

# Activity intermittently stuck in queue or in progress, or failed with OOM

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## Contents

- [Issue statement](#)
- [Impact](#)
- [Symptom](#)
- [Mitigation](#)
- [RCA](#)
- [Detection](#)
- [Sample Cases](#)

## Issue statement

Two AKS-based transfer service APIs (start and get state) are hitting weird issue upon returning 200 status code with empty response payload, but without actually hitting our service code, causing copy stuck.

## Impact

- All activities types that go into ADMS
- Around 20 support cases in recent 2 weeks
- Around 50 of 150 million runs daily

## Symptom

Customer may transiently experience one of the following symptom (with low hit rate round 0.000033%)

- Activity run get stuck in queue
- Activity run get stuck in in progress status
- Activity run get failed with OOM

## Mitigation

- If customer sees activity run getting stuck in queue, or activity run getting failed with OOM: **Set timeout and retry.**
- If customer sees activity run getting stuck in progress status: **Cancel the activity and rerun it manually.**

## RCA

- Stuck: request to transfer service get 200 response very quickly without actually go inside to transfer service.
- OOM: AKS pod OOM intermittently.
- PG is actively working with IIS team for a solution.

## Detection

<https://azuredmprod.kusto.windows.net/AzureDataMovement?query=H4sIAAAAAAAEAO2SwWrjQAYG7wa%2Fgw6BsUtw6XnxLiZNwdCU0oQ9FZapR3GmnWjCjKZpln34ldOQtKWHpKCPY%2F2S%2Fv%2BzHDKERK2JUOfZlugOf2N48BHz7B9sVxgQFu1sOI80s1v4WYPufXFhyIP12vetgboGdRU88ZTMYAAaNJvgH7FjuMPOB7OwaxxD07F9trxrzRhmGkPu98vwhZHMm2otX8QQF%2BpcxvRBpOdFdVbe3%2F9SY7g4Nu%2FNGBvZkmw69f%2FIMyftFneHRMmsp7yrOhcioyhUFLtUqye5OmrrSXjt7EiZFWWRrN%2B0BEL1fxNAS%2FleSV2fNhJsTHLpa3pMxj%2FIVVLspO0m%2FgQ0GkWL8LOEhSv%2F%2BCNdOLXG08y%2BwD31m7QWcKZJokc1EI5oAArHUHNdxJrXTWhT2tpvknOTV863AyrFGjh%2B07el%2F%2BZs%2BYU1Tulnxotxx%2FAEaZvcF8BJ5f46nPQPnr%2FSTAoAaHS%2FZJWqA4nmkJnmA0VKrTLQ9RRsH2K64%2BXZFnefYfVzKnMMwDAAA%3D&web=0>

```
let runIds = TraceVerbose | where TIMESTAMP >= ago(1d) | where LogId == 'FrontEndVerbose' | project
RecordTime, ActivityId, Message | extend ActivityId=extract('/progress/(.*)?', 1, Message) | distinct ActivityId; let
adfRunIds = union (cluster('adfcus.kusto.windows.net').database('AzureDataFactory').AdfTraceEvent | where
TIMESTAMP >= ago(1d) | where InternalCorrelationId in (runIds) | where ComponentId == 'PipelineManager' |
where Message has 'System.ArgumentNullException' and Message has 'get_Status' | distinct
InternalCorrelationId), (cluster('adfneu.kusto.windows.net').database('AzureDataFactory').AdfTraceEvent |
where TIMESTAMP >= ago(1d) | where InternalCorrelationId in (runIds) | where ComponentId ==
'PipelineManager' | where Message has 'System.ArgumentNullException' and Message has 'get_Status' | distinct
InternalCorrelationId); runIds | join kind = leftouter (adfRunIds) on $left.ActivityId ==
$right.InternalCorrelationId
```

## Sample Cases

- <https://portal.microsofticm.com/imp/v3/incidents/details/287864996/home>
- <https://portal.microsofticm.com/imp/v3/incidents/details/289734991/home>
- <https://portal.microsofticm.com/imp/v3/incidents/details/290834921/home>
- 2201250050000023
- 2201280060000169
- Incident 290646237 : [BCP\_FastBI-Cosmos08] MSNBI\_Revenue\_RawData\_OathNative\_Daily is out of SLA for 20220221 0000 Start API get stuck
- 2202240030000142
- 2202280060000753
- 2202160030002718
- 2203010060000870
- 2202160050000366
- 2202150050000285
- 2201310060000821
- 2201220060000526
- Incident 289236802 : [S500][CSS][ADMS][HITACHI] - Azure IR OOM Error in Copy Activity {MSSolve SR#2201310060000821}

- 2202180060001035