

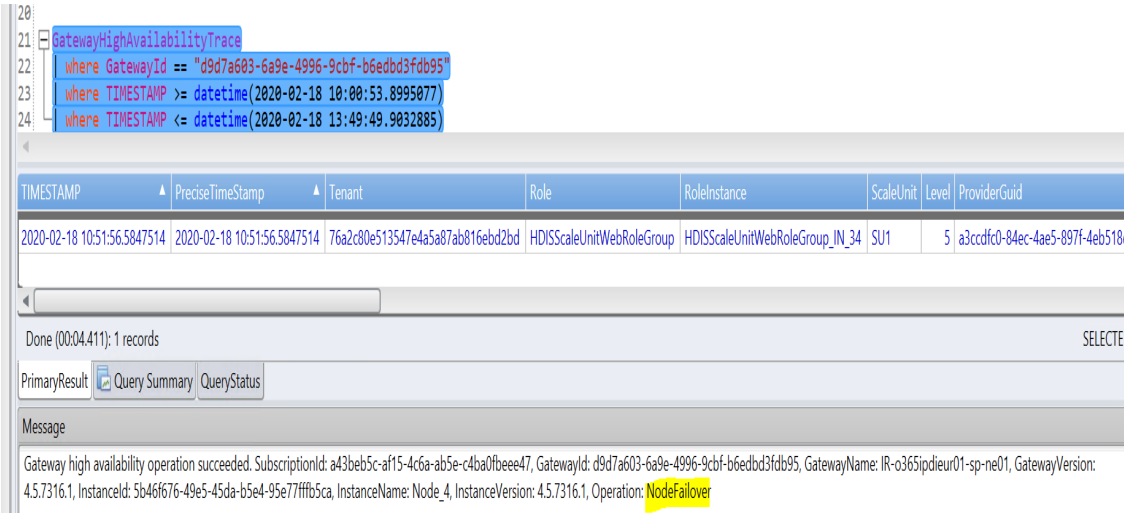
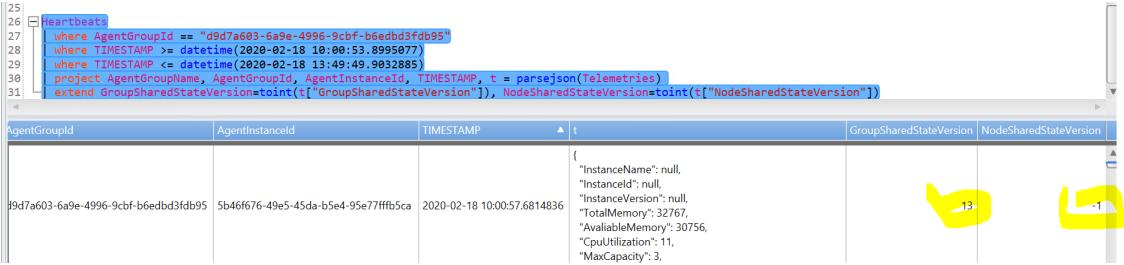
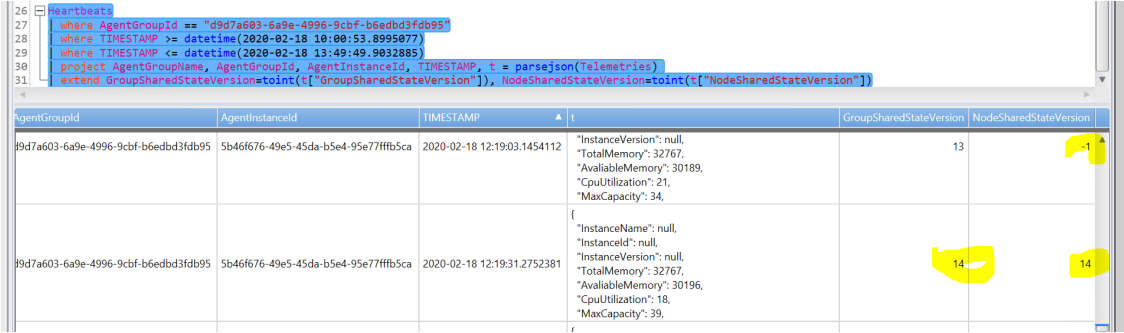
Credential sync issue caused credential lost from HA

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

[Self-hosted IR Architecture.pptx](#)

Credential sync issue caused credential lost from HA

Tuesday, March 3, 2020
1:22 PM

SME	
Symptoms	The data source credential'6feac9ec-c22b-40bd-ba64-75b46d8abc87' had been deleted from current Integration Runtime node with payload '' when you delete the link service on Azure Portal, or the task has the wrong payload, please create new link service with your credential again.'
Cause	<p>Customer's SHIR is built in HA mode with two nodes. But they are not in credentials sync state, which means the credentials stored on dispatcher node aren't synced to other worker nodes. Then if any failover happens from dispatcher node to worker node but the credentials are only existed in previous dispatcher node, the task will experience failure when trying to access credentials with the error message above.</p> <p>Customer's pipelines started to fail at 2020-02-18 10:53:53.8995077 because there is a node failover from Node_3 to Node_4 at 2020-02-18 10:51:56.5847514 due to auto update pushing and Node_4 doesn't contain all credentials in Node_3.</p> <p>GatewayHighAvailabilityTrace</p> <pre> where GatewayId == "d9d7a603-6a9e-4996-9cbf-b6edbd3fdb95" where TIMESTAMP >= datetime(2020-02-18 10:00:53.8995077) where TIMESTAMP <= datetime(2020-02-18 13:49:49.9032885)</pre>  <p>As long as GroupSharedStateVersion isn't equal to NodeSharedStateVersion here, this node isn't in credential sync. You can use the following kusto query to figure out.</p> <pre>Heartbeats where AgentGroupid == "d9d7a603-6a9e-4996-9cbf-b6edbd3fdb95" where TIMESTAMP >= datetime(2020-02-18 10:00:53.8995077) where TIMESTAMP <= datetime(2020-02-18 13:49:49.9032885) project AgentGroupName, AgentGroupid, AgentInstanceId, TIMESTAMP, t = parsejson(Telemetries) extend GroupSharedStateVersion=toint(t["GroupSharedStateVersion"]), NodeSharedStateVersion=toint(t["NodeSharedStateVersion"])</pre>  <p>After a while, you can see the value between GroupSharedStateVersion and NodeSharedStateVersion the same, so the customer have fixed the sync issue between nodes.</p> 
Resolution	The only way to avoid this issue is to make sure two nodes are in credentials sync state. Otherwise customer has to re-input credentials for new dispatcher.
More Information	<p>https://icm.ad.msft.net/imp/v3/incidents/details/177622294/home</p> <p>Please take more effort to understand the self-hosted IR Arc, at least to focus on the PPT part.</p> <p>Self-hosted IR Architecture.pptx</p> <p>Gateway HA Share States Design Spec.docx</p> <p>Gateway Scale Out Design Spec.docx</p>

	Run Tasks Out-Proc in Gateway.docx	
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