

Cannot create container

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

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Issue

The tip of ADMS lookup activity is failed with "**Cannot create container**" and one sev2 LSI is raised firstly, later ADF customers may meet the same error. But because it has system-error-retry on ADF pipeline manager, so most customers' activity can finish execution finally.

Root Cause & Mitigation

Issue: When customer run lookup activity and meet up error, it is mostly because of azure storage throttling. Today ADF provides internal azure blob as middle storage to store the result (schema + metadata) of lookup activity execution, then the caller (Madrid/SDK/PowerShell) will extract the result from this storage and show it to customers. If it is failed to create temp container on ADF internal blob storage, it means the storage is busy and we need to add more storage account to mitigate and solve this problem.

Mitigation: Please create incident to product team with detailed information like subscriptionId, region, activityRunId, time and so on.

DRI Handling:

1. Use activityRunId to search product logs and see which account has issue (today we have two internal azure storage accounts on each region at least), for example:

```
CustomLogEvent
  where * contains "f13bfa6c-4a59-4f60-9b23-204117b70006"
```

Message

```
<LogProperties> <Text>The remote server returned an error (503) Server Unavailable, HttpStatusMessage: (The server is busy) the storage account name is transfereustorage2 /Text> <FunctionName> CreateC...
<LogProperties> <Exception> Type=System.InvalidOperationException, Message=Cannot create container, Source=Microsoft.DataTransfer.TransferService, StackTrace= at Microsoft.DataTransfer.TransferService....
at Microsoft.DataTransfer.TransferService.Controllers.QueryController.<BeginExecuteV2>d__16.MoveNext() in M:\IMSEAgentAD-064\work\70\src\Product\Source\DataTransfer\TransferService\TransferServiceW...
```

After you can get the issued storage account "transfereustorage2", please create one sev2 ticket to Azure Storage Team for trouble shooting based on [Dependent Azure Services Owners](#) with information: SubId, region, storage account name and time.

2. Apply the portal permission to create new azure storage account.

WorkItem Source*: WorkItem Id*:

Justification:

Resource Type:

Subscription Id*:

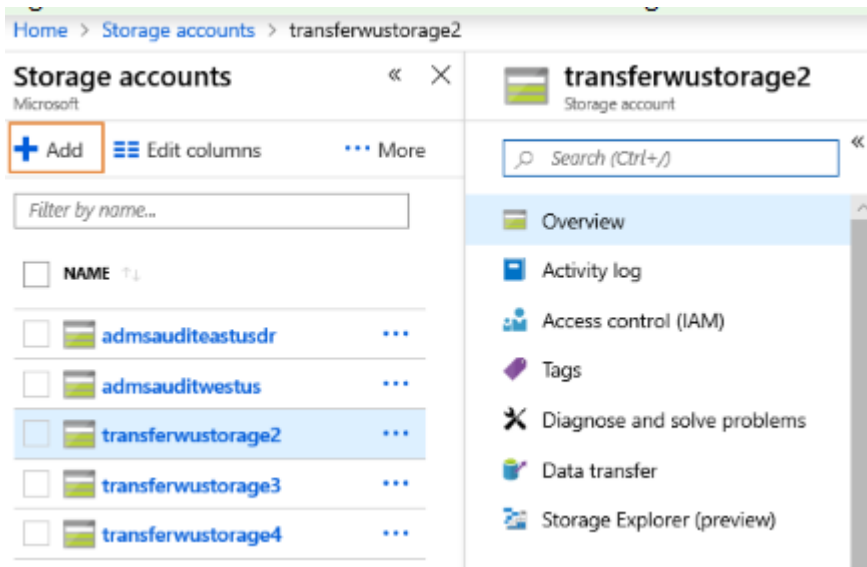
Access Level*:

