

AVD TECH FEST 2024

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**Accelerating AVD
Troubleshooting with AI:
Enhancing Diagnostics and Error
Resolution**

Ryan Mangan

EfficientEther Ltd | EtherAssist.AI



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RYAN MANGAN

CEO @ EfficientEther Ltd

Ryan Mangan is a seasoned technologist across both IT professional and development environments. As the founder of EfficientEther Ltd, he focuses on leveraging AI for cloud optimisation, sustainability, assistance, and augmented actions. Ryan is also the creator of **EtherAssist.AI**, which offers a 14-day free trial, and **Efficient Ether Cloud**, both designed to drive innovation and efficiency in cloud operations. In addition, he is an accomplished author and technical reviewer on a wide range of topics, including building cloud applications.





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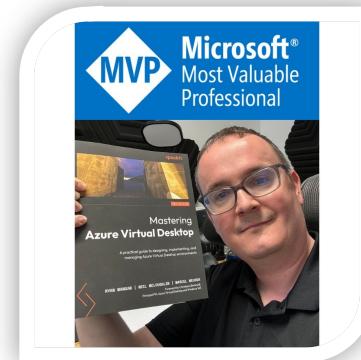
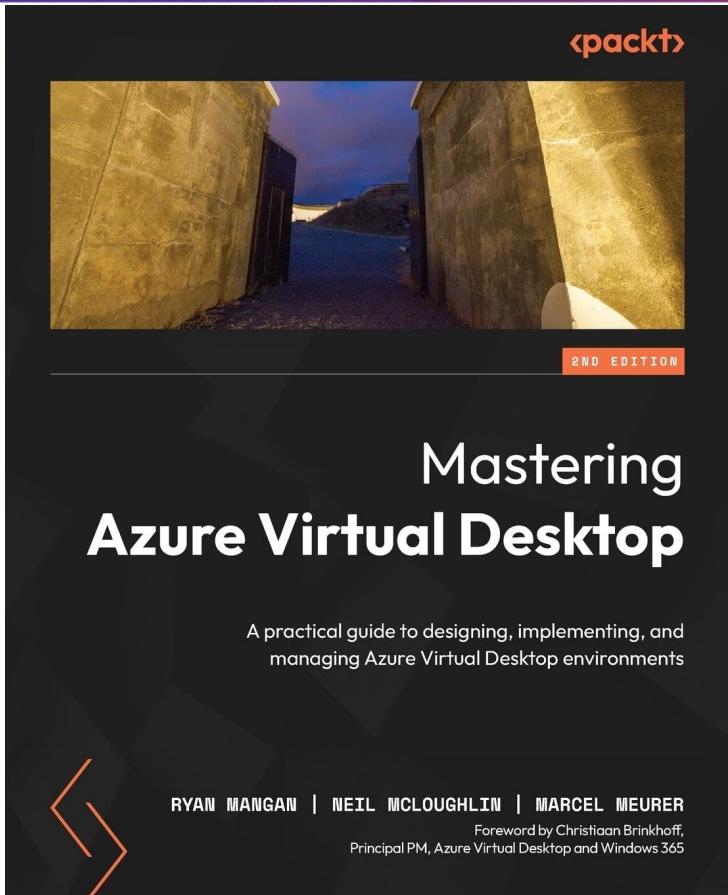
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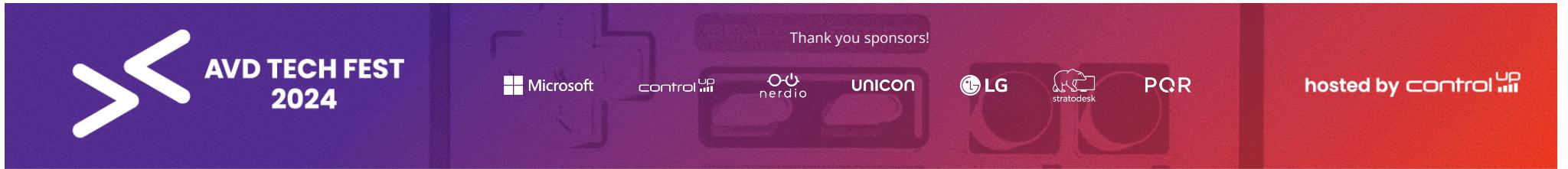
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A screenshot of a GitHub repository page for "AVDTechFest2024". The repository is public and contains 9 commits. The README file includes the following text:

AI Sessions at AVD TechFest 2024, Amsterdam

This repository hosts the materials and resources for two community sessions presented at the AVD TechFest 2024 in Amsterdam. These sessions explore the integration of AI in Azure Virtual Desktop (AVD) troubleshooting and the transformative impact of Generative AI on business operations.

The repository also features a "Languages" section showing PowerShell at 100% usage.





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Agenda

- Introduction to Generative AI: Overview of AI's impact, focusing on stages and types, particularly ANI, AGI, and ASI.
- Natural Language Processing (NLP) & AI Limitations: Exploration of NLP's importance, limitations of generative AI, and prompt engineering techniques.
- Practical AI Parameters & Prompt Engineering: Deep dive into AI parameters like max_tokens and temperature and the CO-STAR prompt framework.
- AI-Assisted Use Cases: Real-world applications such as FSLogix log analysis, MSIX package diagnostics, and AI-powered performance monitoring.
- Other use cases and Summary



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Lets Get Started...



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AI ?



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Raise Your Hands If you are using ML ? 



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Raise Your Hands If you are using NLP ? 



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Raise Your Hands If you are using If you
are using other AI?





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High-Level AI Stages...

AI Stages	Artificial Narrow Intelligence (ANI)	Artificial General Intelligence (AGI)	Artificial Super Intelligence (ASI)
Description	Execute specific focused tasks, without ability to self-expand functionality	Perform broad tasks, reason, and improve capabilities comparable to humans	Demonstrate intelligence beyond human capabilities
Timing	Today	2050 vs 2075	TBC
Implications	Outperform humans in specific repetitive functions, such as driving, medical diagnosis, and financial advice	Compete with humans across all endeavours, such as earning university degrees and convincing humans that it is human	Outperform humans, helping to achieve societal objectives or threatening the human race

[When will singularity happen? 1700 expert opinions of AGI \[2024\] \(aimultiple.com\)](https://aimultiple.com/singularity-expert-opinions/)



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OpenAI's 5 Levels of 'Super AI'...

AI Levels	Description	Timing	Implications	Impact on Jobs
Level One: Conversational AI	Simple AI that can handle basic conversations and interactions	Today	Enhances customer service and user interactions	Jobs enhanced
Level Two: Reasoning AI	AI that can perform reasoning tasks, make decisions based on logic and data	Near Future	Supports complex decision-making processes	Some jobs at risk due to automation
Level Three: Autonomous AI	AI that can operate independently in complex environments	Mid-term Future	Autonomous systems in industries like transportation, logistics, and manufacturing	Significant job displacement potential
Level Four: Innovating AI	AI that can create new ideas, innovations, and improve existing processes	Long-term Future	Drives innovation and improvements across various fields	Jobs at risk; new job roles created
Level Five: Organizational AI	AI that can manage and optimize entire organizations	Distant Future	Transforms organizational structures and efficiency	Major reorganization of job roles and functions

[OpenAI's 5 Levels Of 'Super AI' \(AGI To Outperform Human Capability\) \(forbes.com\)](https://www.forbes.com/sites/forbestechcouncil/2023/08/28/openais-5-levels-of-super-ai-agi-to-outperform-human-capability/)



