# **Activity queue long time on MVNet IR**

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# Contents • Problem Description • Triage • Case 1: Race condition of TTL • Root cause • Mitigation • Case 2: Capacity issue • Case 3: Script activity stuck in queue when running on MV... • Symptom • Mitigation

# **Problem Description**

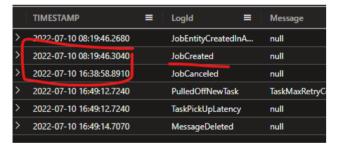
- Customer's external or pipeline activities queued for a long time (over 4 minutes) on Managed VNet IR
- Customer's copy activities gueued for a long time on Managed VNet IR that has Copy TTL enabled.

# **Triage**

Get the life cycle of the activity.

```
TaskHostingEvent
| where ActivityId == "{activityId}"
| where JobId != "00000000-0000-0000-0000-0000000000"
| distinct JobId
| take 1
| join TaskHostingEvent on JobId
| project-away JobId1
| project-reorder TIMESTAMP, LogId, Message, JobId, TaskId, QueueId
```

If there is a long-time gap between the log with LogId being Jobcreated and its next log, go through the following cases to figure out the root case.

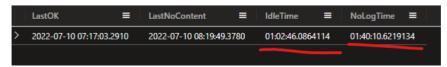


#### Case 1: Race condition of TTL

Get the non-zero queue id from the previous query. Then use it to run query:

```
let activityStartTime = "{activityStartTime}";
TaskManagementServiceActivity
| where TIMESTAMP between ((activityStartTime-70m)..75m)
| where PathAndQuery has "{queueId}"
| where RequestRoute == "tasks/next"
| where StatusCode != "0"
| summarize LastOK = maxif(TIMESTAMP, StatusCode== "OK"), LastNoContent = maxif(TIMESTAMP, StatusCode == "NoContent")
| extend IdleTime = LastNoContent - LastOK, NoLogTime = (activityStartTime+5m) - LastNoContent
```

If the value of IdleTime is larger than or equal to 1 hour, AND the value of NoLogTime larger than 3 minutes, this is customer's case.



### Root cause

There is a race condition that a customer starts an activity just when the TTL is about to reach. We failed to start a new Batch node to handle the activity. We have a work item to improve it: MVNet activity could gueue long time due to race condition in TTL

#### Mitigation

This is a transient issue. To prevent the same issue from happening again, please let customers set timeout and retry for activities. Retry can work for this case.

# Case 2: Capacity issue

In MVNET IR, we have concurrency limit on pipeline activities (special limit on script activity) and external activities:

https://azure.microsoft.com/en-us/pricing/details/data-factory/data-pipeline/

| Туре                | Concurrency limit |  |
|---------------------|-------------------|--|
| Pipeline activities | 50                |  |
| External activities | 800               |  |
| Script activities   | 4 ~ 6             |  |

| Туре                                    | Azure Integration Runtime Price | Azure Managed VNET Integration<br>Runtime Price             | Self-Hosted Integration Runtime Price |
|---|---------------------------------|---|---------------------------------------|
| Orchestration <sup>1</sup>              | <b>\$1</b> per 1,000 runs       | <b>\$1</b> per 1,000 runs                                   | <b>\$1.50</b> per 1,000 runs          |
| Data movement Activity <sup>2</sup>     | <b>\$0.25</b> /DIU-hour         | <b>\$0.25</b> /DIU-hour                                     | <b>\$0.10</b> /hour                   |
| Pipeline Activity <sup>3</sup>          | \$0.005/hour                    | \$1/hour (Up to 50 concurrent pipeline activities)          | \$0.002/hour                          |
| External Pipeline Activity <sup>4</sup> | <b>\$0.00025</b> /hour          | <b>\$1</b> /hour (Up to 800 concurrent pipeline activities) | <b>\$0.0001</b> /hour                 |

Check the concurrency from below query or Orchestration.

```
TaskHostingEvent
| where Tenant == "AKS"
| where QueueId == "{queueId}"
| where ITMESTAMP between ((activityStartTime-1d)..2d)
| where LogId in ("JobCreated", "PulledOffNewTask", "MessageDeleted")
| summarize count() by bin(TIMESTAMP, 5m),LogId
| render timechart

CustomLogEvent
| where TIMESTAMP between ((activityStartTime-3h)..6h)
| where RoleInstance == "<tvm name>"
| where TraceMessage == "ExecutionTaskHostTaskCommon"
```

# Case 3: Script activity stuck in queue when running on MVNET IR

Starting from 2023-01-04 12:00:00, we saw some machines dedicated for script activities (one machine per MVNET IR) entered unhealthy state after running for some days, causing the worker cannot send out any network requests or communicate with ADF services. This results in no workers available and scripts activities stuck in queue.

