

Troubleshooting and Support



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Overview

Troubleshoot IaaS VMs

Submit a support ticket

Use Azure Advisor



Exercise Files

What do you want to learn?

Timothy

Getting Started with Azure Machine Learning

by Jerry Kurata

Machine learning helps predict the weather, route you around traffic jams, and display personalized ads on your web pages. In this course, you will learn how to use Azure machine learning in order to create, deploy, and maintain predictive solutions.

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Table of contents Description **Exercise files** Discussion Recommended

These exercise files are intended to provide you with the assets you need to create a video-based hands-on experience. With the exercise files, you can follow along with the author and re-create the same solution on your computer. We find this to be even more effective than written lab exercises.

[Download exercise files](#)

Course author

Jerry Kurata

Jerry Kurata is a Solutions Architect at InStep Technologies.

Course info

Level	Beginner
Rating	★★★★★
My rating	★★★★★
Duration	2h 14m
Released	2 Nov 2016

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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 IaaS 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**

