

Batch activity slow respond issue

Last updated by | Ranjith Katukojwala | Mar 7, 2023 at 11:35 AM PST

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Issue

The batch activity is taking 1 hours to get completed which usually takes less than a minute.

TraceGatewayLocalEventLog
| where UserReportId == "b929a193-0d0e-411c-b260-474eaa03b324" and LocalMessage contains "aec610c9-345c-4e99-b5

LocalTimestamp			LocalMessage
	2020-09-21 08:33:20.6913561		Cannot collect file stdout.txt on the node. Job ID: 01d5b680-7553-430a-ade5-8a43ffa1401f Log ID: Error
	2020-09-21 08:41:48.2045200		Cannot collect file stderr.txt on the node. Job ID: 01d5b680-7553-430a-ade5-8a43ffa1401f Log ID: Error
	2020-09-21 08:49:58.7943331		Can not remove file wd/activity.json on the node. Job ID: 01d5b680-7553-430a-ade5-8a43ffa1401f Log ID: Error
	2020-09-21 08:58:09.3730996		Can not remove file wd/datasets.json on the node. Job ID: 01d5b680-7553-430a-ade5-8a43ffa1401f Log ID: Error
	2020-09-21 09:06:36.7418754		Can not remove file wd/linkedServices.json on the node. Job ID: 01d5b680-7553-430a-ade5-8a43ffa1401f Log ID: Error
	2020-09-21 09:15:04.9107401		Cannot collect file wd/outputs.json on the node. Job ID: 01d5b680-7553-430a-ade5-8a43ffa1401f Log ID: Error

Based on the log, we can see it kept on getting file from batch node:

1, If you are EE/SEE, please check the source code to understand how it can get such error consistently.

Code:

If you check the function GetNodeFileAsync, it will tell you to get the file from node.

```

{
    var nodeFile = await **task.GetNodeFileAsync(fileName).ConfigureAwait(continueOnCapturedContext: false);
    if (nodeFile != null)
    {
        outputs.Add(new StageResourceFile(Path.GetFileName(fileName), await nodeFile.ReadAsStringAsync()));
    }
}
catch (BatchException batchEx)
{
    if (HttpStatusCode.NotFound != batchEx.RequestInformation.HttpStatusCode)
    {
        logger.Error(TraceMessageId.ExecutionCustomActivityBatchTaskCollectOutputs,
            string.Format("Cannot collect file {0} on the node.", fileName),
            runid, activityId);
    }
    else
    {
        logger.Warn(TraceMessageId.ExecutionCustomActivityBatchTaskCollectOutputs,
            string.Format("File {0} not found on the node.", fileName),
            runid, activityId);
    }
}
catch (Exception)
{
    logger.Error(TraceMessageId.ExecutionCustomActivityBatchTaskCollectOutputs,
        string.Format("Cannot collect file {0} on the node.", fileName),
        runid, activityId);
}
}

```

Based on above analysis, we can confirm something wrong between self-IR and Batch node when GetNodeFileAsync, so the next step is checking any netmon reset.

2, After that, please refer to <https://docs.microsoft.com/en-us/azure/data-factory/self-hosted-integration-runtime-troubleshoot-guide#resolution-12> to learn how to analyze the netmon trace to identify the reset.

Note: The reset time must be match the time when we see error from self-IR log.

Suppose you may see a lot of reset happening from Batch to the self-IR.

Suggestion

Please engage the Batch team to help you further.

More info from batch side

After the task finished, the client sent the following request to get the stdout file 8 times from <https://scbdipseaaba001prd.southeastasia.batch.azure.com/jobs/adfv2-scbdipseaabp001prd/tasks/01d5b680-7553-430a-ade5-8a43ffa1401f/files/stdout.txt?api-version=2019-08-01.10.0>

```
Kusto link:
Execute: [Web] [Desktop] [Web (Lens)] [Desktop (SAW)] https://azurebatch.kusto.windows.net/azurebatchprod
BatchOperation
| where accountName == "scbdipseaaba001prd"
| where env_time > datetime(2020-09-21 08:24:32Z) and env_time < datetime(2020-09-21 08:34:32Z)
| where operationName contains "file"
| where safeRequestUrl contains "01d5b680-7553-430a-ade5-8a43ffa1401f"
| project env_time, operationName, jobName, resultDescription, safeRequestUrl
```

