

[SAP ODP] MDF SAP Trouble Shooting Guidance

Last updated by | Zhangyi Yu | Oct 16, 2022 at 11:59 PM PDT

Contents

- Issue
- Step-1: Check whether it is dataflow issue
- Step-2: Check whether it is internal copy/schema query iss...
 - 1. Get internal copy run ID
 - Option 1
 - Option 2
 - 2. Get internal schema API run ID
 - 3. Get internal copy/schema query service logs
 - 4. (optional) If the service log is not enough, get Copy/Sch...
- Step-3: Check whether it is SAP system error
- Additional Information:

Issue

This TSG is built to guide how to have trouble shooting with MDF SAP.

Note: Before have MDF SAP trouble shooting, please get customer's self-hosted integration runtime (SHIR, used to connect and read SAP data) version first. The version must be $\geq 5.22.8285.7$, if not, please ask customer to download and upgrade SHIR to be newest version, then repro the issue again.

Step-1: Check whether it is dataflow issue

1. Get failed dataflow runId

- If it meets dataflow activity debug/trigger run issue, you can get related runId here.

Activity runs

Pipeline run ID 12bad12c-89c9-4a44-a131-a38fd9e9a3c4

All status ▾

Showing 1 - 1 of 1 items

Activity name	Activity type	Run start	Duration	Status	Error	Log	Integration runtime	User properties	Run ID
Data flow1	Data flow	Sep 28, 2022, 3:01:23	00:01:03	Failed			AutoResolveIntegratic		1da75217-cf12-41aa-a4d5-efb886ade904

- If it meets dataflow test-connection/import-projection/preview-data/refresh... issue, you can get related runId here.

Notifications 1

Dismiss all

Data flow debug ✖
Failed to fetch data preview. Run ID: 17fe8453-581a-4ad3-b0c9-28823b6acb89.
2 View details
a few seconds ago

Data flow debug ✖
Cluster is ready. Session ID : 07ae8a5c-661a-4240-bf07-ee648c7e174a
3 minutes ago

Error details

Error code
DF-SAOPDP-SLT-LIMITATION [Troubleshooting guide](#)

Activity ID
17fe8453-581a-4ad3-b0c9-28823b6acb89 3

Details
Preview is not supported in SLT system

2. Search backend cluster logs with up run ID.

```
cluster('adfcus.kusto.windows.net').database('AzureDataFactory').DataflowClusterLogs
| union cluster('adfneu.kusto.windows.net').database('AzureDataFactory').DataflowClusterLogs
| where ActivityRunId == "{failed run ID}" and TraceLevel != "INFO"
```

Step-2: Check whether it is internal copy/schema query issue

If you can see key word like "HybridDeliveryException" in up error message, it means error is happened with internal copy/schema API, please do as following steps to have further trouble shooting, for example:

Message

DF-SAOPDP-SystemError at Source 'source1': Please check error message, if it contains SAP server related error stacktrace, please contact SAP admin for assistance. Otherwise, please contact Microsoft support for further assistance. DF-SAOPDP-012 - SapOdp copy activity failure with run id: 2948192b-d572-43f0-bd5e-e9464b6dfe82, error code: 2200 and error message: ErrorCode=SapOdpOperationFailed, Type=Microsoft.DataTransfer.Common.Shared.HybridDeliveryException, Message=Sap Odp operation 'OpenOdpRead' failed. Error Number: '016', error message: 'Invalid value for parameter "_DIMNAME", Source=Microsoft.DataTransfer.Runtime.SapRfcHelper,'

1. Get internal copy run ID

Option 1

```
cluster('azuredmprod.kusto.windows.net').database('AzureDataMovement').ExecutionApiCall
| where PipelineJobId == '{dataflow run ID}'
| project TIMESTAMP, RunId, PipelineJobId, ActivityId, Status
```

The Copy run id can be found in either 'RunId' or 'ActivityId' columns.

