Understand and troubleshoot Cloud PC issues

Agenda

- Introduction
- Physical PC vs Cloud PC
- Performance data
- Gather useful logs
- If all access fails

About me

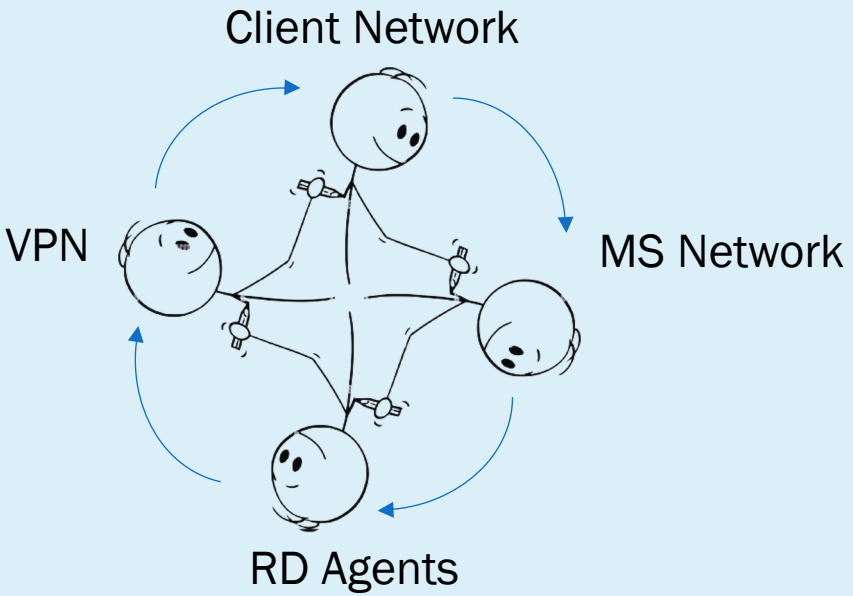
- Cloud Architect @ APENTO
- 8+ years as consultant
- Passion for automation
- Primary focus areas:
  - *Windows 365*
  - *Azure Virtual Desktop*

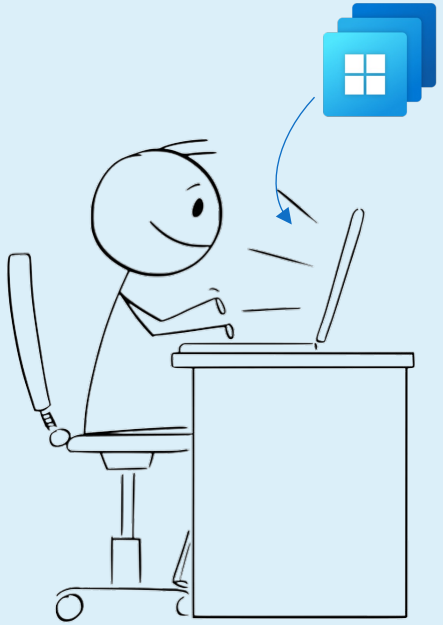
/in/mortenpedholt @MortenPedholt https://pedholtlab.com W365 Community

Physical PC vs Cloud PC

Physical PC

Cloud PC

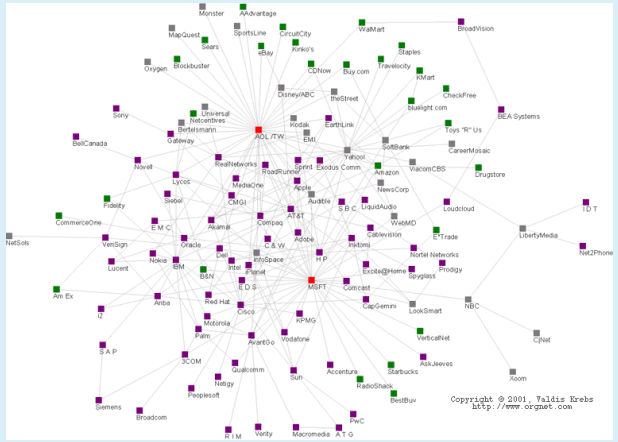




The things in between

Client Network

MS Network



RD Agents

- Remote Desktop Agent Boot Loader
- Remote Desktop Services Infrastructure Agent
- Remote Desktop Services Infrastructure Geneva Agent
- Remote Desktop Services SxS Network Stack
- Remote Desktop WebRTC Redirector Service
- MsMmrHostMsi