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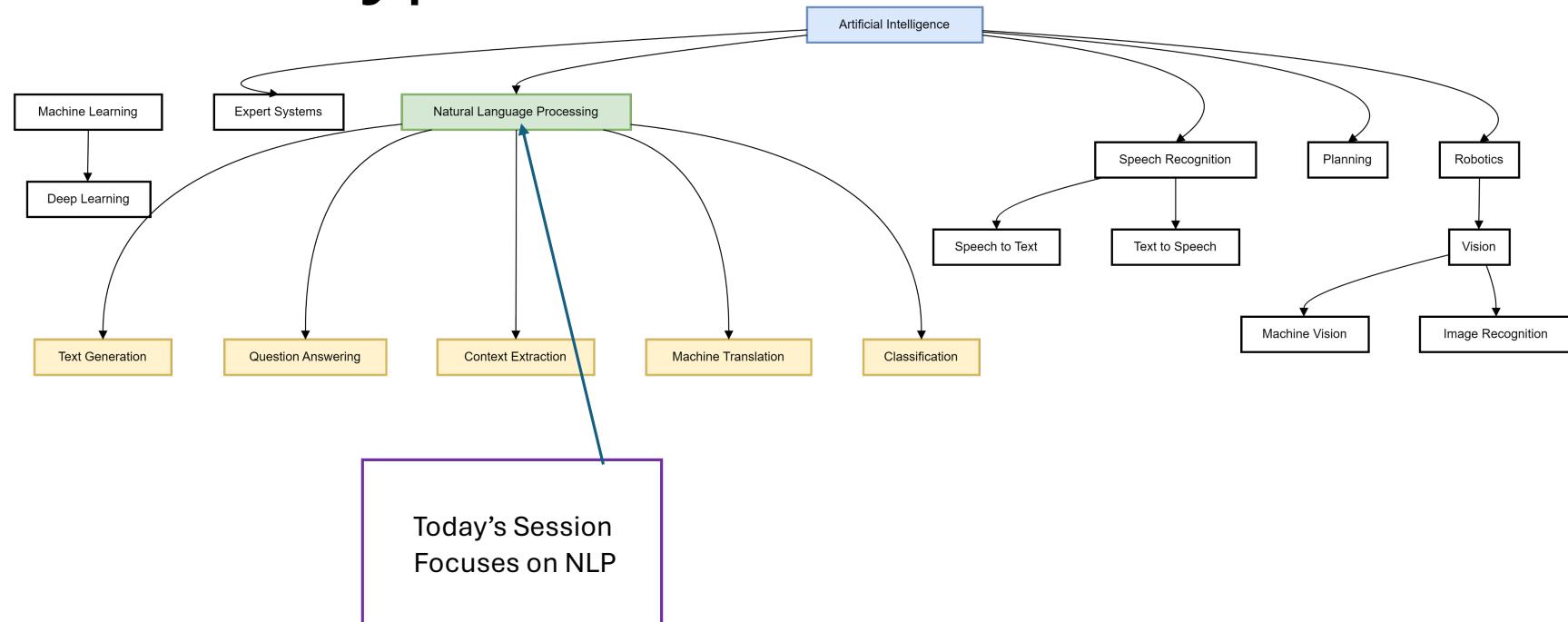
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Different Types of AI.....





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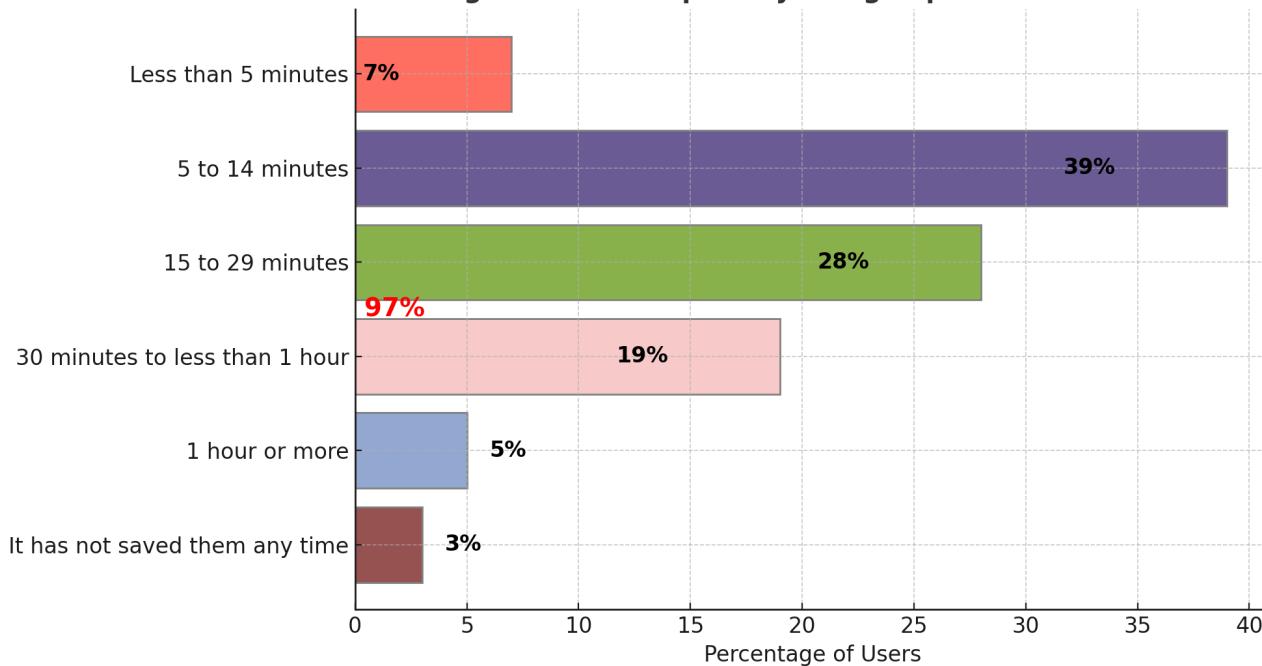
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Average Time Saved per Day Using Copilot for Microsoft 365



Mean = 22.27 mins

n = 108; IT Leaders primarily responsible for Copilot (S02=1),
excluding Don't Know



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Before We Start..... 



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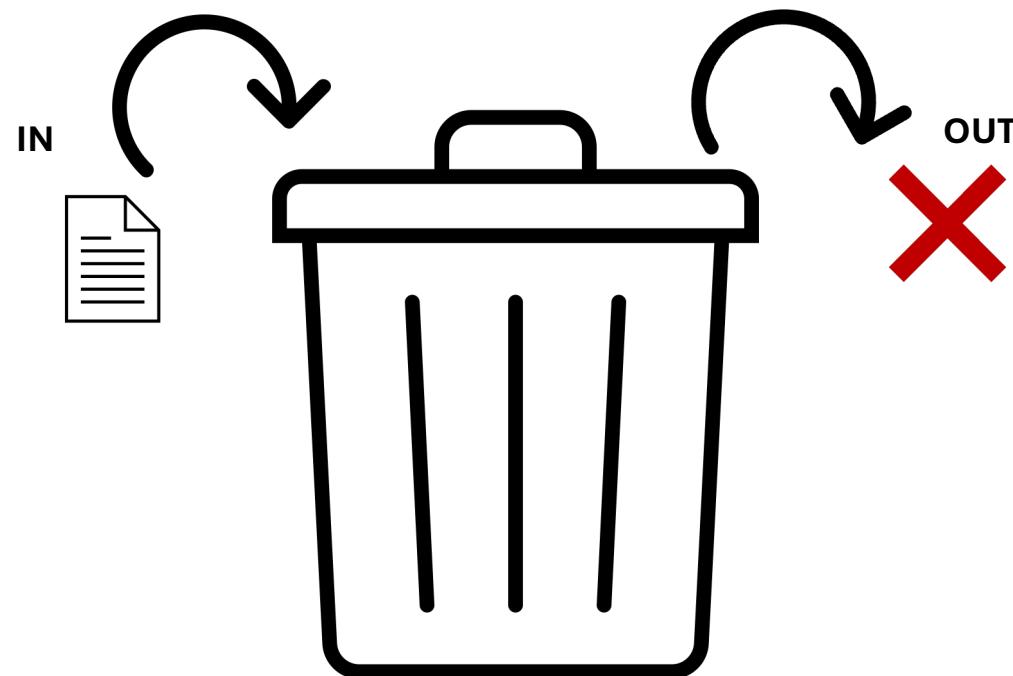
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Garbage in..... Garbage out.....





