

InternalServerError executing request - Unable to connect to the remote server

Last updated by | Jackie Huang | Jan 4, 2022 at 12:24 AM PST

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NOTE: There can be multiple reasons for **InternalServerError executing request** error. Kindly query the **AdfTraceEvent** table to get the internal error details.

Issue

Pipeline execution failing with the following error: InternalServerError executing request

On querying the PipelineRuns table, we noticed the following error:

```
cluster('adfcus').database('AzureDataFactory').PipelineRuns | union cluster('adfneu').database('AzureDataFacto
| where TIMESTAMP >= ago(21d)
| where runId == "<PipelineRunId>" //PipelineRunId
| project PreciseTimeStamp, dataFactoryName, runId, pipelineName, ['location'], status, failureType, start, e
| order by PreciseTimeStamp asc
```

PreciseTimeStamp	dataFactoryName	runId	pipelineName	location	status	failureType	s
2020-08-29 20:00:00.8263932	[REDACTED]	8dace03e-f19e-40a4-b182-3d42bea8e8c6	[REDACTED] Blob	japaneast	Queued		2
2020-08-29 20:00:22.2226166	[REDACTED]	8dace03e-f19e-40a4-b182-3d42bea8e8c6	[REDACTED] Blob	japaneast	Failed	SystemError	2

Investigation

Query the AdfTraceEvent table with the Pipeline RunId:

```
cluster('adfcus').database('AzureDataFactory').AdfTraceEvent | union cluster('adfneu').database('AzureDataFact
| where env_time >= ago(5d) and ComponentId == "PipelineManager"
| where TraceCorrelationId == "<PipelineRunId>"
| where Message has "ExecutePipelineAsync failed."
| project env_time, env_cloud_name, env_cloud_role, env_cloud_deploymentUnit, ComponentId, Message, TraceCorrel
| sort by env_time asc
```

We noticed the following error:

ExecutePipelineAsync failed. Unexpected Exception: System.Net.Http.HttpRequestException: **An error occurred while sending the request. ---> System.Net.WebException: Unable to connect to the remote server --->**

System.Net.Sockets.SocketException: A connection attempt failed because the connected party did not properly respond after a period of time, or established connection failed because connected host has failed to respond 13.71.146.140:443 at System.Net.Sockets.Socket.InternalEndConnect(IAsyncResult asyncResult) at System.Net.Sockets.Socket.EndConnect(IAsyncResult asyncResult) at System.Net.ServicePoint.ConnectSocketInternal(Boolean connectFailure, Socket s4, Socket s6, Socket& socket, IPAddress& address, ConnectSocketState state, IAsyncResult asyncResult, Exception& exception) --- End of inner exception stack trace --- at System.Net.HttpWebRequest.EndGetRequestStream(IAsyncResult asyncResult, TransportContext& context) at System.Net.Http.HttpClientHandler.GetRequestStreamCallback(IAsyncResult ar) - -- End of inner exception stack trace ---


Resolution

The failure was due to a transient networking issue. We found that there was a socket exception when trying to reach out to one of our partner service (LogicApps) when invoking the pipeline run and due to this it failed with System error.

This error should be very rare and retries should easily mitigate this. PG is already working to improve/fault tolerant in scenario like this.

If the retry doesn't resolve, raise an lcm with the Orchestration PG.

Additional Information:

- **Icm References:** [lcm Link](#) 
- **Author:** vimals
- **Reviewer:** vimals
- **Keywords:**

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