VPN

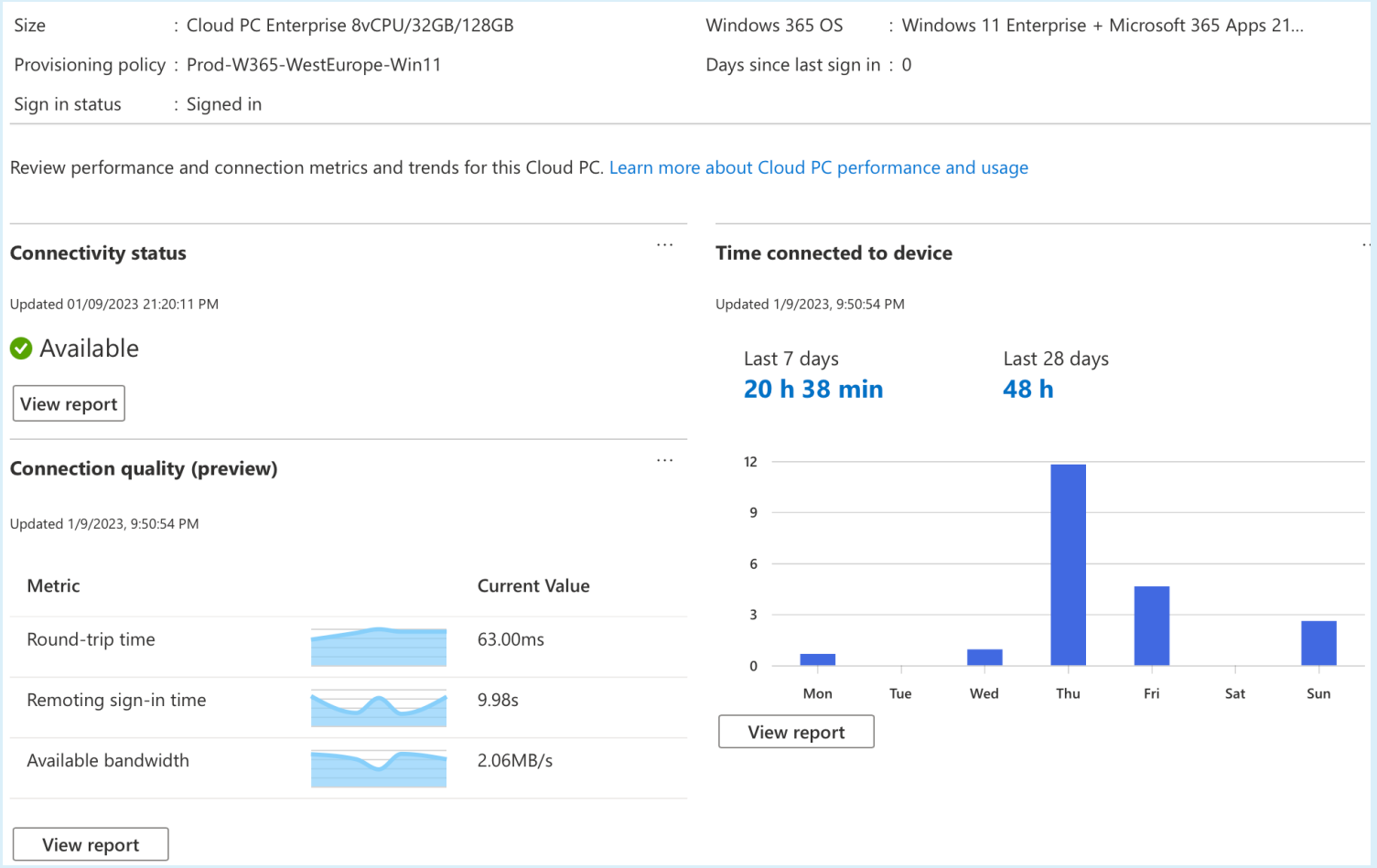
FortiClient VPN
Remote Access Agent

Azure
VPN

Performance data

Data overview

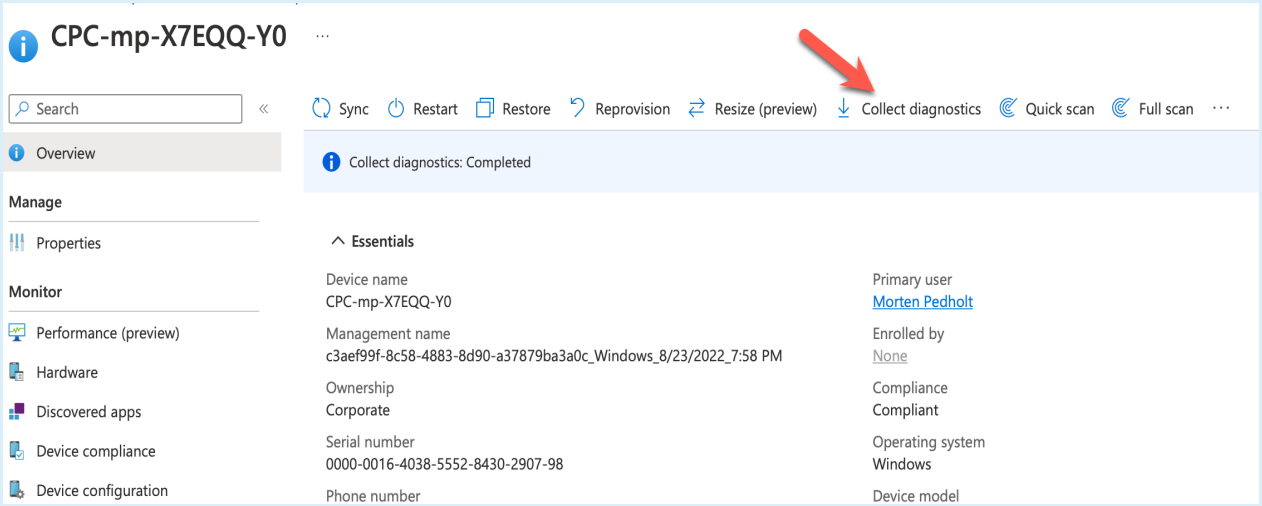
- Connectivity status
- Connection quality
- Cloud PC performance
- Service health

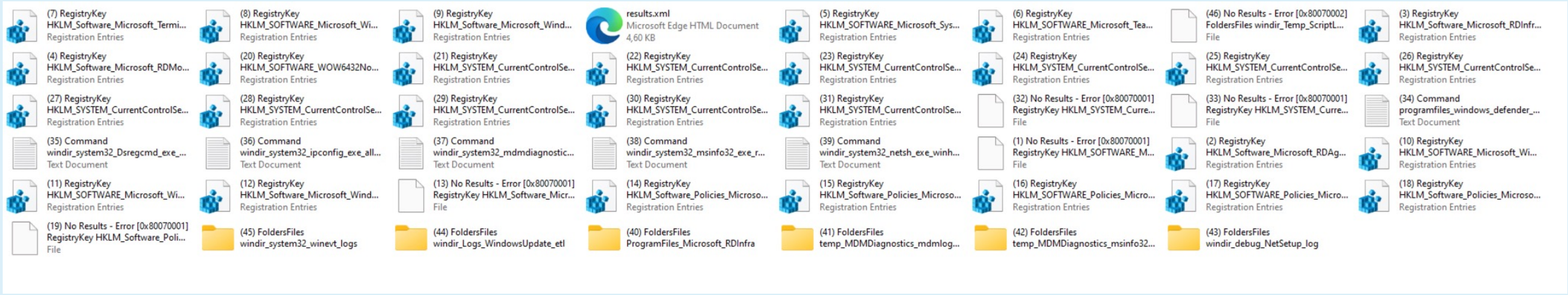


Demo

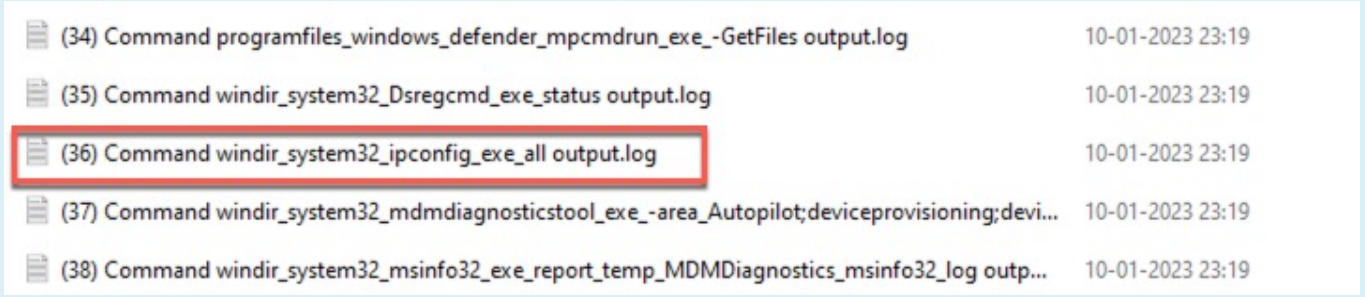
Gather useful logs

Collect Diagnostics





IPconfig

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Windows IP Configuration

   Host Name . . . . . . . . . . . . : CPC-mp-X7EQQ-Y0
   Primary Dns Suffix  . . . . . . . :
   Node Type . . . . . . . . . . . . : Hybrid
   IP Routing Enabled. . . . . . . . : No
   WINS Proxy Enabled. . . . . . . . : No
   DNS Suffix Search List. . . . . . : nilar0yltxnerm0wqnxsq4tr1c.ax.internal.cloudapp.net

