

FQR

Tuesday, April 9, 2024 12:00 PM

Hello Cx,

Thank you for contacting Microsoft Azure Support.

My name is Anya, I am the support engineer working with you on this Service Request - 2212xxxxxxxxxx. To ensure all communications reach the appropriate contact and that the incident is kept up to date, please reply to this email thread with "Reply All".

From your email, I understand that you are having difficulties creating an App Service Domain as a result of insufficient payment history. Having reviewed your subscription, I see that you do not have sufficient payment history to purchase a domain.

As a result of the new App Service Domain policy introduced which requires sufficient payment history prior to purchasing a domain, your current subscription with its payment history will not pass the check that will allow you to purchase any domain and that is the reason you cannot create a custom domain.

However, I would recommend that you continue actively using your Azure resources, incur more charges, and you will be able to purchase an App services domain in the future.

I understand this may not be the response you might have been expecting, but this is due to the recent App services domain policy.

My sincere apologies for any inconvenience this may have caused as I would have loved to assist if this was within my capacity.

Please let me know if you have further concerns. I eagerly await your response.

LQR || Closure Email

Tuesday, April 9, 2024 12:01 PM

Hi Cx,

Thank you very much for your time on this case - 22xxxxxxxxxxxx.

With the confirmation in your previous email, we will be proceeding to archive this support request.

Please find below a quick summary of this support request.

Issue.

Resolution.

As there are no further questions or concerns at this time and regarding your email confirmation, I am going ahead to archive this ticket.

If you would like to rate the support you will be receiving a separate email after this one that has a brief questionnaire. Your feedback is extremely important to us and helps improve the service we provide. The questionnaire is three questions and only should take a moment of your time.

If you have any feedback or concerns on the handling of your case, please feel free to reach out to my manager, as listed below in my signature.

Thank you for choosing Microsoft.

Have a lovely day.

Hi Cx,

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With the confirmation in your previous email, we will be proceeding to archive this support request.

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with the opportunity to tell us about your experience.

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Have a lovely day.

=====

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In addition to that, if you would like to leave feedback that is related to the product, you may do so here [Ideas · Community \(azure.com\)](https://ideas.azure.com)

Sev A - Unresponsive

Tuesday, April 9, 2024 12:02 PM

While we will still handle your case with high priority and great care, I will be temporarily lowering the severity to B, since as per our official support terms, severity A is reserved for situations that involve a critical real-time service degradation that severely affects production or profitability.

Unresolved - Cx wants to sadly close

Tuesday, April 9, 2024 12:03 PM

I hope this email finds you well. I truly appreciate your patience and understanding throughout this process, and I want to extend my sincerest apologies for the inconvenience you've experienced with our Azure services.

Your feedback is invaluable to us, and I understand the frustration that arises when encountering issues with stability.

Rest assured, we take your concerns seriously, and we are committed to continuously improving our services to provide a more reliable experience for all our customers.

In light of the challenges you've faced, I completely understand your request to close the ticket. While we may not have an immediate solution from Azure's perspective, please know that we are actively working to address these issues internally and with our partners.

We will proceed with closing the ticket as per your request, but please don't hesitate to reach out if you encounter any further issues or if there's anything else we can assist you with. Your satisfaction is our top priority, and we are here to support you every step of the way.

Your feedback is important to us. After this interaction, you will receive a separate closure email with the opportunity to tell us about your experience.

If you have any feedback or concerns on the handling of your case, please feel free to reach out to my manager, as listed below in my signature.

Once again, I apologize for any inconvenience this situation has caused. Thank you for your patience and understanding.

Warm regards,

Unresponsive Cx

Tuesday, April 9, 2024 12:03 PM

Hello Hari

Unfortunately, we have been unable to contact you regarding your support request.

Perhaps this is not a good time for you due to other obligations or you no longer need assistance.

If your issue has been resolved, we always appreciate anything you can share as to the resolution as we can update our records and documentation to help us in future cases.

If you do want to continue working on this request, please respond to this email or contact me or my manager using the contact information in my signature.

Issue

Action Plan

Your feedback is important to us. If you would like to rate the support you will be receiving a separate email after this one that has a brief questionnaire. Your feedback is extremely important to us and helps improve the service we provide. The questionnaire is three questions and only should take a moment of your time.

If you have any feedback or concerns on the handling of your case, please feel free to reach out to my manager, as listed below in my signature.

Thank you for choosing Microsoft.

Have a lovely day.

We hope this message finds you well. We have been trying to reach you regarding your recent support request but haven't been successful.

We understand that you might be busy or perhaps your issue has already been resolved. If your issue is resolved, we would greatly appreciate it if you could share the details with us. This helps us improve our records and documentation for future cases.

If you still need assistance, please reply to this email or contact me or my manager directly using the contact information in my signature.

Issue:

Action Plan:

Your feedback is important to us. After this interaction, you will receive a separate closure email with the opportunity to tell us about your experience.

Should you have any feedback or concerns about how your case was handled, please feel free to reach out to my manager, whose contact details are listed below in my signature.

Thank you for choosing Microsoft. Have a wonderful day!

Best regards,

Untitled

Wednesday, April 10, 2024 10:53 AM

SR	Issue	Action Plan/Engineer
2403240050000280	on-prem database connectivity	<p>Developer team has given feedback on the dumps.</p> <p>It seems that there is an issue with the name being used as the FQDN on the server.</p> <p>I recommended that the cx use the FQDN of the on-prem server</p> <p><u>SqlConnection.ConnectionString Property (System.Data.SqlClient) Microsoft Learn</u></p> <p>Just follow up on the 11th if the recommendation worked or in case he has further questions - Timi</p>
2402010030005244	There is high CPU usage on the Azure App Service plan	<p>Cx has his own clients and they are yet to give him consent to close this case.</p> <p>The cx was impacted by the HIGH CPU outage that happened a while back. Although the issue is resolved, the cx and his clients have been monitoring the multiple app they have.</p> <p>I called him and we agreed to reach out to him next week to get updates from their end.</p> <p>Follow up on the 15th to know updates from his end - Muna</p>
2404040050004368001	Logs verification	I have updated the collab case note with the necessary information. Reach out to main case owner in case of further assistance. If note close the collab - Biliki
2404080030001777	Action recommended: Reminder to implement disaster recovery strategies for your Azure App Service web apps by 31 March 2025	<p>Please see the case note</p> <p>+++Next Action Plan</p> <p>Check if cx requires further assistance - Sarah</p>
2403280050003206	Paying for double the normal usage (duplicate)	See case notes (I already spoke to you about it) - Yomi
2404030030003526	failed request with 499 error code	Follow up with the cx on the 12th and on the 16 (just like we discussed) - Chizaram
2403090050000657	Renew my domain	Follow up on the 12th just like we discussed - Ifeoma
2404040050004368001	Logs verification	Given the MCO the requested information on the collab case note. Reach out to him telling him that if he wants anything else or we can close the collab - abayomi
2403100030000467	disk utilization is high	Follow up with AVA and Saviour (ask savior to help check up with Maria) - Chika

Begging cx LQR

Wednesday, September 4, 2024 8:03 PM

Thank you very much for your time on this case - 240708xxxxxxxx. I appreciate your patience and cooperation as we worked through the ongoing investigation of the issue you presented to us.

With the confirmation in our Teams chat, we will be proceeding to temporarily archive this support request seeing as you are quite occupied at the moment.

Please find below a quick summary of this support request.

- **Issue Description:** Function app unable to reach On-Prem data gateway
- **Action Plan:** We were in the midst of investigation with the express route engineer

As discussed, and per your confirmation, pending your availability to continue the investigation, we will proceed to temporarily archive this ticket to avoid overwhelming you with emails. I understand that the delay in finding a permanent resolution may be frustrating, rest assured we are dedicated to resolving the issue you brought forward whenever you are free to continue the support.

When you are ready, please feel free to reach out to me so we can reopen the support request and complete the process. In the meantime, should you encounter any further issues or have additional concerns, please do not hesitate to reach out to me directly.

Your feedback is important to us. After this interaction, you will receive a separate closure email with the opportunity to tell us about your experience.

If you have any feedback or concerns on the handling of your case, please feel free to reach out to my manager, as listed below in my signature.

Thank you for choosing Microsoft.

Application Engineering team

Thursday, September 5, 2024 2:47 PM

The engineering team is the highest level of escalation from a technical perspective, which means that the issue is properly handled and investigated. They are performing a deep evaluation of the issue based on a number of factors which depending on the situation may include time to fix, time to test, risk of destabilization to the product and so on.

Kindly understand that we are actively working on this request and due to the nature of the escalated issues, time to fix may vary (sometimes 5-10 business days), hence the delay in resolution that may arise.

Perhaps you want us to only communicate with you when we get a resolution from the Product Group, kindly let us know. For now, we shall continue to follow up with the Product Group, in a bid to expedite actions and update you (**set frequency - 2 business days or every Tuesday, etc**).

Idle

Tuesday, November 26, 2024 2:16 PM

I hope this email finds you well. I wanted to follow up regarding ticket # [Ticket Number]. We haven't received any recent updates or feedback from your end, and the ticket has been idle for some time.

If you require further assistance or have any updates to provide, please don't hesitate to reach out to us. We're here to help and want to ensure your issue is resolved satisfactorily.

Thank you for your attention to this matter, and I look forward to hearing from you soon.

Product Limitation

Wednesday, March 12, 2025 1:26 PM

Hi Cx,

Thank you very much for your time on this case - 22xxxxxxxxxxxx.

With the confirmation in your previous email, we will be proceeding to archive this support request.

Please find below a quick summary of this support request.

Issue.

Resolution.

As there are no further questions or concerns at this time and regarding your email confirmation, I am going ahead to archive this ticket.

If you would like to rate the support you will be receiving a separate email after this one that has a brief questionnaire. Your feedback is extremely important to us and helps improve the service we provide. The questionnaire is three questions and only should take a moment of your time.

In addition to that, if you would like to leave feedback that is related to the product, you may do so here [Ideas · Community \(azure.com\)](#)

If you have any feedback or concerns on the handling of your case, please feel free to reach out to my manager, as listed below in my signature.

Thank you for choosing Microsoft.

Have a lovely day.

Untitled

Thursday, August 10, 2023 11:54 AM

 anyatestwesteurope | Diagnose and solve problems ☆ ...

Web App

Search <> Ask Genie Refresh Feedback

Overview

Activity log

Access control (IAM)

Tags

Diagnose and solve problems

Microsoft Defender for Cloud

Events (preview)

> Deployment

> Settings

> App Service plan

> Development Tools

- Clone App
- Console
- Advanced Tools
- App Service Editor (Preview)
- Extensions

> API

> Monitoring

> Automation

> Support + troubleshooting

App Service Diagnostics - Investigate how your app is performing, diagnose issues, and discover how to improve it.

