**Troubleshooting the On-demand Assessments**

* 06/27/2018
* 5 minutes to read
* Contributors
  + [](https://github.com/danwilmot)

* + [](https://github.com/karenowens1)

The below steps would walk you through from start to end and make you verify the correctness of each requirements that are to be met in running the On-Demand Assessments:

The most common issues we see users encounter are: (Guidance on how to resolve them is mentioned below in the article)

1. The user account is not part of the Local Administrator group on the data collection machine from where the assessment is running.
2. When you ran the assessment but see no data in Log Analytics -> Restart healthservice if data files are pending ingestion.
3. Error message: "You dont have access to Azure Log Analytics" in Services Hub -> Health -> Assessments.

**Linking and Permissions**

1. [Watch the video](https://video.serviceshub.microsoft.com/PublicPage/video/5581.aspx) to pre-configure your on-demand assessments.
2. [Verify that you have the Azure Subscription Owner role on the Azure Subscription](https://docs.microsoft.com/en-us/services-hub/health/health-kb-adduserazure) on the same email id that you use to login into Services Hub.
3. You should be able to see the below page in Services Hub -> Health -> Assessments upon successful linking.
4. Confirm that the Log Analytics workspace you have access to is the one that is linked in Services Hub. If not ask them to re-link by clicking on profile at the top right -> Edit Log Analytics Workspace and link the desired workspace.
5. Confirm that you have added the desired assessment from the catalog.

**Verify the user account Group Policies**

**Local Administrator Rights**

To begin,

1. The user account setting up the assessment must be a Local Administrator.
2. Go to the Start menu (in the lower left corner of your Windows desktop).
3. Select Settings then Control Panel (depending on which version of Windows you have).
4. Open User Accounts.
5. Choose the Users tab.

If Administrator is displayed in the Group column or for your user name, it means you have administrative privileges. If you don't have administrator access, ask your network administrator to give you administrator privileges, or ask your network administrator to log in to your system as an administrator.

**Logon as Batch Job Permission**

Please Note: At times the assessment may not get triggered from the task scheduler. This may happen if the user does not have running batch job permission. If that’s the case, this permission needs to be explicitly granted by going in here from gpedit.msc

Computer Configuration\Windows Settings\Security Settings\Local Policies\User Rights Assignment

1. Right click on "Log on as batch job" and select Properties.
2. Click "Add User or Group", and include the relevant user.

**Do not forcefully unload the user registry at user logoff**

On the data collection machine, change the following setting in the group policy editor (gpedit.msc) from "not configured" to "enabled": Computer Configuration->Administrative Templates -> System -> User Profiles

'Do not forcefully unload the user registry at user logoff'

**Disable the FIPS Policy**

1. In Control Panel, click Administrative Tools, and then double-click Local Security Policy.
2. In Security Settings, expand Local Policies, and then click Security Options.
3. Under Policy in the right pane, double-click System cryptography: Use FIPS compliant algorithms for encryption, hashing, and signing, and then click Disabled

**Network Access: Do not allow storage of passwords and credentials**

1. This error occurs with the message "A specified logon session does not exist. It may already have been terminated"
2. To resolve this, go to: SECPOL.MSC | Security Settings | Local Policies | Security Options
3. Network access: Do not allow storage of passwords and credentials for network authentication
4. Set the policy to disabled

**Inactive / No Data found in Azure Log Analytics**

**Verify Log Analytics Agent connectivity**

To ensure that the agent can communicate with OMS, go to: Control Panel, Security & Settings, Microsoft Monitoring Agent. Under the Azure Log Analytics (OMS) tab, look for a green check mark.

A green check mark icon confirms that the agent is able to communicate with the Azure service.

A yellow warning icon means the agent is having issues communication with Log Analytics.

One common reason is the Microsoft Monitoring Agent service has stopped. Use service control manager to restart the service.

If you have a firewall restriction in place, make sure the below ports are opened up:

* mms.microsoft.com, Log Analytics portal
* workspaceId.ods.opinsights.azure.com, [Data Collector API](https://docs.microsoft.com/en-us/azure/log-analytics/log-analytics-data-collector-api)
* \*.ods.opinsights.azure.com, Agent communication - configuring [firewall settings](https://docs.microsoft.com/en-us/azure/log-analytics/log-analytics-agent-windows)
* \*.oms.opinsights.azure.com, Agent communication - configuring [firewall settings](https://docs.microsoft.com/en-us/azure/log-analytics/log-analytics-agent-windows)
* \*.blob.core.windows.net, Agent communication - configuring [firewall settings](https://docs.microsoft.com/en-us/azure/log-analytics/log-analytics-agent-windows)

**Restart healthservice if data files are pending ingestion**

Please close all active powershell windows on the machine. Now, if you check the working directory of the Assessment and find the files with names like new.recommendations.\*\*\* (see screenshot below):

Open Command Prompt in Administrator mode and type in the below: net stop healthservice net start healthservice

After running the below command, the files would change to be processed as shown below which means the files have been ingested successfully and data should be visible on Log Analytics in about 30 min.

**Check for any conflicting omsassessment.exe processes running**

Open up Task Manager and look for a process named as omsassessment.exe. If found it indicates that the assessment is still running.

If it has been quite long (for eg, if you find this process has been running for over a day), it is possible that the assessment agent could not process data. So please proceed to the next troubleshooting steps below.

**Go through any errors in the prerequisite file**

Go to the assessment working directory and look at the pre-requisites (processed.prerequisites) files to find any errors mentioned for the assessment targets.

If any errors are found, for example WMI connectivity issues, the target names and the error would be mentioned in this file. Please resolve this and then trigger the assessment from the Task Scheduler

Task Scheduler -> Microsoft -> Operations Management Suite -> AOI\*\*\*\*\* -> Assessments and right click and hit run on the desired assessment scheduled task

**Go through error in the discovery log file**

Go to the assessment working directory and go into the 6-8 digit numbered folder inside the directory. Look for a folder called as Logs within which you will find a file named as DiscoveryTrace\*\*\*

Look for any errors or exceptions in this file and resolve them since they would be related to credential/permissions issue, WMI failure, network issue etc.

**Large file ingestion**

If the below files processed.recommendations.\*\*\* size is greater than 250MB, the files might be difficult to be processed by the Log Analytics Agent. If you encounter this scenario and are not able to see the data in Log Analytics please contact serviceshubteam@ppas.uservoice.com and let us know about your issue.

**Try to reduce the number of targets per assessment schedule**

If you are running the Windows Server, Windows Client or SQL Assessment and have added more than 5 targets in a single scheduled task, sometimes its possible that the assessment agent would not be able to process so many targets in one go. If you encounter this scenario, please use the below cmdlet to remove any existing configuration:

Remove-WindowsClientAssessmentTask Remove-WindowsServerAssessmentTask Remove-SQLAssessmentTask

Now run the Add-AssessmentTasks again with fewer targets. You can add multiple such tasks and create batches of tasks with 3-5 targets per task which would result in a quicker evaluation of your entire environment.