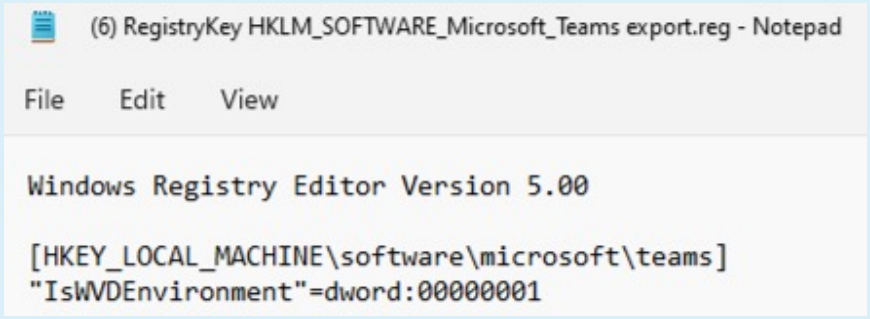
Ethernet adapter Ethernet:

   Connection-specific DNS Suffix  . : nilar0yltxnerm0wqnxsq4tr1c.ax.internal.cloudapp.net
   Description . . . . . . . . . . . : Microsoft Hyper-V Network Adapter
   Physical Address. . . . . . . . . : 60-45-BD-89-67-E3
   DHCP Enabled. . . . . . . . . . . : Yes
   Autoconfiguration Enabled . . . . : Yes
   Link-local IPv6 Address . . . . . : fe80::6af:7e06:20f8:e17a%10(Preferred)
   IPv4 Address. . . . . . . . . . . : 10.1.0.5(Preferred)
   Subnet Mask . . . . . . . . . . . : 255.255.252.0
   Lease Obtained. . . . . . . . . . : 14. december 2022 07:12:06
   Lease Expires . . . . . . . . . . : 16. februar 2159 04:01:12
   Default Gateway . . . . . . . . . : 10.1.0.1
   DHCP Server . . . . . . . . . . . : 168.63.129.16
   DHCPv6 IAID . . . . . . . . . . . : 106972605
   DHCPv6 Client DUID. . . . . . . . : 00-01-00-01-2A-96-84-E0-60-45-BD-89-67-E3
   DNS Servers . . . . . . . . . . . : 168.63.129.16
   NetBIOS over Tcpip. . . . . . . . : Enabled

Ethernet adapter vEthernet (Default Switch):

