Failed to retrieve this data factory
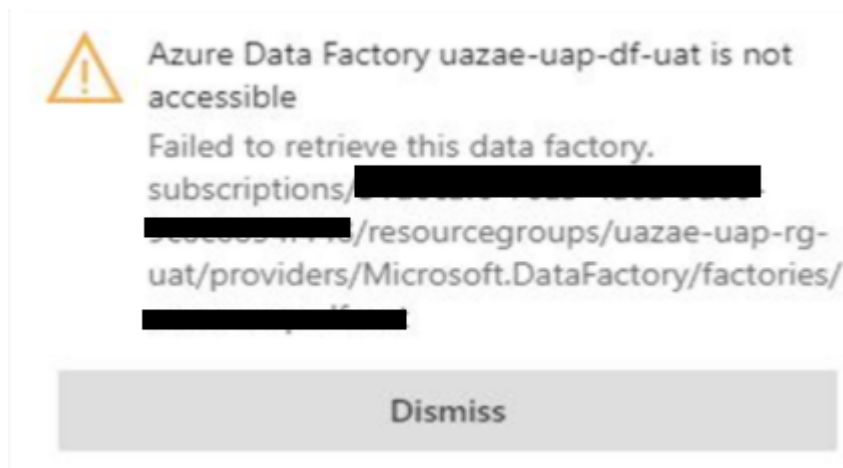
Last updated by | Jackie Huang | Jan 4, 2022 at 12:24 AM PST

Contents

- Issue
- Troubleshooting
- Resolution

Issue

Customer mentioned there's a login issue especially for Chrome browser, and the issue existed in the incognito mode too. When trying to load adf.azure.com ☒ you can see it shows the dropdowns to select tenant/subscription/factory and after a couple of seconds site goes blank with '/accesstoken' at the end of the URL. When trying to load adf.azure.com ☒ directly on a factory, a popup warning shows up:
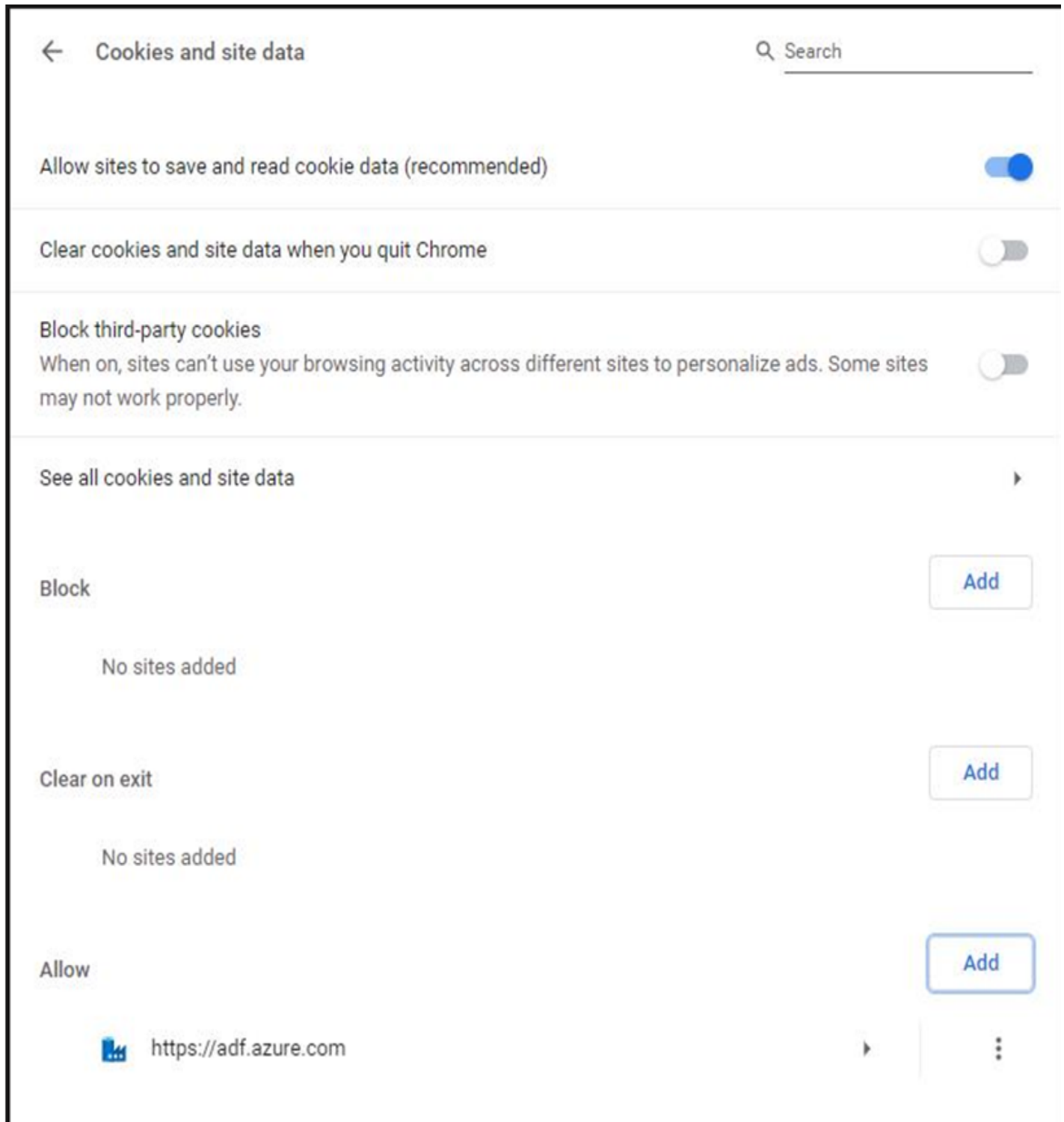

Troubleshooting

First of all, ensure the user has access to the factory. Check whether other browsers are working well to access the data factory.

Resolution

- Verify that 3rd party cookies are not blocked.

- Make sure that the adf.azure.com ☒ site is allowed.

Additional Information:

- **Icm References**: ICM# XXXXX
- **Author**: yufwan, fgutierr
- **Reviewer**: jiaqhuan
- **Keywords**: Chrome login failed; Azure Data Factory is not accessible;

How good have you found this content?