Search for common problems or tools

Have questions? [Ask Genie](#)

Risk alerts

Availability

X 3 Critical ✓ 1 Success

[View more details](#)

Troubleshooting categories



Availability and Performance
Check your app's health and discover app or platform issues.

Web App Down
Web App Slow
High CPU Analysis



Configuration and Management
Find out if your app service features are misconfigured.

Investigate EasyAuth errors
IP Address Configuration
Migration Operations



Navigator (Preview)
Track changes on your app and its dependencies.

Ex: Change Analysis, SQL, Dependency, Storage

[Troubleshoot](#)



Diagnostic Tools
Run proactive tools to automatically mitigate the app.

Application Event Logs
Auto-Heal
Advanced Application Restart

Auto-Heal

Auto-Heal provides you with an easy way to take an action when your app is having an unexpected behavior. The triggers and actions allow you to define various conditions like slow requests, memory limit on which you can take specific actions like restarting the process, logging an event, or starting another executable. Please note that these mitigations are considered a temporary workaround until you find the real cause for the issue causing the unexpected behavior.

Custom Auto-Heal Rules Proactive Auto-Heal History

Custom Auto-Heal Rules Enabled

On Off

1. Define Conditions

Request Duration Memory Limit Request Count Status Codes

If your app is failing with HTTP Server errors, you can configure a rule to mitigate the issue or collect diagnostic data to identify the root cause of the problem. You can configure rules on more than one HTTP Status code condition.

[Add Status Codes rule](#)

Do you want to set this rule for a specific status code or a range of status codes?

Single HTTP Status HTTP Status Range

After how many requests you want this condition to kick in?

Enter request count *

e.g. 500 *

e.g. 0

e.g. 0

What should be the status code for these requests?

What should be the sub-status code for these requests?

What should be the win32-status code for these requests?

What is the time interval (in seconds) in which the above condition should be met?

What is the request path (leave blank for all requests)?
e.g. /default*.aspx

[Ok](#)

2. Configure Actions

Recycle Process Log an Event Custom Action

[Run Diagnostics](#) [Run Any Executable](#)

Memory Dump
Collects memory dumps of the process and the child processes hosting your app and analyzes them for errors

CLR Profiler
Profiles ASP.NET application code to identify exceptions and performance issues

CLR Profiler with Thread Stacks
Profiles ASP.NET application code to identify exceptions and performance issues and dumps stacks to identify deadlocks

JAVA Memory Dump
Collects a binary memory dump using jMap of all java.exe processes running for this web app

JAVA Thread Dump
Collects jStack output of all java.exe processes running for this app and analyzes the same

Tool Options

Configure additional options that control how the diagnostic tools chosen above should behave:

CollectKillAnalyze With this option, only the above selected tool's data will be collected. No analysis will be performed and process will not be restarted.

CollectLogs Troubleshoot

Warning

Troubleshoot

⚠ Warning

You have chosen a tool option that does not restart the process. This can cause auto-healing actions to kick in multiple times thus generating a lot of data. It is recommended to choose **CollectKillAnalyze** option to ensure that the process gets restarted after collecting data.

Storage

Before you can collect a memory dump, you must specify a storage account to store the dump files. This is required so that the dump files do not impact disk space of your app.

Select

3. Override when Action executes (Optional)

Startup Time

4. Review and Save your Settings

Current Settings
No rule configured!

Save **Cancel** **View All Sessions**

Auto-Heal

Auto-Heal provides you with an easy way to take an action when your app is having an unexpected behavior. The triggers and actions allow you to define various slow requests, memory limit on which you can take specific actions like restarting the process, logging an event, or starting another executable. Please note that it is considered a temporary workaround until you find the real cause for the issue causing the unexpected behavior.

Custom Auto-Heal Rules **Proactive Auto-Heal** **History**

Custom Auto-Heal Rules Enabled

On

Off

1. Define Conditions

 Request Duration

 Memory Limit

 Request Count

 Status Codes

If the performance of your application starts degrading and several pages start taking longer time to render, you can configure a rule to mitigate the issue or collect diagnostic data to identify the root cause of the problem.

Add Slow Request rule

After how many slow requests you want this condition to kick in?

Enter count

*

What should be minimum duration (in seconds) for these slow requests?

e.g. 60

*

What is the time interval (in seconds) in which the above condition should be met?

e.g. 300

*

What is the request path (leave blank for all requests)?

e.g. /default*.aspx

Ok

Untitled

Monday, August 14, 2023 1:43 PM

++Configure Auto-Heal

You can configure Auto-Healing's custom action to collect some data (memory dump) that will help you debug the issue further. The triggers and actions allow you to define various conditions (in your case error codes) on which you can take specific actions like logging an event. When we log the events, we get memory dumps which our developers can analyze and give recommendations on. Please see the steps below to configure the auto-heal. Please note that configuring auto-heal will restart the app service.

- Go to App Service on the Azure Portal
- Choose Diagnose and Solve problems.
- Select Diagnostic Tools
- Click on Auto Heal
- Configure a rule based on your scenario.
- See images below.

The screenshot shows the 'Diagnose and solve problems' blade for an Azure Web App. On the left, there's a sidebar with navigation links like Overview, Activity log, Access control (IAM), Tags, and 'Diagnose and solve problems' (which is currently selected). In the main area, there's a 'Risk alerts' section showing 3 Critical and 1 Success events. Below that are 'Troubleshooting categories': 'Availability and Performance' (Web App Down, Web App Slow, High CPU Analysis), 'Configuration and Management' (Investigate EasyAuth errors, IP Address Configuration, Migration Operations), 'Navigator (Preview)' (Change Analysis, SQL, Dependency, Storage), and 'Diagnostic Tools' (Application Event Logs, Auto-Heal, Advanced Application Restart). The 'Auto-Heal' link under Diagnostic Tools is also highlighted with a yellow box.

anyatestwesteurope | Diagnostic Tools

The screenshot shows the 'Proactive Tools' section in the Diagnostic Tools blade. On the left, there's a sidebar with 'Overview' (selected), 'Proactive Tools' (Auto-Heal, Proactive CPU Monitoring, Crash Monitoring), and 'Diagnostic Tools' (Collect .NET Profiler Trace, Collect Memory Dump, Check Connection Strings, Collect Network Trace). The 'Proactive CPU Monitoring' link is highlighted with a yellow box. In the main area, there's a 'Proactive CPU Monitoring' section with a brief description and a 'Select' button.

 Search

Ask Genie Refresh Feedback

-  Overview
-  Activity log
-  Access control (IAM)
-  Tags
-  **Diagnose and solve problems**
-  Microsoft Defender for Cloud
-  Events (preview)
-  Deployment
-  Deployment slots
-  Deployment Center
-  ...

App Service Diagnostics - Investigate how your app is performing, diagnose issues, and discover how to improve your application

Proactive CPU Monitoring

Have questions? [Ask Genie](#)

Proactive CPU Monitoring	Proactive Tools
Found 1 Result, Press Escape to clear search bar	
 2 Critical	 2 Success
View more details	

Troubleshooting categories

<https://portal.microsoftcm.com/imp/v3/incidents/details/428701059/home>

Untitled

Friday, September 8, 2023 4:38 PM

[Anya Anya \(Tek Experts\): Patrick, I am not certain if he has another app service wit...](#)

posted in Azure App Services Config / Authentication at Sep 3, 2023 2:32 PM

Sorry for reaching out private, I was directed from AVA

I wanted to get your insight/help on the following

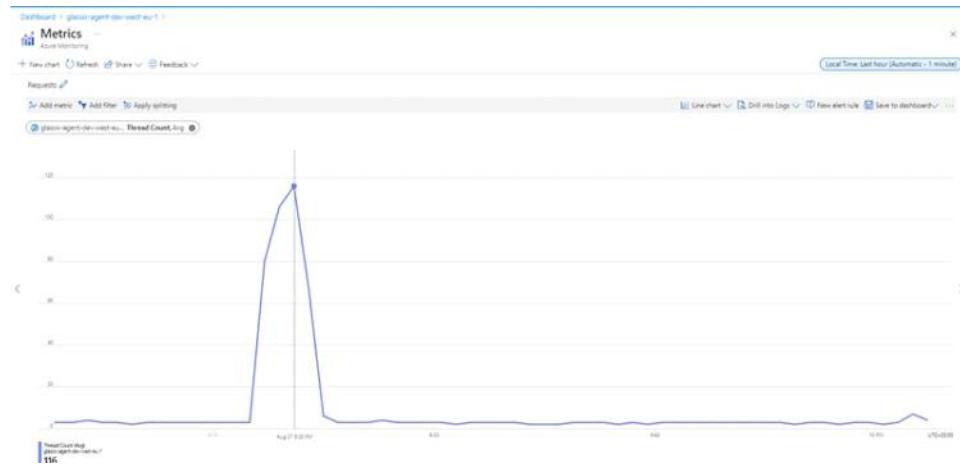
The cx has a .NET Linux App Service.

He wants to increase the number of threads for the app. Cx shared that he is using `.SetMinThreads` as recommended by the doc - [ThreadPool.SetMinThreads\(Int32, Int32\) Method \(System.Threading\) | Microsoft Learn](#)

He further explained that he is not sure if it works for Linux app services

ISSUE - He cannot see the thread count increase when using the thread count metric on the portal. For example if ths he sets the minimum threads to 50, he does not see that reflect on the azure portal

Cx also mentioned that it worked during test phase when they were load testing the app service (see image below).



++Action Taken,

I initially shared an alternate way of implementing the min threads - [Threading config settings - .NET | Microsoft Learn](#). I gave this recommendation based off a similar case - 2211220050000875

Cx claims he has used that before and used other mean but still not working (See below)

1. `ThreadPool.SetMinThreads` - didn't work
2. Using `runtimeconfig.template.json` - didn't work
3. Using the following environment variables:
 1. `COMPlus_ThreadPool_ForceMinWorkerThreads`
 2. `COMPlus_ThreadPool_ForceMaxWorkerThreads`

I read the documentation that cx shared again and it pointed to the fact that when `.SetMinThreads`, you dont necessarily have access to the live threads, instead they are given **on demand** -

<https://learn.microsoft.com/en-us/dotnet/api/system.threading.threadpool.setminthreads?view=net-6.0#remarks>

Cx did not accept this claiming that he has a .NET windows app service that has a the same minimum thread setting configured (100), and he can see 100 live threads in the thread count metric. and it only reduces a bit.

I shared this with him - [Scale ASP.NET Core Application using ThreadPool | Pro Code Guide](#)

When you create or use App Service resources, you're charged for the following meters:

- You're charged an hourly rate based on the pricing tier of your App Service plan, prorated to the second.
- The charge is applied to each scaled-out instance in your plan, based on the amount of time that the VM instance is allocated.

