AzureDataLakeLinkedService fail to refresh token [ADF V1]

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

202014- AzureDataLakeLinkedService fail to refresh token [ADF V1]

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5:19 PM

SME	
Symptoms	**Copy activity fail with the following error:** Copy activity met an internal service error. For more information, provide this message to customer support. ErrorCode: 8005 ErrorCode=SystemErrorRefreshTokenInternalError,'Type=Microsoft.DataTransfer.Common.Shared.HybridDeliveryException,Message=Th is an internal error to refresh token.,Source=Microsoft.DataTransfer.ClientLibrary,''Type=Microsoft.DataTransfer.Common.Http.HttpException,Message=Processed HTT request failed.,Source=Microsoft.DataTransfer.Common.Http,' NOTE: A change to improve the error message is under deployment, will update the Symptoms once changes is applied to production
Cause	It could be caused by: 1. The AzureDataLakeLinkedService has been used for more than 90 days, refresh token expired 2. The AzureDataLakeLinkedService is not being used for more than 14 days, refresh token inactive
Resolution	1. Suggest customer to re-authorize the LinkedService 2. Give customer heads up about service principal which has much longer life time (even never expired), we're going to support service princi for ADL authentication in the not far furture 3. Check with customer whether they use the same tenant, i.e., the user account's home tenant is the same tenant that host the ADLS/ADLA. they are different tenant, it means the customer is using guest account in the resource tenant, in that case, we observed that the token wil expire sooner (1 hour). 4. Please append customer's contact info, and we'll notify them once the feature is ready
More Information	Impacted Customers: • xxxxxxxxxx xxxxxxx@capaxglobal.com • xxxxxx@dbi.com • xxxxxxx@ecolab.com • xxxxxxxx - xxxxx@jhancock.com • xxxxxxxxx - xxxxxx@jhancock.com • xxxxxxxxx - xxxxxx@jhancock.com

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