TIMESTAMP	RunId	PipelineJobId	ActivityId	Status
> 2022-09-16 08:06:43.4810	c285bc3f-c9e1-4053-9468-5b4981252...	f3a9c170-44e1-4f53-9eb0-1aca0c786835	c285bc3f-c9e1-4053-9468-5b4981252...	Start
> 2022-09-16 08:07:15.2180	c285bc3f-c9e1-4053-9468-5b4981252...	f3a9c170-44e1-4f53-9eb0-1aca0c786835	c285bc3f-c9e1-4053-9468-5b4981252...	InProgress
> 2022-09-16 08:07:25.4180	c285bc3f-c9e1-4053-9468-5b4981252...	f3a9c170-44e1-4f53-9eb0-1aca0c786835	c285bc3f-c9e1-4053-9468-5b4981252...	InProgress
> 2022-09-16 08:07:55.8720	c285bc3f-c9e1-4053-9468-5b4981252...	f3a9c170-44e1-4f53-9eb0-1aca0c786835	c285bc3f-c9e1-4053-9468-5b4981252...	InProgress

Option 2

```
cluster('azuredmprod.kusto.windows.net').database('AzureDataMovement').CustomLogEvent
| where TraceMessage == 'ConnectorServiceExecution'
| where ActivityId == '{dataflow run ID}'
| project TIMESTAMP, TraceMessage, ActivityId, Message
```

Then fetch the copy job run id from 'Message'.

TIMESTAMP	TraceMessage	ActivityId	Message
2022-09-16 08:06:43.3210	ConnectorServiceExecution	f3a9c170-44e1-4f53-9eb0-1aca0c786835	<LogProperties> <Text> Reset execution API activity id as c285bc3f-c9e1-4053-9468-5b4981252cab-/Text> </LogProperti...

2. Get internal schema API run ID

```
cluster('azuredmprod.kusto.windows.net').database('AzureDataMovement').CustomLogEvent
| where TraceMessage == 'QueryServiceResetActivityId'
| where ActivityId == '{dataflow run ID}'
```

Then fetch the schema query run id from 'Message'.

TIMESTAMP	TraceMessage	JobId	Message
2022-09-16 08:06:30.8170	QueryServiceResetActivityId	142ee1...	<LogProperties> <Text> Reset schema API activity id as 142ee1c9-6554-43ec-ab38-f2938c3fe1... X

3. Get internal copy/schema query service logs

```
cluster('azuredmprod.kusto.windows.net').database('AzureDataMovement').CustomLogEvent
| where ActivityId == "{copy run ID/schema API run ID}"
```

TIMESTAMP	TraceMessage	JobId	Message	SubscriptionId
2022-09-16 08:06:43.3830	ExecutionRuntimeCommon	c285bc...	<LogProperties> <Text> ExecutionAdfController.ExecuteActivityAsync - ResourceGroup:zygroup...	da1d7b9a-a759-... 00
2022-09-16 08:06:43.3840	ExecutionRuntimeStart	c285bc...	<LogProperties> <Text> ExecutionController.Start - Started. </Text> </LogProperties>	da1d7b9a-a759-... 00
2022-09-16 08:06:43.3840	ExecutionRuntimeCommon	000000...	<LogProperties> <Text> From token in request: IR name: D9F15919-6B5A-4194-98FE-B5D8086B6...	00000000-0000-... 00
2022-09-16 08:06:43.3840	ExecutionRuntimeStart	c285bc...	<LogProperties> <Text> Start to decrypt sub-resource payload credentials on cloud, current servi...	da1d7b9a-a759-... 00
2022-09-16 08:06:43.3840	TransferServiceExposureContro...	c285bc...	<LogProperties> <Text> Check EC 'EnableAlwaysDecryptPayload' supported: False </Text> </LogP...	da1d7b9a-a759-... da
2022-09-16 08:06:43.4800	ExecutionRuntimeStart	c285bc...	<LogProperties> <Text> Succeeded to decrypt sub-resource payloads on cloud. </Text> </LogPrope...	da1d7b9a-a759-... 00

4. (optional) If the service log is not enough, get Copy/Schema API detailed runtime logs.