From <<https://learn.microsoft.com/en-us/azure/app-service/overview-manage-costs>>

Untitled

Thursday, October 5, 2023 8:12 PM

Untitled

Thursday, February 1, 2024 5:13 PM

Changes have been deployed and currently being tested that will change the Availability Zone Quota workflow.

- [Known Issues: Quota and Zone Redundancy](#)

For a period of time there will be the old experience and the new experience in parallel while the new experience is being enabled in the various regions.

Currently the only regions where it is enabled is Euap, so its not likely CSS will see any requests with the new experience yet.

The 1st region we will roll this out is Central US.

Current Experience

- Customer receives error “**Requested features are not supported in region. Please try another region.”**
 - **This error can mean multiple things and in this case applies to Zone Redundant ASPs in restricted Regions**
 - TSG [Azure App Service - Config - AvailabilityZone 'Requested features are not supported in region' - Overview \(visualstudio.com\)](#)
 - For those of you who have worked through this process is very cumbersome and restrictive to specific Subs+RGs and customers cannot delete placeholders etc

New Experience

- Customer receives error “**This region has quota of {{0}} AZ instances for your subscription**”
- TSG : [Azure App Service - Config - NoInstancesAvailableForAvailabilityZones - Overview \(visualstudio.com\)](#)
 - For this workflow you will simply open an ICM for the External Quota team and request the Quota.
 - If approved then it will be applied Subscription wide for the region and no more need for Resource Groups , Placeholder asps etc.
 - Customers with existing deployments in a region will be able to deploy to new RGs within the region as well,

ASKS:

If you see anything in our Wiki or in the Capacity documents that will help with the new workflow please send feed back to the owners.

[Azure App Service - Config - Current Known Issues - Overview \(visualstudio.com\)](#)

[CRI requirements for AZ requests, Quota and Offer restrictions in locked down regions - Overview \(visualstudio.com\)](#)

Untitled

Tuesday, April 2, 2024 4:37 PM

- Open the application insights with either of the two options in the image below.

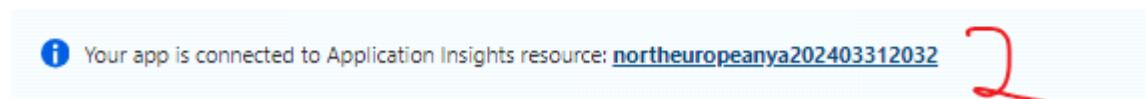
[View Application Insights data](#)  |

Application Insights

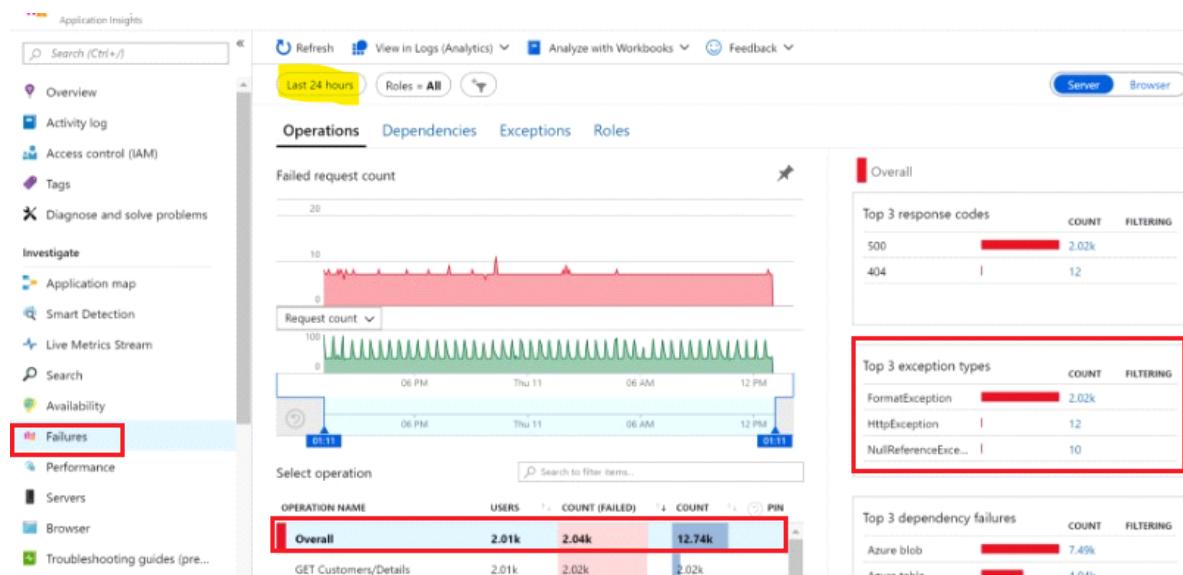
Collect application monitoring data using Application Insights

[Enable](#) [Disable](#)  Feedback 

[Link to an Application Insights resource](#)



- When the application insights is open, browse to the site again (puestudentstatus-fixing.azurewebsites.net). Try accessing it multiple times as this will allow logs to be generated on the application insights.
- Go to **failures** on the application insights. See [Failures with application insights](#) and the image below for reference.



- I would recommend that your developers assist in analyzing these exceptions.



Created on: 3/21/2024 9:08 PM

✉ Email from: support@mail.support.microsoft.com Closed

RE: Antw: [EXT] RE: [EXTERNAL] Re: [EXT] rbac r... - TrackingID#2403190050004345
Hi Stefan,

Thank you for your prompt response. We appreciate your input.

We will continue our investigation and keep you updated as agreed.

Once again, apologies for the delay.

Best regards,

Anya Anya

Support Engineer

Azure | App Service

Working hours: M-F 1:00pm – 10:00pm UTC+1

Manager: Olufemi Adebayo - Whensu / v-oluade@microsoft.com

Can't reach me? Contact Azure Support Backup / azurebu@microsoft.com

Untitled

Wednesday, April 3, 2024 8:31 AM

- Our Planned Maintenance restarted the application on one (or more) instances and we observed downtime after the restart. It appears that the application did not start/took a long time to start.
- Our Planned Maintenance triggered a restart of the application and we observe downtime after the restart.
- Our Planned Maintenance triggered a restart of the application which was one of the factors that contributed to the downtime.

For a full breakdown and additional troubleshooting, communication, and mitigation options, please review the entire article at [Planned Maintenance and Downtime - Overview \(visualstudio.com\)](#)

- [The Ultimate Guide to Running Healthy Apps in the Cloud](#)

From <<https://applens.trafficmanager.net/subscriptions/ed4f62b3-be60-4efe-ad96-341edfd7225a/resourceGroups/AMP-MAIN/providers/Microsoft.Web/sites/AMP-BE/detectors/webapprestart?startTime=2024-04-03T00:00&endTime=2024-04-03T08:00&caseNumber=2404030030005116>>

Untitled

Friday, May 10, 2024 3:38 PM

[Ifeoma Ejiajor \(Tek Experts\): Ava case_2401240050003350_Hello TAs Pedro ...](#)

posted in Azure App Services TekEx Config & Perf / AVA case help on Friday, January 26, 2024 1:12 PM

[Kavode Akanni \(Tek Experts\): not allowed to create or update the serverfarm.](#)

posted in Azure App Services TekEx Config & Perf / General on Wednesday, May 29, 2024 12:00 PM

[Kavode Akanni \(Tek Experts\): The subscription is not allowed to create or update t...](#)

posted in Azure App Services TekEx Config & Perf / General on Monday, April 29, 2024 12:40 PM

[Mukhtar Akinloye \(Tek Experts\): Ava_2402190050005207 sev C_Hello TA's ...](#)

posted in Azure App Services TekEx Config & Perf / General on Wednesday, February 21, 2024 12:13 PM

[Kavode Akanni \(Tek Experts\): cannot create app service plan - the subscription is ...](#)

posted in Azure App Services TekEx Config & Perf / General on Thursday, April 18, 2024 10:15 AM

Applens

Execute in [\[Web\]](#) [\[Desktop\]](#) `[cluster('wawscus.kusto.windows.net').database('wawsprod')]`

```
let sub = 'c1d95be7-289e-4bce-841a-b3ff77b62cb2';
A1('AntaresAdminGeoEvents')
| where TIMESTAMP > ago(1d)
| where EventId == 50002
| where Details contains sub
| where Details contains '[RRS]' and Details contains 'risk score :'
| project Details, TIMESTAMP
| extend score = iif(Details contains "", split(Details, ',')[0], Details)
| extend scoreSegment = iif(Details contains "", split(Details, ',')[1], "")
| parse score with "[RRS] Subscription "" SubscriptionId: string " risk score :
" SubscriptionReputationScore:int
| project TIMESTAMP, SubscriptionId, SubscriptionReputationScore, scoreSegment
| order by TIMESTAMP desc | take 1
```

[Azure App Service - Config - SubscriptionNotAllowedToCreateOrUpdateServerfarm - Overview](#)

[\(visualstudio.com\)](#)

The Microsoft Azure Team has investigated the issue you reported of downtime on your application and discovered it was due to your container timing out when trying to start.

The application accesses the site contents as file shares. This model maximizes application compatibility. The file shares in Azure App Services are served by a collection of file servers, which mount durable cloud-based storage volumes. This design allows storage volumes to move between file servers when/if the file servers should go through a scheduled maintenance or any unplanned issues that would affect the fileserver. There was a planned fileserver maintenance which caused your application to be recycled.

Your application underwent an overlapped recycle which caused a new container to be spun up. The new container failed to start up in the allotted time of 230 seconds. This continued to happen for several hours. Even when the application was moved to a new instance, the container still failed to start within the allotted time. Only after several hours did the container successfully start within the 230 seconds. It started in 230 seconds exactly. Upon further investigation, we discovered that historically your container has also taken a very long time to start.

We advise that you extend the container start time to something greater than 230 seconds using the app setting WEBSITES_CONTAINER_START_TIME_LIMIT. The default is 230 and the max is 1800. This will prevent your application from facing similar issues in the future.

Additionally, we suggest you consider adding health check to your application. You can find more detailed information about health check below, but it will detect if you have an unhealthy instance and replace it with a healthy one.

[Monitor the health of App Service instances - Azure App Service | Microsoft Learn](#)

We are continuously taking steps to improve the Azure Web App service and our processes to ensure such incidents do not occur in the future.