2020-09-21 08:25:33.788042	GetFileProperties	adf2-scbdipseaaba001prd	UnknownFailure	https://scbdipseaaba001prd.southeastasia.batch.azure.com/jobs/adf2-scbdipseaaba001prd/tasks/01d5b680-7553-430a-ade5-8a43ffa1401f/files/stdout.txt?api-version=2019-08-01.10.0
2020-09-21 08:26:39.405395	GetFileProperties	adf2-scbdipseaaba001prd	UnknownFailure	https://scbdipseaaba001prd.southeastasia.batch.azure.com/jobs/adf2-scbdipseaaba001prd/tasks/01d5b680-7553-430a-ade5-8a43ffa1401f/files/stdout.txt?api-version=2019-08-01.10.0
2020-09-21 08:27:28.439269	GetFileProperties	adf2-scbdipseaaba001prd	UnknownFailure	https://scbdipseaaba001prd.southeastasia.batch.azure.com/jobs/adf2-scbdipseaaba001prd/tasks/01d5b680-7553-430a-ade5-8a43ffa1401f/files/stdout.txt?api-version=2019-08-01.10.0
2020-09-21 08:28:23.477132	GetFileProperties	adf2-scbdipseaaba001prd	UnknownFailure	https://scbdipseaaba001prd.southeastasia.batch.azure.com/jobs/adf2-scbdipseaaba001prd/tasks/01d5b680-7553-430a-ade5-8a43ffa1401f/files/stdout.txt?api-version=2019-08-01.10.0
2020-09-21 08:29:30.5291468	GetFileProperties	adf2-scbdipseaaba001prd	UnknownFailure	https://scbdipseaaba001prd.southeastasia.batch.azure.com/jobs/adf2-scbdipseaaba001prd/tasks/01d5b680-7553-430a-ade5-8a43ffa1401f/files/stdout.txt?api-version=2019-08-01.10.0
2020-09-21 08:31:01.6474871	GetFileProperties	adf2-scbdipseaaba001prd	UnknownFailure	https://scbdipseaaba001prd.southeastasia.batch.azure.com/jobs/adf2-scbdipseaaba001prd/tasks/01d5b680-7553-430a-ade5-8a43ffa1401f/files/stdout.txt?api-version=2019-08-01.10.0
2020-09-21 08:33:20.7034482	GetFileProperties	adf2-scbdipseaaba001prd	UnknownFailure	https://scbdipseaaba001prd.southeastasia.batch.azure.com/jobs/adf2-scbdipseaaba001prd/tasks/01d5b680-7553-430a-ade5-8a43ffa1401f/files/stdout.txt?api-version=2019-08-01.10.0
2020-09-21 08:34:03.811263	GetFileProperties	adf2-scbdipseaaba001prd	UnknownFailure	https://scbdipseaaba001prd.southeastasia.batch.azure.com/jobs/adf2-scbdipseaaba001prd/tasks/01d5b680-7553-430a-ade5-8a43ffa1401f/files/stderr.txt?api-version=2019-08-01.10.0
2020-09-21 08:35:50.925809	GetFileProperties	adf2-scbdipseaaba001prd	UnknownFailure	https://scbdipseaaba001prd.southeastasia.batch.azure.com/jobs/adf2-scbdipseaaba001prd/tasks/01d5b680-7553-430a-ade5-8a43ffa1401f/files/stderr.txt?api-version=2019-08-01.10.0
2020-09-21 08:35:58.908681	GetFileProperties	adf2-scbdipseaaba001prd	UnknownFailure	https://scbdipseaaba001prd.southeastasia.batch.azure.com/jobs/adf2-scbdipseaaba001prd/tasks/01d5b680-7553-430a-ade5-8a43ffa1401f/files/stderr.txt?api-version=2019-08-01.10.0
2020-09-21 08:39:29.108569	GetFileProperties	adf2-scbdipseaaba001prd	UnknownFailure	https://scbdipseaaba001prd.southeastasia.batch.azure.com/jobs/adf2-scbdipseaaba001prd/tasks/01d5b680-7553-430a-ade5-8a43ffa1401f/files/stderr.txt?api-version=2019-08-01.10.0
