Error 2108 Error calling the endpoint

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

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Issue

Web Activity failing with the following error: *Error 2108 Error calling the endpoint*

Symptom

When users try to use web activity in Azure data factory to connect to an **internal URL** (hosted on their company Intranet) they will receive below error message

```
{

    "errorCode": "2108",

    "message": "Error calling the endpoint. Response status code: ",

    "failureType": "UserError",

    "target": "Web1"

}
```

Investigation

Query Kusto logs for the web activity run id:

```
cluster('azuredmprod.kusto.windows.net').database('AzureDataMovement').CustomLogEvent
| where ActivityId == "{activityId}"
```

Check the logs where TraceMessage="WebActivityExecutorDetailTrace"

If you see a log like this:

<LogProperties><Text>**WebActivityInvoker WriteAsync - completed invoking endpoint.** - - **returned statusCode {%}**</Text></LogProperties>

- It means that the activity called the endpoint and received a response. If it failed, it is due to the endpoint returning an error.

- If the endpoint is being hosted by the customer (ex. Web service), he needs to check the service logs to investigate further.
- If the endpoint is a Azure service (APIM, AKV, SSIS, etc), file a ticket with their on-call team.

Resolution

CSS Engineers may help end customers with below steps to identify if they are targeting an **internal** endpoint

- Is the URL accessible from open internet(when customer device not connected to his company network)?

- Customer should use Self-Hosted IR to connect to the endpoint. The web service endpoint should be accessible from the Self-Hosted IR machine.

- If the error states: *An error occurred while sending the request.'. No response from the endpoint. Possible causes: network connectivity, DNS failure, server certificate validation or timeout.*

  It is most likely a network issue. Ask customer to retry. If retrying works, the best way to resolve transient network issues is with retry logic.

Additional Information:

- **Icm References**:

  - https://icm.ad.msft.net/imp/v3/incidents/details/131128341/home ☒
  - https://portal.microsofticm.com/imp/v3/incidents/details/200863745/home ☒
  - https://icm.ad.msft.net/imp/v3/incidents/details/154073749/home ☒
- **Author**: muralird; mfrintu

- **Reviewer**: vimals

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