Untitled

Friday, July 26, 2024 5:51 PM

CPU Process

SystemStats

```
| where PreciseTimeStamp > ago(1h)
| where RoleInstance == "WORKER"
| where EventMessage == "Memory Statistics"
| order by PreciseTimeStamp asc
```

Point 2 Site - Express Route

Monday, July 29, 2024 9:53 AM

[What is Azure Virtual Network? | Microsoft Learn](#)

+++Transfer Note

Reason for transferring this case back is not clear

Again, I recommend we review the initial case note

Untitled

Tuesday, August 13, 2024 1:42 PM

issue: Cx had enabled Proactive CPU monitoring. When the high CPU usage happened, dumps were no collected. From the Kudu portal, we were able to get the error logs

Action Taken

During the exact same time of the memory dump collection from the proactive CPU monitoring, I observed that there was a scaling operation that happened because of a scaling rule cx configured.

[Applens - AsiaCellWeb1 \(All Scaling Operations\)](#)

Basically, another VM instance was temporarily added and then reimaged by background process before eventually being removed.

[Applens - AsiaCellWeb1 \(Instance Allocations Event\)](#)

I engaged the storage account team and they explained that the storage account failed to store the dumps collected from the proactive CPU monitoring in the allocated storage account

They explained that they need more information to investigate further and that the cx needs to switch storage account when setting up the Proactive CPU monitoring

Untitled

Wednesday, August 14, 2024 6:52 PM

- Did you use the port number when pinging the IP of the SQL server
- I can see that you are trying to connect via port 49876. Have you tried connecting through 1433 (the default port number) - [Configure the Windows Firewall to allow SQL Server access - SQL Server | Microsoft Learn](#).

[Applens - payment-qa-verify-ca \(Container App Active Revisions\)](#)

Our Web service keeps restarting as the container has been deemed unhealthy. As a summary for the last week, this is the number of times that the service restarted:

18th: 3
17th : 2
16th : 19
15th : 8
14th : 6
13th : 14
12th : 15

It sounds like your Azure Linux app is having trouble with its container health. Here are a few steps you can take to diagnose and resolve the issue:

1. **Check Container Logs:** The first step is to check the container logs for any errors or warnings. [You can access these logs through the Azure portal, Kudu \(Advanced Tools\) Bash console, or an FTP client](#)¹.
2. **Health Check Configuration:** Ensure that your health check path is correctly configured. Azure App Service pings this path at regular intervals to determine the health of your container. [If the container doesn't respond with a status code between 200-299, it will be marked as unhealthy](#)².
3. **HTTP Ping Response:** Verify that your container is responding to HTTP pings. [If the container starts but doesn't respond to a ping, it will be considered unhealthy](#)¹.
4. **Environment Variables:** Check your environment variables, especially WEBSITES_CONTAINER_START_TIME_LIMIT and WEBSITE_HEALTHCHECK_MAXPINGFAILURES. [These settings can affect the startup and health check behavior of your container](#)¹³.
5. **Code Issues:** Sometimes, the issue might be with the code itself. [Ensure that your application runs correctly in a local production environment before deploying it to Azure](#)¹.

If you've tried these steps and are still facing issues, feel free to share more details about the error messages or logs you're seeing. This can help in providing more specific guidance.

Is there anything specific in the logs that stands out to you?

This App Service Plan is integrated with 2 different subnets. **This can impact the connectivity.**

Below table has the list of sites (runtime sitenames) that are connected to the subnets:

VnetName	Count	Sites
4ff6f1f1-e500-4f09-9376-6d4cbd16cf6_default	1	HUServices
4ff6f1f1-e500-4f09-9376-6d4cbd16cf6_HUEAppSubnet	1	eapp_f666

For either of the scenarios, disconnect the apps from the subnet, such that the Web App(s) in **one App Service Plan should be connected with one subnet.**

- Web Apps from different App Service Plan are pointing to the subnet as the current App Service Plan
OR
- The current App Service Plan is connected to multiple subnets.

Untitled

Thursday, August 22, 2024 4:13 PM

Cx app is restarting everyday

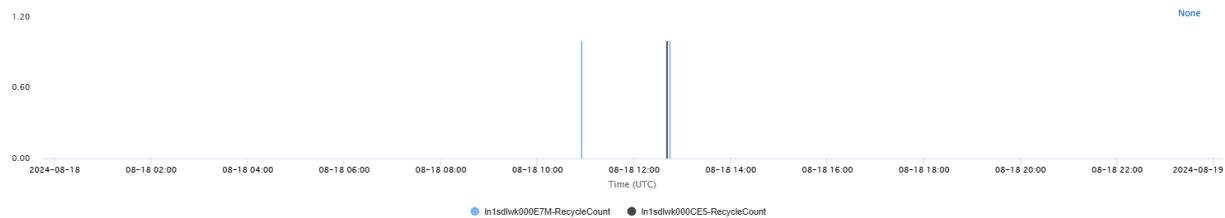
Our Web service keeps restarting as the container has been deemed unhealthy. As a summary for the last week, this is the number of times that the service restarted:

18th: 3
17th: 2
16th: 19
15th: 8
14th: 6
13th: 14
12th: 15

I can see all the restarts in each day - Using 18th as sample size for investigation

[AppLens - blyssful-api-down-south \(Web App Restarted\)](#)

Container Recycles



In all of the dates we see that the restarts logs says that the "app container exited unexpectedly" -

[AppLens - blyssful-api-down-south \(Web App Restarted\)](#)

Time	Host	Tenant	RoleInstance	SiteName	Event	TimeStamp
2024-08-18T10:57:39	In1sdwk000E7M	www-prod-in1-045	In1Smail\DedicatedLinuxWebWorkerRole_IN_18_418	blyssful-api-down-south_061f	App container exited unexpectedly	2024-08-18T10:55:00
2024-08-18T10:57:45	In1sdwk000E7M	www-prod-in1-045	In1Smail\DedicatedLinuxWebWorkerRole_IN_18_418	blyssful-api-down-south_061f	[Start container] appsvr/dotnetcore:R_0_20240619.2.tuxpr od	2024-08-18T10:55:00
2024-08-18T10:57:46	In1sdwk000E7M	www-prod-in1-045	In1Smail\DedicatedLinuxWebWorkerRole_IN_18_418	blyssful-api-down-south_061f	[Start container] mnc.microsoft.com/appsvc/middlewarestaged	2024-08-18T10:55:00
2024-08-18T10:58:53	In1sdwk000E7M	www-prod-in1-045	In1Smail\DedicatedLinuxWebWorkerRole_IN_18_418	blyssful-api-down-south_061f	[Container has started] Took 69 seconds	2024-08-18T10:55:00
2024-08-18T12:42:02	In1sdwk000CES	www-prod-in1-045	In1Smail\DedicatedLinuxWebWorkerRole_IN_16_061	blyssful-api-down-south_061f	App container exited unexpectedly	2024-08-18T12:40:00

From the instance allocation, we can see a brief moment during the restart where the instance becomes unhealthy and health check is active - [AppLens - blyssful-api-down-south \(Instance Allocations Event\)](#)

Instance Allocations Event



What do the colors mean?

The site process was running on the instance.

Health Checks feature was configured for this web app. The web app was considered "unhealthy" at this moment on the worker instances (sometimes it may occur when the application was warming up on the new instance and could not respond the health check request). App Service may remove some instances from the load balancer according to the Health check options. The frontend would not send traffic to the site on the worker instances when the instances are removed from the load balancer rotation. Open [Health Check feature](#) for details

We can confirm that the instance/container is actually unhealthy during the restart period - [AppLens - blyssful-api-down-south \(Docker Startup & Configuration \(Preview\)\)](#)

Details

PreciseTimeStamp	EventName	Reason	Message	AdditionalInfo
2024-08-18T10:57:39.644051Z	SiteStopRequested	UnhealthyContainer		
2024-08-18T10:57:42.543183Z	SiteRuntimeStatus		Site status has changed. Old Status: State: Started Action: None, LastError: UnhealthyContainer, LastErrorTimestamp: 08/17/2024 07:55:19, LastErrorDetails: Container became unhealthy. Please read container logs for additional info. Details Site started successfully at 08/17/2024 07:56:19	

On investigating further we can see that the cx app container crashed - [AppLens - blyssful-api-down-south \(Web App Troubleshooter\)](#)

□ **App Crashed (Customer code or a dependency issue)**

Issue	The app container crashed
Suggested Action Plan	Check the container logs below and in the query
Seen in	<code>ln1SmallDedicatedLinuxWebWorkerRole_IN_16061 : 10.81.0.106 (current) ln1SmallDedicatedLinuxWebWorkerRole_IN_18418 : 10.81.0.159 (current)</code>
Occurrences	2024-08-18 12:42:02 2024-08-18 12:47:29 2024-08-18 10:57:39
Additional Info	Container exited unexpectedly: last 10 seconds logs [/opt/star* line 20: 102 Aborted (core dumped) dotnet "Ablyss.C*"]
Query	Kusto Desktop Kusto Web

Execute in [Web] [Desktop] [cluster('wawsneu.kusto.windows.net').database('wawsprod')]

```
set query_results_cache_max_age = time(1d);
let [_startTime] = datetime(2024-08-18 00:00:00);
let [_siteName] = 'blyssful-api-down-south__061f';
let [_stampName] = 'waws-prod-ln1-045';
let [_tenant] = 'waws-prod-ln1-045';
let [_workerIp] = '';
WorkerLWASEventTable
| where PreciseTimeStamp between(_startTime..datetime(2024-08-19 00:00:00))
| where EventPrimaryStampName == _stampName
| where Facility =~ _siteName
| where Level == 'WARN' | where Msg startswith_cs 'Container exited unexpectedly:' | project PreciseTimeStamp, RoleInstance, EventIpAddress, ReturnValue=Msg | sort by PreciseTimeStamp desc |take 5 //remove take to see all results
```

Execute in [Web] [Desktop] [cluster('wawsneu.kusto.windows.net').database('wawsprod')]

```
WorkerLWASEventTable
| where EventPrimaryStampName == "waws-prod-ln1-045"
| where PreciseTimeStamp >= datetime(2024-08-18 00:00:00) and PreciseTimeStamp <= datetime(2024-08-19 00:00:00)
| where Level == "ERROR"
| where Tenant == "waws-prod-ln1-045" and RoleInstance == "In1SmallDedicatedLinuxWebWorkerRole_IN_18418"
```

Execute in [Web] [Desktop] [cluster('wawsneu.kusto.windows.net').database('wawsprod')]

```
let [_startTime] = datetime(2024-08-18 00:00:00);
let [_siteName] = 'blyssful-api-down-south__061f';
let [_stampName] = 'waws-prod-ln1-045';
let [_tenant] = 'waws-prod-ln1-045';
let [_workerIp] = '';
WorkerLWASEventTable
| where PreciseTimeStamp between(_startTime..datetime(2024-08-19 00:00:00))
| where EventPrimaryStampName == _stampName
| where Facility =~ _siteName
| where RoleInstance == "In1SmallDedicatedLinuxWebWorkerRole_IN_18418"
```

```
16061" or RoleInstance == "In1SmallDedicatedLinuxWebWorkerRole_IN_18418"  
// | where Level == 'WARN' | where Msg startswith_cs 'Container exited unexpectedly:' | project PreciseTimeStamp, RoleInstance, EventIpAddress, ReturnVal=Msg | sort by PreciseTimeStamp desc |take 5 //remove take to see all results
```

