# [SAP ODP] MDF SAP Trouble Shooting Guidance

Last updated by | Zhangyi Yu | Oct 16, 2022 at 11:59 PM PDT

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#### Issue

This TSG is built to guide how to have trouble shooting with MDF SAP.

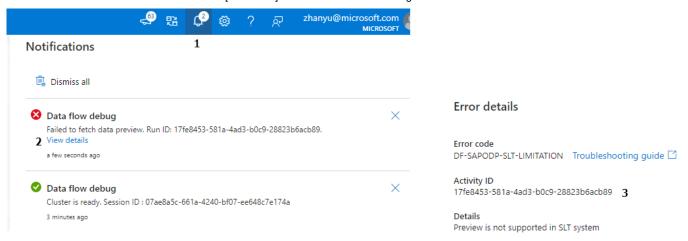
**Note**: Before have MDF SAP trouble shooting, please get customer's self-hosted integration runtime (SHIR, used to connect and read SAP data) version first. The version must be >= 5.22.8285.7, if not, please ask customer to download and upgrade SHIR to be newest version, then repro the issue again.

# Step-1: Check whether it is dataflow issue

- 1. Get failed dataflow runld
  - o If it meets dataflow activity debug/trigger run issue, you can get related runld here.



• If it meets dataflow test-connection/import-projection/preview-data/refresh... issue, you can get related runld here.

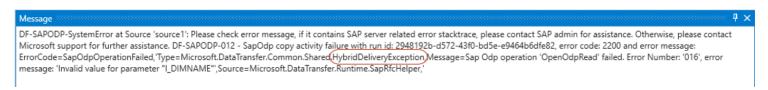


2. Search backend cluster logs with up run ID.

cluster('adfcus.kusto.windows.net').database('AzureDataFactory').DataflowClusterLogs
| union cluster('adfneu.kusto.windows.net').database('AzureDataFactory').DataflowClusterLogs
| where ActivityRunId == "{failed run ID}" and TraceLevel != "INFO"

# Step-2: Check whether it is internal copy/schema query issue

If you can see key word like "HybridDeliveryException" in up error message, it means error is happened with internal copy/schema API, please do as following steps to have further trouble shooting, for example:

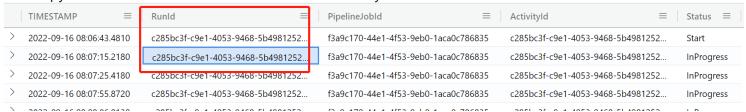


#### 1. Get internal copy run ID

#### **Option 1**

cluster('azuredmprod.kusto.windows.net').database('AzureDataMovement').ExecutionApiCall
| where PipelineJobId == '{dataflow run ID}'
| project TIMESTAMP, RunId, PipelineJobId, ActivityId, Status

#### The Copy run id can be found in either 'RunId' or 'ActivityId' columns.



#### Option 2

```
cluster('azuredmprod.kusto.windows.net').database('AzureDataMovement').CustomLogEvent
| where TraceMessage == 'ConnectorServiceExecution'
| where ActivityId =='{dataflow run ID}'
| project TIMESTAMP, TraceMessage, ActivityId, Message
```

#### Then fetch the copy job run id from 'Message'.

TIMESTAMP	=	TraceMessage	=	ActivityId	=	Message		≡
> 2022-09-16 08:06:4	3.3210	ConnectorServiceExe	cution	f3a9c170-44e1-4f53-9eb0-1aca0c786	835	<logproperties> <text>Reset execution API activity id a</text></logproperties>	c285bc3f-c9e1-4053-9468-5b4981252cab	:/Text>

#### 2. Get internal schema API run ID

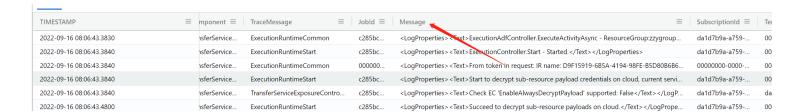
```
cluster('azuredmprod.kusto.windows.net').database('AzureDataMovement').CustomLogEvent
| where TraceMessage == 'QueryServiceResetActivityId'
| where ActivityId == '{dataflow run ID}'
```

#### Then fetch the schema query run id from 'Message'.

TIMESTAMP	≡ onent ≡	TraceMessage	≡   .	JobId ≡	Message	=
2022-09-16 08:06:30.8170	erService	QueryServiceResetActivityId		142ee1	<logproperties><text>Reset schema API activity id as 142ee1c9-6554-43ec-ab38-f2938c3fe1</text></logproperties>	×

### 3. Get internal copy/schema query service logs

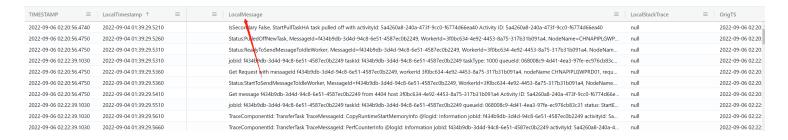
cluster('azuredmprod.kusto.windows.net').database('AzureDataMovement').CustomLogEvent
| where ActivityId == "{copy run ID/schema API run ID}"



### 4. (optional) If the service log is not enough, get Copy/Schema API detailed runtime logs.

Please ask customer to follow this TSG to upload the SHIR logs and share the report ID.

```
cluster('azuredmprod.kusto.windows.net').database('AzureDataMovement').TraceGatewayLocalEventLog
| where UserReportId == "{Self-hosted IR report Id}"
| where * contains "{copy run ID/ schema API run ID}"
```



# Step-3: Check whether it is SAP system error

Today SAP has some known limitation/configure optimization on its server side, please reference this TSG <a href="https://supportability.visualstudio.com/AzureDataFactory/">https://supportability.visualstudio.com/AzureDataFactory/</a> wiki/wikis/AzureDataFactory/640777/SAP-ODP-Issue to get help.

## **Additional Information:**

Icm Reference: N/AAuthor: Xiaojin Wang

• Reviewer: Zhuoyang Zhang; Zhangyi Yu

• Keywords: