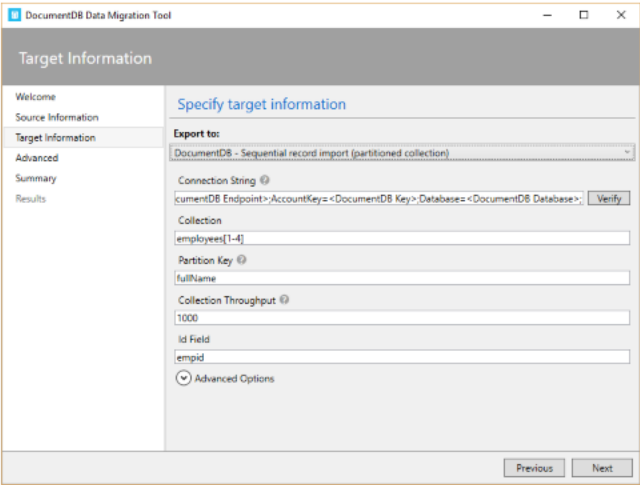# [Cosmos DB] Entity with the specified id does not exist in system

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

201001- [CosmosDB] Entity with the specified id does not exist in system		ASC Onboard	DiagnosticsConnect
Tuesday, December 12, 2017 12:20 PM			

SME	
Symptoms	**Customer copy to/from CosmosDB, but get error message like:** "Entity with the specified id does not exist in system"
Cause	• Specified Collection does not exist in system • Or there is something wrong with the CosmosDB account

Resolution	Please try below tool to see if the collection is indeed accessible:
	https://docs.microsoft.com/en-us/azure/cosmos-db/import-data
	
	If customer cannot load data from/to collection with this tool, please
	    1. Ask customer to create the collection or
	    2. Create ticket to cosmosDB team if customer confirm collection has been created
	If customer can load data from/to collection with this tool, please contact ADMS.

More Information	
Tags	CosmosDB

Created with Microsoft OneNote 2016.

How good have you found this content?