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Misunderstandings

Example 1: "An English-speaking person offers a 'gift,' meaning a present, to a German speaker. However, the German speaker thinks it means 'poison,' leading to a misunderstanding"





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Misunderstandings

"Example 2: "An American speaker uses the word 'football,' referring to American football, but a British speaker thinks they are talking about soccer, leading to confusion."





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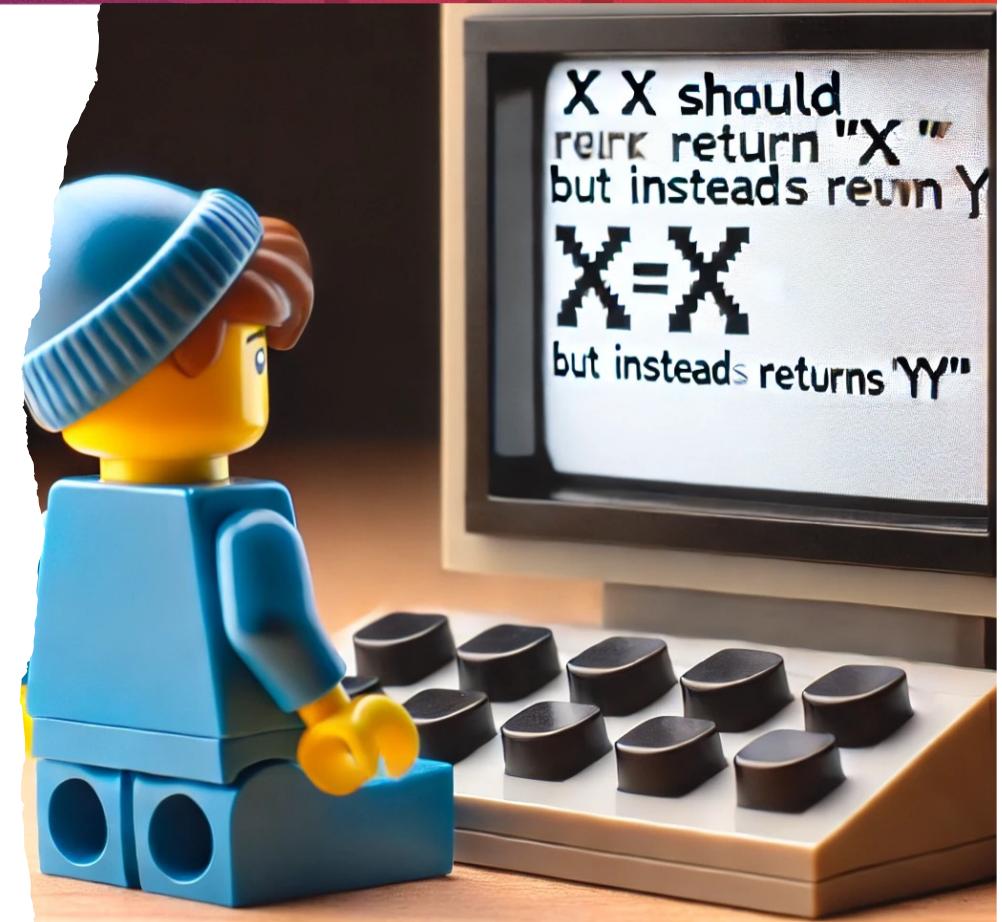
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Misunderstandings

Just as language misunderstandings can occur between people from different cultures, the same issues can arise when using Natural Language Processing (NLP). If the input is not clear or uses ambiguous wording, the NLP system can produce incorrect or unexpected responses.





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Hallucinations and why

- **Core limitation of Generative AI**
- Predictive Nature (sequence-based)
- Training Data Limitations
- Lack of Real-World Understanding
- Ambiguity and Open-Ended Queries
- Inference Under Constraints
- Presenting out-of-date or generic information when the user expects a specific, current response.
- Creating a response from non-authoritative sources.



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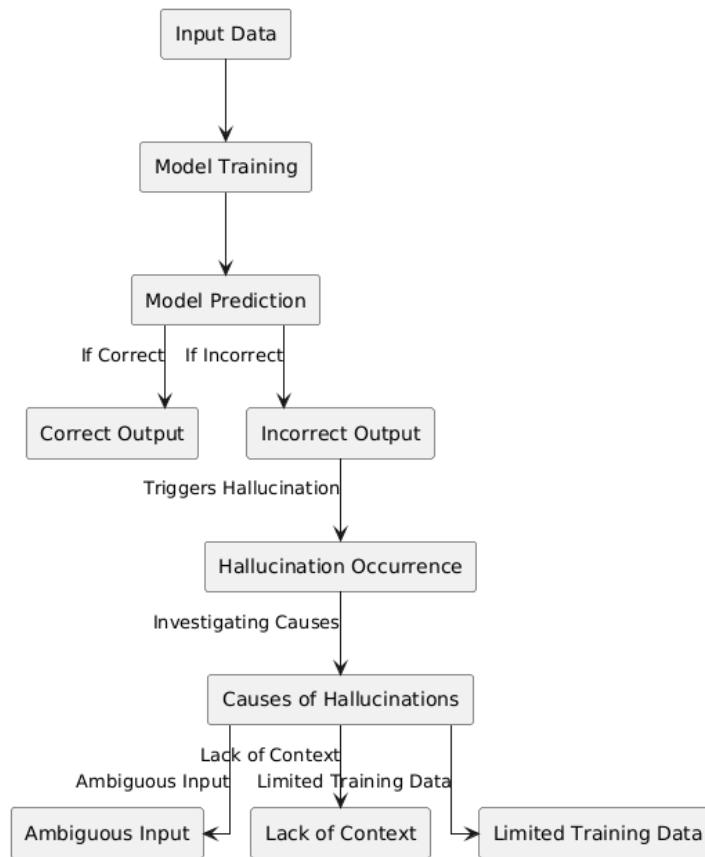
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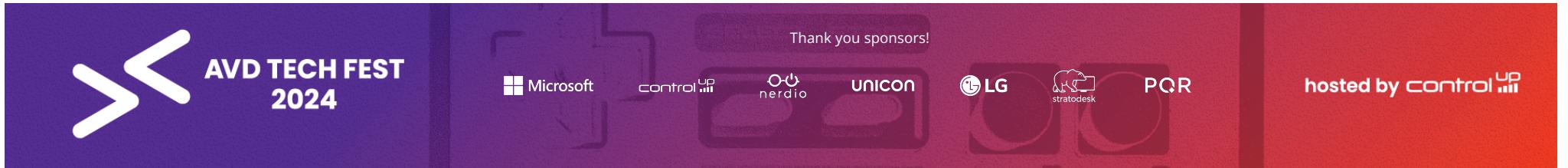
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Prompt Engineering





CO-STAR Prompt Framework

- **C: Context:** Provide background and information on the task
- **O: Objective:** Define the task that you want the LLM to perform
- **S: Style:** Specify the writing style you want the LLM to use
- **T: Tone:** Set the attitude and tone of the response
- **A: Audience:** Identify who the response is for
- **R: Response:** Provide the response format and style

[2312.16171 \(arxiv.org\)](https://arxiv.org/abs/2312.16171)



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System vs. User Roles in AI Prompts

System Role

Purpose: Sets the context and behaviour of the AI for the conversation.