Wiki - [Azure App Service - Containers - Perf - Crash - Overview \(visualstudio.com\)](#) || [Azure App Service - Linux - Perf - Restarted - Overview \(visualstudio.com\)](#)

[Azure App Service - Linux - OSS - How to identify platform issues using Kusto - Overview \(visualstudio.com\)](#)

StandbyVolumeChange	File server volume path change
StorageVolumeFailover	File server volume path change
UnhealthyContainer	App container exited unexpectedly
ZeroSwapMemory	App container exhausted its swap memory

Wiki does not provide much info on Next Action Plan

Escalate to TL and SME

Untitled

Monday, August 26, 2024 1:32 PM

+++Case Note

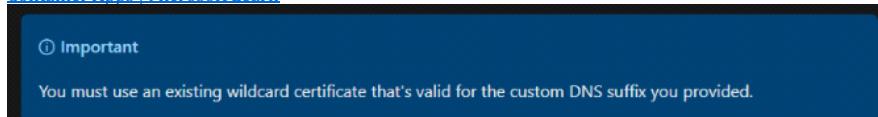
Cx wants to make HTTPs calls over his DNS suffix configured for his container app environment to his container app

He is using a self-signed certificate to bind the domain (DNS suffix)

he gets the errors "System.Security.Authentication.AuthenticationException: The remote certificate is invalid because of errors in the certificate chain: UntrustedRoot"

+++Action Plan

I reached out to the cx and tried to find out if he was using a wild card certificate for his container environment as recommended by the documentation - [Custom environment DNS suffix in Azure Container Apps | Microsoft Learn](#)



From applets he is using a wild card certificate -

Certificates Basic Information

This table shows the list of all certificates that are registered

Last Modified By	Last Modified At	Subject Name	Subject Alternative N...	Issuer	Issue Date	Expiration Date	Thumbprint	Valid	Provisioning State
d*****@blackfinch.com	8/23/2024 1:12:39 PM	CN=*.devmythrive.co.uk		CN=*.devmythrive.co.uk	8/23/2024 1:00:07 PM	11/23/2024 1:10:07 PM	F9A016F44660B8B6649A97C188E1E6F0497D907C	True	Succeeded

I asked if the cx uploaded a PFX file and is making use of the P-256 signed certificate (yet to get clarity on this from cx) - [Unable to add or remove TLS or SSL binding - Overview \(visualstudio.com\)](#)

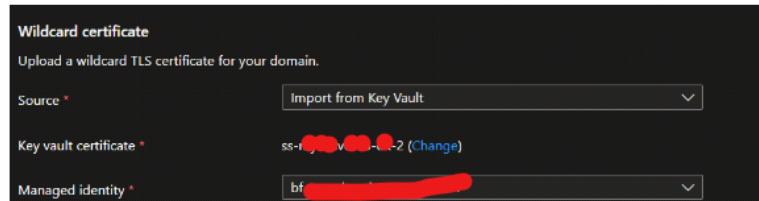
Certificate requirements

- You must use an existing SNI domain certificate.
- You must include the entire certificate chain.
- Package the certificate file(s) as a pfx or p12 file.

Note: The UI currently allows PEM files, but in certain cases such as with self-signed certificates, using PEM-formatted certificates results in this error. If you are getting this error specifically when using HTTPS with a custom domain and PEM-formatted certificate, try with a PFX or P12 certificate. Refer to this [GitHub issue](#) for further information.

He says he does not know what format the certificate is, because it is stored a keyvault and he points his container app to it

I created the self-serve cert in Key Vault and pointed my container apps environment at it.



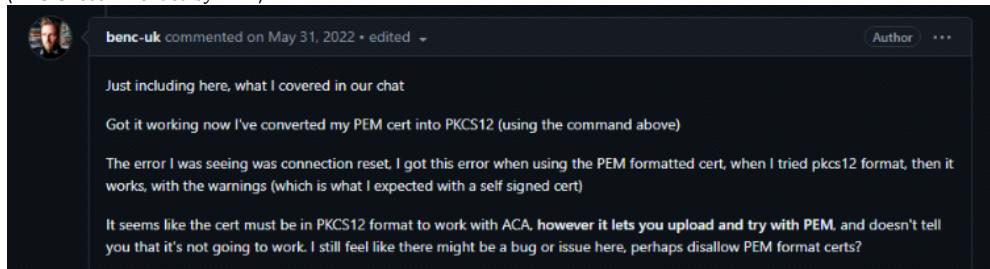
[Unable to configure Custom Domain - Overview \(visualstudio.com\)](#)

property is present.

- Currently, only certificates with a P-256 curve will work. If the certificate uses a different algorithm, requests over HTTP will fail with a 404 and requests over HTTPS will fail with a network error such as ERR_CONNECTION_RESET or ERR_CONNECTION_CLOSED. The product team is investigating this issue. See [343127566](#).

[Custom domain, SNI and self-signed cert - Issue #239 - microsoft/azure-container-apps - GitHub](#)

(This is recommended by Wiki)



I confirmed that cx ingress is enabled - [Applets - ca-app-customer-commands \(Container App Resource Explorer Data\)](#)

```

"secrets": null,
"activeRevisionsMode": "Single",
"ingress": [
  {
    "fqdn": "ca-app-customer-commands.internal.proudplant-d23d730f.uksouth.azurecontainerapps.io",
    "external": false,
    "targetPort": 8080,
    "exposedPort": 0,
    "transport": "Auto",
    "traffic": [
      {
        "weight": 100,
        "latestRevision": true
      }
    ],
    "customDomains": null,
    "allowInsecure": false,
    "ipSecurityRestrictions": null,
    "corsPolicy": null,
    "clientCertificateMode": null,
    "stickySessions": null
  }
],

```

The wiki below has talks about azure app service, but it references the same error the cx brought up. The cx mentioned that he is using a self-signed certificate. From the wiki this will not be trusted, need clarity from TA or PG if this also applies to Azure container app -[Azure App Service - SSL-Connection issues with SSL or TLS - Overview \(visualstudio.com\)](#)

Symptom : We are getting "Could not establish trust relationship for the SSL/TLS secure channel" exception while calling a remote endpoint over SSL.

Other manifestations of the same problem:

- **dotnet:** "The remote certificate is invalid because of errors in the certificate chain: UntrustedRoot"
- **Python:** (Caused by SSLError(SSLError("bad handshake: Error([('SSL routines', 'tls_process_server_certificate', 'certificate verify failed')],)")) **note** Don't share this solution with customer as it's unsecure

Explanation : When an App hosted on Azure App Service, tries to connect to a remote endpoint over SSL communication will fail if the certificate is not issued by a Trusted Root CA. If the certificate on the remote service is a ~~self-signed certificate or a private CA certificate~~, ~~then it will not be trusted by the instance hosting your App~~ and the SSL handshake will fail with this error.

Untitled

Wednesday, August 28, 2024 9:14 PM

[Applens - thankfulfield-3fc90310 \(API Server Authorized Ranges\)](#)

[Applens - cae-devp-we \(Container App Environment Applications\)](#)

Execute in [\[Web\]](#) [\[Desktop\]](#) [\[cluster\('wawscus.kusto.windows.net'\).database\('wawsprod'\)\]](#)

```
let ST = datetime(2024-08-30 12:45);
let ET = datetime(2024-08-30 20:55);
// let site = "lemon-pond-0ac4f871e";
All('AntaresAdminGeoEvents')
| where TIMESTAMP between (ST..ET)
| where Address startswith "/subscriptions/f9288c5b-f75f-4d77-9ee8-
d5ea13d87786/resourceGroups/REGN-WestUS-RandD-Prod-RG-
AI-001/providers/Microsoft.Web/staticSites/regn-westus-rd-prod-ai-static-
app-001/privateEndpointConnectionProxies/"
| where Operation == "CreateOrUpdatePrivateEndpointConnectionProxy"
| project TIMESTAMP, Address, RequestContent, StatusCode
```

Static Web APP

Monday, September 2, 2024 7:45 PM

[Georgi Katsov \(Tek Experts\): Hello Anya, Yes I checked and the DNS zone of bot...](#)

posted in Azure App Services TekEx Config & Perf / AVA case help on Tuesday, September 3, 2024 6:22 AM

[https://onesupport.crm.dynamics.com/main.aspx?appid=101acb62-8d00-eb11-a813-000d3a8b3117
&pagetype=entityrecord&etn=incident&id=271f5efc-4f74-ef11-a671-6045bdeb6ee9](https://onesupport.crm.dynamics.com/main.aspx?appid=101acb62-8d00-eb11-a813-000d3a8b3117&pagetype=entityrecord&etn=incident&id=271f5efc-4f74-ef11-a671-6045bdeb6ee9)

How to get count in kusto

Thursday, May 9, 2024 8:23 PM

```
| where User-Agent != 'AlwaysOn'  
| where Cs_host in~ ("omairiq.azurewebsites.net", "omairiq.  
| summarize Errors=count() by TIMESTAMP=bin(TIMESTAMP, 5m),
```

The requests do not reach the worker, indicating the worker process is stopped.

Execute in [\[Web\]](#) [\[Desktop\]](#) [\[cluster\('wawsweu.kusto.windows.net'\).database\('wawsprod'\)\]](#)

WorkerApacheAccessLogEventTable

```
| where PreciseTimeStamp >= datetime(2024-07-01 00:01:00) and PreciseTimeStamp <=  
datetime(2024-07-01 07:30:00) and eventprimarystampname==" waws-prod-am2-471"< span>  
| where Cs_host in~ ("gamechampions-umbracov2.azurewebsites.net", "gamechampions-  
umbracov2.azurewebsites.net:80", "gamechampions-  
umbracov2.azurewebsites.net:443", "gamechampions.com", "gamechampions.com:80", "gamechampions.com:  
443", "www.gamechampions.com", "www.gamechampions.com:80", "www.gamechampions.com:443")  
| where UserAgent != 'AlwaysOn'  
| extend ContainerStatus = todouble(UpstreamStatus)  
| where ContainerStatus >= 500  
| order by PreciseTimeStamp asc
```

RBAC ICM

Friday, June 7, 2024 9:07 PM

[Incident-482338962 Details - Icm \(microsofticm.com\)](#)



Sohini Deb Sikdar Submitted at 2024-03-16 01:36:46 GMT+1

This only impacts users with classic admin roles that had some lower privileged RBAC roles, while using the portal. Ideally classic admins, if indeed deemed to be administrators, should be mapped to RBAC administrator roles (like owner/contributors) as classic admins and RDE are on deprecation path and will be retired mid 2024. If classic admins are not required, then they should be either removed or assigned correct RBAC permissions as the recommended path forward.

