

Dynamic content not loading in ADF portal

Last updated by | Albert Li | Mar 28, 2022 at 10:05 AM PDT

Contents

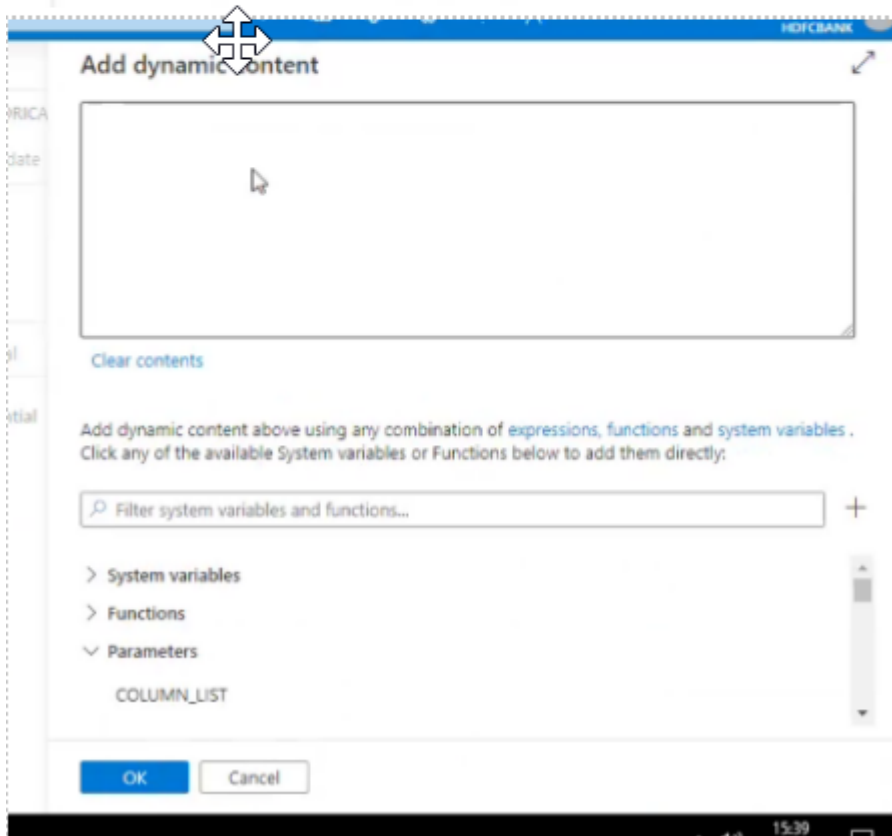
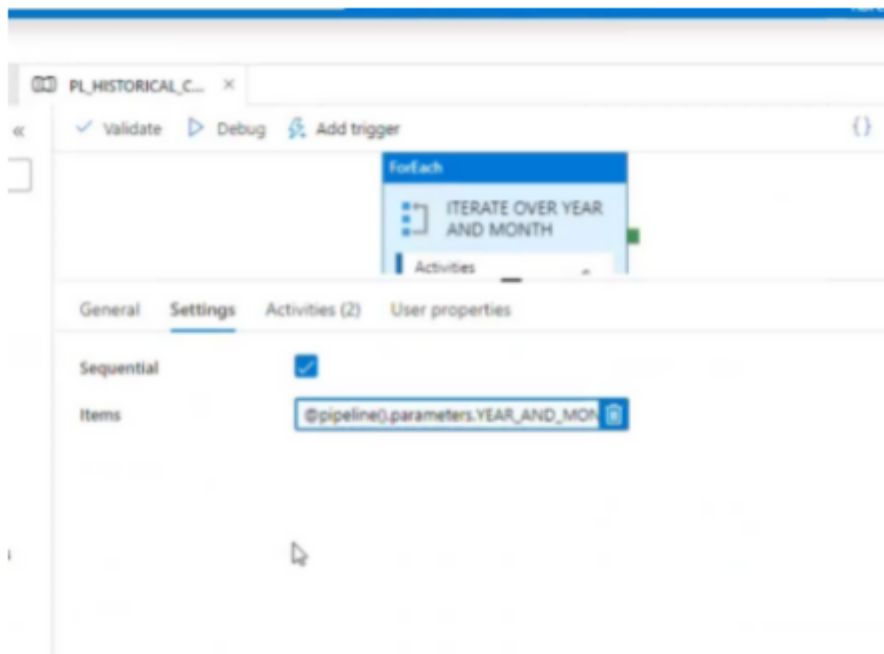
- [Issue](#)
- [Cause](#)
- [Resolution](#)

Kudos to [@Alexandre Silva](#) for assembling this TSG

Issue

Customer suddenly is not able to edit dynamic content (linked services, for each items, etc). Double-clicking the box has no effect. Hence Customer is not able to write any expressions.

Below is how it looks when adding the expression **with** the issue mentioned



Below is how it looks when adding the expression **without** the issue mentioned

Add dynamic content



Cause

The .wasm module file, which is responsible for the editor in the browser, was not properly loaded. Some companies, especially government companies and banks, configure an internal proxy (Blue coat, Symantec, Broadcom) to filter their requests and those might block the request loading the module.

