## Troubleshooting and Support

Overview

Troubleshoot laaS VMs
Submit a support ticket
Use Azure Advisor

# VM Troubleshooting

## Azure VM Troubleshooting Checklist

#### Reset

- ··Admin credentials
- RDP configuration

### Verify

••NSG rules

#### Review

••Console logs

#### **Check VM Resource Health**

#### Restart

### Redeploy

- ••Migrates VM to a new hardware host
- ••VM will be down during the migration

#### **Delete**

- ••Only the config, not the NIC or storage
- Attach disk to working VM
- ••Tweak Registry
- ·· Recreate

## Reset the Local Administrator Password

```
$cred = Get-Credential
Set-AzureRmVMAccessExtension
    -ResourceGroupName 'myResourceGroup' -VMName 'myVM' `
    -Name 'myVMAccess' -Location WestUS
    -UserName $cred.GetNetworkCredential().Username `
    -Password $cred.GetNetworkCredential().Password
    -typeHandlerVersion '2.0'
```

## Reset the RDP Configuration

```
Set-AzureRmVMAccessExtension

-ResourceGroupName 'myResourceGroup' -VMName 'myVM' `
-Name 'myVMAccess' -Location WestUS `
-UserName $cred.GetNetworkCredential().Username `
-Password $cred.GetNetworkCredential().Password `
-typeHandlerVersion '2.0'-ForceRun
```

Deploys a new, named VM access agent to the VM

# Submit a Support Ticket

# Azure Advisor

## Demo



1

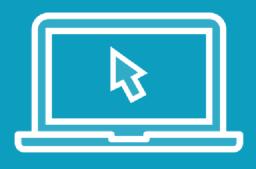
**Reset password** 

**Reset RDP connection** 

**Linux startup logs** 

Windows console logs and boot diagnostics

## Demo



2

### Visit the public support page

- Get pricing

File a ticket through the portal

## Demo



3

### **Show Advisor pricing page**

- free while in public preview
- mention private preview

**Use Advisor in the portal**