

Frequency of System errors on a daily basis

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Issue

The customer might experience frequent InternalServerError across different activities.

Troubleshoot

To understand the impact, we need to understand how many system errors that particular data factory has been experiencing for a period of time. For an instance, following data factory experiencing too many system failures.

```
cluster('adfcus.kusto.windows.net').database('AzureDataFactory').ActivityRuns
| union cluster('adfneu.kusto.windows.net').database('AzureDataFactory').ActivityRuns
| where TIMESTAMP > ago(21d)
| where dataFactoryName contains "<ADF - Name>"//ADF name of the Customer
| where activityType == "<Activity type>"//Activity type of the Customer
| where status !in ('Queued', 'InProgress')
| extend failureType = coalesce(failureType, 'Passed')
| summarize count() by failureType, bin(TIMESTAMP, 1d), dataFactoryName
| evaluate pivot(failureType, max(count_))
```

TIMESTAMP	Passed	SystemError	UserError
2021-08-15 00:00:00.0000000	4		
2021-08-16 00:00:00.0000000	10		
2021-08-17 00:00:00.0000000	93		3
2021-08-18 00:00:00.0000000	57	2	1
2021-08-19 00:00:00.0000000	61	5	1
2021-08-20 00:00:00.0000000	73	5	2
2021-08-21 00:00:00.0000000	48	4	1
2021-08-22 00:00:00.0000000	58	2	3
2021-08-23 00:00:00.0000000	54	2	
2021-08-24 00:00:00.0000000	67		6

Note

1. The above query can be used for **any Activity type** and for **any time range** (max 21 days).

2. If there are bursts of failures in a short time, it wouldn't be much of an issue as our PG have monitors to track those. However, if failures are happening frequently, bringing their SLA below 99 continuously then it is a problem (our SLA is 99.9%). So it depends on an overall number of runs.

Recommendation

In this case, create an AVA request and Involve relevant component PG with the above details for a faster recommendation.

Reference AVA thread:

[2108240040002435](#) 

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