

Failed with potential throttling error when accessing AzureBlobStorage at Sink 503

Last updated by | Ranjith Katukojwala | Mar 7, 2023 at 11:35 AM PST

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Issue

When customer run lookup activity and meet following error:

Failed with potential throttling error when accessing AzureBlobStorage at Sink side.,Source=Microsoft.DataTransfer.ClientLibrary,"Type=Microsoft.WindowsAzure.Storage.StorageException,Message=The remote server returned an error: (503) Server Unavailable

Root Cause & Mitigation


Issue: When customer run lookup activity on self-hosted IR (or linked IR) and meet up error, the root cause is mostly about network settings issue that make lookup cannot connect and upload source data into ADF internal blob storage.

Note: Today ADF provide one internal azure blob as middle storage to help store the result (schema + metadata) of lookup activity execution, then the caller (Madrid/SDK/PowerShell) will extract the result from this storage and show it to customers.


Mitigation: Please ask customer to have double check with following steps one by one:

- **Integration Runtime Validation**

Today ADF has provided different compute (Default AutoResolvedIntegrationRuntime, Customer created self-hosted IR and Customer created Azure IR) to help customers run their pipelines/activities and schema query in ADF. The runtime logic on these compute are the same.




1. Ask customer to create one temp Azure blob linked service with his account (for example, <https://xxxx.blob.core.windows.net/> ) by reference AutoResolvedIntegrationRuntime, then run "test-connection" and see whether it can work.

Note: I think it can work well while it does not have complex configuration setting on this IR.

2. Ask customer to create one temp Azure blob linked service with his account (for example, <https://xxxx.blob.core.windows.net/> ) by reference the created self-hosted IR (or linked IR)), then run "test-connection" and see whether it can work.

Note: At most time, the test-connection will fail with 503 error.

• Integration Runtime Configuration Validation

1. Proxy/Ports/Firewall Check: For details, please reference this public document:
<https://docs.microsoft.com/en-us/azure/data-factory/create-self-hosted-integration-runtime> 
2. IIS Check: This configuration "application pool" on self-hosted IR machine can also lead to 503 error, for details, you can reference <https://bobcares.com/blog/iis-http-error-503-the-service-is-unavailable/> 
3. DNS Check: While the 503 error is still most likely the fault of the website you're visiting, it's possible that there's an issue with the DNS server configurations on your router or computer, for details, you can reference: <https://www.lifewire.com/503-service-unavailable-explained-2622940> 
4. Company domain settings check: For this part, the customer need to contact his network team to do investigation and see whether "*.blob.core.windows.net" is blocked, for example:

Outbound connectivity to the Azure service endpoints

During installation and runtime, the agent requires connectivity to Azure AD Connect Health service endpoints. If outbound connectivity is blocked using Firewalls, make sure that the following URLs are not blocked by default. Do not disable security monitoring or inspection of these URLs, but allow them as you would other internet traffic. They permit communication with Azure AD Connect Health service endpoints. Learn how to [check outbound connectivity with Test-AzureADConnectHealthConnectivity](#).

Domain Environment	Required Azure service endpoints
General Public	<ul style="list-style-type: none"> • *.blob.core.windows.net • *.aadconnecthealth.azure.com • *.servicebus.windows.net - Port: 5671 • *.adhybridhealth.azure.com/ • https://management.azure.com • https://policykeyservice.dc.ad.msft.net/ • https://login.windows.net • https://login.microsoftonline.com • https://secure.aadcdn.microsoftonline-p.com • https://www.office.com *this endpoint is only used for discovery purposes during registration.

Additional Information:

- **Icm References:**
- **Author:** zhanyu
- **Reviewer:** chargu; vimals
- **Micro-service:** Transfer Web, Azure IR Elastic, Task Management Service
- **Keywords:**

How good have you found this content?

