SSIS IR Failed to start with error : CreateDbFailedOrCancelled

Last updated by | Sunil Veldurthi | Feb 15, 2023 at 9:02 PM PST

SSIS IR Failed to start with error CreateDbFailedOrCancelled. Error message: . Activity ID:[Activity ID]

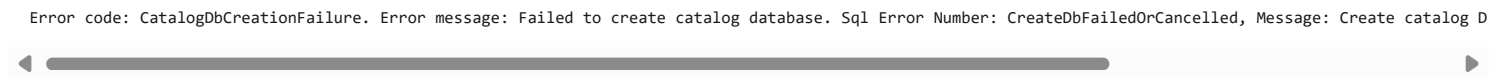## TSG ID (to be included in SR Internal title if used)

Keywords

- Azure SSIS IR
- CreateDbFailedOrCancelled

Contents

Background

After creating the SSIS IR, the system attempts to start the IR and it fails with following error :

```
Error code: CatalogDbCreationFailure. Error message: Failed to create catalog database. Sql Error Number: CreateDbFailedOrCancelled, Message: Create catalog D
```

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Identification

- The Azure Synapse workspace will indicate the failure as a notification –

  Error details   ↗

  Error code: CatalogDbCreationFailure. Error message: Failed to create catalog database. Sql Error
  Number: CreateDbFailedOrCancelled, Message: Create catalog Db failed or cancelled. Activity ID:
  2612750c-29e0-4be0-8823-b88913ff1bc8

- Kusto -

```
// Provision Task/ Deprovision Task summary logs
// Filter with workspace name and irname or ActivityId
cluster('azuredmprod.kusto.windows.net').database('AzureDataMovement').AisManagementTaskTelemetryEvent
| where * contains "2612750c-29e0-4be0-8823-b88913ff1bc8"
//| where dataFactoryName == "ccalderasynapseworkspace" and irName == "AzureSSISIRTest1"
| project env_time, dataFactoryName, irName, taskType, isSynapse, subnetId, hasCustomScript, result, errorCode, errorMessage
```

env_time	dataFactoryName	irName	taskType	isSynapse	subnetId	hasCustomScript	result	errorCode	errorMessage
2022-01-25 05:47:41.1307684	ccalderasynapseworkspace	SynapseSSISIRLabTest1	Provision	1		0	UserError	CatalogDbCreationFailure	CreateDbFailedOrCancelled Create catalog Db failed or cancelled

```
errorMessage :

CreateDbFailedOrCancelled
Create catalog Db failed or cancelled
```

```
// Provision Task/ Deprovision Task logs
// Filter with workspace name and irname or ActivityId (clientCorrelationId from LogEntry)
cluster('azuredmprod.kusto.windows.net').database('AzureDataMovement').AisManagementTaskTraceEvent
| where * contains "2612750c-29e0-4be0-8823-b88913ff1bc8"
//| where dataFactoryName == "ccalderasynapseworkspace" and irName == "AzureSSISIRTest1"
//| project env_time, dataFactoryName, irName, taskType, message, traceLevel
```

