

Import Export Service Extended Queue Times

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Issue

Customers report that the time taken to perform either an import or export using the Import/Export service occasionally takes a significantly longer period of time with the service spending most of that time in a pending state. In most cases the operation will eventually complete although this may be some hours longer than expected.

Investigation/Analysis

The issue is caused by the import or export being stuck in the queue which processes the requests. The length of time which a request has spent in the queue can be seen in the ReportLogScrubbed table. The following query in Kusto lists all of the IE service requests for a specific server that are still in the telemetry along with the amount of time the operation was queued and working.

```
ReportLogScrubbed
| where DatabaseName =~ "
| project TIMESTAMP, RequestId, RequestType, DatabaseName, ServerName, QueueTime, ProcessingTime
| order by TIMESTAMP desc
```

You may see the QueueTime jump from 0.4 to a large number for example 18999 (times are in seconds)

The following query is useful to assess the overall queue times for a specific region and will give an indication of this is specific to the customer or there is some region wide slowdown in queue times.

```
ReportLogScrubbed
| extend QueueTime = todouble(QueueTime)
| extend QueuedTimestamp = todatetime(QueuedTimestamp)
| summarize avg(QueueTime) by bin(QueuedTimestamp, 30m)
| render timechart with (xtitle="Timestamp UTC", ytitle="Queue Time (Seconds)", legend=hidden)
```

Mitigation

The IE service operates on a queue, with requests being placed in that queue and then picked up by a worker to process the request, if the

workload in a region increases the queue times may also increase. The options for mitigation are

1. Avoid busy times for IE operations, the above query will help guide when these times may be.
2. Use sqlpackage.exe either from a VM in Azure or on-prem. This avoids the queue mechanism and gives control to the customer.

More Information

The following article has some additional background to share with the customer

<https://docs.microsoft.com/en-us/azure/azure-sql/database/database-import-export-hang> 

Root Cause Classification

Azure SQL DB v2\Import/Export\Service Issue\ExportLongRunning

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