There was a recent code change made in ARM that had a side effect for such users, thus showing limited capabilities in the portal interactions. It has been reverted and will be rolled out soon.

For customers facing this issue, should look to elevate themselves to owner RBAC roles as a mitigation.

0 0

Discussior

And you can [emit traces to Application Insights](#) to understand why preload is taking time.

Can't create serverfarms - [Incident-525608281 Details - Icm \(microsofticm.com\)](#)

Case Note template

Monday, July 29, 2024 9:53 AM

Template of a case note

Issue definition:

Resource involved:

(you get this information by clicking on the "I" icon next to the resource name in AppLens)

Scoped issue (based on the interaction with the cx): Cx

Customer request (what is the customer complaining about and what are we trying to fix):

Troubleshooting + outcomes (dates should be in reverse order, with most recent ones first)

Date + Time when troubleshooting action 1 was performed. (if needed)

1. Troubleshooting action 1(detailed Kusto queries + screenshots of the logs, Applens detectors + screenshot of relevant information etc)
2. Result 1 (detailed Kusto queries + screenshots of the logs, Applens detectors + screenshot of relevant information etc)
3. Suggestion 1 for the customer based on Result 1

Etc.

Next steps: which actions / suggestions to the customer will be made next.

Are we waiting to continue troubleshooting based on customer reply and should we engage SME / TL / AVA / do further TSG actions?

Pending on (based on next steps from above):

Customer

OR

Microsoft (MCO / Collab Owner)

Next contact with the customer: Precise date and modality of contact

Untitled

Monday, February 3, 2025 9:43 PM

If no deployments have occurred in the past month, the customer can use the following PowerShell command in the Kudu console to check the last modified time of the file:

Cannot create server farm

Monday, October 7, 2024 8:28 PM

[Anya Anya \(Tek Experts\): Ava 2.0 2407210050000508 Sev B Hello TAs Cx was u...](#)

posted in Azure App Services TekEx Config & Perf / AVA case help on Monday, July 22, 2024 11:13 AM

This is Pelumi's case note

QM note:

++initially the case started from MT [**MSaaS App Service OSS - Mindtree**].

++the case was transferred to Config Perf Tek Expert queue, as the case has started from MT and both the queue has similar scope of issues, so Config MT needs to handle this case.

++routing the case back to MT.

check the log files present under **d:\home\logfiles\crashdumps** directory under the [Kudu Console](#) for this app

From <<https://applens.trafficmanager.net/subscriptions/81082589-a140-47d1-88d0-920a72973698/resourceGroups/RG-GRM-Prod-01/providers/Microsoft.Web/sites/grmapiprodwus/detectors/appcrashes?startTime=2024-11-06%2013:58&endTime=2024-11-08%2013:58&caseNumber=2411070030008335>>

Untitled

Wednesday, April 10, 2024 1:29 PM

[Request limits and throttling - Azure Resource Manager | Microsoft Learn](#)

Untitled

Tuesday, October 22, 2024 8:36 PM

Kusto:

Look at the Time_taken column for the requests and identity the time spent in FE

```
AntaresIISLogFrontEndTable  
| where S_sitename contains "SCloud-Prod1-Hub-UKSouth"  
| where TIMESTAMP > datetime(2024-10-21 19:05:00) and TIMESTAMP <= datetime(2024-10-22 18:50:00)  
and EventPrimaryStampName =~"waws-prod-In1-061"  
| where Time_taken > 3000  
| project TIMESTAMP, Time_taken, RoleInstance, InstanceId, UrlRewriteTime, ArrTime
```

Look at the Time_taken column for the requests in the Worker table

```
AntaresIISLogWorkerTable  
| where S_sitename contains "ad-production-erp-appservice"  
| where TIMESTAMP >= datetime(2024-10-25 14:40:00) and TIMESTAMP <= datetime(2024-10-25  
15:45:00) and EventPrimaryStampName=="waws-prod-cq1-047"  
| where Time_taken > 3000  
| project TIMESTAMP, Time_taken, RoleInstance, InstanceId, UrlRewriteTime, ArrTime
```

FREB Table log to check which Module is responsible for the time taken

```
AntaresWebWorkerFREBLogs  
| where SiteName contains "SCloud-Prod1-Hub-UKSouth"  
| where TIMESTAMP > datetime(2024-10-21 19:05:00) and TIMESTAMP <= datetime(2024-10-22 18:50:00)  
and EventPrimaryStampName =~"waws-prod-In1-061"
```

Tip: you can utilize the ActivityID column to track the same request in FrontEnd, Worker and FREB logs

Untitled

Friday, November 1, 2024 7:42 PM

Confirmed from RiskOps that there is no case of fraud.

The screenshot shows a Microsoft Dynamics 365 Case record titled "fraud check - Saved". The record details are as follows:

- Case Number:** 2201140050001518001 | Microsoft Azure Developer
- Status:** Resolved
- Assigned To:** tsmekone tsmekone
- Severity:** C
- Email:** geoffrey@storytile.net
- Preferred method of contact:** Email
- Contacts:** Primary: Geoffrey Heinze, geoffrey@storytile.net
- Product details:**
 - Azure subscription ID: e9dcfa5d-eb2f-47fd-9e6b-b99c0eb3c0a8
 - Azure channel type: ---
 - Azure billing platform: Legacy
- Timeline:** Shows a note from tsmekone stating: "Hello, HIT has no fraud concerns for this account. Thanks." at 11:02 AM.

Confirmed with billing team that Customer has sufficient payment history

Invoice ID	Billing Period	Total Amount	Paid Amount	Unpaid Amount	Download Invoice	Receipt PDF
E030000ICPN	202112	2,066.56 EUR	-2,066.56 EUR	0.00 EUR	Download invoice	Receipt PDF
E030001079	202111	2,243.33 EUR	-2,243.33 EUR	0.00 EUR	Download invoice	Receipt PDF
E030008BTNC	202110	2,194.87 EUR	-2,194.87 EUR	0.00 EUR	Download invoice	Receipt PDF
E03000FWBIV	202109	2,482.93 EUR	-2,482.93 EUR	0.00 EUR	Download invoice	Receipt PDF
E03000FU5S	202108	2,271.45 EUR	-2,271.45 EUR	0.00 EUR	Download invoice	Receipt PDF
E03000FTVU6	202107	2,027.13 EUR	-2,027.13 EUR	0.00 EUR	Download invoice	Receipt PDF
E03000EVQPT	202106	2,889.90 EUR	-2,889.90 EUR	0.00 EUR	Download invoice	Receipt PDF
E03000EWXZ	202105	2,391.88 EUR	-2,391.88 EUR	0.00 EUR	Download invoice	Receipt PDF
E03000BMHZ	202104	2,474.94 EUR	-2,474.94 EUR	0.00 EUR	Download invoice	Receipt PDF
E03000K73P	202103	2,096.81 EUR	-2,096.81 EUR	0.00 EUR	Download invoice	Receipt PDF
E03000LZQG	202102	2,104.83 EUR	-2,104.83 EUR	0.00 EUR	Download invoice	Receipt PDF

Azure/Subscription management/Account Review - Risk Ops (check for fraud)

2311090050005351 - it is not the case that produced the images above

[Kayode Akanni \(Tek Experts\): Ava 2311090050005351 Sev C Hello Pedro Marques a...](#)

posted in Azure App Services TekEx Config & Perf / AVA case help on Friday, November 10, 2023 8:08 PM

2411010050000147

[Anya Anya \(Tek Experts\): Cx needs to increase his quota for his app service domain](#)

posted in Azure App Services TekEx Config & Perf / General on November 4, 2024 1:57 PM

Leave

Monday, November 4, 2024 1:27 PM

wfms@microsoft.com

Untitled

Thursday, January 16, 2025 7:38 PM

Anya Anya (Tek Experts): Subscription Is throttled

posted in Azure App Services TekEx Config & Perf / General on Tuesday, November 5, 2024 2:27 PM

```
Execute [Web] [Desktop] [cluster'wawscus.kusto.windows.net'].database('wawsprod')
All('AntaresAdminGeoEvents')
| where PreciseTimeStamp >= datetime(2025-01-15 00:00:00) and PreciseTimeStamp <=
datetime(2025-01-16 23:00:00)
| where SubscriptionId ~ '69562ea1-229f-4035-b9d2-a25be79159e6'
| where OperationName == "ServerFarmOperationThrottled"
| limit 10
| project PreciseTimeStamp, OperationName
```

PreciseTimeStamp	OperationName
> 2025-01-16 09:44:42.2700	ServerFarmOperationThrottled
> 2025-01-16 09:44:50.2920	ServerFarmOperationThrottled
> 2025-01-16 09:46:41.2330	ServerFarmOperationThrottled
> 2025-01-16 09:52:55.2460	ServerFarmOperationThrottled

Applets

Check subscription state

Region *: West Europe

Subscription state is normal

Subscription Info

Name	Value
SubscriptionName	69562ea1-229f-4035-b9d2-a25be79159e6
Suspended	False
Description	PayAsYouGo_2014-09-01 - Was: Abonnement Drive-Encheres
OrgDomains	PUBLIC
OfferTypes	Azure_Platform_All;Azure_Direct;Azure_Paid;Azure_Consumption;Azure_MS-AZR-0003P;Individual
TenantId	ea30706d-5f92-4850-b8fa-2e6b587652b8
RegistrationDate	1/15/2025 2:40:03 PM

Applets

Detected App Service Plan Create operation is throttled for subscription for ServerFarm - p-rtplanapp

Description App Service Plan creation operation is throttled for subscription

Recommended Action Please refer to the details for the specific errors, retry later.

If issue persists, please contact support with the timestamp and correlationId from Activity Logs or Deployment History

More Suggestions(MS Internal)

- [Wiki: HTTP 429 App Service Plan Update operation is throttled for subscription](#)
- [Subscription State Information](#)
- Please post to [Antares Management Operation AWA channel](#) for help

Last Error TimeStamp

2025-01-16 13:06:48

Last Error CorrelationId

c9fc0a-9de1-498c-9ac1-a95f6b71808

Failed Stage

Failed At Microsoft.Web Backend

Total Number of Occurrences

21

Error Message

App Service Plan Create operation is throttled for subscription 69562ea1-229f-4035-b9d2-a25be79159e6. Please contact support if issue persists.