Example:

"role": "system", "content": "You are an IT log analysis assistant."

Explanation: Instructs the AI to act as a log analysis expert.

Use: Control the AI's persona or expertise (e.g., technical expert or customer service agent).

User Role

Purpose: Represents the input or question from the end user.

Example:

"role": "user", "content": "Can you summarise the errors from the logs?"

Explanation: The user asks for a log summary, and the AI responds in the context set by the system role.

Use: Provide specific queries or tasks for the AI to respond to.



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AI Parameter's

• **max_tokens = 1000**

- Defines the maximum number of tokens (words or parts of words) the AI can generate in a response.
- **Larger values** allow longer responses.

• **temperature = 0.3**

- Controls the **creativity** of the AI.
- **Lower values** make it more deterministic and focused, while higher values make it more random.

• **top_p = 0.95**

- Controls the **probability mass** considered in the response.
- **0.95** means the AI considers the top 95% most likely responses.

• **frequency_penalty = 0**

- Controls how much the AI **penalizes repetition**.
- **0 means no penalty**; higher values reduce repetition.

• **presence_penalty = 0**

- Encourages or discourages introducing **new topics**.
- **0 means no penalty**; higher values discourage new topics.



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```
$body = @{
    "messages" = @(
        @{
            "role" = "system"
            "content" = "You are an IT log analysis assistant. Summarise the provided log analysis summaries and provide concise, to-the-point key insights and conclusions."
        },
        @{
            "role" = "user"
            "content" = $prompt
        }
    )
    "max_tokens" = 1000          # Defines the maximum number of tokens (words or parts of words) the AI can generate in the response. Larger values allow longer responses.

    "temperature" = 0.3         # Controls the "creativity" of the AI. Lower values (closer to 0) make the output more deterministic and focused, while higher values make it more random.

    "top_p" = 0.95              # This is an alternative to temperature. It controls how much of the probability mass is considered when generating the response. 0.95 means the AI will consider 95% of the highest probable choices.

    "frequency_penalty" = 0     # Controls how much the AI should penalize repeated phrases or words. 0 means no penalty; higher values reduce repetition.

    "presence_penalty" = 0      # Encourages or discourages the model from talking about new topics not already in the text. 0 means no penalty, higher values make it more likely to talk about new topics.

