

Copy activity failed with ErrorCode=SystemErrorActivityRunExecutedMoreThanOnce (due to parquet serializer crashed diawp)

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Issue

Usually, you will see a copy activity wait for long (for more than 100 mins) in queue then finally failed with following error:

ErrorCode=**SystemErrorActivityRunExecutedMoreThanOnce**,Type=Microsoft.DataTransfer.Common.Shared.HybridDeliveryException,Message=The activity run failed due to service internal error, please retry this activity run later.,Source=Microsoft.DataTransfer.TransferTask,'

Troubleshooting

1. Since the original symptom is related with long queue time, we can start to investigate task pickup part.

```
TaskHostingEvent
| where JobId == "<Job_ID>"
| project-reorder TIMESTAMP,TraceComponent,LogId,Message,ActivityId,JobId,Detail
```

For this particular issue, we noticed that there are multiple pickup operations.

TIMESTAMP	LogId	JobId	Message
2022-03-16 08:17:33.1987228	JobEntityCreatedInAzureTable	e7071f18-c793-659c-7ce9-b615931bc904	null
2022-03-16 08:17:33.2326616	JobCreated	e7071f18-c793-659c-7ce9-b615931bc904	null
2022-03-16 08:17:35.4397162	<u>PulledOffNewTask</u>	e7071f18-c793-659c-7ce9-b615931bc904	TaskMaxRetryCount:10, TaskCurrentRetryCount:1
2022-03-16 08:17:35.4397988	TaskPickUpLatency	e7071f18-c793-659c-7ce9-b615931bc904	null
2022-03-16 08:27:39.6745920	<u>PulledOffNewTask</u>	e7071f18-c793-659c-7ce9-b615931bc904	TaskMaxRetryCount:10, TaskCurrentRetryCount:2
2022-03-16 08:27:39.6747299	TaskPickUpLatency	e7071f18-c793-659c-7ce9-b615931bc904	null
2022-03-16 08:37:45.4703584	<u>PulledOffNewTask</u>	e7071f18-c793-659c-7ce9-b615931bc904	TaskMaxRetryCount:10, TaskCurrentRetryCount:3
2022-03-16 08:37:45.4704777	TaskPickUpLatency	e7071f18-c793-659c-7ce9-b615931bc904	null
2022-03-16 08:47:51.1774200	<u>PulledOffNewTask</u>	e7071f18-c793-659c-7ce9-b615931bc904	TaskMaxRetryCount:10, TaskCurrentRetryCount:4

Obviously this is not normal, why it happened?

2. This copy uses SHIR as effective IR. To understand why, we need to further check SHIR logs to see what was going on.

```
TraceGatewayLocalEventLog
| where UserReportId == "<SHIR_report_ID>"
| project-reorder TIMESTAMP,LocalTimestamp, LocalMessage,LocalTraceLevel,LocalTraceSource
| order by LocalTimestamp desc
```

At first, we did not see any error/warning level message every time pickup happened. The only pattern we observed is that every time it prints a log **ClientLibraryParquetFormatSerializer** after the pickup, and then nothing more.

2022-03-16 08:47:59.6208709	Information	30000	TraceComponentId: TransferClientLibrary TraceMessageId: ClientLibraryParquetFormatSerializer @logId: Information jobId: e7071f18-c793-659c-7ce9-b615931bc904 activityId: d5ec78c8-3708-418f-ac05-aa18e4aadbcd eventId: ClientLibraryParquetFormatSerializer message: Start serializing data reader: 9d713a13-3b0c-4fdc-9c5c-ec7ad1ee81fd
2022-03-16 08:47:59.6675172	Information	42027	Status:FailedToGetResponseFromWorkerWorkerAsWorkerDisconnected, MessageId=e70 Activity ID: d5ec78c8-3708-418f-ac05-aa18e4aadbcd

```

Faulting application name: diawp.exe, version: 5.19.8214.2, time stamp: 0xde363a11
Faulting module name: unknown, version: 0.0.0.0, time stamp: 0x00000000
Exception code: 0xc0000005
Fault offset: 0x00007fff3776a736
Faulting process id: 0x2e04
Faulting application start time: 0x01d8b5e40bf7b93a
Faulting application path: C:\Program Files\Microsoft Integration Runtime\5.0\Shared\diawp.exe
Faulting module path: unknown
Report Id: <reportId>
Faulting package full name:
Faulting package-relative application ID:
Fault bucket , type 0
Event Name: APPCRASH
Response: Not available
Cab Id: 0
Problem signature:
P1: diawp.exe
P2: 5.19.8214.2
P3: de363a11
P4: StackHash_2264
P5: 0.0.0.0
P6: 00000000
P7: c0000005
P8: PCH_EE
P9:
P10:

```

LocalMessage

```

Faulting application name: diawp.exe, version: 5.17.8154.2, time stamp: 0x8a122af5
Faulting module name: KERNELBASE.dll, version: 10.0.17763.2686, time stamp: 0x42f11d96
Exception code: 0xc0000005
Fault offset: 0x0000000000039319
Faulting process id: 0x1f48
Faulting application start time: 0x01d8778a54c36045
Faulting application path: C:\Program Files\Microsoft Integration Runtime\5.0\Shared\diawp.exe
Faulting module path: C:\Windows\System32\KERNELBASE.dll
Report Id: 85a16148-7d5e-45be-be30-cb68f7107cde
Faulting package full name:
Faulting package-relative application ID:

```

Root Cause

For this issue, the repeated pickup was due to diawp crashed locally after the task has been pulled off from service. The root cause for diawp crash is parquet format serializer when trying to start the JVM. JRE is somehow corrupt on that SHIR machine.

Resolution


Re-installing JRE and reconfiguring environmental variables.

Similar issue

If you see exactly same symptom as in TS [#1](#) and [#3](#) but a slightly different message in TS [#2](#), that could be due to diawp crash caused by other ODBC drivers or other assemblies loaded into diawp process. To figure out what caused diawp crash, please refer to this TSG: [Monitor-what-killed-diawp.exe-in-Windows](#)

If you have trouble analyzing a crash dump, please read this [basic dump analysis guide](#) for help. If still no idea after that, please reach out to CSS SME/EEE team for help.

Reference

- Ava: [diawp crashed by parquet serializer](#) 
- Ava: [diawp crashed by customer owned ODBC driver](#) 