From wiki this can happen to some new subscription

[Azure App Service - Config - HTTP 429: App Service Plan Update operation is throttled for subscription - Overview](#)

Issue:

Customers on newly-created subscriptions may encounter the following error when attempting to create new App Service Plans:

App Service Plan Update operation is throttled for subscription (SubscriptionID). Please contact support if issue persists

This is typically accompanied with an HTTP 429 or similar error code returned as a cause for the failed create.

Also following the instruction from the wiki an ICM already exists but the subscription has yet to be unthrottled and the cx subscription is not older than 5 days

Next steps: [Check to see if they are already unblocked](#)
App Service Plan Update operation is throttled for subscription (SubscriptionID). Please contact support if issue persists

This is typically accompanied with an HTTP 429 or similar error code returned as a cause for the failed create.

[Incident-586618345 Details - ICM](#)

SubscriptionId	RegistrationDate	Region	CrawlPeriodInHours	ServerfarmCreateRequestMoreThanLimit	NewServerfarmLimit	WorkerScaleoutRequests	ScaleoutLimit
6f3f017e-a281-44d0-b3de-056f0a6fb6a1	1/13/2025 10:23:07 AM	am2	120	0	NaN	1	5
f0e4026-f11c-48f7-9421-8a8fb5b11e0c0	1/16/2025 9:10:05 AM	pn1	120	0	NaN	16	4
fa30abed-688c-47e2-b973-acff10942cb5	1/16/2025 3:25:40 AM	yt1	120	0	NaN	78	5
fa30abed-688c-47e2-b973-acff10942cb5	1/16/2025 3:25:40 AM	pn1	120	242	5	147	5
cd42bb5d-4f73-4762-b67c-1374be18fc2b	1/16/2025 10:59:20 AM	cw1	120	0	NaN	37	5
b7be6829-e7ab-414e-a99e-15b1238c0a17	1/15/2025 9:29:03 AM	am2	120	0	NaN	22	5
a95ed5d-d1b9-48ac-b7e2-9da20e757b15	1/15/2025 9:10:19 AM	yt1	120	0	NaN	19	5
8a96711a-7609-49ae-ad11-90810cf5f03	1/15/2025 6:02:51 AM	dxb	120	4	4	12	4
7d14953-1f5c-4d4f-a07a-6af741a3e493	1/15/2025 9:29:03 AM	am2	120	0	NaN	1	5
783d1643-3892-4983-9e88-89746aa8a923	1/15/2025 2:58:58 AM	pn1	120	0	NaN	28	5
755f5ea5-6c87-4fa3-8888-df2bd37218bb	1/15/2025 8:12:04 PM	am2	120	0	NaN	2	5
74a5664-4270-44b8-8237-5a839fd6a411	1/16/2025 11:48:11 AM	yt1	120	0	NaN	25	4
6956ea1-229f-4035-b942-a23bep791596	1/15/2025 2:40:03 PM	am2	120	0	NaN	47	5
6040870b-859b-4e56-b2a3-5c87543b77cf	1/13/2025 2:42:31 PM	sg1	120	0	NaN	46	5
4859d41e-e030-4342-a16b-4795b3e40b36	1/13/2025 10:23:07 AM	am2	120	0	NaN	70	5

Seeing as cx does not want to wait, we are to escalate

If customer needs to be unblocked urgently

PG currently has the ability to manually unlock legitimate customers.

1. Reach out to the Config AWA Channel with a request to unlock. If no answer within 1 hour go to step 2

2. Kindly reach your TA to file an ICM with the AntMGMT (Antares Management Loop).

ICM should be filed at **severity 3**, and include:

- **Query** showing the throttling message.
- Currently affected **SubscriptionId** (or multiple IDs for the same customer, if we can confirm they exist and are facing this blockage)
- **Regions** where customer is to be unlocked.

Customer communications for this situation should focus on:

From <<https://teams.microsoft.com/v2/>>

Untitled

Sunday, November 10, 2024 3:36 PM

BGR team shift:

- 7-10am UTC+3 – (Working alone) Monitoring for expiring cases and meeting all short SLAs (expiring before 12pm UTC+3) even if they are more than 2 - We don't want to miss any IR SLAs!
 - If there aren't any expiring cases, then the engineer will go through the handover and pick up any active Sev A case that was handed over from CRI, from Friday.
 - OR
 - Take an 'escalated' case where the customer is chasing AzureBU for support/assignment.
- 10am -12pm UTC+3 – (Working together with NGR) Keep monitoring the queue for expiring cases (BGR engineer and NGR engineer will take cases one after another, so they can be evenly distributed. BGR starting first.)
 - If there aren't any expiring cases, the BGR engineer fill his/her capacity (2 cases per day) by taking another case from the handover.

NGR team shift:

- 10am-12pm UTC+3 – (Working together with BGR) Monitoring for expiring cases and switching turns with the BGR team to take cases. BGR starts first.
 - If there aren't any expiring cases, then the engineer will go through the handover and pick up any active Sev A case that was handed over from CRI, from Friday.
 - OR
 - Take an 'escalated' case where the customer is chasing AzureBU for support/assignment.
- 12-3pm UTC+3 – (Working alone) monitoring the queue for expiring cases until the NGR late shift resumes.

Nothing has changed, everything is as written.

Untitled

Sunday, November 10, 2024 9:23 PM

Created on: 12/26/2024 9:36 AM
Created By [Abayomi Usman](#)

Case Note
++ Provided an update to cx via mail as cx doesn't want to be bothered until there is an RCA ready, so I didn't call.
++ Prompted PG for an update.
++ Awaiting PG's update.

12/26/2024 9:36 AM
View less

Traffic Flow:-

Internal Traffic Flow:-

On-premises Application Launcher <> Express Route Circuit <> Express route Gateway <> Private Endpoint <> APP Service (fx app) >> signalR Hub (websockets)

Signal R / Hub - poshub.ihcltata.com | ihclposhub.azurewebsites.net

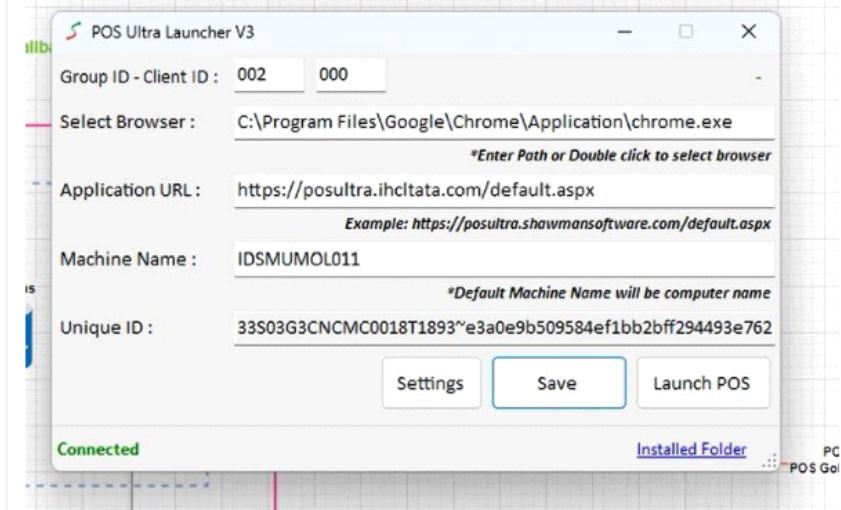
>>launch browser>> contact POS web app (app service with name "ihclpos")

External Flow:-

On-premises Application Launcher <> Internet <> Application Gateway <> Private Endpoint <> APP Service.

Error Observed here:-

When fx launcher tries to establish connection to SignalR hub (app service with name "ihclposhub"), it shows bad gateway error your client application:



Issue 1) Observing Disconnection from On-premises Application Launcher to Destination APP service (Signal IR/HUB)

22-Dec-24 08:15 AM IST

25-Dec-24 10:30 AM IST

27-Dec-24 03:49 PM IST

Issue 2) Observing Disconnection from App Service (ihclpos) to Storage Account/ Redis Cache

19-Dec-24 01:45 PM IST

service request during EMEA working hours.

I had a call with the previous engineer [@Nagajyothi Chittem](#), and currently understood the action plan is the following:

- Regarding the connection to storage account issue, we are still waiting for the product team to provide an RCA, I will keep you posted for any updates during EMEA hours.
- 2nd issue is the intermittent disconnection issue from your Application launcher App, we engaged the engineer [@Michael Graham](#) from SingalR team to the email, and advised to collect the below once the issue is occurred.
 1. Network traces
 2. Dumps at the time of issue
 3. Profiler trace
 4. SignalR client and server

<https://learn.microsoft.com/en-us/aspnet/signalr/overview/testing-and-debugging/enabling-signalr-tracing>

Once you have the data requested, please upload them to the below link:

[File Transfer - Case 2412190030006614](#)

Last time we configured logs and issue happened.

I won't enable anything till the festive season is over or assurance is given through permanent fixture.

This is business critical application.

I have also pointed out two facts

1. To be able to understand the issue, Support and MS Product must look at logs before the start of incident and not during the time which was acknowledged.
2. I also again shared those changes done to web.config and environment configuration by Application insights caused the issue to resolve during last two incident times. What is the relation is something only MS can tell us and provide fix, but these two points should now help MS fast track identification and solution.

It is now extremely important that MS provides us with way to configure a failure alert automation as its not possible to monitor Azure Infra structure issues 24x7 which we are forced to do over last 10 days.

Created on: 12/28/2024 2:45 PM

Created By [Ahmad Ahmad](#)



I got this case on weekend Saturday, what I understood from previous notes and had warm handover with the previous engineer, this case has two issues.

1st issue:

the cx was having an issue while connecting to the storage account, and this is resolved by enabling the service endpoint, and currently waiting for the PG to provide RCA how it was working before.

ICM: [Incident-577828736 Details - IcM'](#)

2nd issue:

the cx has an application launcher on their on prem that is connected to the App service, sometimes its disconnected and showing the below error:

Siddharth Chugh

I hope this email finds you well.

Following our recent investigation into the connectivity issues you experienced, I would like to provide a detailed root cause analysis and recommendations for optimal configuration of your Azure environment.

Root Cause Analysis:

Upon reviewing the design of your Azure environment, it was identified that the communication between the NAT Gateway and the storage accounts requires either service endpoints or private endpoints. This requirement is essential for ensuring optimal performance and functionality of both the NAT Gateway and the storage accounts.

While it is technically possible to communicate from the App Service through the NAT Gateway to the storage account without these endpoints, this configuration can lead to intermittent issues and connection disruptions, similar to those you have experienced. The use of service endpoints and private endpoints ensures that traffic to Azure services remains secure and efficient, avoiding unnecessary routing through the NAT Gateway.