} | ConvertTo-Json -Depth 4      # Converts the body into a JSON format with a depth level of 4, allowing for nested structures to be preserved.
```



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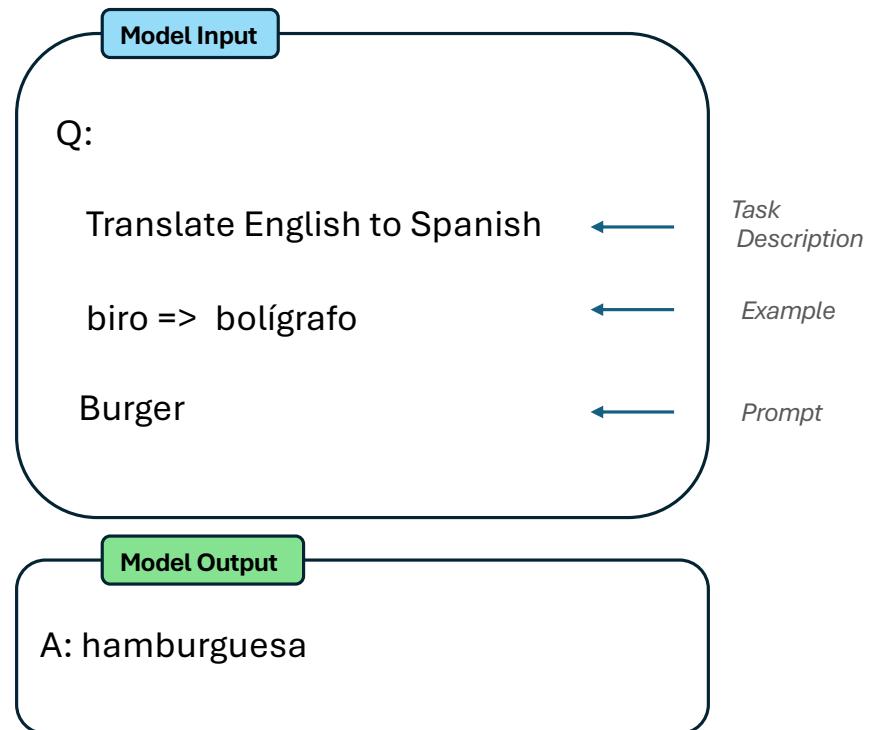
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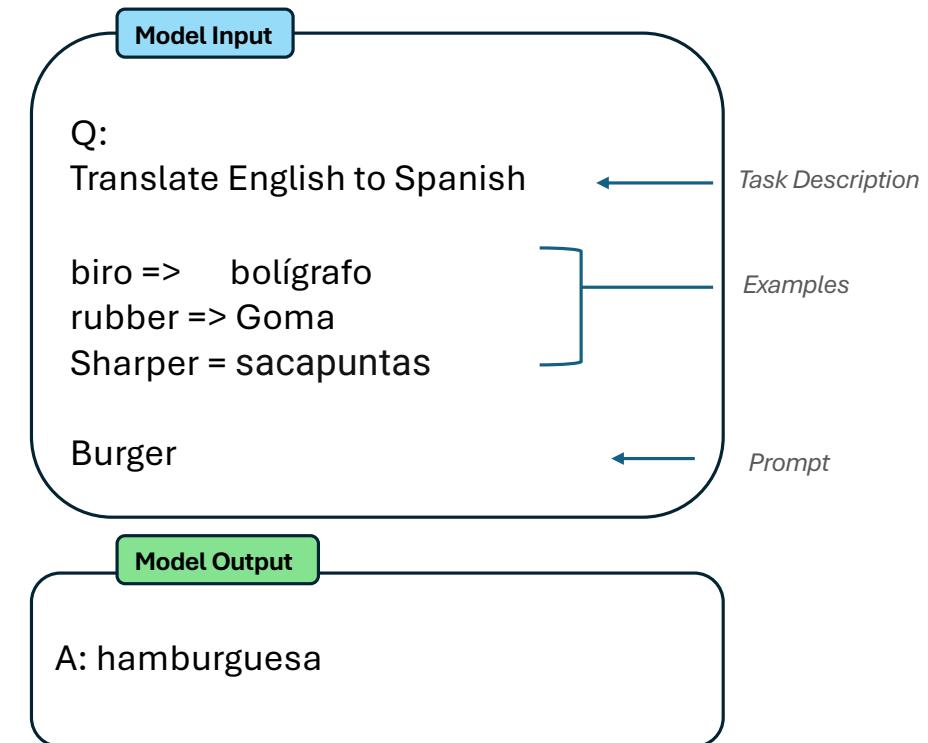
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One Shot



Few Shot





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Standard Prompting

Model Input

Q: Jane has 8 flowers. She buys 3 more bouquets of flowers. Each bouquet has 4 flowers. How many flowers does she have now?

A: The answer is 20.

Q: There are 40 students in a class. If 12 students go on a field trip and 8 new students join the class, how many students are in the class now?

Model Output

A: The answer is 34.



Chain-of-Thought Prompting

Model Input

Q: Jane has 8 flowers. She buys 3 more bouquets of flowers. Each bouquet has 4 flowers. How many flowers does she have now?

A: Jane started with 8 flowers. 3 bouquets of 4 flowers each is 12 flowers. $8 + 12 = 20$. The answer is 20.

Q: There are 40 students in a class. If 12 students go on a field trip and 8 new students join the class, how many students are in the class now?

Model Output

A: The class had 40 students originally. 12 went on a field trip. So they had $40 - 12 = 28$ students. 8 new students joined the class, so they have $28 + 8 = 36$. The answer is 36.





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Part One Summary



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Let's Now Look At Use Cases



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Tech Stack

- PowerShell
- Azure Open AI
- Optional (Ollama + Open Source LLM) / Other AI
- Data Source, logs, application files, host Virtual Machine



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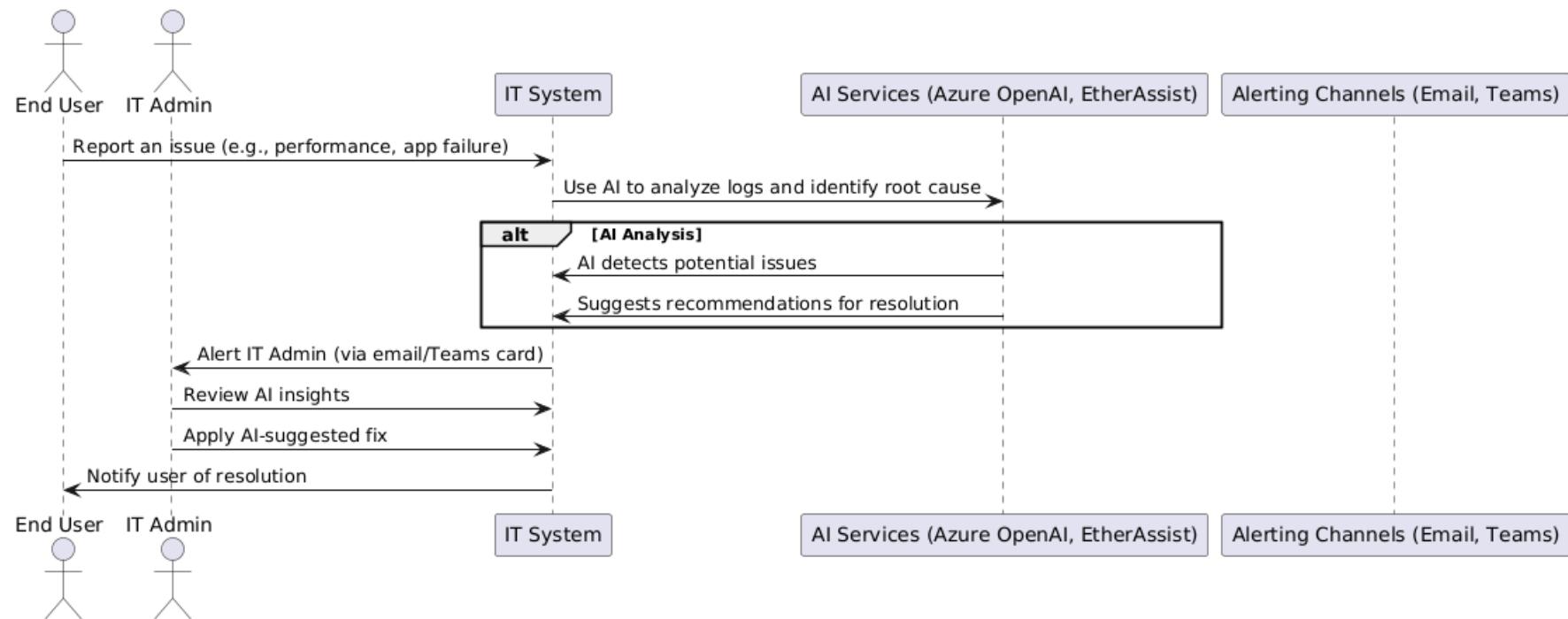
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Practical Use Cases





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Three Examples

- FSLogix Log Analysis with AI
- MSIX package Diagnostics
- Performance Monitoring with AI



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AI-Assisted Log Analysis (FSLogix Example)

Challenges:

- **Manual Process:** Time-consuming, error-prone.
- **Complex Logs:** Difficult to identify key issues quickly.

AI Approach:

- **Automated Log Categorisation:** Filters errors, warnings, and info.
- **Summarised Insights:** Provides quick, concise summaries.
- **Actionable Recommendations:** AI suggests fixes based on log data.

Outcome:

- **Faster Resolution:** Quicker identification of root causes.
- **Efficiency Gains:** Reduces manual effort and human error.
- **Improved Troubleshooting:** Focuses on resolving critical issues.