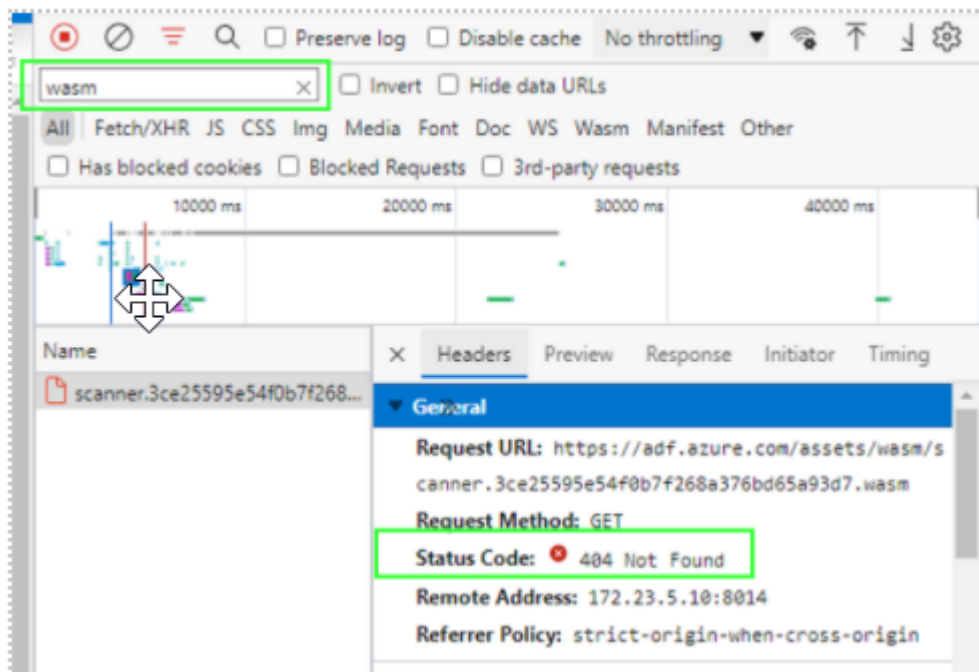
TROUBLESHOOTING

Typical troubleshooting steps, clearing cache and cookies, try incognito mode, try other browsers, etc

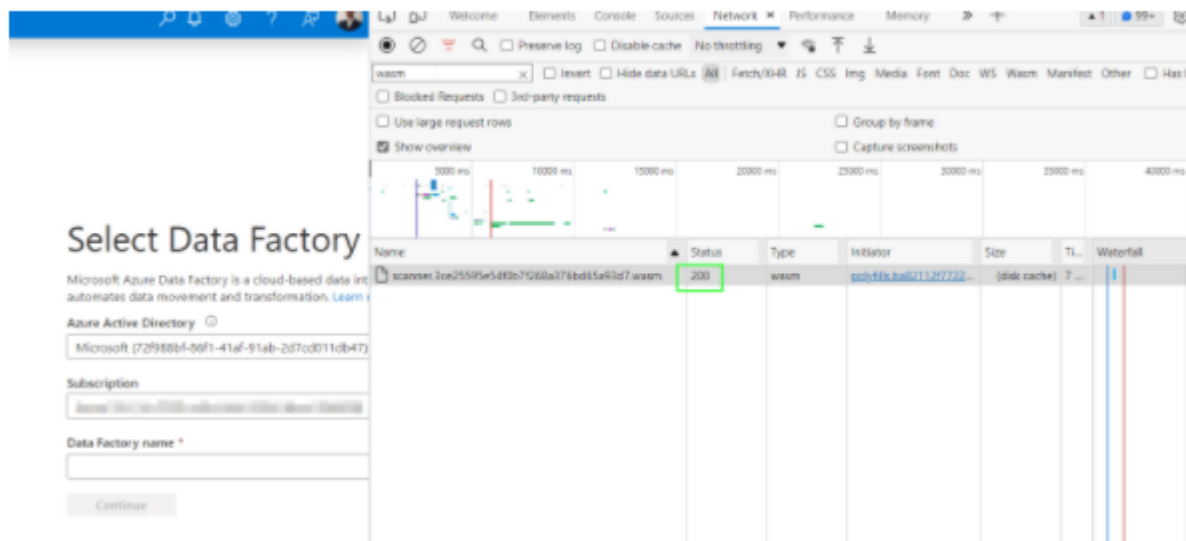
If it is not possible to see the file being loaded, their network policies are too restrictive.

- Check if the file is correctly loaded by collecting HAR logs:
- Launch Edge or Chrome and press F12 to open Developer Tools .
- Click on network tab and select "Preserve Log" (kindly refer the screenshot)
- Reproduce the issue (in this case, the browser should be refreshed, the module is loaded at that time)
- Right click any of the frames under Name tab and save all the network log as HAR file.

Here's an example of a case in which the *.wasm file **was not** loaded due to a network policy/filter on customer's network. A 404 Not found error



Here's an example of a case in which the *.wasm file **was** loaded



Resolution

Change the network policy/filter to allow the *.wasm module to be loaded.

- (A simple example for the CSS understanding) For Bluecoat system and network infrastructure experts only: this is a very risky action, make sure they understand them before taking the actions; kindly do not suggest for common customers: please refer [Web VPM Reference](#) Page 209, white-list *.wasm extension or application/wasm MIME type if any. Page 208 explains the impacts of the actions.
- For common users, please suggest them report to their internal network infrastructure team; from my previous experiences, especially in a bank or gov division, customers need to send an email, seize a

tracking ticket number and touch multiple the net-infra team members till they find a right person to sort it out. CX's network team would provide a reason/cause that the wasm response got filtered, which might be relating to Azure Data Factory's changes. Thus once CSS/CX got the replies from CX's network team, please also share their replies with the Azure Data Factory Team to analyze.

Note: If the file is properly loaded and the editor of the dynamic content is not working as expected, it might be something wrong on Azure side.