Troubleshooting and Support



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Overview

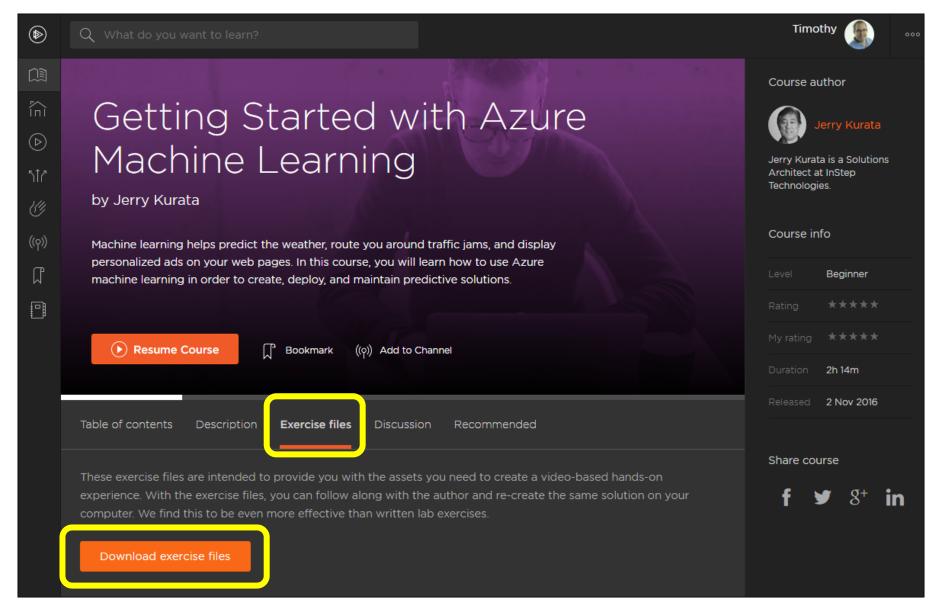
Troubleshoot IaaS VMs

Submit a support ticket

Use Azure Advisor



Exercise Files





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

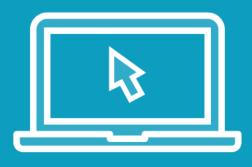
Set-AzureRmVMAccessExtension

- -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



Demo



1

Reset password

Reset RDP connection

Linux startup logs

Windows console logs and boot diagnostics



Submit a Support Ticket



Demo



2

Visit the public support page

- Get pricing

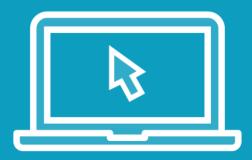
File a ticket through the portal



Azure Advisor



Demo



3

Show Advisor pricing page

- free while in public preview
- mention private preview

Use Advisor in the portal



For Further Learning

Building a Global App with Azure PaaS (Barry Luibregts)

Gives you nice exposure to Azure App Service (PaaS) troubleshooting tools like Application Insights

Managing Azure laaS with PowerShell (Elton Stoneman)
See the module "Managing Azure VMs"



Summary



Between the Azure Advisor and the Azure Security Center, you have excellent, personalized guidance

Learn PowerShell NOW to ensure you never lose access to your Azure VMs

Next module: Cost Management

