

Code: BatchNodeInUnusableState

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

This means the nodes created in batch pool resulted in unusable state.

Please DO NOT call SME directly if we see such error. Please try to follow the steps below first.

Open a ticket against batch team to see what was wrong. Using the following Kusto query (replace with operation id you got), you can provide **batch account, pool ID, node ID, and description "Allocated nodes are unusable"** to batch team.

Click batch incident template in [Dependent Azure Services Owners](#) to open ticket against batch team, after batch team resolve the issue, we should auto recover, if TIP is not recovered, contact SME.

```
AisManagementTaskTelemetryEvent
| where errorCode == "BatchNodeInUnusableState"
```

Get taskId from AisManagementTaskTelemetryEvent

```
AisManagementTaskTraceEvent
| where taskId == "ce88dfef-87bc-4e5d-ac32-ba1dc391ffbbProvision1157106718"
```

BatchAccount:

| | |
|----------------|---|
| ManagementTask | Assign Batch Account |
| ManagementTask | Successfully assigned batch account [mngdirprod1] |

poolId:

| | |
|----------------|---|
| ManagementTask | Creating VirtualMachineConfiguration-based pool 4cdc7e7f5f04fd59e32fa75a0fab006 |
| ManagementTask | Batch Pool 4cdc7e7f5f04fd59e32fa75a0fab006 created successfully |

NodeId:

| | |
|----------------|---|
| ManagementTask | Nodes from Batch [tvmps_5975c935683647a9f6e9521065c984d61155193796ab52b338e4247e805a84b0_d: Unusable] |
| ManagementTask | Node tvmps_5975c935683647a9f6e9521065c984d61155193796ab52b338e4247e805a84b0_d is unusable or unknown. |
| ManagementTask | Target nodes number is 1, unusable nodes number is 1, resize pool with vnet flag is True, subnet is . |

Custom Impact

Since when there is an valid Vnet configured on the batch pool, the nodes would became unusable as well, so we report unusable nodes with vnet as user error. But when incidents happen, it should be due to system error, so we should count **InvalidVnetConfiguration** as well. **The total impacted customer should be the sum of error BatchNodeInUnusableState and InvalidVnetConfiguration.**

For error BatchNodeInUnusableState:

```
AisManagementTaskTelemetryEvent
| where taskType == "Provision" and errorCode == "BatchNodeInUnusableState" and env_cloud_location == "eastus"
| where subscriptionId != "4897dd0a-3b36-4503-a76b-fc22b677833c"
| where env_time > datetime(2019-08-22 12:00:00)
| where env_time < datetime(2019-08-22 20:00:00)
| summarize min(env_time), max(env_time), count() by subscriptionId, env_cloud_location, result, errorCode
```

For error InvalidVnetConfiguration:

```
AisManagementTaskTelemetryEvent
| where taskType == "Provision" and errorCode == "InvalidVnetConfiguration"
| where env_time > datetime(2019-08-22 12:00:00)
| where env_time < datetime(2019-08-22 20:00:00)
| summarize min(env_time), max(env_time), IncidentFailureCount = count() by subscriptionId, subnetId, env_cloud_location
| join (AisManagementTaskTelemetryEvent | where taskType == "Provision" and env_cloud_location == "eastus"
| where env_time > ago(7d)
| summarize SuccessCount = countif(result == "Success"), FailCount = countif(result != "Success") by subscriptionId, subnetId, env_cloud_location) on
subscriptionId, subnetId, env_cloud_location
| summarize min(min_env_time), max(max_env_time), sum(SuccessCount), sum(FailCount), sum(IncidentFailureCount) by subscriptionId, env_cloud_location
```