Custom Activity pipeline execution time is longer than its custom code execution time

Last updated by | Ranjith Katukojwala | Mar 7, 2023 at 11:35 AM PST
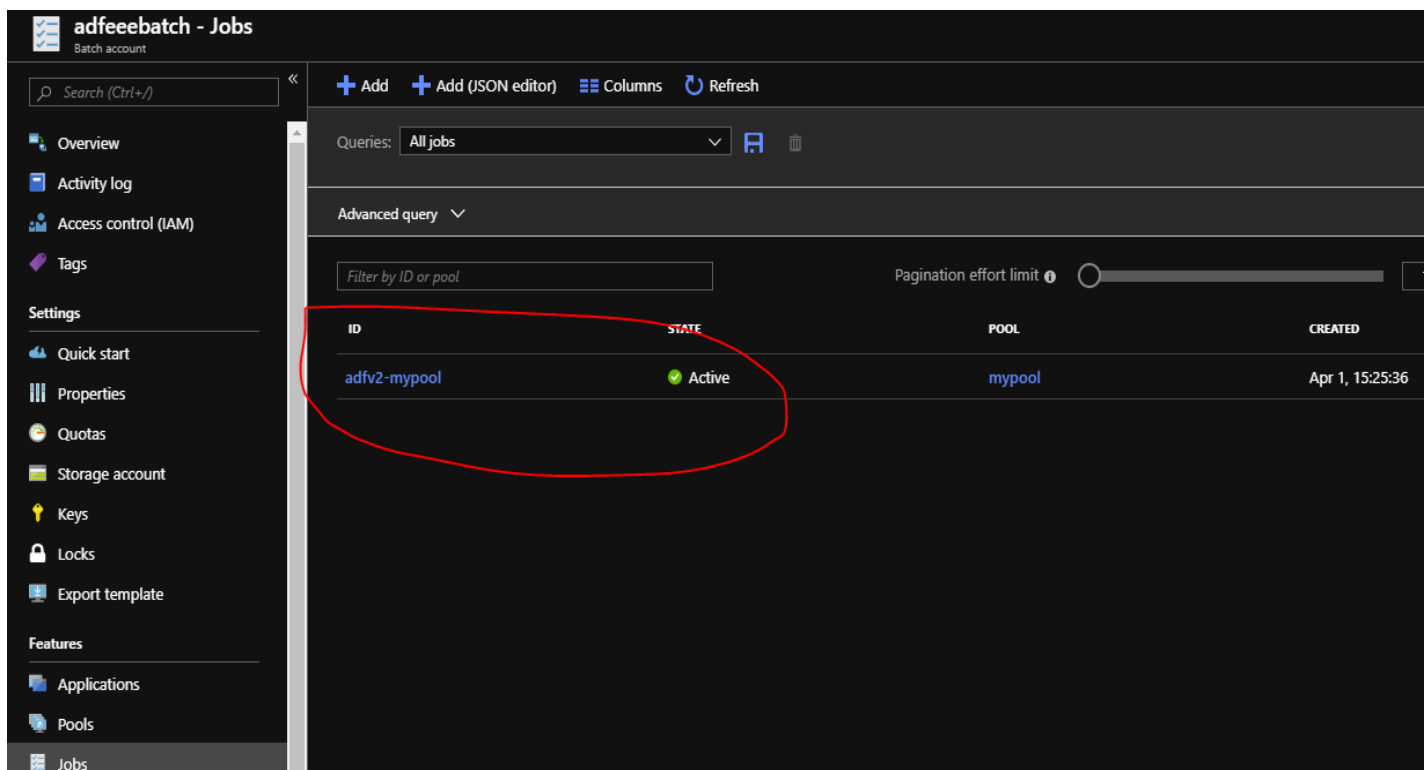

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Issue

Customer's custom code completes execution in x minutes however pipeline execution takes x+y minutes where y is not just a minute or two but much more than x. In the example CRI below customer code executed in 2 minutes however pipeline execution took 20+ minutes.

Resolution

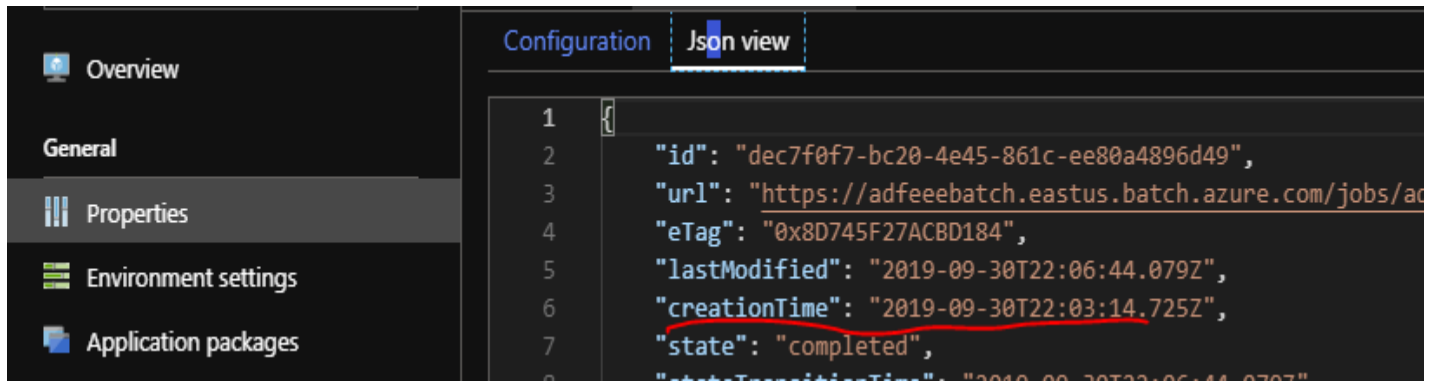- pipeline/activity run start time from ADF UI Monitor

	PIPELINE NAME ▽	ACTIONS	RUN START ⇳	DURATION	TRIGGERED BY	STATUS	PARAMETERS	ANNOTATIONS ▽	ERROR	RUN ID
	Custom Pipeline		09/30/2019, 3:09:00 PM	00:21:32	Manual trigger	In Progress,...				c14467e6-5405-4f77-a7da-8875f2bf7c5e

- Then have customer go to batch account that custom activity LS points to -->jobs-->adfv2-{PoolName}

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- If you see significant time difference(> than a minute) between datetime obtained from the first step and in the json view above please engage Batch team for investigation

  1. Batch fails to schedule a run for 25 minutes. Check with Batch team whether this is the case.

  2. VM nodes run out of storage: unlikely, but possible, if customer run tasks frequently and the cumulative size of artifacts resulting from the runs exceed the VM disk size over a period of 30 days. To check, ask customer to log onto their batch nodes and inspect the local hard drives to see whether they are full. If so, tell them to set the retentionTimeInDays property to a lower value (doc: https://docs.microsoft.com/en-us/azure/data-factory/transform-data-using-dotnet-custom-activity ⬈), and reimage existing nodes.

     (1) and (2) could be combined in 1 escalation to Batch team.

- Engage customer for investigation for Possible action on his/her side: customer program hangs waiting for whatever operation to complete prior their timestamped logging kicks in. Ask them to investigate from this angle.

Additional Information:

- **Icm References:** https://icm.ad.msft.net/imp/v3/incidents/details/149339573/home ⬈
- **Author:** muralird
- **Reviewer:** vimals
- **Keywords:**

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