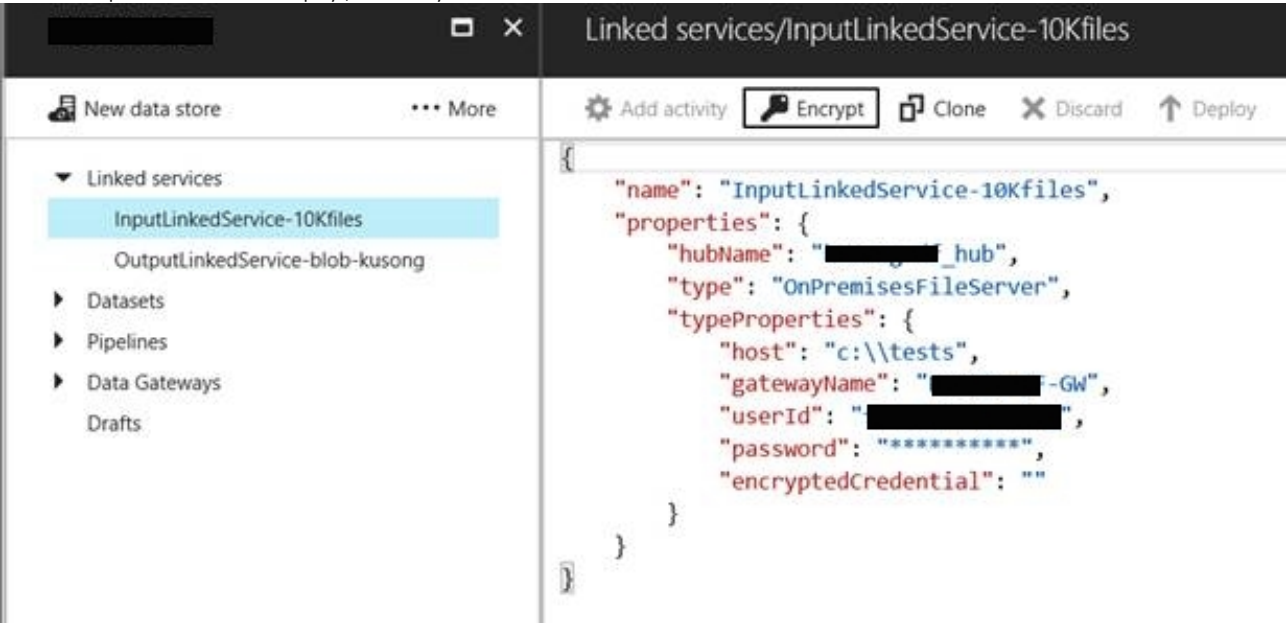# Activity is failed because of UserErrorInvalidEncryptedCredentialProvided

Last updated by | Veena Pachauri | Mar 8, 2023 at 11:10 PM PST

Activity is failed because of UserErrorInvalidEncryptedCredentialProvided

Monday, August 28, 2017
2:47 PM

SME	
Symptoms	The error message and relative id in event log on the gateway machine: • Event Id: 10064 • Error message with warning: The data source credential'xxx' had been deleted from current gateway machine with payload 'xxxx' when you delete the link service on Azure Portal, or the task has the wrong payload, please create new link service with your credential again. The error message that customer can see on ADF portal or azure cmdlet. 'Type=Microsoft.DataTransfer.Common.Shared.HybridDeliveryException,Message=Failed to decrypt the encrypted credential. Check the credential provided in configuration and make sure it is up-to-date.,Source=Microsoft.DataTransfer.TransferTask,''Type=Microsoft.DataTransfer.Common.Shared.HybridDeliveryException,Message=Cannot decrypt the credential for data source . The detailed error message is The data source credential'df42a6e7-b8c0-4e94-8a2c-9c5f744d9ef8' had been deleted from current gateway machine with payload '{"ClassType":"Microsoft.DataProxy.Core.InterServiceDataContract.CredentialSU06CY14","CredentialId":"df42a6e7-xxxx-xxxx-xxxx-xxxxxxxxxxxx","DataSourceReferenceAndSignature":null,"DataSourceSettings":null,"EncryptedBlob":null,"Version":"1.0"}' when you delete the link service on Azure Portal, or the task has the wrong payload, please create new link service with your credential again
Cause	The possible root cause for this problem: 1. The customer migrates his/her gateway from machine A to machine B without generating backup file to restore the gateway on new machine, so all the local stored credentials are missed. 2. The customer uninstall existed gateway and install new one, but the customer does not choose keep local file during gateway uninstall process, so all local stored credentials have been deleted.
Resolution	The customer needs to reset the data source credentials on gateway machine again with ADF portal or azure cmdlet. • Login the ADF portal and go to relative data factory panel. • Open the "Author and deploy", then find your linked service. • In the LS, you can find one "Encrypt" button, just click it and later one Application will pop up. You just need to re-input the relative credentials on the UI and click "OK" button, the credentials of your data source will be reset. • Redeploy your LS when you finish reset operation. Later trigger your pipeline to run again, it can be successful.

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