message
stdout.txt :
WorkerTaskRunner.exe Information: 0 : Start to get DB provision stage
DateTime=2022-01-25T05:44:23.7965464Z
WorkerTaskRunner.exe Information: 0 : Start to get DB provision stage
DateTime=2022-01-25T05:44:23.8015477Z
WorkerTaskRunner.exe Information: 0 : Complete getting DB provision stage
DateTime=2022-01-25T05:44:24.0264007Z
WorkerTaskRunner.exe Information: 0 : Started to create DB provision action: CheckDBExistenceAction
WorkerTaskRunner.exe Information: 0 : Start to update DB provision stage
DateTime=2022-01-25T05:44:56.6310782Z
WorkerTaskRunner.exe Information: 0 : Complete updating DB provision stage
DateTime=2022-01-25T05:44:56.9542365Z
WorkerTaskRunner.exe Error: 0 : DB provision Task failed for exception : [System.AggregateException: One or more errors occurred. ---> Microsoft.Azure.IntegrationServices.Worker.TaskRunner.WorkerTaskException: Create catalog Db failed or cancelled
at Microsoft.Azure.IntegrationServices.Worker.TaskRunner.Task.Actions.CreateDBAction.CheckDbOnline(ReliableSqlConnection connection) in C:\source\Product\Source\Everest\Worker\TaskRunner\Task\Actions\CreateDBAction.cs:line 197
at Microsoft.Azure.IntegrationServices.Worker.TaskRunner.Task.Actions.CreateDBAction.DoWork() in C:\source\Product\Source\Everest\Worker\TaskRunner\Task\Actions\CreateDBAction.cs:line 143
at Microsoft.Azure.IntegrationServices.Worker.TaskRunner.Task.Actions.DBProvisionActionBase.Run() in C:\source\Product\Source\Everest\Worker\TaskRunner\Task\Actions\ProvisionDbActionBase.cs:line 49
Start to get file from pool 253dba7d94924d45a36c0afb2cff7395, node tvmps_c071e075efdbf0e4c16815b89c078c4af0e1dc715d015548df32187d03a00216_d at filepath workitems\253dba7d94924d45a36c0afb2cff7395SsisdbProvision0\job-1\jobpreparation\stderr.txt
stderr.txt : content is empty.
Action failed. Exception: Microsoft.Azure.IntegrationServices.ManagementTask.Common.Model.ManagementTaskException: Task [jobpreparation] of job [253dba7d94924d45a36c0afb2cff7395SsisdbProvision0] failed
at Microsoft.Azure.IntegrationServices.ManagementTask.Common.Tasks.Provision.ProvisionCatalogDbAction.HandleSqlException(String errorMessage, String taskErrorCode, ProvisionTaskStage provisionTaskStage) in C:\source\Product\Source\Everest\BatchTask\ManagementTask\Tasks\Provision\Actions\ProvisionCatalogDBAction.cs:line 171
at Microsoft.Azure.IntegrationServices.ManagementTask.Common.Tasks.Provision.ProvisionCatalogDbAction.AnalyzeProvisionStage() in C:\source\Product\Source\Everest\BatchTask\ManagementTask\Tasks\Provision\Actions\ProvisionCatalogDBAction.cs:line 130
at Microsoft.Azure.IntegrationServices.ManagementTask.Common.Tasks.Provision.WorkerTaskActionBase.DoWork() in C:\source\Product\Source\Everest\BatchTask\ManagementTask\Tasks\Provision\Actions\WorkerTaskActionBase.cs:line 121
at Microsoft.Azure.IntegrationServices.ManagementTask.Common.Tasks.Provision.ProvisionCatalogDbAction.DoWork() in C:\source\Product\Source\Everest\BatchTask\ManagementTask\Tasks\Provision\Actions\ProvisionCatalogDBAction.cs:line 44
at Microsoft.Azure.IntegrationServices.ManagementTask.Common.Tasks.Provision.ProvisionActionBase.Run(Boolean lastRetry) in C:\source\Product\Source\Everest\BatchTask\ManagementTask\Tasks\Provision\Actions\ProvisionActionBase.cs:line 47
at System.Threading.Tasks.Task.Execute()
--- End of stack trace from previous location where exception was thrown ---
Action failed, end of log exception.
Management Task failed at Action ProvisionCatalogDbAction.

```
WorkerTaskRunner.exe Information: 0 : Start to update DB provision stage
DateTime=2022-01-25T05:44:56.6310782Z
WorkerTaskRunner.exe Information: 0 : Complete updating DB provision stage
DateTime=2022-01-25T05:44:56.9542365Z
WorkerTaskRunner.exe Error: 0 : DB provision Task failed for exception : [System.AggregateException: One or more errors
occurred. ---> Microsoft.Azure.IntegrationServices.Worker.TaskRunner.WorkerTaskException: Create catalog Db failed or
cancelled
   at Microsoft.Azure.IntegrationServices.Worker.TaskRunner.Task.Actions.CreateDBAction.CheckDbOnline(ReliableSqlConnection
connection) in C:\source\Product\Source\Everest\Worker\TaskRunner\Task\Actions\CreateDBAction.cs:line 197
   at Microsoft.Azure.IntegrationServices.Worker.TaskRunner.Task.Actions.CreateDBAction.DoWork() in
C:\source\Product\Source\Everest\Worker\TaskRunner\Task\Actions\CreateDBAction.cs:line 143
   at Microsoft.Azure.IntegrationServices.Worker.TaskRunner.Task.Actions.DBProvisionActionBase.Run() in
