Lookup activity timeout or stuck

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Issue

The customer's lookup activity cannot finish execution with SLA (4 min)

Root Cause & Mitigation

Issue 1: If customer runs activity with pattern "Lookup + Linked IR + Cross subscription" and the activity cannot finish execution in 4 min, it is because one bug is imported into our product recently, the activity finishes execution in backend, but its final status cannot be updated, so the customer can see it always keeps at "In Progress" status until it is timeout.

```
<LogProperties><Text>ExecutionAdfController.ExecuteActivityAsync - ResourceGroup:SapphyrePOC;  DatafactoryName:SapphyrePOC-DataFactory. PipelineName:Test Issues, PipelineJo...
<LogProperties><Text>Start to decrypt sub-resource payload credentials on cloud, current service region is: we and data factory region is: we.</Text></LogProperties>
<LogProperties><Text>Succeed to decrypt sub-resource payloads on cloud.</Text></LogProperties>
<LogProperties><Text>The linked integration runtime info: subscription id 1d9              40, data factory name SapphyrePOC-DataFactory, data factory id fa6...
                     the resolved original integration runtime info: subscription id 84              f17, data factory name SEDevDatafactory, data factoryId 0bcf18eb-5...
<LogProperties><Text>ExecutionControllerBase.SaveExecutionInfo - Type:Lookup; ExecutionInfo:Region: we; ExecutionMode: Inplace; IntegrationRuntime: {Name:areatestir; IsManaged...
<LogProperties><Text>Check EC 'SupportLinkedServiceCredentialBackfill' supported: True</Text></LogProperties>
```
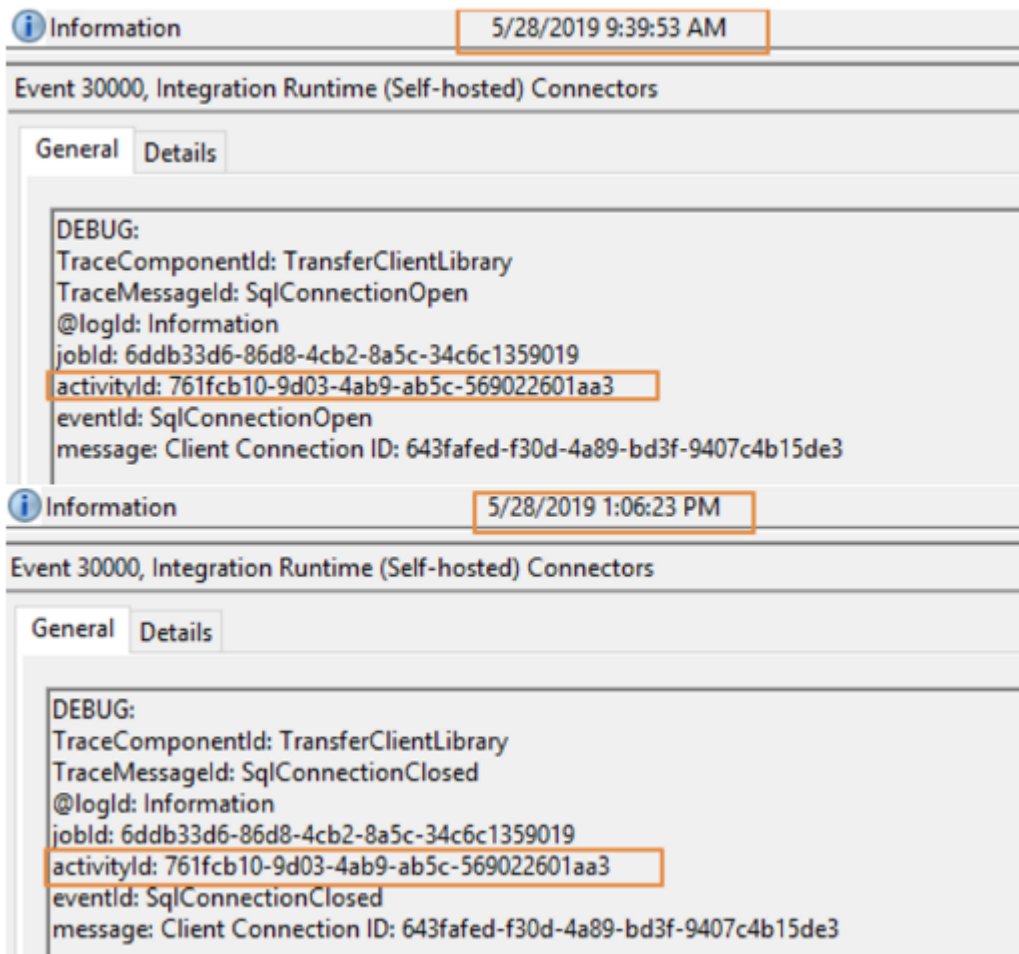
Mitigation: Now we have fixed this problem, the customer can choose to re-run the lookup activity to solve this problem.