ICM: https://portal.microsofticm.com/imp/v3/incidents/details/361801476/home

We have taken the action to replace all the machines with a new set of machines and upgrade the OS version to latest version at 2023-01-19. This can mitigate all the impacted customers' issues. But not sure whether issue will reoccur as RCA is still unclear.

#### Symptom

See below error in runtime:

```
TraceMessage Message
ExecutionTaskGetExecutionStatus <LogProperties><Text>Get execution status failed. Exception: StatusCode: 500. ErrorMessage: Time out to retry.. ActivityId: e

CustomLogEvent | where ActivityId == '<Activity RunId>' | where Tenant != "AKS"

Sample run:

CustomLogEvent | where ActivityId == 'e0e92dac-ebb3-48c8-95cc-c6829eb2f841' | where Tenant != "AKS"
```

<LogProperties><Text>Get execution status failed. RetryCount: 0, Exception: StatusCode: 500. ErrorMessage: Time out to retry.. ActivityId: e0e92dac-ebb3-48c8-95cc-c6829eb2f841.</Text></Lc</p>

<LogProperties><Text>Get execution status failed. Exception: StatusCode: 500. ErrorMessage: Time out to retry.. ActivityId: e0e92dac-ebb3-48c8-95cc-c6829eb2f841.

< LogProperties> < Text> Get execution status failed. RetryCount: 1, Exception: StatusCode: 500. ErrorMessage: Time out to retry.. ActivityId: e0e92dac-ebb3-48c8-95cc-c6829eb2f841. < / Text> < LogPropertic...

<LogProperties><Text>Get execution status failed. RetryCount: 2, Exception: StatusCode: 500. ErrorMessage: Time out to retry.. ActivityId: e0e92dac-ebb3-48c8-95cc-c6829eb2f841.
<LogProperties><Text>Get execution status failed. RetryCount: 3, Exception: StatusCode: 500. ErrorMessage: Time out to retry.. ActivityId: e0e92dac-ebb3-48c8-95cc-c6829eb2f841.

Comparison: Comparison:

# Mitigation

b2f841

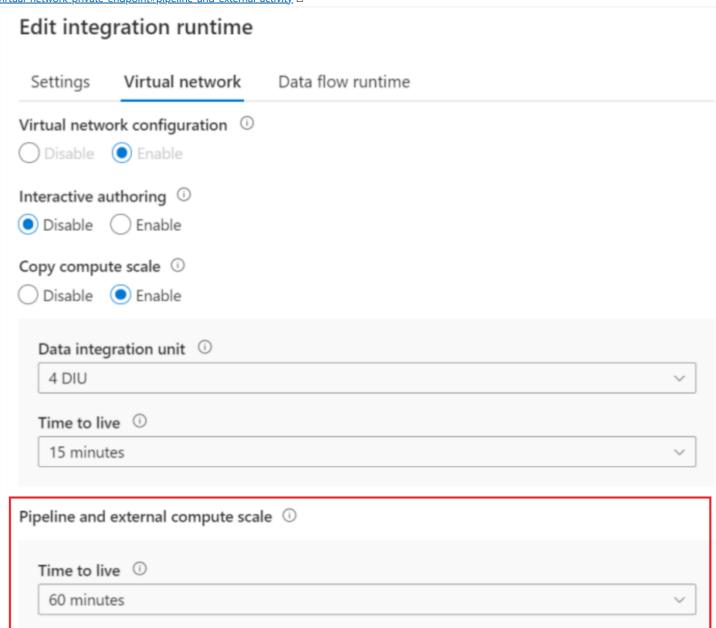
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It is due to the machine reserved for this MVNET IR entering unhealthy state.

1. We can ask customer to stop all the pipeline activities (Lookup, GetMetadata, Delete, Script, etc.). After TTL reached, he can restart these pipeline activities and a new machine will be assigned to his MVNET IR. Pipeline activity TTL explanation: <a href="https://learn.microsoft.com/en-us/azure/data-factory/managed-">https://learn.microsoft.com/en-us/azure/data-factory/managed-</a>



2. If customer disagree mitigation #1, you can wait for PG to drain the bad node automatically. Because RCA is still unknown and ADMS PG will have China new year holiday (2023-01-21 ~ 2023-01-27), we will scan the production **daily** to see whether the issue re-occurs and drain the bad nodes if finding anything. No worries, **we guarantee your customer's issue will be resolved in 1 day**.

New customer impact query:

```
CustomLogEvent
| where Message contains 'Get execution status failed. RetryCount: 3, Exception: StatusCode: 500. ErrorMessage: Time out to retry'
| where Tenant != "AKS"
| where TIMESTAMP >= ago(7d)
| summarize count() by bin(TIMESTAMP, 1h), SourceMoniker
```