Code: WorkerMetadataCanNotBeRetrieved

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

This means management pool failed to retrieve IR key from IRMS.

Triage steps:

1. Run following query to find recent impacted customers, replace 1h with actual impact start time :

AisManagementTaskTelemetryEvent
| where errorCode == "WorkerMetadataCanNotBeRetrieved" and env_time >= ago(1h) and dataFactoryName !contains "IRWorkerTiP"
| project env_time, subscriptionId, dataFactoryName, irName, taskId, errorCode, errorMessage
| distinct subscriptionId

2. Run following query to find detailed log of one failed provision task

AisManagementTaskTelemetryEvent
| where errorCode == "WorkerMetadataCanNotBeRetrieved" and env_time >= ago(1h) and dataFactoryName !contains "IRWorkerTiP"
| project taskId | limit 1
| join AisManagementTaskTraceEvent on taskId
| project env_time, message

3. Check the detailed exception message. If the message contains "fail to decrypt", then check if the GetSSISIRKeyAtRest EC is opened in SSISIRManagement EC of this region. If not, please turn it on to mitigate the issue. The EC should be already turned on in all regions and cloud.

4. Otherwise, then if it failed with "Worker metadata cannot be retrieved due to System.AggregateException: One or more errors occurred. ---> System.AggregateException: One or more errors occurred. ---> System.Net.Http.HttpRequestException: An error occurred while sending the request. ---> System.Net.WebException: Unable to connect to the remote server ---> System.Net.Sockets.SocketException:". Check the health status of IRMS and Frontend. If Frontend and IRMS are not healthy, other incidents should also be triggered like "[PROD] Sev 3: ID 211101460: [IRMgmtOperationSystemError] IRMgmtOperationSystemError2 [ProdEastUS2EUAP_DecryptPayload_500] is unhealthy."

5. Otherwise, please call "ADMS SMEs – IR" SME to resolve this issue.