Unable to deactivate Trigger - Trigger deactivation error

Last updated by | Jackie Huang | Jan 4, 2022 at 12:24 AM PST
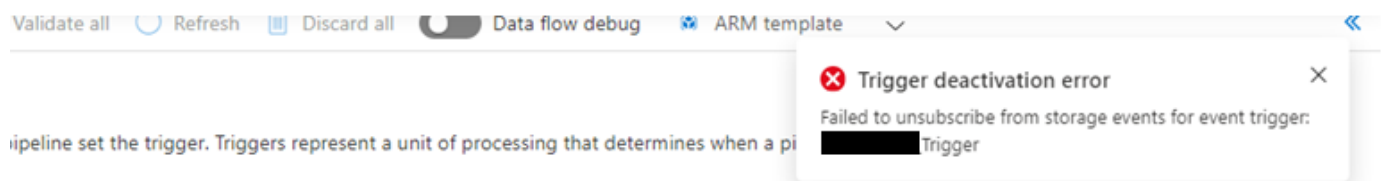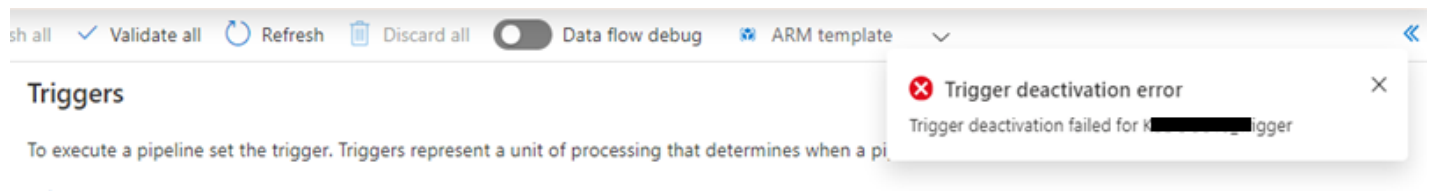
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Issue

Customer was unable to deactivate trigger, getting the following errors:

1. Trigger deactivation error - Failed to unsubscribe from storage events for event trigger: <trigger name>

2. Trigger deactivation error - Trigger deactivation failed for <trigger name>

Investigation

You may refer the following TSG to troubleshoot Trigger CRUD issues: https://supportability.visualstudio.com/AzureDataFactory/_wiki/wikis/AzureDataFactory/377427/Troubleshooting-CRUD-Issues

In this case, we noticed the following error in AdfTraceEvent table:

TriggerFactoryHandler.**ExecuteTriggerOperationAsync** failed. FailureTypeEnum: UserError, ExecutionException: Microsoft.ADF.Contract.ExecutionException: **The access token is from the wrong issuer** 'https://sts.windows.net/706855ad-xxxx-xxxx-xxxx-f062cb4b79bf/ ⧉'. It must match one of the tenants 'https://sts.windows.net/2f4a9838-26b7-47ee-be60-ccc1fdec5953/,https://sts.windows.net/e546ca04-xxxx-xxxx-xxxx-592ab55daafd/ ⧉' associated with this subscription. Please use any authority (URL) from 'https://login.windows.net/2f4a9838-xxxx-xxxx-xxxx-ccc1fdec5953,https://login.windows.net/e546ca04-xxxx-xxxx-xxxx-592ab55daafd ⧉' to get the token. Note, if the subscription is transferred to another tenant there is

no impact to the services, but information about new tenant could take time to propagate (up to an hour). If you just transferred your subscription and see this error message, please try back later.

Cause

Based on the error it seems like the issue was because customer have switched tenants.

Resolution

If the subscription is transferred to another tenant there is no impact to the services, but information about new tenant could take time to propagate (up to an hour). If you just transferred your subscription and see this error message, please try back later.

Additional Information:

- **Icm References:** Icm Link ↗
- **Author:** vimals
- **Reviewer:** vimals
- **Keywords:**

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