

Slow Performance of Dynamics Connector Sink

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SME	xingwe
Symptoms	When Dynamics is used as sink, and throughput is low (less than 30KB/s).
Cause	<p>Usually the bottleneck is on Dynamics Server side, including:</p> <ol style="list-style-type: none"> 1). Request get throttled on server side. 2). Records update takes long time due to customer's setting on target entity (e.g. plugins, workflows)
Resolution	<p>1). Get writeBatchSize from payload.</p> <p>2). Run Kusto query to get the average request time (SHIR need to upload IR logs):</p> <p>AzureIR query:</p> <pre>CustomLogEvent where * has "<activity id>" where TraceMessage == "DynamicsExecuteRequest" extend request_guid = extract("[Rr]equest \\\\[0-9a-f-]*\\]",1, Message) extend request_type = extract("<LogProperties><Text>.*of type: (.*)<\\LogProperties>",1, Message) extend request_time = toint(extract("took ([0-9]+) ms",1, Message)) project Message, request_guid, request_type, request_time summarize request_type = any(request_type), request_time = any(request_time) by request_guid where request_type == "Microsoft.Xrm.Sdk.Messages.ExecuteMultipleRequest" // and isnotnull(request_time) summarize avg(request_time), count()</pre> <p>SHIR query:</p> <pre>TraceGatewayLocalEventLog where UserReportId has "<report id>" where LocalMessage has "DynamicsExecuteRequest" where LocalMessage has "<activity id>" extend request_guid = extract("[Rr]equest \\\\[0-9a-f-]*\\]",1, LocalMessage) extend request_type = extract("of type: (.*)<n",1, LocalMessage) extend request_time = toint(extract("took ([0-9]+) ms",1, LocalMessage)) project LocalMessage, request_guid, request_type, request_time summarize request_type = any(request_type), request_time = any(request_time) by request_guid where request_type == "Microsoft.Xrm.Sdk.Messages.ExecuteMultipleRequest" // and isnotnull(request_time) summarize avg(request_time), count()</pre> <p>To check whether requests get throttled:</p> <p>render a timechart for all the request time of requests, if you see the time is low at the beginning and high afterwards, it is possibly get throttled. <Add a picture when we have real case></p> <p>To check whether update takes long time:</p> <p>Calculate the average time per record (avg_request_time / writeBactchSize), if it > 0.1s, please involve dynamics team.</p> <p>If you cannot see clue of throttling and the average time per record is normal, please help customer tune the writeBatchSize and parallelism to achieve higher throughput. Start from writeBatchSize 10, increase parallelism first, then writeBatchSize. The optimal combination of writeBatchSize and parallelCopies heavily depends on the schema of the entity (# of column, size, how many plugins and workflows and workflow activities are hooked up to those calls, etc.).</p> <p>Follow https://supportability.visualstudio.com/AzureDataFactory/_wiki/wikis/AzureDataFactory/541237/-Dynamics-How-to-scale-out-dynamics-web-server to scale out customer's web server count.</p>
More Information	https://docs.microsoft.com/en-us/powerapps/developer/common-data-service/api-limits
Tag	Performance, Throttling, Dynamics CRM, Dynamics 365, Common Data Service for Apps

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