from your database server, this issue may be related to your SSRS service account. By default, Report Server will use SSRS service account to connect to the ReportServer database, however at this time, the Windows authentication on SQL Server will fail since Local System cannot be used as a network credential. In this case, you can change your Reporting Services's service account to a domain

Re: Reporting service failure

user account and manually assign it permissions in your SQL Server instance. To check and change the service account, you can refer to the following steps:

1. Click Start->Run..., type services.msc and click OK;
2. Double click the service SQL Server Reporting Services (INSTANCE NAME), switch to the Log On tab and specify the domain user account as the logon account.

If this issue persists, I recommend that you mail me the SSRS error logs which are located in the folder %ProgramFiles%\Microsoft SQL Server\MSSQL.x\Reporting Services\LogFiles. Also I appreciate if you could send me some screenshots of your configurations via email.

Please feel free to let me know if you have any other questions or concerns. Have a nice day!

Best regards,  
Charles Wang  
Microsoft Online Community Support  
Get Secure! – [www.microsoft.com/security](http://www.microsoft.com/security)

=====

When responding to posts, please "Reply to Group" via your newsreader so that others may learn and benefit from your issue.

=====

This posting is provided "AS IS" with no warranties, and confers no rights.

=====

"Puru" <Puru@xxxxxxxxxxxxxx> wrote in message  
[news:33AC439C-8C7A-4F2D-A3F3-1BC452F85FE2@xxxxxxxxxxxxxxxxxxx](mailto:news:33AC439C-8C7A-4F2D-A3F3-1BC452F85FE2@xxxxxxxxxxxxxxxxxxx)

we have setup up reporting server and while configuring database  
Database setup > domain account is provided

It fails here @ grant rights. with following error

-----

w3wp!library!c!5/12/2008-00:25:22:: e ERROR: Throwing  
Microsoft.ReportingServices.Diagnostics.Utilities.ReportServerDatabaseLogonFailedException:  
The report server cannot open a connection to the report server database.  
The  
logon failed., ;  
Info:  
Microsoft.ReportingServices.Diagnostics.Utilities.ReportServerDatabaseLogonFailedException:  
The report server cannot open a connection to the report server database.  
The  
logon failed. ----> System.Runtime.InteropServices.COMException  
(0x80070569):  
Logon failure: the user has not been granted the requested logon type at  
this

Re: Reporting service failure

```
computer. (Exception from HRESULT: 0x80070569)
at
System.Runtime.InteropServices.Marshal.ThrowExceptionForHRInternal(Int32
errorCode, IntPtr errorInfo)
at RSRemoteRpcClient.RemoteLogon.GetRemoteImpToken(String
pRPCEndpointName, Int32 type, Guid dataSourceId, String pUserName, String
pDomain, String pPassword)
at
Microsoft.ReportingServices.Library.ConnectionConfig.GetImpersonationUser(String
userName, String domain, String userPwd)
---- End of inner exception stack trace ----
w3wp!webserver!a!5/12/2008-00:46:21:: i INFO: Reporting Web Server stopped
```

---

Any help would be appreciated.

i also get following error in security log.

---

```
Event Type: Failure Audit
Event Source: Security
Event Category: Logon/Logoff
Event ID: 534
Date: 5/12/2008
Time: 4:10:20 AM
User: NT AUTHORITY\SYSTEM
Computer: FM1MESQUITE
Description:
Logon Failure:
Reason: The user has not been granted the requested
logon type at this machine
User Name: sys_isppmsrs
Domain: ED
Logon Type: 2
Logon Process: Advapi
Authentication Package: Negotiate
Workstation Name: FM1MESQUITE
Caller User Name: sys_isppmsrs
Caller Domain: ED
Caller Logon ID: (0x0,0x841BB6A)
Caller Process ID: 3872
Transited Services: -
Source Network Address: -
Source Port: -
```

For more information, see Help and Support Center at  
<http://go.microsoft.com/fwlink/events.asp>.

---

Re: Reporing service failure

thank YOu in Advance