# Identify external dependency issues

Last updated by | Jackie Huang | Jan 4, 2022 at 12:24 AM PST

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## Issue

This TSG will help you in troubleshooting "**Cloud provider failures"/"network allocated**" issues in the logs

## Resolution

1. Get Azure IR subscription from Subscription List based on the region (always pick the one with available spend link)

2. Use that subscription in the following query to find the root cause:

```
cluster('Armprod').database('ARMProd').EventServiceEntries
| where subscriptionId == "xxxxxxxx-xxxx-xxxx-xxxx-xxxxxxxxxxxx" // replace the sub ID
| where status == "Failed"
| where TIMESTAMP >= ago(6h)
```

3. Check ICM outage, if it's not tracked now, transfer/file a ticket to the related team.

**Additional Information:**

- **Icm References:**
- **Author:** jackshu
- **Reviewer:** vimals
- **Keywords:**

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