☐ Show SearchCriterion

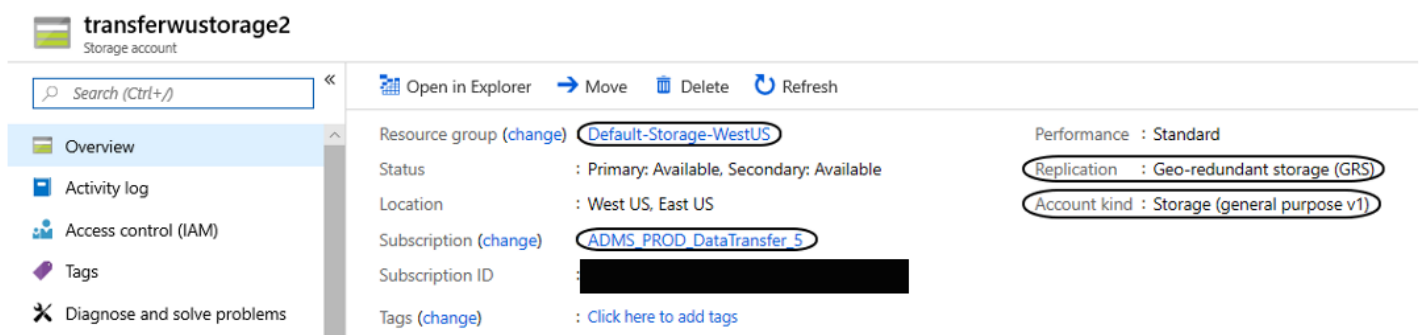
Please 'Validate & Add Resource' first.

Note: For each ADMS region, today we use different subscriptions to manage related resources (for example, azure storage account, service bus, azure VM...), you can find related subscription base on region in this doc: [WA Subscription](#)

3. Login Azure Portal and start to create new azure storage account under related subscription.



Please set the same configurations like following when create new storage account:



4. Apply the Geneva permission to add new created storage accounts into shared storage pool.

WorkItem Source*: WorkItem Id*:

Justification:

Resource Type:

Instance*:

Scope*:

Access Level*:

☐ Show SearchCriterion

Please 'Validate & Add Resource' first.

Note: here "Resource Type" is "ACIS", Scope is "ADMS" and "Access Level" is "PlatformServiceAdministrator"

5. Add new created storage accounts into the shared storage pool with Geneva Action.

Public

All Favorites History type to filter...

ADMS Operation Group

- 1. Add New Storage
- 2. Update Existed Storage
- 3. View Existed Storages
- 4. Delete Existed Storage
- 5. Terminate Activity Runs
- 7. View Running Data

Azure Data Movement > ADMS Operation Group > 1. Add New Storage

Operation Type: Read/Write Idempotent: false Extension Owner: shelfeng@microsoft.com Input Mode: Single

Endpoint* ADMSPublicEndpoint

ConnectionString? Input the whole connection-string of new created storage

EnableStorage? ☒

Region West US

6. Disable the issued storage to remove impact on customers.

- Search and get the partition of issued storage through "View Existed Storages". For example, the storage account "zhanyu2016" has issue and its partition is "6f560df3-7fee-452c-88d4-bdec502cf926".

Environment

Test

Filter Type to filter...

ADMS Operation Group

- 1. Add New Storage
- 2. Update Existed Storage
- 3. View Existed Storages
- 4. Delete Existed Storage
- 5. Terminate Activity Runs
- 7. View Running Data
- 8. Delete Running Data

ADMS Test Operation Group

Exposure Control

Endpoint* ADMSTestEndpoint

Region Int2

Messages Result Preview

3. View Existed Storages

Drag a column header and drop it here to group by that column

Partition	AccountName
4444dedc-4618-4d11-9551-a961514d4071	teststorage
6f560df3-7fee-452c-88d4-bdec502cf926	zhanyu2016
a028e672-e034-4b78-82c7-3e67b6aa552b	transferint2storage2
b3a9b5cf-fdd2-47c1-98c3-7d88568ae84b	transferint2storage1

- Use "Update Existed Storage" to disable storage account "zhanyu2016" with its partition.

to filter...

1. Add New Storage

2. Update Existed Storage

3. View Existed Storages

Endpoint* ADMSTestEndpoint

Partition? 6f560df3-7fee-452c-88d4-bdec502cf926

EnableStorage? ☐ Uncheck it means disable the account

Region Int2

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?