C:\source\Product\Source\Everest\Worker\TaskRunner\Task\Actions\ProvisionDbActionBase.cs:line 49
   at System.Threading.Tasks.Task.Execute()
 --- End of stack trace from previous location where exception was thrown ---
   at System.Runtime.ExceptionServices.ExceptionDispatchInfo.Throw()
   at System.Runtime.CompilerServices.TaskAwaiter.HandleNonSuccessAndDebuggerNotification(Task task)
   at Microsoft.Azure.IntegrationServices.Common.RetryHelper.<>c__DisplayClass8_0.<<RetryWithRepeatableError>b__0>d.MoveNext() in
C:\source\Source\Common\Everest\Shared\RetryHelper.cs:line 56
 --- End of stack trace from previous location where exception was thrown ---
   at System.Runtime.ExceptionServices.ExceptionDispatchInfo.Throw()
   at System.Runtime.CompilerServices.TaskAwaiter.HandleNonSuccessAndDebuggerNotification(Task task)
   at Microsoft.Azure.IntegrationServices.Common.RetryHelper.<RetryWithRepeatableErrorAsync>d__11.MoveNext() in
C:\source\Source\Common\Everest\Shared\RetryHelper.cs:line 98
 --- End of stack trace from previous location where exception was thrown ---
   at System.Runtime.ExceptionServices.ExceptionDispatchInfo.Throw()
   at System.Runtime.CompilerServices.TaskAwaiter.HandleNonSuccessAndDebuggerNotification(Task task)
   at Microsoft.Azure.IntegrationServices.Common.RetryHelper.<RetryWithRepeatableErrorAsync>d__10.MoveNext() in
C:\source\Source\Common\Everest\Shared\RetryHelper.cs:line 66
 --- End of inner exception stack trace ---
   at System.Threading.Tasks.Task.ThrowIfExceptional(Boolean includeTaskCanceledExceptions)
   at System.Threading.Tasks.Task.Wait(Int32 millisecondsTimeout, CancellationToken cancellationToken)
   at Microsoft.Azure.IntegrationServices.Common.RetryHelper.RetryWithRepeatableError(Action action, Int32 maxRetryCount, Func`2
isRepeatableError, Nullable`1 retryInterval) in C:\source\Source\Common\Everest\Shared\RetryHelper.cs:line 57
   at Microsoft.Azure.IntegrationServices.Worker.TaskRunner.Task.DBProvisionTask.Run() in
C:\source\Product\Source\Everest\Worker\TaskRunner\Task\DBProvisionTask.cs:line 124
 ---> (Inner Exception #0) Microsoft.Azure.IntegrationServices.Worker.TaskRunner.WorkerTaskException: Create catalog Db failed
or cancelled
   at Microsoft.Azure.IntegrationServices.Worker.TaskRunner.Task.Actions.CreateDBAction.CheckDbOnline(ReliableSqlConnection
connection) in C:\source\Product\Source\Everest\Worker\TaskRunner\Task\Actions\CreateDBAction.cs:line 197
   at Microsoft.Azure.IntegrationServices.Worker.TaskRunner.Task.Actions.CreateDBAction.DoWork() in
C:\source\Product\Source\Everest\Worker\TaskRunner\Task\Actions\CreateDBAction.cs:line 143
   at Microsoft.Azure.IntegrationServices.Worker.TaskRunner.Task.Actions.DBProvisionActionBase.Run() in
C:\source\Product\Source\Everest\Worker\TaskRunner\Task\Actions\ProvisionDbActionBase.cs:line 49
   at System.Threading.Tasks.Task.Execute()
 --- End of stack trace from previous location where exception was thrown ---
   at System.Runtime.ExceptionServices.ExceptionDispatchInfo.Throw()
   at System.Runtime.CompilerServices.TaskAwaiter.HandleNonSuccessAndDebuggerNotification(Task task)
   at Microsoft.Azure.IntegrationServices.Common.RetryHelper.<>c__DisplayClass8_0.<<RetryWithRepeatableError>b__0>d.MoveNext() in
C:\source\Source\Common\Everest\Shared\RetryHelper.cs:line 56
 --- End of stack trace from previous location where exception was thrown ---
   at System.Runtime.ExceptionServices.ExceptionDispatchInfo.Throw()
   at System.Runtime.CompilerServices.TaskAwaiter.HandleNonSuccessAndDebuggerNotification(Task task)
   at Microsoft.Azure.IntegrationServices.Common.RetryHelper.<RetryWithRepeatableErrorAsync>d__11.MoveNext() in
C:\source\Source\Common\Everest\Shared\RetryHelper.cs:line 98
 --- End of stack trace from previous location where exception was thrown ---
   at System.Runtime.ExceptionServices.ExceptionDispatchInfo.Throw()
   at System.Runtime.CompilerServices.TaskAwaiter.HandleNonSuccessAndDebuggerNotification(Task task)
   at Microsoft.Azure.IntegrationServices.Common.RetryHelper.<RetryWithRepeatableErrorAsync>d__10.MoveNext() in
C:\source\Source\Common\Everest\Shared\RetryHelper.cs:line 66<---
].
DateTime=2022-01-25T05:44:56.9592843Z
WorkerTaskRunner.exe Error: 0 : DB provision Task failed, end of log exception.
DateTime=2022-01-25T05:44:56.9592843Z
```

```
cluster('azuredmprod.kusto.windows.net').database('AzureDataMovement').AisWorkerBatchTaskTraceEvent
| where * contains "2612750c-29e0-4be0-8823-b88913ff1bc8"
| project env_time, message
```

