

Custom Activity Time out or hang for a long time

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Issue

Custom Activity Time out or hang for a long time

Symptoms

When customer run .net activity, the activity is timeout and without any log.

Cause

May be the azure batch pool is busy with other tasks and no batch node pick up the task

Resolution

How to identity the timeout reason?

Kusto query:

```
TraceLogV2 | where ActivityId == "a746d6ae-79ff-4066-994a-f26c1604e365" and Role == "ExecutionService"
```

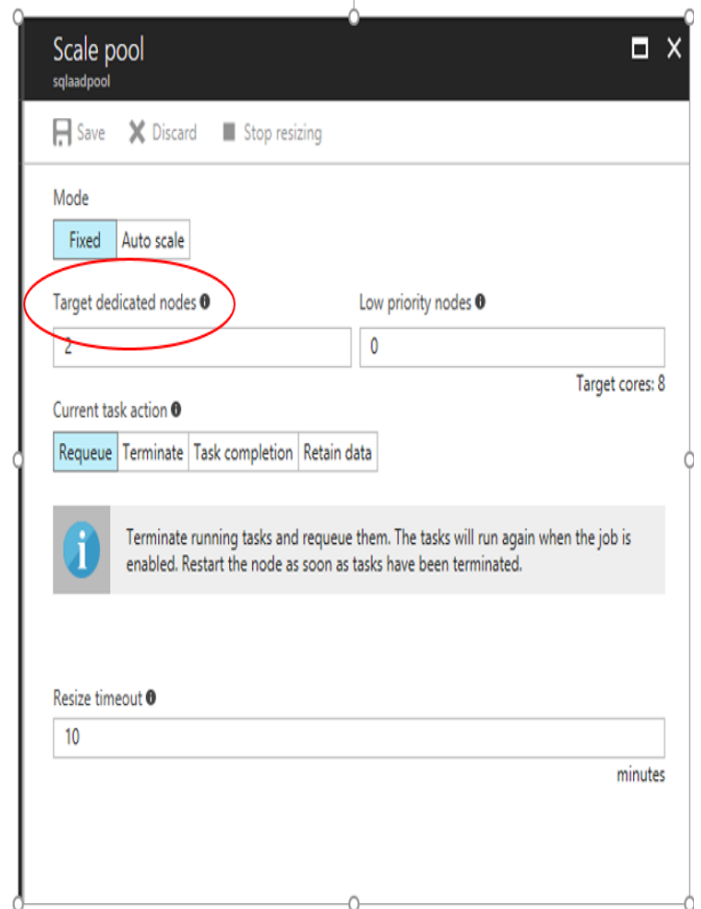
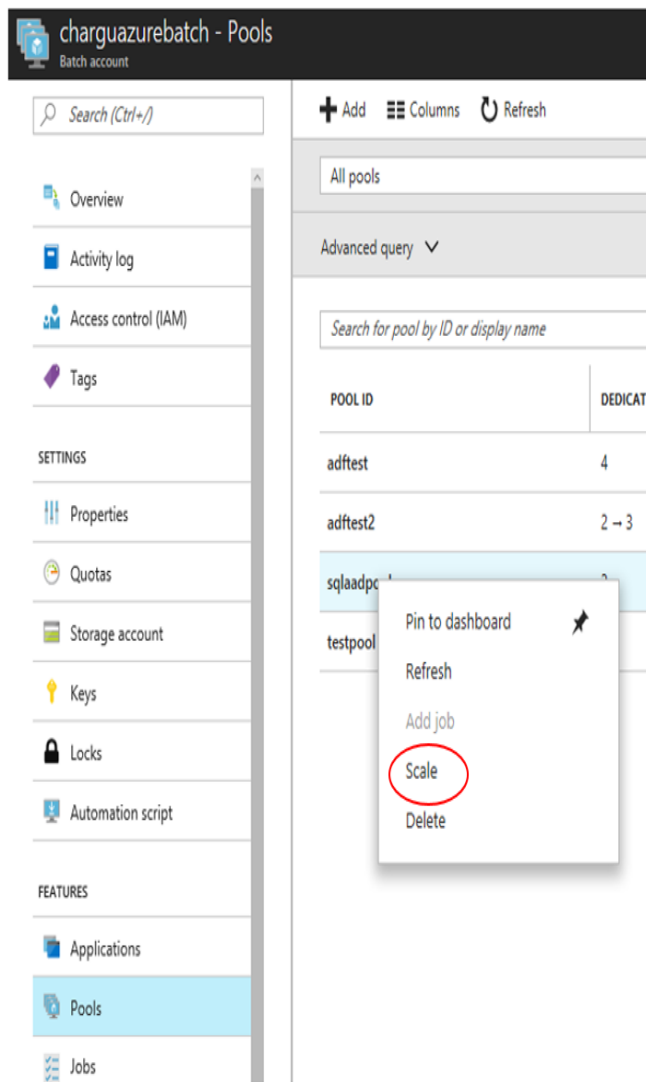
Our service will get task status timely. So go the the bottom of the log table, and try to find the log similar as

"AzBatch: Getting Task: a746d6ae-79ff-4066-994a-f26c1604e365-AnalyticsDotNetActivity-Pip WorkItem: adf-analyticspool Job: job-0000000001". The the below log is as "Job: JobId=a746d6ae-79ff-4066-994a-f26c1604e365, PhysicalJobId=, GetDebugInfo=0, ClusterIdentifier=, PhysicalClusterId= **task state: Active**".

"task state: Active" means the task is waiting in azure batch pool and no node pick it up. so we can suggest customer do following steps.

There are **two** methods to fix this issue.

1. Customer can add batch node manually for the batch pool. Right click the batch pool and choose "Scale", then change the "Target dedicated nodes".



2. Add auto scale logic in azure batch pool. Details can be found in <https://docs.microsoft.com/en-us/azure/data-factory/data-factory-use-custom-activities#auto-scaling-of-azure-batch>.

Additional Information:

- **Icm References:** <https://icm.ad.msft.net/imp/IncidentDetails.aspx?id=34337066>
- **Author:** xiaoyz
- **Reviewer:** vimals
- **Keywords:**

How good have you found this content?

