10 minutes delay in queue

Last updated by | Veena Pachauri | Mar 8, 2023 at 11:10 PM PST

Behavior: Customer will see queue duration ~10 minutes.

Query:

TaskHostingEvent | where ActivityId == **"<Activity Run Id>"** | where LogId == "PulledOffNewTask" or LogId == "JobEntityCreatedInAzureTable"

```
 7
 8  ☐ TaskHostingEvent
 9       | where ActivityId == "bdc53d56-0eec-439f-b4a8-bdf09ba0211a"
10       | where LogId == "PulledOffNewTask" or LogId == "JobEntityCreatedInAzureTable"
```

TIMESTAMP ▲	PreciseTimeStamp ▲	Tenant
2022-12-01 08:23:35.1888039	2022-12-01 08:23:35.1888039	AKS
2022-12-01 08:33:35.9389318	2022-12-01 08:33:35.9389318	prod-westeurope-exactivities_Rolling_20221103.4_SU1

```
If there are 2 logs, and TIMESTAMP diff is 10 minutes, then hit this issue.
If 2 log and diff within 10 minutes, then NOT hit this issue.
If 1 log, then NOT hit this issue.
If no log, then make sure you are using right ACTIVITY run Id, or issue within 21 days (log max 21 days). It must has at least 1 log.
```

Root cause:

10 minutes is our internal threshold for internal retry if task hit some unexpected issue.

Usually, it caused by some transient network issue. The connection between IR and service take longer time and finally timeout. The task will back to queue and wait retry.

Suggestion:

If customer set timeout less than 10 minutes, you can share context above and suggest customer set a larger timeout value like 15 minutes. We won't expect this happen often, we believe most case queue time should be seconds level. 15 minutes is just used for this rare issue won't break customer pipelines.

On the other side, we will continue improve our service. This is a longer term item as it is rare and complex, please help to manager customer expectation.