

Troubleshooting and Support

Overview

Troubleshoot IaaS 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 SupportTicket

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