

ReplicationJobsTimedOut_ACG

Last updated by | David Goebel | May 19, 2022 at 11:02 AM PDT

Tags

[cw.ACG](#)[cw.TSG](#)

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Summary

On the creation or update of version, the replication might Time out.

Issue

Replication may time out if there are big disks in the Image.
Anything greater than 100GB should be considered big.

Symptom

Customer will see his operation failing with a ReplicationJobsTimedOut. From his side the error will be generic with:

ErrorCode: Failed

ErrorMessage: Replication to all the target regions not completed. The replication job has not completed a
Status: Failed

Workaround/Best Practices

To workaround, the customer should follow the following best practices:

1. ~~Check the disks and see if they need to be big (really have data on them)~~
2. Try to keep source and destination close. If replicating to multiple regions, try to choose a good starting middle ground.
3. Initially set replicaCount to 1 in all regions.
4. If step 3 fails, look at the replication status of the gallery image version. If only one region failed, consider removing that region and adding it back in two PUT requests.
5. If multiple regions appear to have failed in the replication status, then only replicate to the home region. Add the other target regions back once that replication succeeds.

Using Kusto to identify the replication failure

Find the replication operation:

Execute in [Web](#) [Desktop](#) [cluster\('azcrp.kusto.windows.net'\).database\('crp_allprod'\)](#)

```
CapsApiQosEvent
| where subscriptionId == "<Subscription ID>"
| where PreciseTimeStamp > ago(5d)
| where operationName contains "putgallery"
```

Use the operation/activity ID to drill down into the operation:

Execute in [Web](#) [Desktop](#) [cluster\('azcrp.kusto.windows.net'\).database\('crp_allprod'\)](#)

```
CapsContextActivityEvent
| where activityId == "<activity_id>"
| where PreciseTimeStamp > ago(5d)
```

Next look for a trace that says [region] Sending PutGalleryImageVersion to CRPPIR in <region>. There will be one for each replication region. For example:

```
message
[norwaywest] Sending PutGalleryImageVersion to CRPPIR in norwaywest.
Headers sent to norwaywest: RequestId: e041e66d-69ef-4d57-88ad-3a1ec48402ba CorrelationId: fdf7f6a9-7a9f-4c7d-
```

This will give us the CorrelationId and RequestId, which you can use to find the failure reason:

Execute in [Web](#) [Desktop](#) [cluster\('azcrp.kusto.windows.net'\).database\('crp_allprod'\)](#)

```
PirCasApiQosEvent
| where PreciseTimeStamp > ago(5d)
| where clientRequestId == "<Request ID>"
```

If there are failures, then this table will show the failure reason. If it failed due to an error that references storage or Disk, then the call is likely retryable. For errors like NullReferenceException, creating an [ICM](#) is warranted.

Optional: Use the operation/activity ID to look into the details of the PutGalleryImageVersion call in the PIR region.

Execute in [Web](#) [Desktop](#) [cluster\('azcrp.kusto.windows.net'\).database\('crp_allprod'\)](#) [↗](#)

```
PirCasContextActivityEvent
| where activityId == "<activity_ID>"
| where PreciseTimeStamp >ago(5d)
```

Need additional help or have feedback?

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