env_time	message
2022-01-25 05:44:25.2887359	Start to create catalog DB
2022-01-25 05:44:26.2517403	Start to check 'create Database' operation
2022-01-25 05:44:26.2967202	Start to check DB online
2022-01-25 05:44:26.3217255	Catalog DB online: False; state is null
2022-01-25 05:44:26.3267414	There is new DB created by SSIS DB provision task, drop the new created DB
2022-01-25 05:44:36.4557065	Retry attemp failed, 3 times left. Exception: System.Data.SqlClient.SqlException (0x80131904): Database 'SSISDB' does not exist. Make sure that the name is entered correctly. at System.Data.SqlClient.SqlConnection.OnError(SqlException exception, Boolean breakConnection, Action`1 wrapCloseInAction) at System.Data.SqlClient.TdsParser.ThrowExceptionAndWarning(TdsParserStateObject stateObj, Boolean callerHasConnectionLock, Boolean asyncClose) at System.Data.SqlClient.TdsParser.TryRun(RunBehavior runBehavior, SqlCommand cmdHandler, SqlDataReader dataStream, BulkCopySimpleResultSet bulkCopyHandler, TdsParserStateObject stateObj, Boolean& dataReady) at System.Data.SqlClient.SqlCommand.FinishExecuteReader(SqlDataReader ds, RunBehavior runBehavior, String resetOptionsString, Boolean isInternal, Boolean forDescribeParameterEncryption, Boolean shouldCacheForAlwaysEncrypted) at System.Data.SqlClient.SqlCommand.RunExecuteReaderTds(CommandBehavior cmdBehavior, RunBehavior runBehavior, Boolean returnStream, Boolean async, Int32 timeout, Task& task, Boolean asyncWrite, Boolean inRetry, SqlDataReader ds, Boolean describeParameterEncryptionRequest) at System.Data.SqlClient.SqlCommand.RunExecuteReader(CommandBehavior cmdBehavior, RunBehavior runBehavior, Boolean returnStream, String method, TaskCompletionSource`1 completion, Int32 timeout, Task& task, Boolean& usedCache, Boolean asyncWrite, Boolean inRetry)    at System.Data.SqlClient.SqlCommand.InternalExecuteNonQuery(TaskCompletionSource`1 completion, String methodName, Boolean sendToPipe, Int32 timeout, Boolean& usedCache, Boolean asyncWrite, Boolean inRetry)
2022-01-25 05:44:36.4557065	Retry attemp failed, end of log exception.

```
Catalog DB online: False; state is null
```

Mitigation

- The user account that's configured for the SSIS IR doesn't have permission to create the database. You can grant the user permission to create the database.

- A timeout occurs during database creation, such as an execution timeout or a DB operation timeout. You should retry the operation later. If the retry doesn't work, contact the SQL Database or SQL Managed Instance support team.

For other issues, check the SQL Exception error message and fix the issue mentioned in the error details. If you're still having problems, contact the SQL Database or SQL Managed Instance support team.

[Troubleshoot SSIS Integration Runtime management](#) ↗

Verifications

The SSIS IR needs to be started successfully.