[File-based Connector] System.IO.PathTooLongException

Last updated by | Ping Ye | Apr 12, 2022 at 6:58 PM PDT

- Symptoms

  File connector jobs failed one of below exceptions:

  - System.IO.PathTooLongException,Message=The specified path, file name, or both are too long
  - System.IO.DirectoryNotFoundException, and the path in the error message is longer than 248 chars
- RCA

  - Very long path is disabled on the IR machine
- Resolution

  Customer can check if they can use option 1, if they can apply option 1, please go with option 2.

  - Option 1, if the file path is a shared path like \\host\foldera\folderb\...\foldern, customer can go to the file server and try to share a sub folder out, then the path will be shorter like \host\foldern\

  - Option 2, enable long path

    - If customer is using Azure IR, please suggest them to use self-hosted IR to work around it

    - Make sure self-hosted IR version is higher than 4.2.x.x

    - Go to the VM that host self-hosted IR and enable long paths on Windows by below steps

    -
      - Open Local Group Policy Editor by input "Edit group policy" in the Start bar or run "gpedit.msc" from the Run command (Windows-R).
      - In the Local Group Policy Editor navigate to "Local Computer Policy: Computer Configuration: Administrative Templates: All Settings". In this location you can find "Enable Win32 long paths" an enable it as below
      - Customer can try reboot the machine after changed

Enable Win32 long paths

   —   ☐   ✕

Enable Win32 long paths

[Previous Setting]   [Next Setting]

○ Not Configured   Comment:

◉ Enabled

○ Disabled

Supported on: At least Windows Server 2016, Windows 10

Options: Help:

Enabling Win32 long paths will allow manifested win32 applications and Windows Store applications to access paths beyond the normal 260 character limit per node on file systems that support it. Enabling this setting will cause the long paths to be accessible within the process.

[OK]   [Cancel]   [Apply]