TPS Authoring Guide

# Folder Structure

* All troubleshoot content should be kept as markdown files in the Azure/SelfHelpContent repository.
* There is a limit of 2 on the depth of the folder structure, so all articles should be in the folder articles/<service name>.
* All folders must have unique names.

# File Names

* Files names must be under 80 characters
* File names should begin with the service name (name of the folder without the “microsoft.”) and should represent the name of the troubleshoot problem with no spaces. For ex. “classiccompute-myvmisslow.md”
* File names must be unique, so if you have the same problem or two different scenarios, you can append the extra descriptor to the end. For example, if you need two different documents for windows and linux, the names could be “classiccompute-cantcreateoraddanewvm-linux.md” and “classiccompute-cantcreateoraddanewvm-windows.md”

# Properties

At the top of each document, there is a section for properties. Some of the properties are mandatory.

Conventions:

* Comma separated for multiple values
* Spaces and capitalization don’t matter
* Order of the properties does not matter

Properties:

|  |  |  |  |
| --- | --- | --- | --- |
| Tag | What is it? | Mandatory | Note |
| pageTitle | Name of the issue | Yes | * Will be localized * Ex. “I can’t connect to an application on my VM” * This can only be one sentence - Do not include periods or commas |
| description | Name of the issue, or any other description you would like. This will not appear on the portal, it is metadata only | Yes | * Will be localized * Ex. “I can’t connect to an application on my VM” |
| service | Service name | Yes | * Multiple values are NOT allowed * ex. "microsoft.classiccompute" |
| resource | Name of the resource type | * + Yes | * Multiple values are NOT allowed * Ex. “virtualmachines” |
| authors | Who wrote the article | Yes | * Alias of who wrote or last edited the document |
| displayOrder | The order that the articles should appear in the accordion | * + Yes | * Starts with 1 * Must be a unique number for every article in that service |
| selfHelpType | This differentiates content that must be tied to a resource (because it requires a resource ID to open blades) from content that can be referenced without a resource ID | * + Yes | * Options: resource, generic * “Resource” should be used when there is content that requires a resource ID. For example, opening a blade. * “Generic” should be used when a specific resource ID is not required for the content to make sense. This may apply to content that is shown in case submission when a user selects “General question” or does not select a specific resource. |
| supportTopicIds | For articles that show up in case submission and are displayed per support topic, provide the support topic name | No | * When functionality for self-help in case submission is onboarded, a list of supportTopicIds will be added for reference. Will update with location. |
| resourceTags | Does this article only apply to specific types of resources? | * + No | * Can have multiple, comma separated values * Order does not matter * Ex: "windows, linux" * See list below for all supported resourceTags. If you need one of these for your resource, let us know. |
| productPesIds | For articles that show up in case submission and are displayed per product id, provide the productPesIds | No | * Can have multiple, comma separated values * Ex. 14749, 15571 * When functionality for self-help in case submission is onboarded, a list of productPesIds will be added for reference. Will update with location. |
| cloudEnvironments | Is this content specific to a certain cloud? | Yes | * Can have multiple values * See below for supported cloud environments |

Example:

<properties

pageTitle="I can't connect to an application on my VM"

description="I can't connect to an application on my VM "

service="microsoft.classiccompute"

resource="virtualmachines"

authors="kasparks"

displayOrder="6"

selfHelpType="resource"

supportTopicIds=""

productPesIds=""

resourceTags="windows, linux"

cloudEnvironments="public"

/>

Supported resource tags

Virtual Machines: linux, windows

SQL: datawarehouse, databases, servers

Supported Cloud Environments

public

# Document Markdown Conventions

There are 4 main sections of your markdown file. They should appear in this order:

