

Package execution fails with error Code:300004

Last updated by | Ahmed Mahmoud | Feb 25, 2022 at 4:56 AM PST

SME

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Symptoms

Failed to retrieve resource from master. Microsoft.SqlServer.IntegrationServices.Scale.ScaleoutContract.Common.MasterResponseFailedException: **Code:300004**
Description:Load file "\\citdevstosa061.file.core.windows.net\annuairefileshare\AlimTrombe\AlimAnnuaire.dtsx" failed. The file is not accessible with the access credentials you provided. Check whether the file path and access credentials are correctly configured. If you are using Azure File, the file path should start with \<storage account name>.file.core.windows.net\<file share name>. The domain should be "Azure". The userName should be <storage account name> and the password should be the access key of the storage account. If your are using on-premise file, please check if VNet is configured correctly so that the Azure-SSIS integration runtime can access your file on-premise. at


Microsoft.SqlServer.IntegrationServices.Scale.ScaleoutContract.Common.ResponseExtension.EnsureSuccess[T](T response, String[] tags, Boolean logErrorWhenSuccess) at Microsoft.SqlServer.IntegrationServices.WorkerAgent.PackageExecutionTaskTracker.<RetrieveResource>b__20()

```

Output
{
  "OperationErrorMessages": "1/11/2021 1:26:30 PM +00:00 : Failed to retrieve resource from master.
Microsoft.SqlServer.IntegrationServices.Scale.ScaleoutContract.Common.MasterResponseFailedException: Code:300004\nDescription:Load file
\\citdevstosa061.file.core.windows.net\annuairefileshare\AlimTrombe\AlimAnnuaire.dtsx\" failed. The file is not accessible with the access credentials you provided. Check whether the file path and
access credentials are correctly configured. If you are using Azure File, the file path should start with \\<storage account name>.file.core.windows.net\\<file share name>. The domain should be \"Azure\".
The userName should be <storage account name> and the password should be the access key of the storage account. If your are using on-premise file, please check if VNet is configured correctly so that the
Azure-SSIS integration runtime can access your file on-premise. \n\n at Microsoft.SqlServer.IntegrationServices.Scale.ScaleoutContract.Common.ResponseExtension.EnsureSuccess[T](T response, String[] tags,
Boolean logErrorWhenSuccess)\n\n at Microsoft.SqlServer.IntegrationServices.WorkerAgent.PackageExecutionTaskTracker.<RetrieveResource>b__20()\n",
  "LogLocation": "\\citdevstosa061.file.core.windows.net\annuairefileshare\AlimTrombe\logs\3aa68ae615d845d3a3aa7af65b3cecdc",
  "effectiveIntegrationRuntime": "citdevirssis061 (West Europe)",
  "executionDuration": 195,
  "durationInQueue": {
    "integrationRuntimeQueue": 1
  }
}

```

Kusto Query

<https://azuredmprod.kusto.windows.net/AzureDataMovement/>  AisOperationTraceEventV2
| where * contains "AlimMapBal.dtsx" // the package name
| project env_time, message\

Keyword

Code:300004

Cause

If the SSIS Activity is executing package from file system (package file or project file), this error will occur if the project, package or configuration file is not accessible with the package access credential you provided in the SSIS Activity.


If you are using Azure File: The file path should start with \<storage account name>.file.core.windows.net<file share path> The domain should be "Azure" The username should be <storage account name> The password should be <storage access key>

If your are using on-premises file, please check if VNet, package access credential and permission are configured properly so that your Azure-SSIS integration runtime can access your on-premises file share.

Resolution

- Use the diagnose connectivity feature in the SSIS integration runtime

<https://docs.microsoft.com/en-us/azure/data-factory/ssis-integration-runtime-diagnose-connectivity-faq> 

<https://docs.microsoft.com/en-us/azure/data-factory/ssis-integration-runtime-ssis-activity-faq#error-message-failed-to-retrieve-resource-from-master-microsoftsqlserverintegrationsscalescaleoutcontractcommonmasterresponsefailedexception-code300004-descriptionload-file--failed-> 

<https://docs.microsoft.com/en-us/azure/data-factory/join-azure-ssis-integration-runtime-virtual-network#virtual-network-configuration> 

Test connection

Server endpoint/IP address * ⓘ

citdevstosa061.file.core.windows.net

Port * ⓘ

Azure Storage/HTTPS (443)

✓ Connection successful

- TCP connect to 20.60.130.168:443: 6 iterations (warmup 1) ping test
Connecting to 20.60.130.168:443 (warmup): from 10.255.228.5:51921: 1.97ms
Connecting to 20.60.130.168:443: from 10.255.228.5:51922: 2.12ms
Connecting to 20.60.130.168:443: from 10.255.228.5:51923: 2.11ms
Connecting to 20.60.130.168:443: from 10.255.228.5:51924: 1.94ms
Connecting to 20.60.130.168:443: from 10.255.228.5:51925: 2.71ms
Connecting to 20.60.130.168:443: from 10.255.228.5:51926: 2.14ms
TCP connect statistics for 20.60.130.168:443: Sent = 5, Received = 5, Lost = 0 (0% loss),
Minimum = 1.94ms, Maximum = 2.71ms, Average = 2.20ms

Test connection

Server endpoint/IP address * ⓘ

citdevstosa061.file.core.windows.net

Port * ⓘ

Azure Files (445)

✓ Connection successful

- TCP connect to 20.60.130.136:445: 6 iterations (warmup 1) ping test
Connecting to 20.60.130.136:445 (warmup): from 10.255.228.5:51944: 0.86ms
Connecting to 20.60.130.136:445: from 10.255.228.5:51945: 1.03ms
Connecting to 20.60.130.136:445: from 10.255.228.5:51946: 1.03ms
Connecting to 20.60.130.136:445: from 10.255.228.5:51947: 1.14ms
Connecting to 20.60.130.136:445: from 10.255.228.5:51948: 1.00ms
Connecting to 20.60.130.136:445: from 10.255.228.5:51949: 1.13ms
TCP connect statistics for 20.60.130.136:445: Sent = 5, Received = 5, Lost = 0 (0% loss),
Minimum = 1.00ms, Maximum = 1.14ms, Average = 1.07ms

- **run command from Azure VM within the same Vnet/subnet as the SSIS IR.**

```
runas /nopprofile /netonly /user:Azure\citdevstosa061 "robocopy /z \citdevstosa061.file.core.windows.net\annuairefileshare\AlimMapBal.dtsx D:\empty.dtsx"
```

"D:\empty.dtsx" can be any local file path you like. The command will prompt you to input the credential, which is the storage account key.

- **Restart SSIS IR to see if issue persists.**
- **Create new SSIS IR**
Due some bug on the OS, you can try to create a new SSIS IR and then remove the problematic one if the new one works.

Sample cases

120120925001815
2111260050001345
2201210050001160

ICM:

<https://portal.microsofticm.com/imp/v3/incidents/details/222413145/home> <https://portal.microsofticm.com/imp/v3/incidents/details/209438614/home>

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