Issue 2: The customer run lookup activity with common pattern, but the activity cannot finish execution in 4 mins while it only has too much product logs about updating job status.

2019-05-28 01:39:49.9156814	TransferServiceExposureControlLog	`<LogProperties><Text>Check EC 'FileSourceTrimFolderPath' supported: False</Text></LogProperties>`
2019-05-28 01:39:49.9880435	TransferServiceCreateBlobContainer	`<LogProperties><Text>Create read-write SAS of container '761fcb10-9d03-4ab9-ab5c-569022601aa3' in account`
2019-05-28 01:39:50.0176571	QueryServiceBeginExecuteQueryV2RequestBeforeDistribute	`<LogProperties><Text>{"CommandSettings":{"CommandProperties":{"type":"AzureSqlTable","sqlReaderQuery":"SE`
2019-05-28 01:39:50.0217773	TransferServiceMetadataStorage	`<LogProperties><Text>before saving List of DistributedJobs, count: 1</Text></LogProperties>`
2019-05-28 01:39:50.0295333	TransferServiceMetadataStorage	`<LogProperties><Text>after saving one DistributedJob</Text></LogProperties>`
2019-05-28 01:39:50.0298540	TransferManagerSubmitTaskHostingQueueJob	`<LogProperties><Text>before inserting TM job 761fcb10-9d03-4ab5-569022601aa3</Text></LogPropertie`
2019-05-28 01:39:50.2262747	TransferManagerSubmitTaskHostingQueueJob	`<LogProperties><Text>after inserting one TM job</Text></LogProperties>`
2019-05-28 01:39:50.2266358	QueryServiceBeginExecuteQueryV2Finish	`<LogProperties><Text>{"RunId":"761fcb10-9d03-ab5c-569022601aa3","JobStatus":"InProgress","Format":{"F`
2019-05-28 01:39:50.2903717	ExecutionPullExecutorProxy	`<LogProperties><Text>Callback is ignored when starting execution.</Text></LogProperties>`
2019-05-28 01:39:54.6359620	TransferServiceUpdateJobProgressStart	`<LogProperties><Text>[TaskPickupTime, 01/01/0001 00:00:00.000],[Memory.TotalMemoryInMB, 14335.00],[GC.IsS`
2019-05-28 01:39:54.6546634	TransferServiceUpdateJobProgress	`<LogProperties><Text>{"TaskPickupTime":"01/01/0001 00:00:00.000","Memory.TotalMemoryInMB":"14335.00","G`
2019-05-28 01:40:25.9632918	TransferServiceUpdateJobProgressStart	`<LogProperties><Text>[TaskPickupTime, 01/01/0001 00:00:00.000],[Memory.TotalMemoryInMB, 14335.00],[GC.IsS`
2019-05-28 01:40:25.9939621	TransferServiceUpdateJobProgress	`<LogProperties><Text>{"TaskPickupTime":"01/01/0001 00:00:00.000","Memory.TotalMemoryInMB":"14335.00","G`
2019-05-28 01:40:57.2629608	TransferServiceUpdateJobProgressStart	`<LogProperties><Text>[TaskPickupTime, 01/01/0001 00:00:00.000],[Memory.TotalMemoryInMB, 14335.00],[GC.IsS`
2019-05-28 01:40:57.2825682	TransferServiceUpdateJobProgress	`<LogProperties><Text>{"TaskPickupTime":"01/01/0001 00:00:00.000","Memory.TotalMemoryInMB":"14335.00","G`
2019-05-28 01:41:28.5740312	TransferServiceUpdateJobProgressStart	`<LogProperties><Text>[TaskPickupTime, 01/01/0001 00:00:00.000],[Memory.TotalMemoryInMB, 14335.00],[GC.IsS`
2019-05-28 01:41:28.5996978	TransferServiceUpdateJobProgress	`<LogProperties><Text>{"TaskPickupTime":"01/01/0001 00:00:00.000","Memory.TotalMemoryInMB":"14335.00","G`

For this case, it is mostly because the server of customer's data source does not give response to read data, so the whole activity is keep waiting there without progress. For example, the following azure SQL database does

not give response in 3.5 hours.

Mitigation: For this case, please ask customer to check and validate his data source. If it has max-concurrent-connection limitation on his data source server, please ask customer to increase the value, or adjust the scheduler and internal time of activity run to avoid it has too much connections on the same server at the same time. For most of time, the customer can choose to re-run the activity to solve this problem.

Additional Information:

- **Icm References:**
- **Author:** zhanyu
- **Reviewer:** chargu; vimals
- **Micro-service:** Transfer Web, Azure IR Elastic, Task Management Service
- **Keywords:**

How good have you found this content?