

errorCode 137 - Internal Server Error

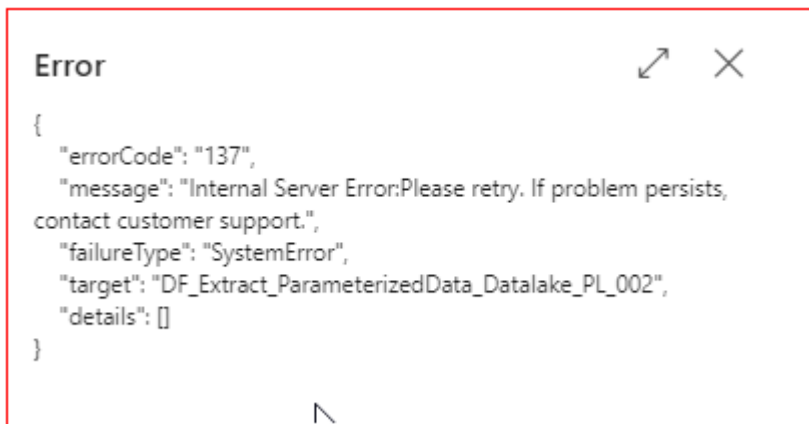
Last updated by | Jackie Huang | Jan 4, 2022 at 12:24 AM PST

Contents

- [Issue](#)
- [Investigation](#)
- [Resolution](#)
- [Ongoing Issue - Unable to resolve the metastore DNS name](#)
 - [Resolution](#)
 - [Workaround](#)

Issue

Customer seeing the following error while running Data flow job :



<LogProperties> <Text>Invoke callback url with req:

```
{
  "Status": 2,
  "IsUpdateQueuedStatus": false,
  "Output": null,
  "Error": {
    "ErrorCode": 137,
    "Message": "Internal Server Error:Please retry. If problem persists, contact customer support.",
    "Details": null
  }
}
```

Investigation

Query the CustomLogEvent table and find the detailed error message:

```
cluster('Azuredmprod').database('AzureDataMovement').CustomLogEvent
| where PreciseTimeStamp >= ago(5d)
| where ActivityId == "<activityRunId>"
| where TraceMessage == "ExecutionMappingDataflowActivityExecutor"
| project PreciseTimeStamp, Role, TraceMessage, Message, EventName, TraceComponent, StatusCode, SubscriptionId
| sort by PreciseTimeStamp asc
```

<LogProperties> <Text>[MappingDataflowExecution] MappingDataflowExecutor.GetStateAsync.
DatabricksRunId: 14329, State: {"job_id":14330,"state":

```
{
  "life_cycle_state": "INTERNAL_ERROR",
  "result_state": "FAILED",
  "state_message": "Unexpected failure while creating the cluster for the job.Cause TEMPORARILY_UNAVAILABLE: Service for this endpoint is temporarily unavailable",
  "run_page_url": "https://northcentralus.azuredatabricks.net/?o=xxxxxxx#job/14330/run/1",
  "cluster_instance": null,
  "start_time": 1596587185203,
  "setup_duration": 0,
  "execution_duration": 0,
  "cleanup_duration": 2000
}
```

OR

```
<LogProperties> <Text> [MappingDataflowExecution] MappingDataflowExecutor.GetStateAsync.
DatabricksRunId: 15124, State: {"job_id":15124,"state":
{"life_cycle_state": "INTERNAL_ERROR",
"result_state": "FAILED",
"state_message": "Unexpected failure while waiting for the cluster (0921-112036-tier239) to be ready.Cause Unexpected state for cluster (job-15124-run-1):
Resources were not reachable via SSH. This can be a transient networking issue. If the problem persists, this usually indicates a network environment misconfiguration. Please check your cloud
provi..."},
"run_page_url": "https://westus2.azuredatabricks.net/?o=xxxxxxx#job/15124/run/1",
"cluster_instance": {"cluster_id": "0921-112036-xxxxxxx"},
"start_time": 1600687228920,
"setup_duration": 0,
"execution_duration": 0,
"cleanup_duration": 900000
}
</Text> </LogProperties> ****
```

Resolution

1. Query the **PipelineRuns** table and check if there are any other recent failures.

```
cluster('adfcus').database('AzureDataFactory').PipelineRuns | union cluster('adfneu').database('AzureData
| where TIMESTAMP >= ago(3d)
| where subscriptionId =~ "<subscriptionId>"
| where dataFactoryName =~ "<dataFactoryName>"
| where pipelineName =~ "<pipelineName>"
| where status == "Failed"
```



2. If there are no recent failures, probably, it could be a transient issue. This cluster failed to create, causing the job to fail. You can check for any on-going Databricks outages [Azure outages](#) or [Azure status](#) or [ADF internal teams channel](#).
3. If the pipelines are constantly failing with the same error message, engage Product Group via an lcm for Root Cause or further investigation.

Ongoing Issue - Unable to resolve the metastore DNS name

Dataflow jobs failing with the following error: [lcm Link](#)


Databricks Job Execution Failed. Message: Unexpected failure while waiting for the cluster (0928-024854-fold827) to be ready.Cause Unexpected state for cluster (job-38380-run-1): There was an error in the network configuration. databricks_error_message: **Unable to resolve the metastore DNS name.** Error message: java.net.UnknownHostException: consolidated-canadacentral-prod-m...,

Resolution

As per this lcm <https://portal.microsofticm.com/imp/v3/incidents/details/208366295/home> 



There is an ongoing product issue with virtual network DNS resolution. Our internal networking team has an ongoing deployment for fixing the issue. ETA for the fix is expected to be deployed by the end of November.

Workaround



Suggest to use temporary workaround by adding a file entry /etc/host for respective endpoint through databricks initscript <https://docs.microsoft.com/en-us/azure/databricks/kb/clusters/use-internal-ntp> 

It's because IP address transfer between deleted container & newly created container didn't happen in the past or happened with at least 30 seconds split. And, Data Bricks scenario started to provoke such conditions by creating/deleting containers on the given node very frequently and caused their IP address transfer within 10 seconds, which exposed the aforementioned bug.

Related ICMs:

- <https://portal.microsofticm.com/imp/v3/incidents/details/210696001/home> 
- <https://portal.microsofticm.com/imp/v3/incidents/details/202292756/home> 

Additional Information:

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

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