Custom Activity Time out or hang - V2

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

Contents

Issue

When customer run custom 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.
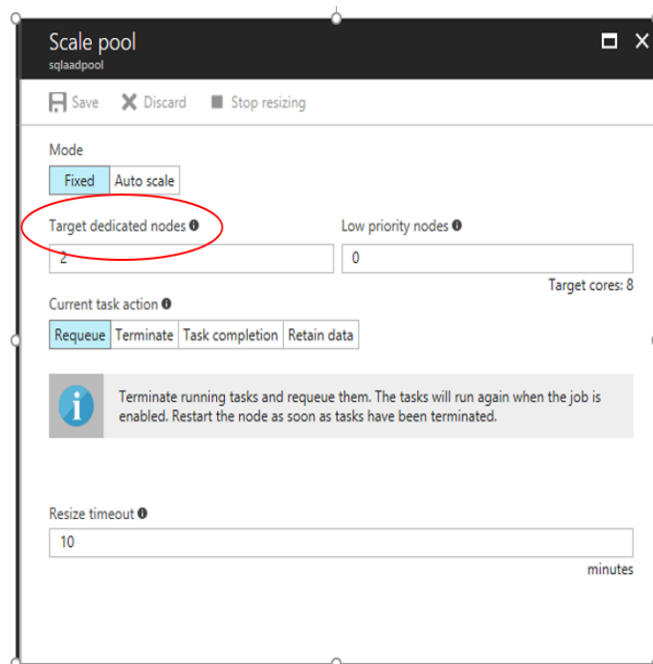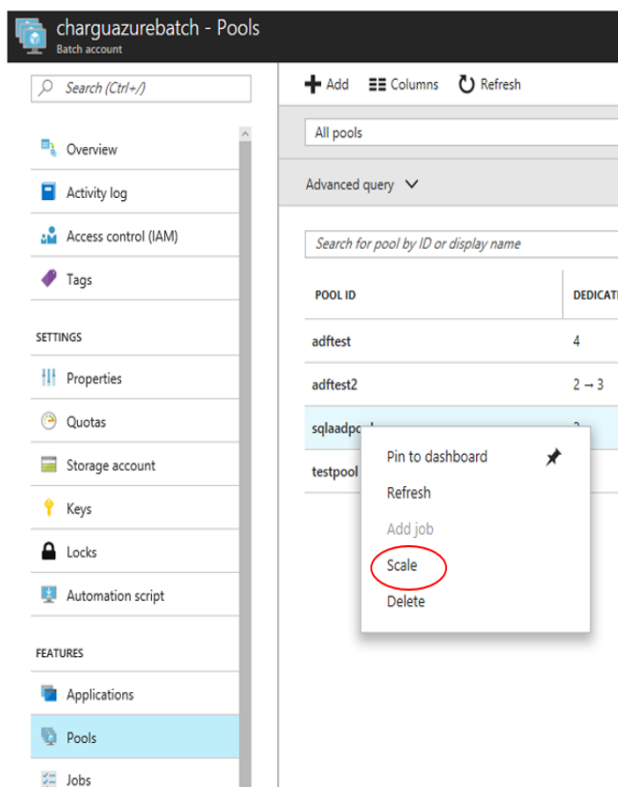
Resolution

How to identity the timeout reason?

1. Kusto query: State Active means task not picked up by batch pool

```
CustomLogEvent
| where ActivityId == "2b75a672-b3a1-40c2-8640-2d0465992d1e"
| where Message == "<LogProperties><Text>Task state: Active</Text></LogProperties>"
```

2. There are two methods to fix this issue:

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

- 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:**
- **Author:** tongwu
- **Reviewer:** vimals
- **Keywords:**

How good have you found this content?