```
FSLogix Service Version 2.9.8884.27471 Status: RUNNING
FSLogix Kernel Driver Version 2.9.8884.27471 Status: RUNNING
FSLogix Kernel Virtualization Driver Version 2.9.8884.27471 Status: RUNNING
[06:09:07.845][tid:0000100c.00000750][WARN: 00000003] Copy redirections.xml failure (The system cannot find the path specified.)
```

Earlier this week				
	log_chunk_0	20/09/2024 18:18	Text Document	1 KB
	log_chunk_1	20/09/2024 18:18	Text Document	1 KB
	log_chunk_2	20/09/2024 18:18	Text Document	1 KB
	log_chunk_3	20/09/2024 18:18	Text Document	1 KB



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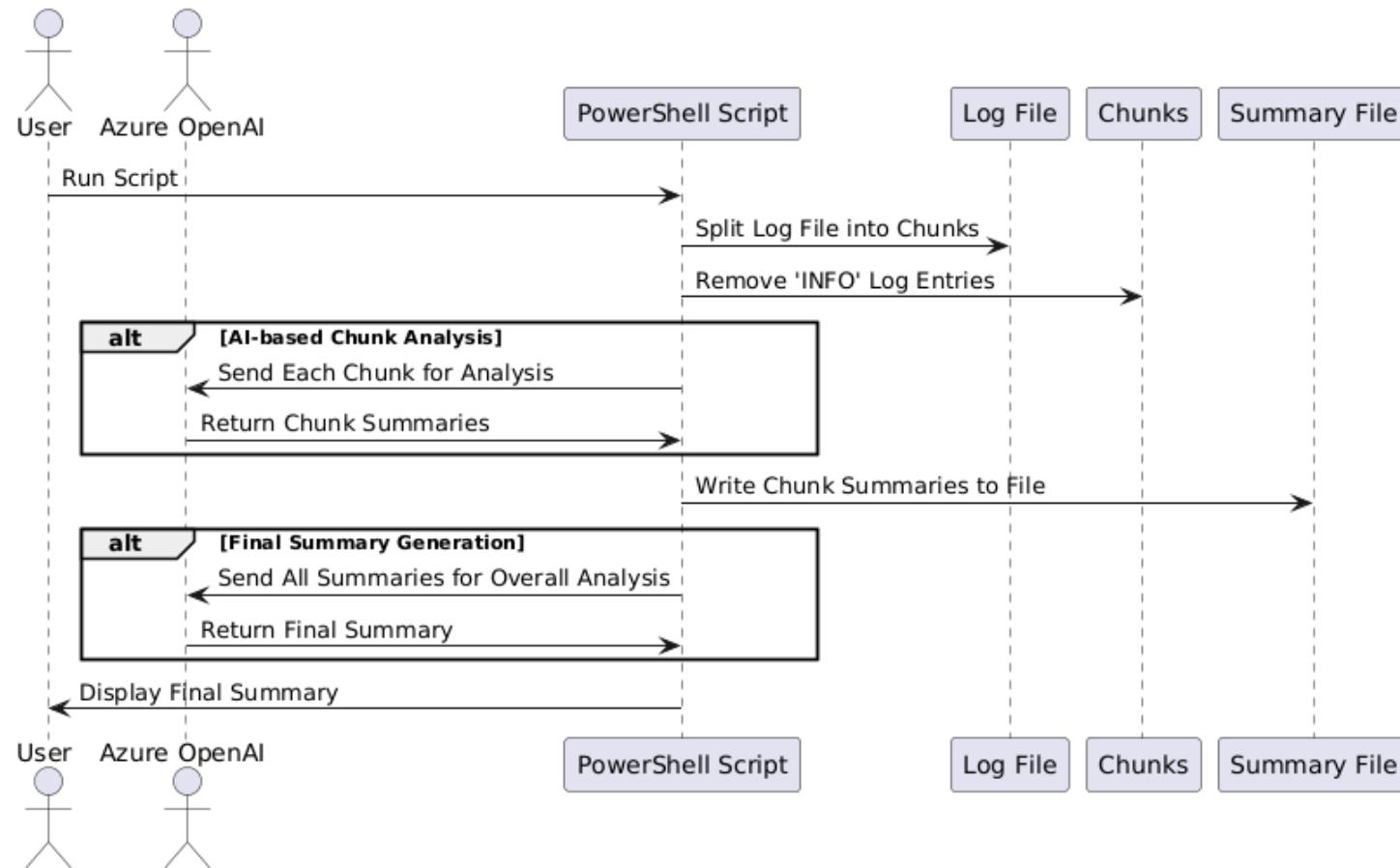
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PS C:\WINDOWS\system32>



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Key Insights:

1. **FSLogix Version and Environment**:

- Using FSLogix version 2.9.8884.27471 on Windows 10 Enterprise multi-session.
- Adequate system resources with 32 GB RAM and low load.
- Logs generated by `frxsvc.exe` under the SYSTEM account.

2. **Configuration and Path Issues**:

- Repeated failure to copy `redirections.xml` due to incorrect or missing file paths.
- Potential misconfiguration in profile management and redirection settings.

Conclusions:

1. **Compatibility and Updates**:

- Ensure FSLogix version is compatible and updated for multi-session environments.

2. **Configuration Review**:

- Verify correct user context and profile management settings.
- Ensure all file paths and permissions, especially for `redirections.xml`, are correctly configured.

3. **Troubleshooting and Monitoring**:

- Check for specific error messages in logs and Event Viewer.
- Increase logging detail if issues persist and implement monitoring for proactive management.

By addressing these areas, the FSLogix setup can be optimized to prevent profile and redirection issues.

Success: Log analysis and summarization completed.



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MSIX Audit with AI

- **Challenges with MSIX Packages:**
- Verifying package configurations before deployment is critical to avoid misconfigurations, limitations security configurations etc.
- Manually checking package dependencies, capabilities, and compliance can be time-consuming.



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Remko Weijnen
@RemkoWeijnen · Follow

So Microsoft release THE Windows App, a 30MB exe that is not digitally signed and has no information about publisher etc.

Whatever happened to MSFT setting the standard for writing proper desktop apps?

Windows365.exe Properties

Property	Value
Description	
Type	Application
File version	
Product name	
Product version	
Copyright	
Size	27,6 MB
Date modified	20-09-24 11:33
Language	

10:47 AM · Sep 20, 2024

549 Reply Copy link Read 34 replies

Ryan Mangan · Sep 20, 2024
@RyMangan · Follow
Replying to @RemkoWeijnen @CyberCakeX and 2 others
Do you have other examples of the same ?

Guy Leech · Sep 20, 2024
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Of the 92 different processes running in my Windows 11 session, only 4 of the exes are not signed, 2 of which are 3rd party & the other unsigned @Microsoft exe is WidgetService.exe but at least it has a version resource even if it is v0.5 on 23H2 🤪