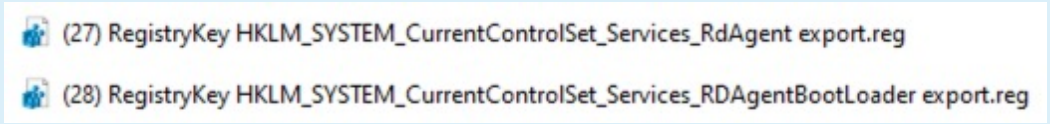
   Connection-specific DNS Suffix  . :
   Description . . . . . . . . . . . : Hyper-V Virtual Ethernet Adapter
   Physical Address. . . . . . . . . : 00-15-5D-78-9F-BC
   DHCP Enabled. . . . . . . . . . . : No
   Autoconfiguration Enabled . . . . : Yes
   Link-local IPv6 Address . . . . . : fe80::e4e3:c9c7:f8f5:ee63%18(Preferred)
   IPv4 Address. . . . . . . . . . . : 172.22.144.1(Preferred)
   Subnet Mask . . . . . . . . . . . : 255.255.240.0
   Default Gateway . . . . . . . . . :
   DHCPv6 IAID . . . . . . . . . . . : 301995357
   DHCPv6 Client DUID. . . . . . . . : 00-01-00-01-2A-96-84-E0-60-45-BD-89-67-E3
   NetBIOS over Tcpip. . . . . . . . : Enabled
```

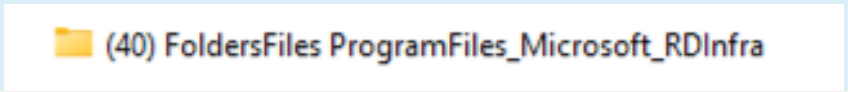
Teams AV Redirection Optimization

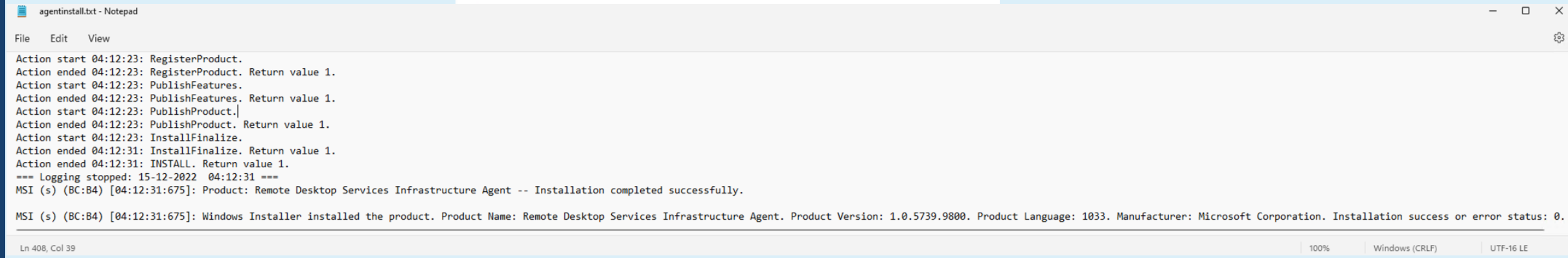


RD Agents and RDS config

- Check Terminal server configuration (25)
