

Code: PoolNotSteadyForLongTime

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

This means the batch pool is not becoming Steady state after long time (refer to log for the detail timeout, and now the timeout is 30 minutes) coming Steady state.

Please DO NOT call SME directly if we see such error. Please try to follow the steps below first.

Open a ticket against batch team to see what was wrong. Using the following Kusto query (replace with operation id you got), you can provide **batch account**, **pool ID**, **duration with description pool is not becoming steady after long time** to batch team. Also mentioned we have monitored several failures, this is just an example.

For below query, if you have operation Id from TiP, use "*" contains ", and if you get task ID from multiple customer impacted incidents, uses "taskId =="

Execute: [\[Web\]](#) [\[Desktop\]](#) [\[Web \(Lens\)\]](#) [\[Desktop \(SAW\)\]](#) <https://azuredmprod.kusto.windows.net:443/AzureDataMovement>

AisManagementTaskTraceEvent

| where * contains "f1b85547-b1db-4459-ba9c-f9d751292ae9" or taskId == "2f307f5b-c19f-488a-ab75-1d80fe1dd38cProvision2112127864"

| where message contains "not steady" or message contains "Successfully assigned batch account"

| summarize by message

message
Successfully assigned batch account [mngdirprod1]
Pool 315961fa043a437c8a57a33c9f29687b is not steady after 30 minutes, throw exception

Click batch incident template in [Dependent Azure Services Owners](#) to open ticket against batch team, after batch team resolve the issue, we should auto recover, if TIP is not recovered, contact SME.

How to quickly check if the issue starts to get mitigated?

Replace the region with the outage region. If you can see any record returned, this means the issue starts to get mitigated.

Execute: [\[Web\]](#) [\[Desktop\]](#) [\[Web \(Lens\)\]](#) [\[Desktop \(SAW\)\]](#) <https://azuredmprod.kusto.windows.net:443/AzureDataMovement>

AisManagementTaskTraceEvent

| where env_cloud_location == "uksouth"

| where message startswith "Nodes" and message contains "Idle"

| where env_time > ago(20m)

| order by env_time desc