# Internal server error on Synapse using PayAsYouGo workspace

Last updated by | Andy Liu | Apr 4, 2022 at 3:05 PM PDT

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### Contents

## Issue

If customer is using a Dataflow in Azure Synapse workspace and get the following error." InternalServerError" using PayAsYouGo workspace

## Investigation

Query the **CustomLogEvent** table and find the detailed error message:

```
cluster('Azuredmprod').database('AzureDataMovement').CustomLogEvent
| where ActivityId == "<ActivityId>"
```

```
41
42
43    CustomLogEvent
44    | where ActivityId == "bd71ce63-5916-4403-9969-62ad1be0c5ca"
45    | where Message contains "However, the workspace has a 0 core limit"
46
47
48
49
50    |
51
52    cluster('adfcus.kusto.windows.net').database('AzureDataFactory').AdfTraceEvent
```

📰 Table 1    ⊚ Stats                    🔍 Search    🕐 UTC    ✅ Done (1.536 s)    🔢 3 records    👁    📋

| | TIMESTAMP ≡ | PreciseTimeStamp ≡ | Tenant ≡ | Role ≡ | RoleInstance ≡ |
|---|---|---|---|---|---|
| > | 2022-04-04 18:55:27.5980 | 2022-04-04 18:55:27.5980 | prod-we... | transfershared... | tvmps_edb9444b4f6f6167ec4d52b636fdedc8c203f5f... |
| ∨ | 2022-04-04 18:55:27.6160 | 2022-04-04 18:55:27.6160 | prod-we... | transfershared... | tvmps_edb9444b4f6f6167ec4d52b636fdedc8c203f5f... |

```
Message : <LogProperties><Text>Execution failed. Error Message: Type=Microsoft.DataTransfer.Execution.Core.
ExecutionException,Message=Exception: Failed to create Livy session for executing notebook. Error: Your Spark job
requested 12 vcores. However, the workspace has a 0 core limit. Try reducing the numbers of vcores requested or
increasing your vcore quota. HTTP status code: 400. Trace ID: bce1d5c0-9891-4319-b30a-82406cc6e500.,Source=Microsof
DataTransfer.Executions.RuntimeTask,StackTrace=   at Microsoft.DataTransfer.Execution.RuntimeTask.
ActivityExecutorWorkerAdapter.<ExecuteAsync>d  1.MoveNext(),'</Text><FunctionName>ExecutionTask</
```

| | 2022-04-04 18:55:27.6790 | 2022-04-04 18:55:27.6790 | AKS | TransferService | transfer.deployment.81b236cd-324f-4cf1-a0ea-d3076... |

From the above screenshot, it seems like the workspace ran out of cores, as the cluster job submitted with core requirement of 12 but the remaining core capacity in the workspace has only 0.

# Resolution

Customer may need to request more quota from Azure portal. There is a official document for that
https://docs.microsoft.com/en-us/azure/synapse-analytics/sql-data-warehouse/sql-data-warehouse-get-started-create-support-ticket ⧉

**Additional Information:**

- **Icm References:** Icm link ⧉

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