

# Diagnose Failed Jobs

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Use these guidelines and features to begin the process of diagnosing jobs that have failed.

## Job Types

The following types of jobs can be executed in Dataprep by Trifacta®:

- **Convert jobs:** Some datasources, such as binary file or JSON formats, must be converted to a format that can be easily read by the Dataprep by Trifacta application. During data ingestion, the datasource is converted to a natively supported file format and stored on backend storage.
- **Transform job:** This type of job executes the steps in your recipe against the dataset to generate results in the specified format. When you configure your job, any set of selected output formats causes a transform job to execute according to the job settings.
- **Profile job:** This type of job builds a visual profile of the generated results. When you configure your job, select **Profile Results** to generate a profile job.
- **Publish job:** This job publishes results generated by the platform to a different location or datastore.
- **Ingest job:** This job manages the import of data from a JDBC source into the default datastore for purposes of running a transform or sampling job.

For more information, see [Run Job Page](#).

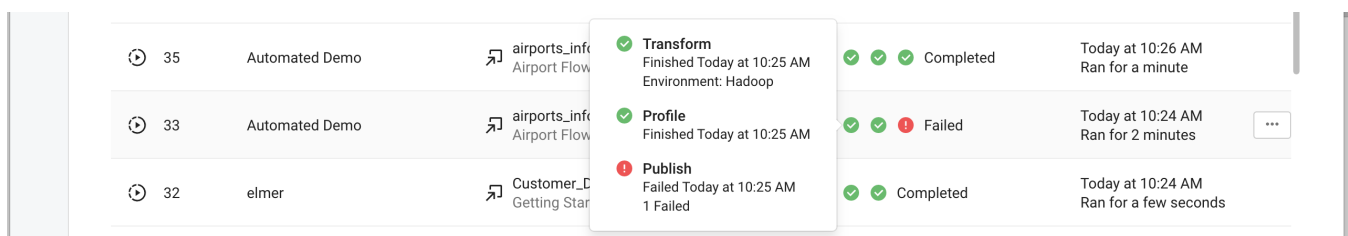
**NOTE:** For each collected sample, a sample job ID is generated. In the Samples panel, you can view the sample job IDs for your samples. These job IDs enable you to identify the sample jobs in the Sample Jobs page.

## Identify Job Failures

When a job fails to execute, a failure message appears in following locations:

- Jobs tab in Flow View.
- Individual job listings in the Job History page.

The following is an example from the Job History page:



Job ID	Name	Source	Status	Message	Time	Duration	Actions
35	Automated Demo	airports_info Airport Flow	Completed	Transform Finished Today at 10:25 AM Environment: Hadoop	Today at 10:26 AM	Ran for a minute	
33	Automated Demo	airports_info Airport Flow	Failed	Profile Finished Today at 10:25 AM	Today at 10:24 AM	Ran for 2 minutes	...
32	elmer	Customer_D Getting Star	Completed	Publish Failed Today at 10:25 AM 1 Failed	Today at 10:24 AM	Ran for a few seconds	

### **Figure: Publish job failed**

In the above example, the Transform and Profile jobs completed, but the Publish job failed. In this case, the results exist and, if the source of the problem is diagnosed, they can be published separately.

### **Invalid file paths**

When your job uses files as inputs or outputs, you may receive invalid file path errors. Depending on the backend datastore, these can be one of the following:

- Path to the file is invalid for the current user. Path may be been created by another user that had access to the location.
- Path contains invalid characters in it. For more information, see *Supported File Formats*.
- Resource was deleted.

### **Jobs that Hang**

In some cases, a job may stay in a pending state indefinitely. Typically, these errors are related to a failure of the job tracking service. You can try to the following:

- Resubmit the job.

### **Try Other Job Options**

You can try to re-execute the job using different options.

### **Tips:**

- **Disable flow optimizations.** If your job is using data from a relational source that supports pushdowns, you can try to disable flow optimizations and then re-run the job. For more information, see *Flow Optimization Settings Dialog*.
- **Look to cut data volume.** Some job failures occur due to high data volumes. For jobs that execute across a large dataset, you can re-examine your data to remove unneeded rows and columns of data. Use the Deduplicate transformation to remove duplicate rows. See *Remove Data*.
- **Gather a new sample.** In some cases, jobs can fail when run at scale because the sample displayed in the Transformer page did not include problematic data. If you have modified the number of rows or columns in your dataset, you can generate a new sample, which might illuminate the problematic data. However, gathering a new sample may fail as well, which can indicate a broader problem. See *Samples Panel*.
- **Change the running environment.** If the job failed on Trifacta Photon, try executing it on another running environment.

**Tip:** The Trifacta Photon running environment is not suitable for jobs on large datasets. You should accept the running environment recommended in the Run Job page.

### **Download Error Report**

When a job fails, you can download an error report, which can be useful for diagnosing issues:

**Tip:** If you are filing a request with *Alteryx Support*, please be sure to include this error report. Additionally, please provide the information available in the **About > Report issue** dialog.

1. Login to the Dataprep by Trifacta application as an admin or the user who created the job.
2. Click the Jobs link in the left navigation bar.

3. In the Job History page, click the identifier for the job that failed.
4. In the Overview tab, review the Failed Stages entry or entries.
5. To acquire the error report, click **Download error report**. Review and forward the report as needed.

For each job in the failing job group, the error report contains:

Item	Description
jobGroupId	The internal job identifier within the workspace where the error occurred. This value matches the job ID that is displayed in the Dataprep by Trifacta application
workspaceId	The identifier of the workspace where the error occurred  <div style="border: 1px solid green; padding: 5px; margin-top: 10px;"> <p><b>Tip:</b> The workspace-person combination of identifiers provides a unique ID for the account where the error occurred.</p> </div>
jobId	The ID for the specific job in the job group. These jobs can include sampling, profiling, transformation, writing results, ingesting data, and more.  <div style="border: 1px solid green; padding: 5px; margin-top: 10px;"> <p><b>Tip:</b> Individual job identifiers can be helpful in identifying specific problem areas.</p> </div>
personId	The internal identifier of the user within the workspace
status	The status of the job, such as "Failed", "Completed", "Pending".
errorMessageId	The ID of the error message that is shown in the UI.
errorTimestamp	Timestamp of the job failure. Not included if no error occurs for the job.
uiErrorMessage	Error message that is shown in the job UI. Not included if no error occurs for the job.

### Contact Support

If you are unable to diagnose your job failure, please contact *Alteryx Support*.

**NOTE:** When you contact support about a job failure, please be sure to download and include the entire zip file, your recipe, and (if possible) your dataset.

### Report an Issue

If you believe that your job has failed due to an issue with Dataprep by Trifacta, select **Resources menu > Report issue**. Copy your session information to the clipboard and paste it into an email to *Alteryx Support*.

**NOTE:** Dataprep by Trifacta Legacy customers must contact Google Support.

### Learn More

- <https://community.trifacta.com/s/article/how-to-use-the-trifacta-job-log-files>