Please ask customer to follow this [TSG](#) to upload the SHIR logs and share the report ID.

```
cluster('azuredmprod.kusto.windows.net').database('AzureDataMovement').TraceGatewayLocalEventLog
| where UserReportId == "{Self-hosted IR report ID}"
| where * contains "{copy run ID/ schema API run ID}"
```

TIMESTAMP	LocalTimestamp	LocalMessage	LocalStackTrace	OrigTS
2022-09-06 02:20:56.4740	2022-09-04 01:39:29.5210	IsSecondary False, StartPullTaskHA task pulled off with activityId: 5a4260a8-240a-473f-9cc0-f6774d66ea40 Activity ID: 5a4260a8-240a-473f-9cc0-f6774d66ea40	null	2022-09-06 02:20...
2022-09-06 02:20:56.4750	2022-09-04 01:39:29.5260	Status: PuledOffNewTask, MessageId=f434b9db-3d4d-94c8-6e51-4587ec0b2249, WorkerId=3f0bc634-4e92-4453-8a75-317b31b091a4, NodeName=CHNAPIPLGWPR...	null	2022-09-06 02:20...
2022-09-06 02:20:56.4750	2022-09-04 01:39:29.5310	Status: ReadyToSendMessageToIdleWorker, MessageId=f434b9db-3d4d-94c8-6e51-4587ec0b2249, WorkerId=3f0bc634-4e92-4453-8a75-317b31b091a4, NodeName=...	null	2022-09-06 02:20...
2022-09-06 02:22:39.1030	2022-09-04 01:39:29.5310	jobId: f434b9db-3d4d-94c8-6e51-4587ec0b2249 taskId: f434b9db-3d4d-94c8-6e51-4587ec0b2249 taskType: 1000 queueId: 068008c9-4d41-4ea3-97fe-ec976cb83c...	null	2022-09-06 02:22...
2022-09-06 02:20:56.4750	2022-09-04 01:39:29.5360	Get Request with messageId f434b9db-3d4d-94c8-6e51-4587ec0b2249, workerId 3f0bc634-4e92-4453-8a75-317b31b091a4, nodeName CHNAPIPLGWPRD01, requ...	null	2022-09-06 02:20...
2022-09-06 02:20:56.4750	2022-09-04 01:39:29.5360	Status: StartToSendMessageToIdleWorker, MessageId=f434b9db-3d4d-94c8-6e51-4587ec0b2249, WorkerId=3f0bc634-4e92-4453-8a75-317b31b091a4, NodeName=...	null	2022-09-06 02:20...
2022-09-06 02:20:56.4750	2022-09-04 01:39:29.5410	Get message f434b9db-3d4d-94c8-6e51-4587ec0b2249 from 4404 host 3f0bc634-4e92-4453-8a75-317b31b091a4 Activity ID: 5a4260a8-240a-473f-9cc0-f6774d66e...	null	2022-09-06 02:20...
2022-09-06 02:22:39.1030	2022-09-04 01:39:29.5510	jobId: f434b9db-3d4d-94c8-6e51-4587ec0b2249 taskId: f434b9db-3d4d-94c8-6e51-4587ec0b2249 queueId: 068008c9-4d41-4ea3-97fe-ec976cb83c31 status: StartE...	null	2022-09-06 02:22...
2022-09-06 02:22:39.1030	2022-09-04 01:39:29.5610	TraceComponentId: TransferTask TraceMessageId: CopyRuntimeStartMemoryInfo @logId: Information jobId: f434b9db-3d4d-94c8-6e51-4587ec0b2249 activityId: 5a...	null	2022-09-06 02:22...
2022-09-06 02:22:39.1030	2022-09-04 01:39:29.5660	TraceComponentId: TransferTask TraceMessageId: PerfCounterInfo @logId: Information jobId: f434b9db-3d4d-94c8-6e51-4587ec0b2249 activityId: 5a4260a8-240a-4...	null	2022-09-06 02:22...

Step-3: Check whether it is SAP system error

Today SAP has some known limitation/configure optimization on its server side, please reference this TSG https://supportability.visualstudio.com/AzureDataFactory/_wiki/wikis/AzureDataFactory/640777/SAP-ODP-Issue to get help.

Additional Information:

- Icm Reference: N/A
- Author: Xiaojin Wang
- Reviewer: Zhuoyang Zhang; Zhangyi Yu
- Keywords: