

# Error when enabling alerts with metric - Elapsed Time Pipeline Runs Metrics

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

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## Issue

Customer getting the following error when enabling Elapsed Time Pipeline Runs Metrics

"There was a problem with the server. If this issue persists, contact support and provide the activity ID. Activity ID: 11207c4f-9580-4572-9833-bf19ad959d43."

Issue only happens for Elapsed Time Pipeline Runs Metrics criteria and rest other conditions are working fine.

## Resolution

ElapsedTime metric is visible to all customers but enabled for limited customers only. Product Group is aware of this issue and a workitem has been filed to track this issue.


Workitem details:

ElapsedTime metric visible to all but enabled for limited Customer:

<https://msdata.visualstudio.com/workitems/edit/954544> 

Please file a workitem with Orchestration PG if this feature needs to be enabled for the customer.

## Additional Information:

- **Icm References:** [Icm Link](#) 
- **Author:** vimals
- **Reviewer:** vimals
- **Keywords:**

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