

Code: BatchNodeInFinalButNotIdleState

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

For below query, if you have operation Id from TiP, use "*" contains ", and if you get task ID from multiple customer impacted incidents, uses "taskId =="

For the query of error, here is the one,

```
AisManagementTaskTraceEvent
| where taskId == "c4b278f5-20b1-4849-84a9-6f807c661212Provision2115195138"
| project env_time, message
```

You will see log like below

2020-09-28 21:40:47.5252445	Nodes from Batch [tvmps_19b64385bd061aea822c03bea3c4f7b5bdd309da27d061196b1941e1af56f8aa_d: WaitingForStartTask]
2020-09-28 21:40:57.6032087	Nodes from Batch [tvmps_19b64385bd061aea822c03bea3c4f7b5bdd309da27d061196b1941e1af56f8aa_d: StartTaskFailed]
2020-09-28 21:40:57.8234517	Worker nodes in node table status are []
2020-09-28 21:40:57.8234517	check node tvmps_19b64385bd061aea822c03bea3c4f7b5bdd309da27d061196b1941e1af56f8aa_d status
2020-09-28 21:40:57.8391290	Node tvmps_19b64385bd061aea822c03bea3c4f7b5bdd309da27d061196b1941e1af56f8aa_d state StartTaskFailed. Errors from Batch: NULL
2020-09-28 21:40:57.8391290	Start to get file startup\wd\Errors.txt from Node tvmps_19b64385bd061aea822c03bea3c4f7b5bdd309da27d061196b1941e1af56f8aa_d
2020-09-28 21:40:58.1380953	Node tvmps_19b64385bd061aea822c03bea3c4f7b5bdd309da27d061196b1941e1af56f8aa_d. Start task errors: Exception occur in start task at 09/28/2020 21:40:47, Exception: Microsoft.Azure.IntegrationServices.Worker.Common.WorkerStartTaskException: Failed to execute custom s... at Microsoft.Azure.IntegrationServices.Common.DockerCommandLineUtility.RunDockerCommandLine(String dockerCommandLineParams, Int32 timeoutInSecond, Boolean... at Microsoft.Azure.IntegrationServices.Common.DockerCommandLineUtility.PullImage(String imageTag, Int32 pullImageTimeoutInSecond) in C:\source\Product\Source\E... at Microsoft.Azure.IntegrationServices.Worker.StartTask.Program.PullDtsBaseImage(String baseImageName, Nullable`1 pullImageTimeoutInSecond) in C:\source\Product\... --- End of inner exception stack trace --- at Microsoft.Azure.IntegrationServices.Worker.StartTask.Program.PullDtsBaseImage(String baseImageName, Nullable`1 pullImageTimeoutInSecond) in C:\source\Product\... at Microsoft.Azure.IntegrationServices.Worker.StartTask.Program.Run(String[] args) in C:\source\Product\Source\Everest\Worker\StartTask\Program.cs:line 166
2020-09-28 21:40:58.1380953	Start to get file shared\StartTask_output.txt from Node tvmps_19b64385bd061aea822c03bea3c4f7b5bdd309da27d061196b1941e1af56f8aa_d
	Node tvmps_19b64385bd061aea822c03bea3c4f7b5bdd309da27d061196b1941e1af56f8aa_d. Start task output: ----- ROBOCOPY :: Robust File Copy for Windows ----- Started : Monday, September 28, 2020 9:30:50 PM Source : D:\batch\tools\application\workerstart2.8.8-20200824.62020.00.02.08\
2020-09-28 21:40:58.2631716	

If the state is "Unusable", it always means it is a batch issue, Open a ticket against batch team, and timestamp and pool ID is enough as all SSIS pool ID is unique, batch can easily query other information like subscription, region, batch account and so on with pool id. You can refer to [Code "BatchNodeInUnusableState" too.](#)

You can use this query to get pool id and batch account,

```
AisManagementTaskTraceEvent
| where taskId == "c4b278f5-20b1-4849-84a9-6f807c661212Provision2115195138"
| where message contains "Batch pool" or message contains "batch account"
| project env_time, message
```

Click batch incident template in [Dependent Azure Services Owners](#) to open ticket against batch team, after batch team resolve the issue, we should auto recover, if TIP is not recovered, contact SME.

If the state is "StartTaskFailed", SME is SSIS Runtime team, it always means an issue with ACR, you can get the log of Errors.txt and StartTask_output.txt (if no such log, open ticket against batch team). Like this one, open a ticket against **azure container registry** team.

Node tvmps_19b64385bd061aea822c03bea3c4f7b5bdd309da27d061196b1941e1af56f8aa_d. Start task errors:

Exception occur in start task at 09/28/2020 21:40:47, Exception: Microsoft.Azure.IntegrationServices.Worker.Common.WorkerStartTaskException: Failed to execute custom setup script (main.cmd) due to internal error. ---> Microsoft.Azure.IntegrationServices.Common.DockerCommandLineFailureException: Docker command line doesn't return with successful, output: Error response from daemon: Get <https://mngdirprodeastaustalia.azurecr.io/v2/dtsruntime/manifests/3.8.8-20200824.6-17763.1339.2007101755>: unauthorized: aad access token with sp failed temporarily unavailable

at Microsoft.Azure.IntegrationServices.Common.DockerCommandLineUtility.RunDockerCommandLine(String dockerCommandLineParams, Int32 timeoutInSecond, Boolean fullCmdInlog, Action timeoutHandler) in C:\source\Product\Source\Everest\Common\Shared\DockerCommandLineUtility.cs:line 249

at Microsoft.Azure.IntegrationServices.Common.DockerCommandLineUtility.PullImage(String imageTag, Int32 pullImageTimeoutInSecond) in C:\source\Product\Source\Everest\Common\Shared\DockerCommandLineUtility.cs:line 75

at Microsoft.Azure.IntegrationServices.Worker.StartTask.Program.PullDtsBaseImage(String baseImageName, Nullable`1 pullImageTimeoutInSecond) in C:\source\Product\Source\Everest\Worker\StartTask\Program.cs:line 456

--- End of inner exception stack trace ---

at Microsoft.Azure.IntegrationServices.Worker.StartTask.Program.PullDtsBaseImage(String baseImageName, Nullable`1 pullImageTimeoutInSecond) in C:\source\Product\Source\Everest\Worker\StartTask\Program.cs:line 463

at Microsoft.Azure.IntegrationServices.Worker.StartTask.Program.Run(String[] args) in C:\source\Product\Source\Everest\Worker\StartTask\Program.cs:line 166

at Microsoft.Azure.IntegrationServices.Worker.StartTask.Program.Main(String[] args) in C:\source\Product\Source\Everest\Worker\StartTask\Program.cs:line 63

