[ADLS] Failed to get access token by using service principal. ADAL Error: service_unavailable

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

201018 - [ADLS] Failed to get access token by using service principal. ADAL Error: service_unavailable		**ASC Onboard**	DiagnosticsConnecto
Friday, August 24, 2018 10:58 AM			

Error Code
SystemErrorFailedToGetAccessTokenByServicePrincipal

Error Message
Failed to get access token by using service principal. ADAL Error: service_unavailable, The remote server returned an error: (503) Server Unavailable.

Description
When the Service Token Server (STS) owned by AAD team is not unavailable, i.e., too busy to handle requests, it returns an HTTP error 503. The common pattern is several subscriptions' jobs fail with such specific error message in a short period, but it can recover automatically.

Action to Take
- Re-run the job after several minutes if this issue is triggered by CRI.
- Wait several minutes to see whether tip recovers automatically if this issue is triggered by LSI.

File an incident to AAD team if this issue keep happening for more than 30 minutes.

Created with Microsoft OneNote 2016.

How good have you found this content?

🙂 🙁