1. Properties section (see Properties section above for an example)
2. Title
   * This is what will appear in the accordion of the troubleshoot blade.
   * This should be an H1 (markdown syntax “# <title>”).
   * Ex. “# I can’t connect to an application on my VM”
3. Recommended steps
   * Optional section if you would like to provide recommended steps
   * Note – open a support request should not be one of your steps. The support request link will appear on all troubleshoot blades by default
   * The title of the section should be included at the top as a bold H2 (markdown syntax “## \*\*Recommended steps\*\*”)
   * On the line below that, put any descriptive text about the steps that you wish to add
   * Two lines below that, add your steps. Steps can be bulleted or numbered. What you choose in the markdown is what will appear in the portal
   * To force a line break in your step, add a <br> at the end of line
   * To add links to open blades, use the following convention: [<text to display>](data-blade:<blade>)
     + Ex. [Reset password](data-blade:Microsoft\_Azure\_Classic\_Compute.PasswordResetBlade)
     + Reference the blade list in the documentation folder to get the links to blades
     + If you need a blade that is not on the blade list yet, please reach out to us ([AzSFAdoption@microsoft.com](mailto:AzSFAdoption@microsoft.com)) to onboard new blades
   * To add links to external documents, use the following convention: [<text to display>][<url>]
     + Ex. [Reset SSH using CLI]([https://azure.microsoft.com/documentation/articles/virtual-machines-linux-use-vmaccess-reset-password-or-ssh/#sshconfigresetcli](https://azure.microsoft.com/documentation/articles/virtual-machines-linux-use-vmaccess-reset-password-or-ssh/" \l "sshconfigresetcli))
     + Please make sure that your links are culturally invariant, meaning that “en-us” does not appear in the url
4. Recommended Documents
   * Optional section if you would like to provide recommended documents
   * The title of the section should be included at the top as a bold H2 (markdown syntax “## \*\*Recommended documents\*\*”)
   * Syntax should be [<text to display>][<url>]
     + Ex. [Detailed troubleshooting of SSH errors]([https://azure.microsoft.com/documentation/articles/virtual-machines-troubleshoot-ssh-connections/#detailed-troubleshooting-of-ssh-errors](https://azure.microsoft.com/documentation/articles/virtual-machines-troubleshoot-ssh-connections/" \l "detailed-troubleshooting-of-ssh-errors))
   * All documents except the last one should end with <br> so that the next document link will be on the next line

Example:

<properties

pageTitle="I can't connect to my Linux VM"

description="I can't connect to my Linux VM "

service="microsoft.classiccompute"

resource="virtualmachines"

authors="kasparks"

displayOrder="2"

selfHelpType="resource"

supportTopicIds=""

resourceTags="linux"

productPesIds=""

cloudEnvironments="public"

/>

# I can't connect to my Linux VM

## \*\*Recommended steps\*\*

To resolve common isuess, try one or more of the following methods.

1. Review your VM's [console log or screenshot](data-blade:Microsoft\_Azure\_Classic\_Compute.VirtualMachineSerialConsoleLogBlade) to correct boot problems. Review errors in logs such as FSTAB (file systems table), FSCK (file system consistency), or networking.

2. [Reset password](data-blade:Microsoft\_Azure\_Classic\_Compute.PasswordResetBlade) to address authentication errors

3. Restart the virtual machine to address startup issues by clicking 'Restart' at the top of the VM resource blade

4. Resize the VM to fix host issues by clicking 'Size' in the Settings blade of the VM resource

5. Reset the SSH configuration to fix any SSH issues <br>

[Reset SSH using CLI](https://azure.microsoft.com/documentation/articles/virtual-machines-linux-use-vmaccess-reset-password-or-ssh/#sshconfigresetcli)

## \*\*Recommended documents\*\*

[Detailed troubleshooting of SSH errors](https://azure.microsoft.com/documentation/articles/virtual-machines-troubleshoot-ssh-connections/#detailed-troubleshooting-of-ssh-errors) <br>

[Automate Linux VM Customization Tasks Using CustomScript Extension](https://azure.microsoft.com/blog/automate-linux-vm-customization-tasks-using-customscript-extension/)

# Documentation, examples, and templates

You can find further documentation, examples, and templates at <https://github.com/Azure/SelfHelpContent/tree/master/documentation>