- Check RD Agent Services (27 and 28)
- RD Agent updates and versions (40)



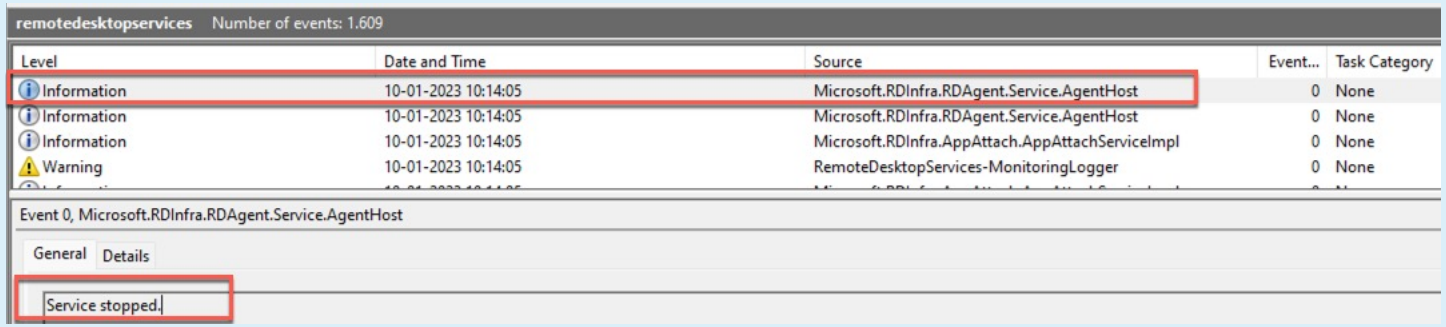


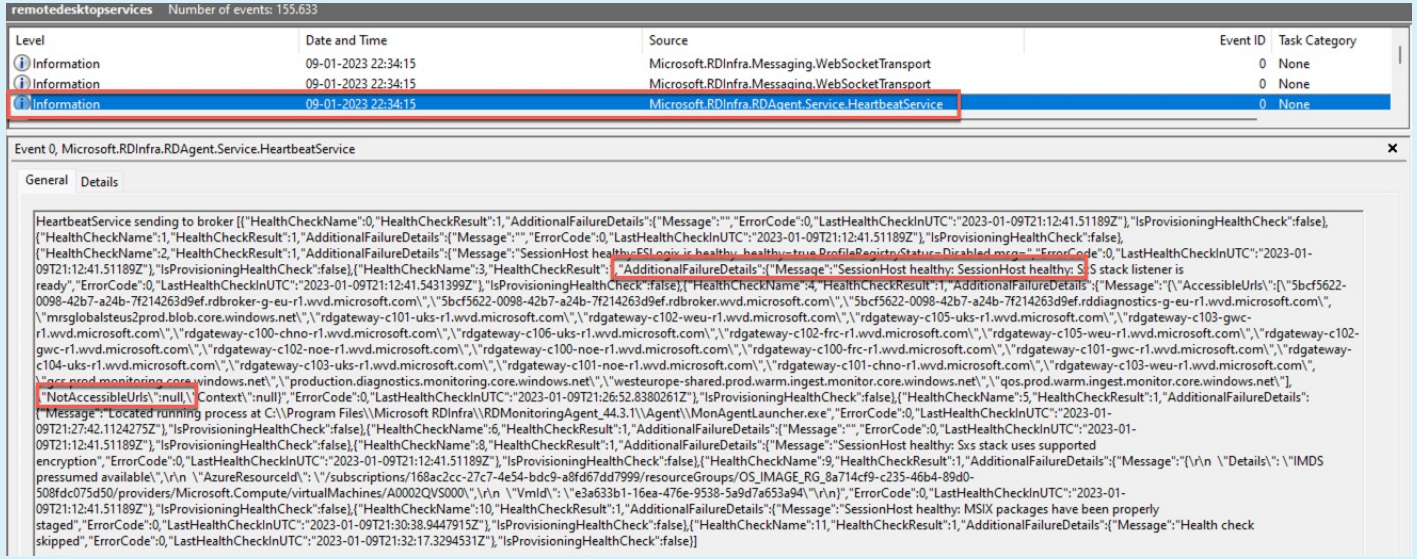


Event logs

(45) FoldersFiles windir_system32_winevt_logs

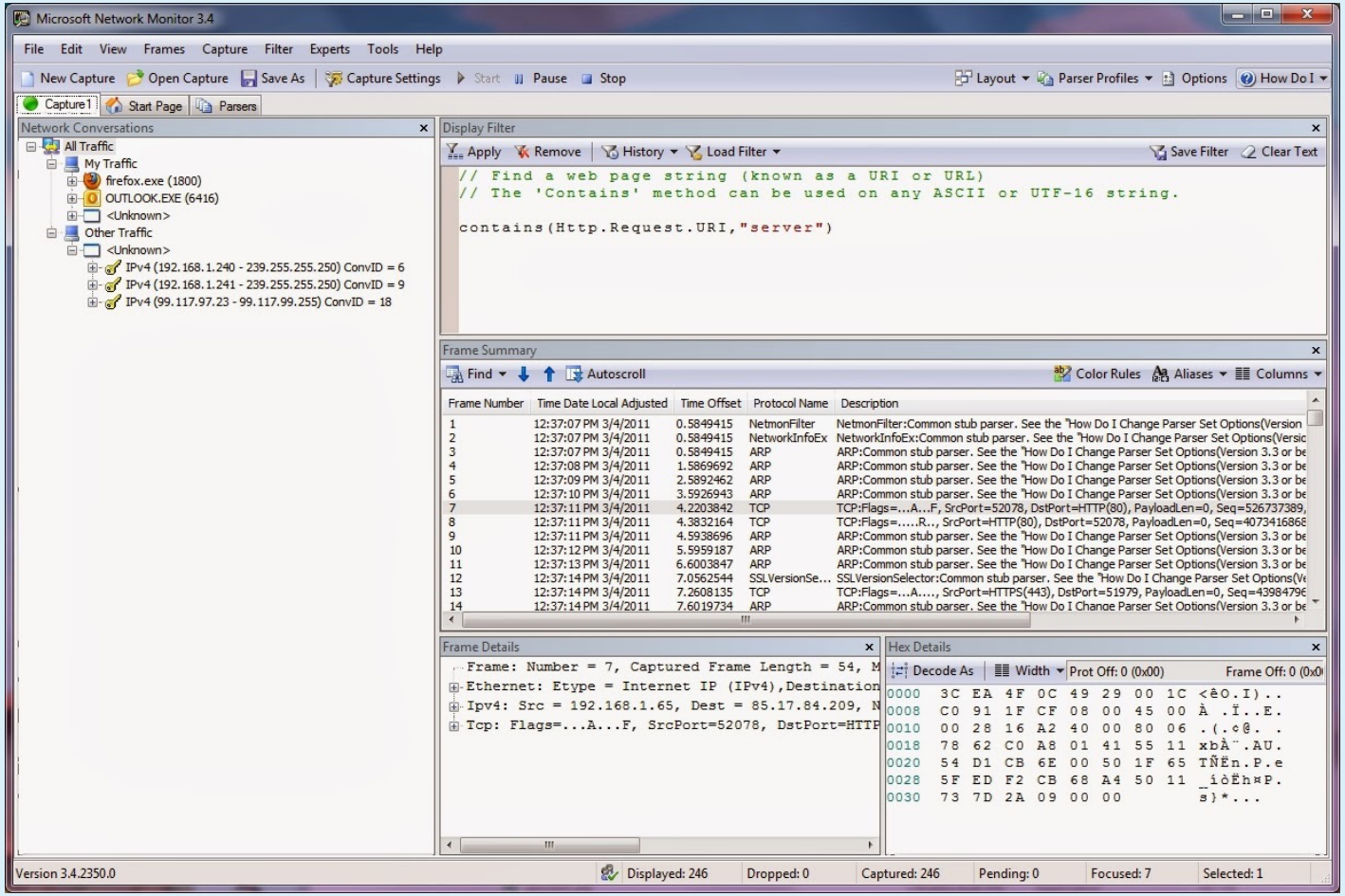
remotedesktopservices.evtx





Microsoft Network Monitor

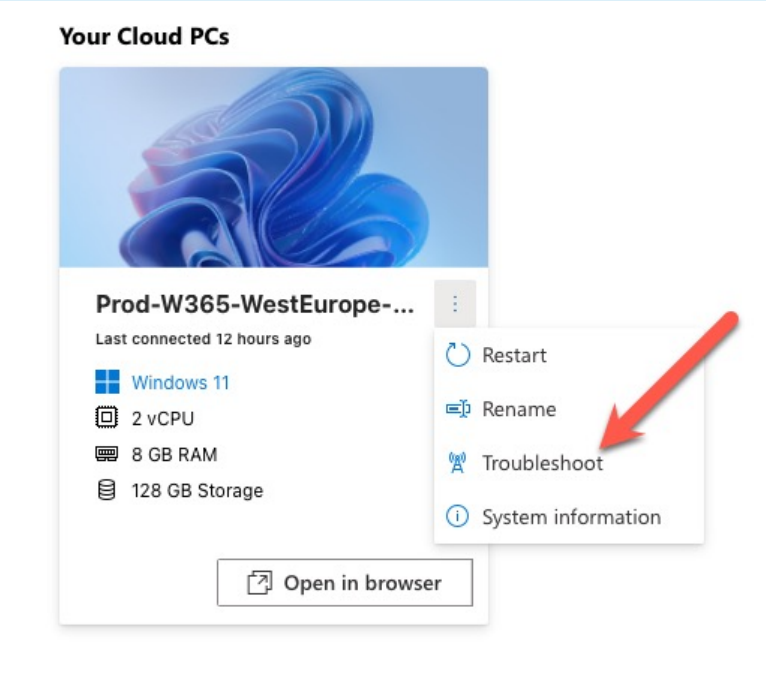
- Capture network packets
- Network performance issues
- Alternatives:
  - *Wireshark*
  - *NetworkMiner*