```
cmd|> { Get-AuthenticodeSignature -FilePath $_.Group[0].Path } |where { $_.Status -eq "Untrusted" }
```

Of the 92 different processes running in my Windows 11 session, only 4 of the exes are not signed, 2 of which are 3rd party & the other unsigned @Microsoft exe is WidgetService.exe but at least it has a version resource even if it is v0.5 on 23H2 🤪

8:12 PM · Sep 20, 2024 from Yorkshire and The Humber, England

1 Reply Copy link Read 1 reply



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AI-Assisted Approach

- **MSIX Package Analyser:** AI parses the package manifest (AppxManifest.xml) and evaluates package configurations, ensuring best practices are followed.
- **Compliance Checks:** AI verifies capabilities (e.g., broadFileSystemAccess, internetClient) and ensures they are necessary for the package's intended functionality.
- **Security Risk Analysis:** AI flags potential vulnerabilities in package configurations, such as excessive permissions or weak dependencies.



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Outcome:

- **Pre-Deployment Assessment:** AI ensures that MSIX packages are fully optimised and secure before introduction into the environment.
- **Faster Deployment Cycles:** Reduces manual checks and accelerates deployment timelines by providing real-time feedback on package configuration.



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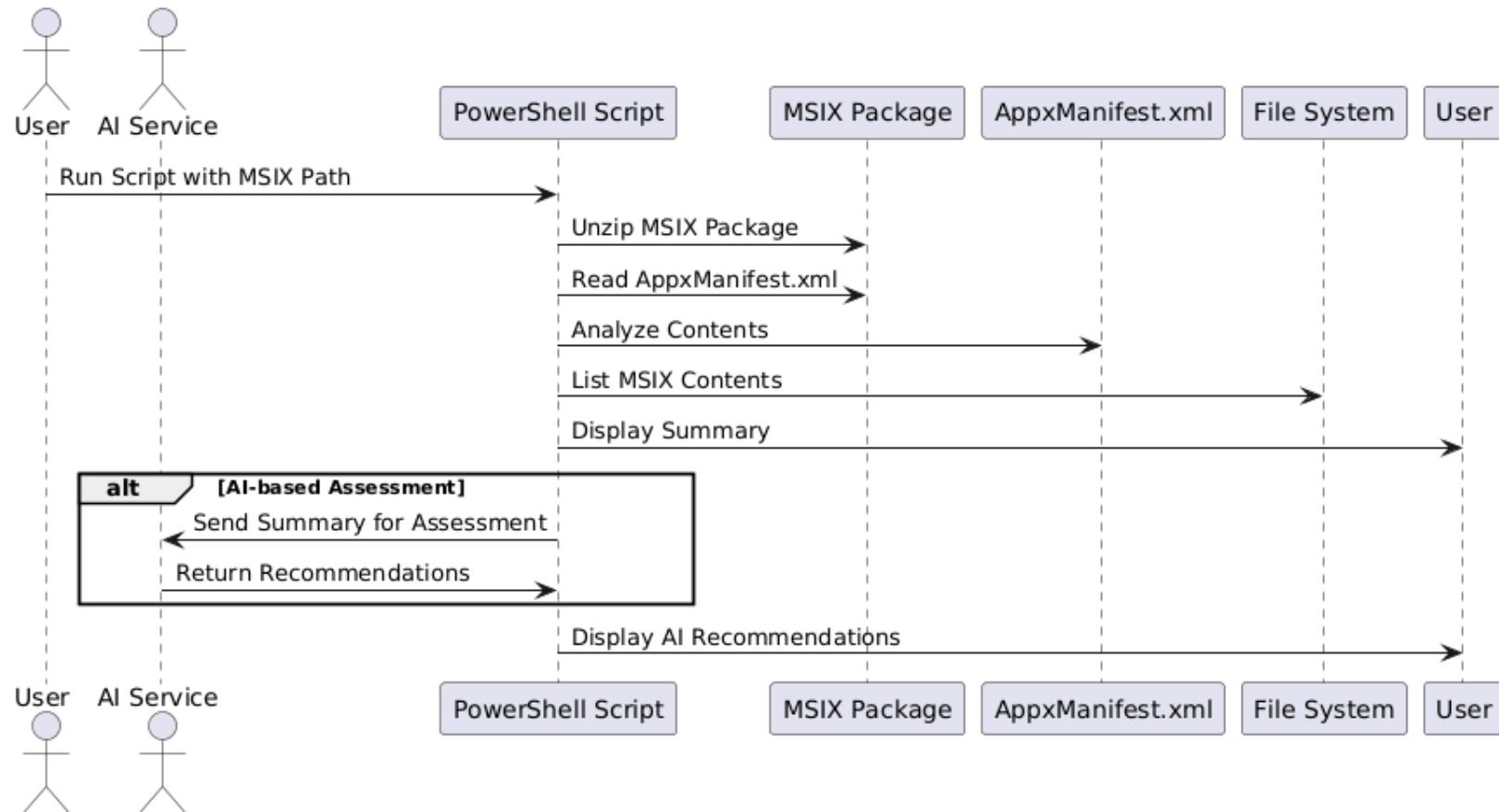
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Real-Time Performance Data Collection with AI

Challenges with Performance Monitoring:

- Ensuring optimal performance of virtual machines (VMs) is crucial to avoid resource bottlenecks, system crashes, and degraded user experience.
- Manually monitoring CPU, memory, disk, and network usage across multiple VMs can be time-consuming and prone to errors.

Outcome:

- Real-Time Monitoring:** AI provides real-time insights into VM performance, detecting anomalies and potential issues and advising on next steps.
- Proactive Resource Optimisation:** AI recommendations help optimise resource allocation, preventing system overloads and ensuring efficient operation.



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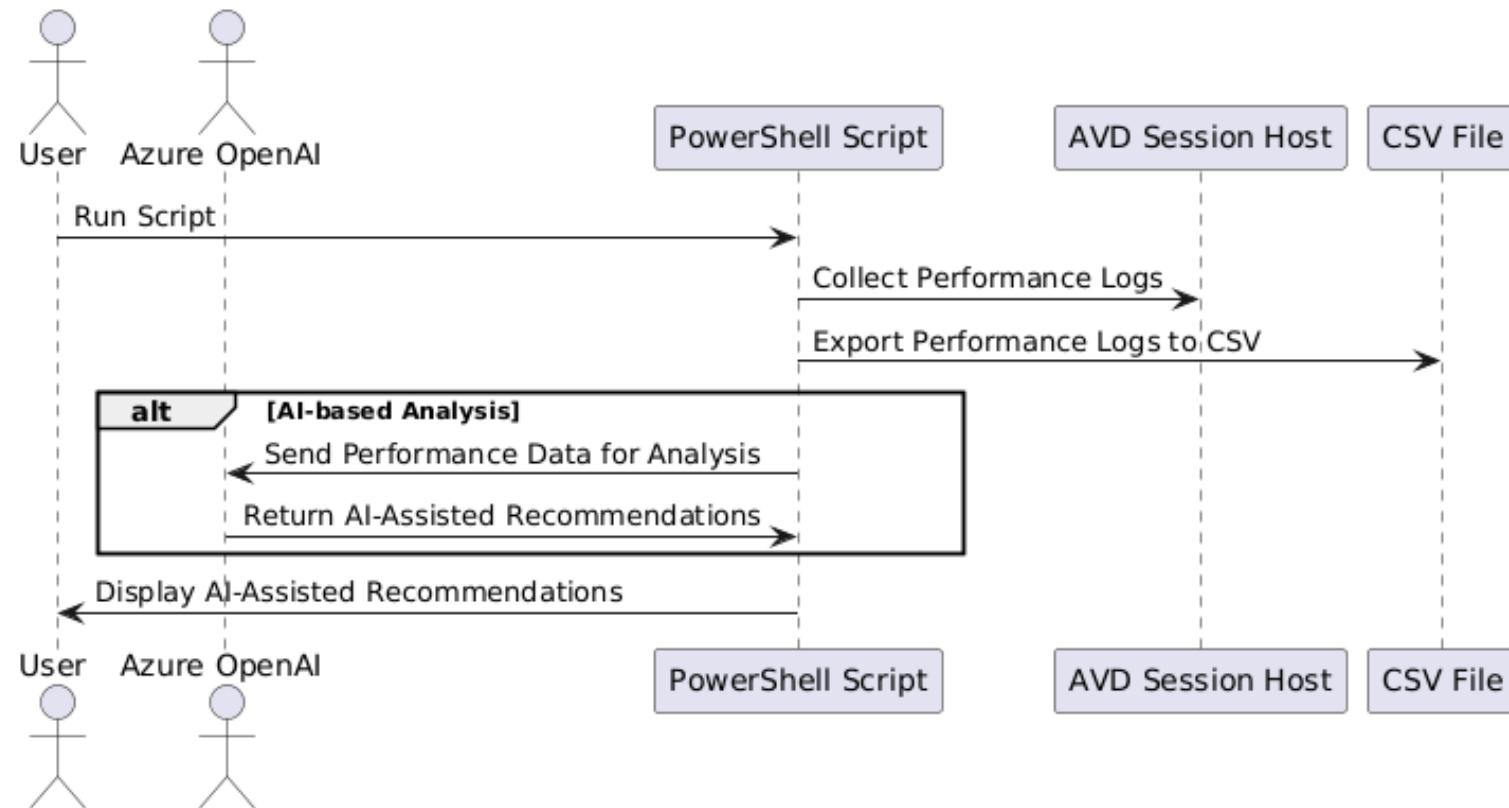
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Sending performance data to Azure OpenAI for analysis...

AI-Assisted Performance Analysis and Recommendations:

Based on the provided performance metrics from the Azure Virtual Desktop (AVD) session host, here is a detailed analysis and recommendations:

Analysis:

1. **Network Performance:**

- **Realtek PCIe 2.5GbE Family controller:**
 - **Bytes Received/Sec:** 517,309.12
 - **Bytes Sent/Sec:** 15,821.84
 - **Packets Received/Sec:** 366.27
 - **Packets Sent/Sec:** 202.65
- **Intel Wi-Fi 6 AX200 160MHz:**
 - **Bytes Received/Sec:** 0
 - **Bytes Sent/Sec:** 0
 - **Packets Sent/Sec:** 0
