






Managed VNet IR --- Failed to get status

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

If customers hit this issue as following:

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Name ↑↓	Type ↑↓	Sub-type ↑↓	Status ↑↓	Related ↑↓
 AutoResolveIntegrationRuntime	 Azure	Managed Virtual Network	 Failed to get status	7
 Gateway-Machine	Self-Hosted	Shared	 Running	1

Please check whether the customer is using git mode

If yes:

Switch to live mode, check whether the IR is in live mode and whether it is in a managed vnet IR. If no, means the git branch is out of sync. Generally, go to the git repo to delete the IR JSON will fix this issue.

If no:

Please open the browser debug tool, and click the refresh button. Check the API response of getStatus API. Did it fail due to some permission issue? If yes, then fix the permission issue. If you can't figure out the reason, then record the HAR file and provide it to PG team for further investigation.