  - *Fiddler*

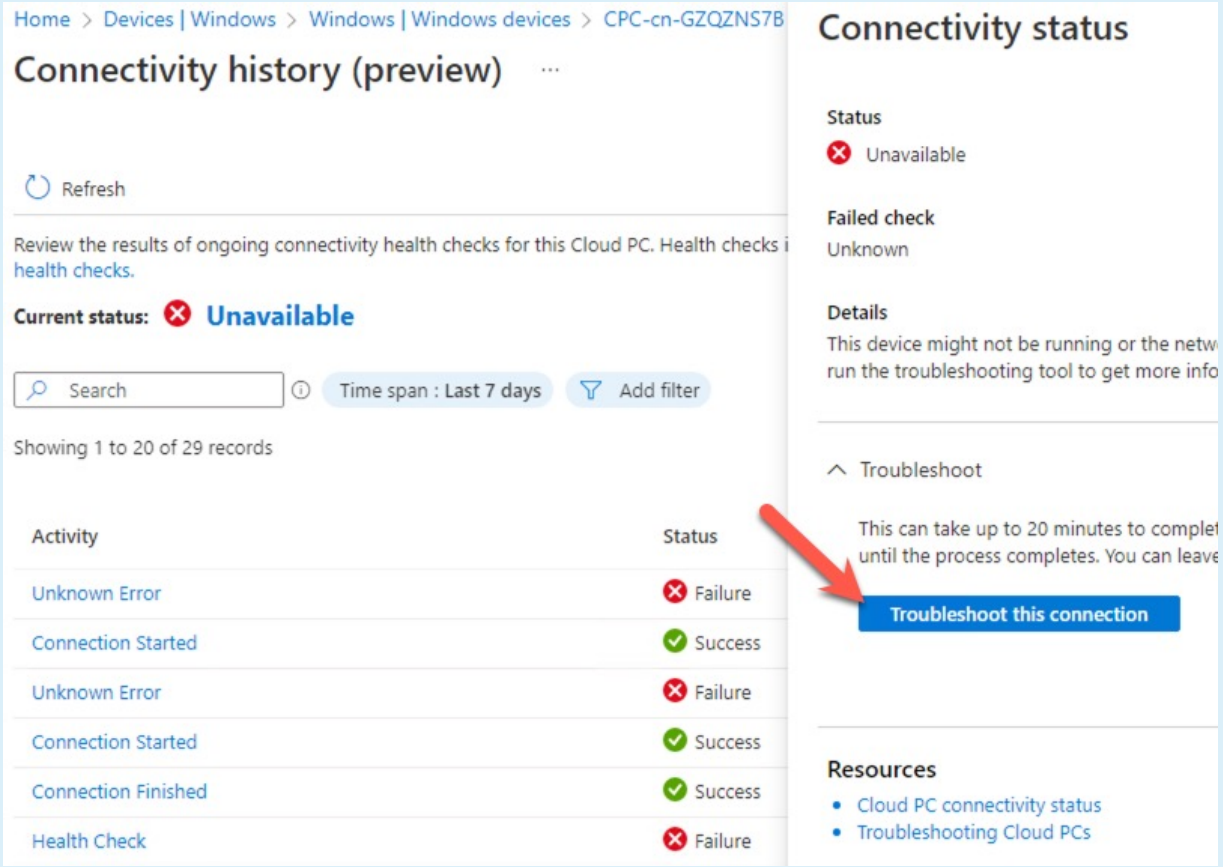


Troubleshoot action

Troubleshoot action

- User action
- Administrator action

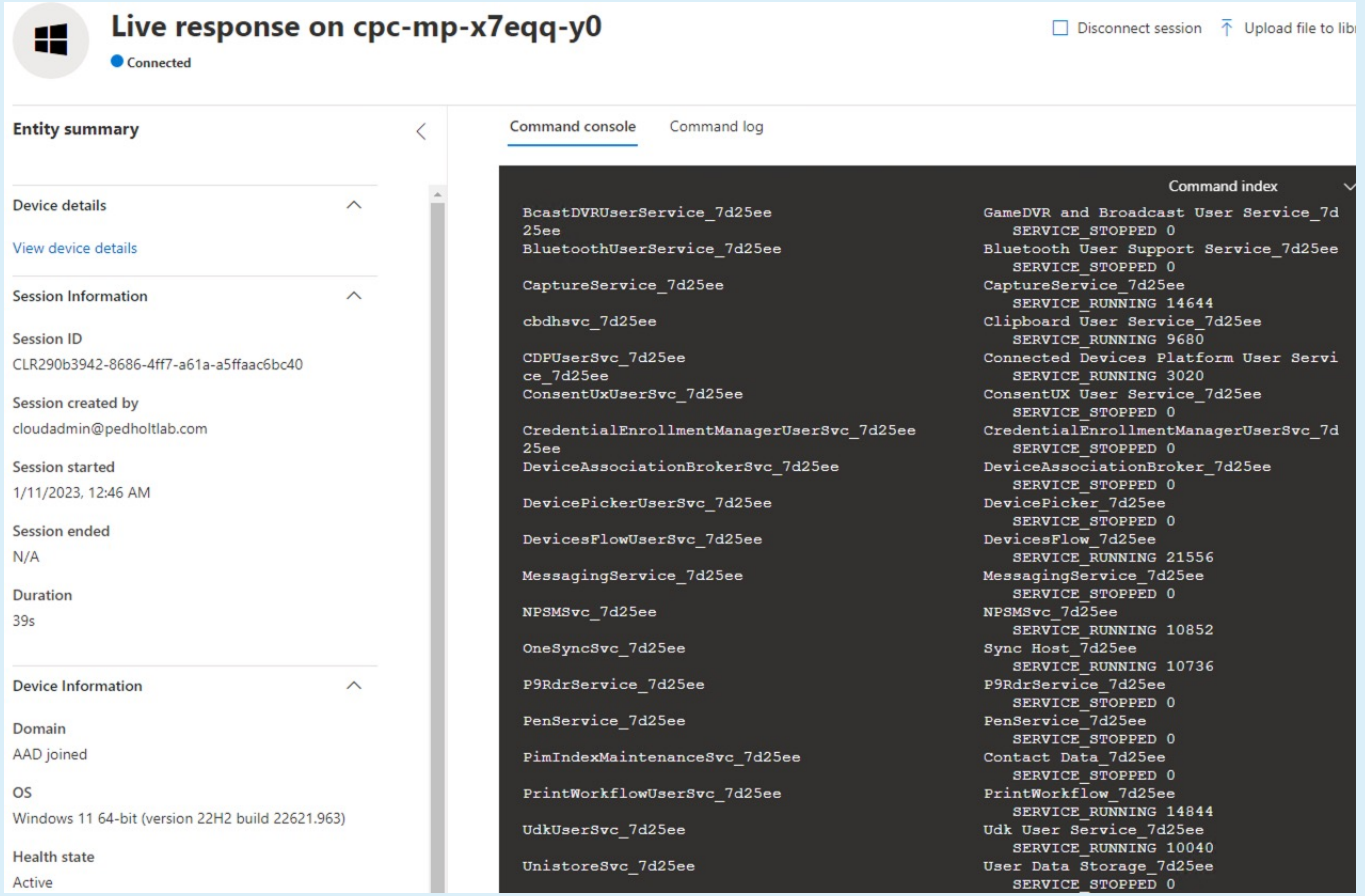




If all access fails

Live response session

- Cloud-based Interactive Shell
- Features
  - *Run commands (limited)*
  - *Download files*
  - *Upload a file and run it*
- Required permissions
  - *Security Administrator*



https://security.microsoft.com

Demo

Thank you!