2020-09-21 08:37:58.0594213	GetFileProperties	adf2-scbdipseaaba001prd	UnknownFailure	https://scbdipseaaba001prd.southeastasia.batch.azure.com/jobs/adf2-scbdipseaaba001prd/tasks/01d5b680-7553-430a-ade5-8a43ffa1401f/files/stderr.txt?api-version=2019-08-01.10.0
2020-09-21 08:41:28.2134713	GetFileProperties	adf2-scbdipseaaba001prd	UnknownFailure	https://scbdipseaaba001prd.southeastasia.batch.azure.com/jobs/adf2-scbdipseaaba001prd/tasks/01d5b680-7553-430a-ade5-8a43ffa1401f/files/stderr.txt?api-version=2019-08-01.10.0
2020-09-21 08:42:31.4074197	GetFileProperties	adf2-scbdipseaaba001prd	UnknownFailure	https://scbdipseaaba001prd.southeastasia.batch.azure.com/jobs/adf2-scbdipseaaba001prd/tasks/01d5b680-7553-430a-ade5-8a43ffa1401f/files/wd%2Factivity.json?api-version=2019-08-01.10.0
2020-09-21 08:43:17.4670297	GetFileProperties	adf2-scbdipseaaba001prd	UnknownFailure	https://scbdipseaaba001prd.southeastasia.batch.azure.com/jobs/adf2-scbdipseaaba001prd/tasks/01d5b680-7553-430a-ade5-8a43ffa1401f/files/wd%2Factivity.json?api-version=2019-08-01.10.0
2020-09-21 08:44:06.5217189	GetFileProperties	adf2-scbdipseaaba001prd	UnknownFailure	https://scbdipseaaba001prd.southeastasia.batch.azure.com/jobs/adf2-scbdipseaaba001prd/tasks/01d5b680-7553-430a-ade5-8a43ffa1401f/files/wd%2Factivity.json?api-version=2019-08-01.10.0
2020-09-21 08:45:01.5442296	GetFileProperties	adf2-scbdipseaaba001prd	UnknownFailure	https://scbdipseaaba001prd.southeastasia.batch.azure.com/jobs/adf2-scbdipseaaba001prd/tasks/01d5b680-7553-430a-ade5-8a43ffa1401f/files/wd%2Factivity.json?api-version=2019-08-01.10.0
2020-09-21 08:46:08.5886233	GetFileProperties	adf2-scbdipseaaba001prd	UnknownFailure	https://scbdipseaaba001prd.southeastasia.batch.azure.com/jobs/adf2-scbdipseaaba001prd/tasks/01d5b680-7553-430a-ade5-8a43ffa1401f/files/wd%2Factivity.json?api-version=2019-08-01.10.0
2020-09-21 08:47:58.703064	GetFileProperties	adf2-scbdipseaaba001prd	UnknownFailure	https://scbdipseaaba001prd.southeastasia.batch.azure.com/jobs/adf2-scbdipseaaba001prd/tasks/01d5b680-7553-430a-ade5-8a43ffa1401f/files/wd%2Factivity.json?api-version=2019-08-01.10.0
2020-09-21 08:49:58.7983126	GetFileProperties	adf2-scbdipseaaba001prd	UnknownFailure	https://scbdipseaaba001prd.southeastasia.batch.azure.com/jobs/adf2-scbdipseaaba001prd/tasks/01d5b680-7553-430a-ade5-8a43ffa1401f/files/wd%2Fdatasets.json?api-version=2019-08-01.10.0
2020-09-21 08:50:41.9263315	GetFileProperties	adf2-scbdipseaaba001prd	UnknownFailure	https://scbdipseaaba001prd.southeastasia.batch.azure.com/jobs/adf2-scbdipseaaba001prd/tasks/01d5b680-7553-430a-ade5-8a43ffa1401f/files/wd%2Fdatasets.json?api-version=2019-08-01.10.0