 - **Packets Received/Sec:** 0

Observation: The Realtek network interface is actively handling network traffic, while the Intel Wi-Fi interface shows no activity. This indicates that the system is likely using a wired connection exclusively.

2. **Memory Usage:**

- **Available Mbytes:** 91,054.12
- **Committed Bytes in Use:** 34.23

Observation: Memory availability is high, and the percentage of committed bytes in use is low, indicating no memory pressure.

3. **CPU Usage:**

- **Idle Time:** 93.09
- **Processor Time:** 0.79

Observation: The CPU is largely idle, suggesting that the system is not under CPU stress.

4. **Disk Usage:**

- **Disk Read Bytes/Sec:** 9,670.66
- **Disk Write Bytes/Sec:** 1,860,493.6

Observation: There is a significant amount of disk write activity compared to read activity. This could indicate logging, caching, or other write-heavy operations.

Potential Issues and Causes:

1. **Network Configuration:**

- The lack of activity on the Intel Wi-Fi interface suggests that it may not be configured or utilized. This could be intentional if the environment prefers wired connections for stability and performance.

2. **Disk Write Activity:**

- High disk write activity could lead to performance degradation over time if not managed properly. This might be due to applications with high logging or caching requirements.

Recommendations:

1. **Network Optimization:**

- Ensure that the Realtek network interface is configured

Performance log collection and analysis completed.

PS C:\WINDOWS\system32>



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Other Examples

- Kusto log extraction and inspection.
- Risk-based alerting
- Recurring incident/anomaly identification.
- Application compatibility assessment E.g MSIX App Attach
- Knowledge repository.



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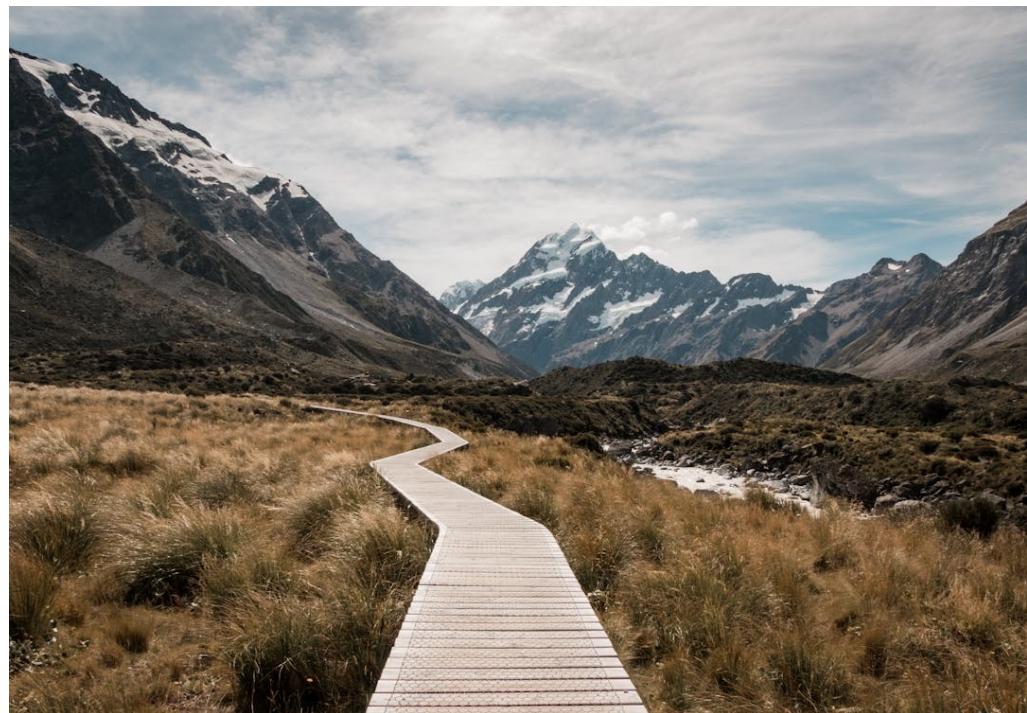
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Summary





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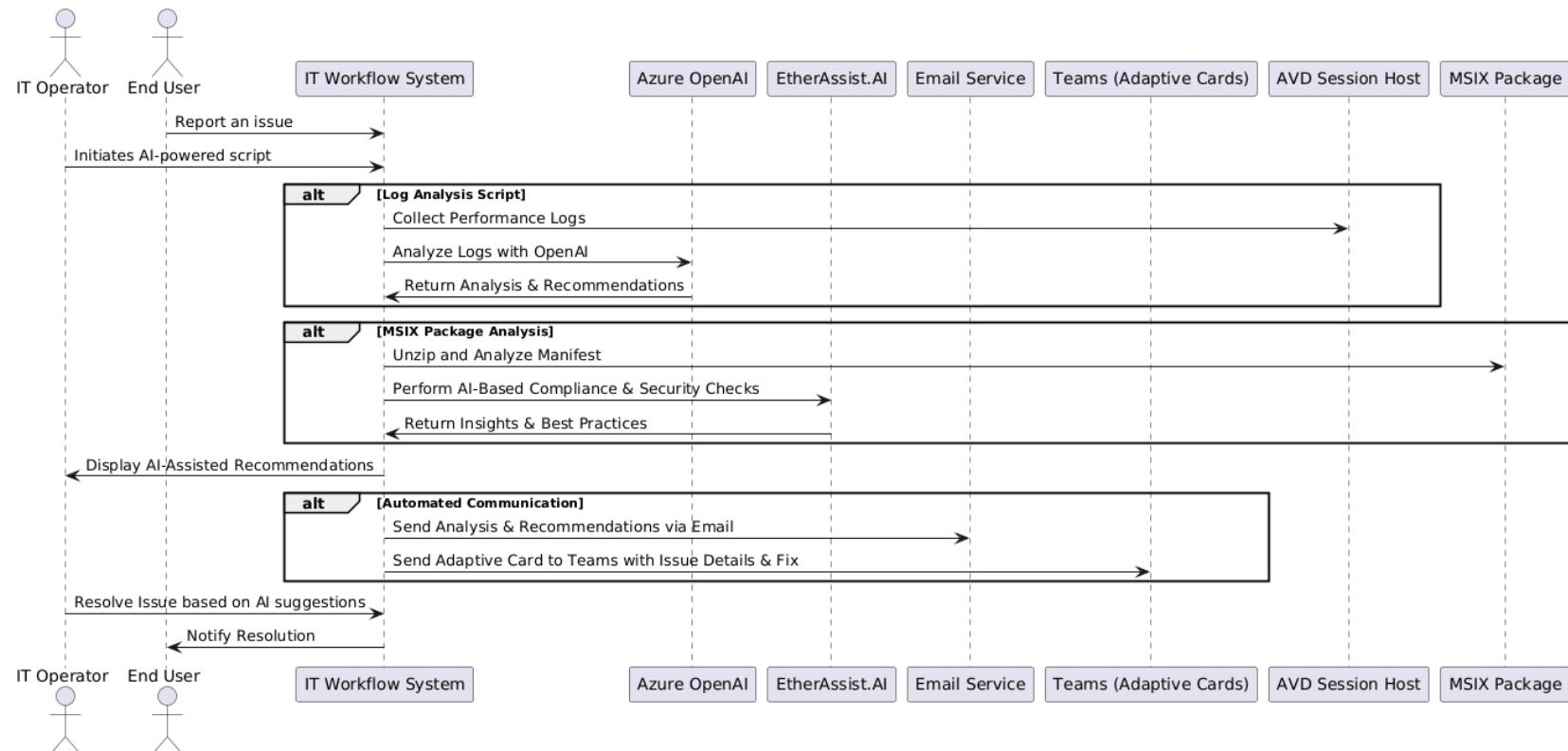
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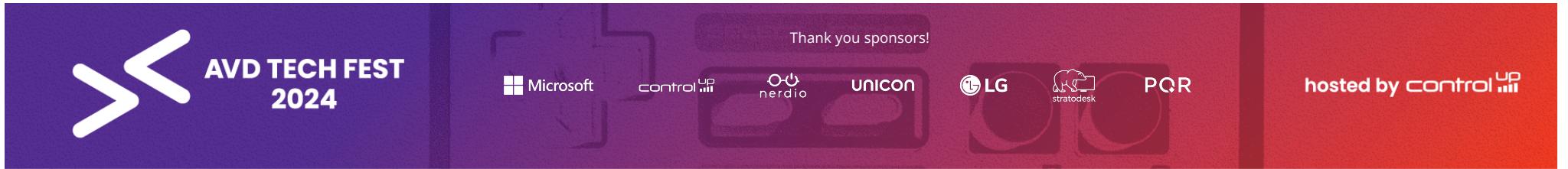


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Q&A

A screenshot of a GitHub repository page for "AVDTechFest2024". The repository is public and contains 9 commits. The README file includes the following text:

AI Sessions at AVD TechFest 2024, Amsterdam

This repository hosts the materials and resources for two community sessions presented at the AVD TechFest 2024 in Amsterdam. These sessions explore the integration of AI in Azure Virtual Desktop (AVD) troubleshooting and the transformative impact of Generative AI on business operations.

The repository also features a watermark of the AVD Tech Fest 2024 logo in the bottom right corner of the page content.





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