2020-09-21 08:51:27.9693548	GetFileProperties	adf2-scbdipseaaba001prd	UnknownFailure	https://scbdipseaaba001prd.southeastasia.batch.azure.com/jobs/adf2-scbdipseaaba001prd/tasks/01d5b680-7553-430a-ade5-8a43ffa1401f/files/wd%2Fdatasets.json?api-version=2019-08-01.10.0
2020-09-21 08:52:17.2020545	GetFileProperties	adf2-scbdipseaaba001prd	UnknownFailure	https://scbdipseaaba001prd.southeastasia.batch.azure.com/jobs/adf2-scbdipseaaba001prd/tasks/01d5b680-7553-430a-ade5-8a43ffa1401f/files/wd%2Fdatasets.json?api-version=2019-08-01.10.0
2020-09-21 08:53:19.15696737	GetFileProperties	adf2-scbdipseaaba001prd	UnknownFailure	https://scbdipseaaba001prd.southeastasia.batch.azure.com/jobs/adf2-scbdipseaaba001prd/tasks/01d5b680-7553-430a-ade5-8a43ffa1401f/files/wd%2Fdatasets.json?api-version=2019-08-01.10.0
2020-09-21 08:54:19.156302	GetFileProperties	adf2-scbdipseaaba001prd	UnknownFailure	https://scbdipseaaba001prd.southeastasia.batch.azure.com/jobs/adf2-scbdipseaaba001prd/tasks/01d5b680-7553-430a-ade5-8a43ffa1401f/files/wd%2Fdatasets.json?api-version=2019-08-01.10.0
2020-09-21 08:55:02.266758	GetFileProperties	adf2-scbdipseaaba001prd	UnknownFailure	https://scbdipseaaba001prd.southeastasia.batch.azure.com/jobs/adf2-scbdipseaaba001prd/tasks/01d5b680-7553-430a-ade5-8a43ffa1401f/files/wd%2Fdatasets.json?api-version=2019-08-01.10.0
2020-09-21 08:58:09.3716765	GetFileProperties	adf2-scbdipseaaba001prd	UnknownFailure	https://scbdipseaaba001prd.southeastasia.batch.azure.com/jobs/adf2-scbdipseaaba001prd/tasks/01d5b680-7553-430a-ade5-8a43ffa1401f/files/wd%2Fdatasets.json?api-version=2019-08-01.10.0
2020-09-21 08:58:52.4729043	GetFileProperties	adf2-scbdipseaaba001prd	UnknownFailure	https://scbdipseaaba001prd.southeastasia.batch.azure.com/jobs/adf2-scbdipseaaba001prd/tasks/01d5b680-7553-430a-ade5-8a43ffa1401f/files/wd%2FlinkedServices.json?api-version=2019-08-01.10.0
2020-09-21 08:59:50.5892067	GetFileProperties	adf2-scbdipseaaba001prd	UnknownFailure	https://scbdipseaaba001prd.southeastasia.batch.azure.com/jobs/adf2-scbdipseaaba001prd/tasks/01d5b680-7553-430a-ade5-8a43ffa1401f/files/wd%2FlinkedServices.json?api-version=2019-08-01.10.0
2020-09-21 09:00:44.5429545	GetFileProperties	adf2-scbdipseaaba001prd	UnknownFailure	https://scbdipseaaba001prd.southeastasia.batch.azure.com/jobs/adf2-scbdipseaaba001prd/tasks/01d5b680-7553-430a-ade5-8a43ffa1401f/files/wd%2FlinkedServices.json?api-version=2019-08-01.10.0
2020-09-21 09:01:39.5801674	GetFileProperties	adf2-scbdipseaaba001prd	UnknownFailure	https://scbdipseaaba001prd.southeastasia.batch.azure.com/jobs/adf2-scbdipseaaba001prd/tasks/01d5b680-7553-430a-ade5-8a43ffa1401f/files/wd%2FlinkedServices.json?api-version=2019-08-01.10.0
2020-09-21 09:02:46.6879757	GetFileProperties	adf2-scbdipseaaba001prd	UnknownFailure	https://scbdipseaaba001prd.southeastasia.batch.azure.com/jobs/adf2-scbdipseaaba001prd/tasks/01d5b680-7553-430a-ade5-8a43ffa1401f/files/wd%2FlinkedServices.json?api-version=2019-08-01.10.0
2020-09-21 09:06:36.7670299	GetFileProperties	adf2-scbdipseaaba001prd	UnknownFailure	https://scbdipseaaba001prd.southeastasia.batch.azure.com/jobs/adf2-scbdipseaaba001prd/tasks/01d5b680-7553-430a-ade5-8a43ffa1401f/files/wd%2Foutputs.json?api-version=2019-08-01.10.0
2020-09-21 09:07:20.5974309	GetFileProperties	adf2-scbdipseaaba001prd	UnknownFailure	https://scbdipseaaba001prd.southeastasia.batch.azure.com/jobs/adf2-scbdipseaaba001prd/tasks/01d5b680-7553-430a-ade5-8a43ffa1401f/files/wd%2Foutputs.json?api-version=2019-08-01.10.0
2020-09-21 09:08:06.6189244	GetFileProperties	adf2-scbdipseaaba001prd	UnknownFailure	https://scbdipseaaba001prd.southeastasia.batch.azure.com/jobs/adf2-scbdipseaaba001prd/tasks/01d5b680-7553-430a-ade5-8a43ffa1401f/files/wd%2Foutputs.json?api-version=2019-08-01.10.0
2020-09-21 09:09:16.7547472	GetFileProperties	adf2-scbdipseaaba001prd	UnknownFailure	https://scbdipseaaba001prd.southeastasia.batch.azure.com/jobs/adf2-scbdipseaaba001prd/tasks/01d5b680-7553-430a-ade5-8a43ffa1401f/files/wd%2Foutputs.json?api-version=2019-08-01.10.0
2020-09-21 09:10:07.7044383	GetFileProperties	adf2-scbdipseaaba001prd	UnknownFailure	https://scbdipseaaba001prd.southeastasia.batch.azure.com/jobs/adf2-scbdipseaaba001prd/tasks/01d5b680-7553-430a-ade5-8a43ffa1401f/files/wd%2Foutputs.json?api-version=2019-08-01.10.0
2020-09-21 09:11:14.852362	GetFileProperties	adf2-scbdipseaaba001prd	UnknownFailure	https://scbdipseaaba001prd.southeastasia.batch.azure.com/jobs/adf2-scbdipseaaba001prd/tasks/01d5b680-7553-430a-ade5-8a43ffa1401f/files/wd%2Foutputs.json?api-version=2019-08-01.10.0
2020-09-21 09:12:45.8834594	GetFileProperties	adf2-scbdipseaaba001prd	UnknownFailure	https://scbdipseaaba001prd.southeastasia.batch.azure.com/jobs/adf2-scbdipseaaba001prd/tasks/01d5b680-7553-430a-ade5-8a43ffa1401f/files/wd%2Foutputs.json?api-version=2019-08-01.10.0

Customer's NSG blocked the session, Batch service IP addresses can change over time. Therefore, it is highly recommended to use the BatchNodeManagement service tag (or regional variant) for NSG rules. Avoid populating NSG rules with specific Batch service IP addresses.

In NSG allow inbound from Azure batch frontend by adding service tag as below:

NETWORK SECURITY GROUPS: SPECIFYING SUBNET-LEVEL RULES

Source IP addresses	Source service tag	Source ports	Destination	Destination ports	Protocol	Action
N/A	BatchNodeManagement Service tag (if using regional variant, in the same region as your Batch account)	*	Any	29876-29877	TCP	Allow
User source IPs for remotely accessing compute nodes and/or compute node subnet for Linux multi-instance tasks, if required.	N/A	*	Any	3389 (Windows), 22 (Linux)	TCP	Allow

Reference

120091823000641 | IcM 205732105

<https://portal.microsofticm.com/imp/v3/incidents/details/205732105/home> 