Investigation Details:

Please note that the analysis conducted during our investigation was based on telemetry data provided by our networking engineers. No logs were analyzed for this specific issue. The logs and traces that were reviewed pertain to a separate issue you raised, which will be addressed in another support request.

Recommendations:

To prevent further connectivity issues and ensure a stable and secure environment, we recommend implementing service endpoints or private endpoints for your storage accounts. This will enhance the performance and reliability of your Azure services.

We understand the impact this issue has had on your operations and appreciate your patience as we work towards a resolution. Should you have any further questions or require assistance with the implementation of these recommendations, please do not hesitate to reach out.

Thank you for your understanding and cooperation.

Best regards,

Untitled

Sunday, November 10, 2024 9:36 PM

MSaaS App Service OSS - Mindtree

**[2024-11-26 13:56:12] Case Note Created Shivraj Koli
(v-shivrk@microsoft.com)**

++Case is worked by "**MSaaS PaaS Dev - Tek Experts**" and now transferred the case to App Service Perf Config team but it Landed in Mindtree Vendor.

++As per the Process Cross vendor transfer is not allowed and "Tek Experts" vendor have Same support area scope of App Service Perf Config.

++Hence, Moving the case to "**MSaaS App Service Config Perf - Tek Experts**" queue in the same vendor as previous.

Untitled

Tuesday, January 21, 2025 9:18 PM

<https://aka.ms/sanitizer.>

Untitled

Friday, January 24, 2025 8:03 PM

[Anya Anya \(Tek Experts\): Function app returning 404](#)

posted in Azure App Services TekEx Config & Perf / AVA case help on Wednesday, October 2, 2024 4:33 PM

6. Run **ipconfig/all** in command prompt and copy it to notepad.

[Anya Anya \(Tek Experts\): Can't deploy to Function app with Private Endpoint enabled...](#)

posted in Azure App Services TekEx Config & Perf / AVA case help on Thursday, February 20, 2025 1:59 AM

Summary of Activities:

A call was held with the customer to investigate connectivity issues between their Azure Function App and on-premises environment.

A networking engineer was present to assist with the analysis.

Findings:

Connectivity Tests:

Verified that a VM within the same Azure VNET as the Function App could successfully communicate with the on-premises server.

Confirmed that the on-premises environment could ping the private IP of the Function App.

Firewall Observation:

Customer reported that no traffic from the Function App was observed on the on-premises firewall, which is configured to allow all traffic (no restrictions).

Route Table Review:

The networking team reviewed the route table associated with the VNET/subnet and found no issues.

NSG Configuration:

Confirmed that there are no Network Security Groups (NSGs) applied to the subnet used for VNET integration with the Function App.

Customer Concern:

Customer raised a concern that the issue may be related to the Flex Consumption plan, noting that while the Function App can reach other VNET resources, no traffic appears to route through the VPN gateway.

Clarification Provided:

Explained that the Flex Consumption plan does not have known limitations regarding on-premises communication. However, further investigation is warranted.

Next Steps:

Further investigation will be conducted to identify the root cause.

A follow-up update will be provided to the customer by the next business day.

Customer Acknowledgment:

Customer was thanked for their patience and cooperation.

Date Format for ICM

Thursday, March 20, 2025 4:47 PM

Impact Start Time (UTC) ⓘ

YYYY-MM-DD HH:MM e.g. 2021-03-22 01:15

2024-04-09

Untitled

Friday, March 28, 2025 4:39 PM

To resolve Managed Identity token rejection at SQL Server, follow these steps:

1. ****Ensure Azure Connected Machine Agent is Not Installed**:** This simulates managed identity on your local machine. You should see the following environment variables:

- `IMDS_ENDPOINT=http://localhost:40342`
- `IDENTITY_ENDPOINT=http://localhost:40342/metadata/identity/oauth2/token`.

2. ****Configure SQL Server for AD Authentication**:**

- Set the Azure Active Directory Admin in SQL Server.
- Create a contained user for the service principal in the Azure SQL Database:
```sql

```
CREATE USER [AutomationAccountXZY] FROM EXTERNAL PROVIDER WITH
OBJECT_ID='#####-###-###-###-#####';
```

```
EXEC sp_addrolemember 'db_owner', [AutomationAccountXZY];
```
```

- Replace `AutomationAccountXZY` with your automation account name and `#####-###-###-###-#####` with the object ID for your system managed identity principal.

3. ****Use Access Token in SQL Queries**:**

- Obtain an access token using the following PowerShell commands:

```
```powershell
```

```
Disable-AzContextAutosave -Scope Process
```

```
Connect-AzAccount -Identity
```

```
$Token = (Get-AZAccessToken -ResourceUrl https://database.windows.net).Token
```

```
Invoke-Sqlcmd -ServerInstance azuresqlserverxyz.database.windows.net -Database MyDBxyz -
AccessToken $token -query 'select * from TableXYZ'
```
```

- Replace `azuresqlserverxyz` with your Azure SQL server and `MyDBxyz` with your database name.

For more details, please refer to the documents , , and .

IP

Thursday, March 27, 2025 3:01 PM

212.27.187.70

[Pedro Marques: Can't exactly identify what could cause the issue. There's many hin...](#)

posted in Azure App Services TekEx Config & Perf / AVA case help on Wednesday, April 9, 2025 4:57 PM

[Anya Anya \(Tek Experts\): App Service Domain Quota](#)

posted in Azure App Services TekEx Config & Perf / AVA case help on April 21, 2025 8:24 PM

[Anya Anya \(TEKNOWLEDGE GLOBAL LTD\): App Service Domain Quota](#)

posted in Azure App Services TekEx Config & Perf / AVA case help on Monday, April 21, 2025 8:24 PM

Static Web App Domain

Wednesday, April 23, 2025 7:40 PM

Static web app custom domain routes to the old domain for 24 hours before routing to the new domain - [Incident-632413401 Details - IcM](#)

Olufemi's Instructions

Wednesday, April 16, 2025 3:49 PM

Olufemi Misimau (Tek Experts) 4/4 7:22 PM **IMPORTANT**      99 ... 

Hello **Everyone**,

Please take note of this very important information.

NGR team is not to work on APAC time zone (US,CRI), Japan and Chinese time zone tickets.

We have not received such directives from our Top Management.

No picking of tickets just to meet SLA, there is a possibility the ticket will come back to you.

I don't even want to see such in your case notes.

For the EMEA time zone, it is only BGR that was instructed to work on such cases.

If any of this gets escalated by SDM, you will take full ownership.

Check the time zone on the ticket before accepting ownership, those of you that enjoys gallivanting while VDM assigns tickets, if such ticket miss SLA on ur watch, na u g hold am.

He that has ears, let him hear....

 **IMPORTANT**

QUICK UPDATE
We are now getting cases from MindTree Officially for the next 2-3 weeks. Please inform your team members about this. 1-2 per day.
If there are imprints of mishandling, please check with the PTAs first while we engage customer. They will advise what next to do. Reach me as well if needed.

Everyone important information.

We will be working on MT tickets for 2 to 3 weeks, if you sight any issue of case mishandling on their tickets kindly escalate such to me ASAP.

Olufemi Misimau (Tek Experts) Yesterday 9:40 PM **IMPORTANT** Edited 

Hello **Everyone**, as explained last week, we will be receiving tickets from MT and Wicresoft.

Please do not push back when such cases comes to our queue. Also note that they should be within the TZ we support only.

If its a bad ticket or SLA was missed, please let me know immediately.

Also, regarding case transfers, If a ticket was transferred out by us, and for any reason it came back, lets ensure that ticket is re-assigned to the engineer that previously worked on it and not a new engineer.

This should not count as a new case for the engineer for that day except if its a Sev A ticket. We do not want cx experience to be impacted due to multiple case owners.

Kayode Akanni (Tek Experts), Pelumi Olatunji (Tek Experts), and all QMs please be informed. 

Delete SAL Subnet

Thursday, June 26, 2025 8:36 AM

Knowledge share | How to delete subnet service association link (SAL) using Az CLI General

Summary by Copilot

Srikanth Manne Vishwanath To: Azure App Services POD Global Wed 6/25/2025

Hi Team,

I wanted to share a useful update regarding the deletion of subnet service association links (SAL) using AZ CLI. Previously, this required submitting a request through the SharePoint portal or sometimes reaching out to PG. However, customers can now directly delete the SAL of a subnet using the following command:

```
az rest --method POST  
--uri "/subscriptions/<sub-id>/providers/Microsoft.Web/locations/<Region>/purgeUnusedVirtualNetworkIntegration?api-version=2024-04-01"  
--body "{\"subnetResourceId\": '/subscriptions/9af54bee-1b6e-4e2e-bfb7-e9f960cee00a/resourceGroups/rg-ne-np-networks-01/providers/Microsoft.Network/virtualNetworks/vnet-ne-np-tudent-digital-01/subnets/snet-ne-np-dev1-vnetintegration-01'}"
```

If customers encounter permission issues while executing this command, please ensure they have the network contributor role added to their account.

```
az rest --method POST --uri "/subscriptions/9af54bee-1b6e-4e2e-bfb7-e9f960cee00a/providers/Microsoft.Web/locations/northeurope/purgeUnusedVirtualNetworkIntegration?api-versio  
n=2024-04-01" --body "{'subnetResourceId': '/subscriptions/9af54bee-1b6e-4e2e-bfb7-e9f960cee00a/resourceGroups/rg-ne-np-networks-01/providers/Microsoft.Network/virtualNetworks/vnet-ne-np-tudent-digital-01/subnets/snet-ne-np-dev1-vnetintegration-01'}"
```

Untitled

Wednesday, July 23, 2025 2:50 PM

The Microsoft Azure App Services Team has announced changes to **App Service Managed Certificates (ASMC)** that will take effect on **July 28, 2025**. While most customers **will not be impacted**, some may experience issues with certificate issuance or renewal depending on their app configuration.

This is a **heads-up** in case we receive support tickets related to this.

Summary of Key Changes

- **Reason for Change:** DigiCert is moving to a new validation platform to comply with updated industry standards (MPIC).
- **Effective Date:** July 28, 2025

Scenarios That May Trigger Customer Issues

1. **Apps not publicly accessible**
 - Apps using private endpoints, IP restrictions, or client certificate requirements may fail ASMC issuance/renewal.
2. **Apps using Azure Traffic Manager with “nested” or “external” endpoints**
 - Only **Azure Endpoints** are supported going forward.
3. ***Apps using .trafficmanager.net domains**
 - These domains are no longer supported for ASMC.

Suggested Actions for Customers

- Ensure apps are publicly accessible if using ASMC.
- Switch to Azure Endpoints or use a custom SSL certificate.
- Add a custom domain if currently using *.trafficmanager.net.

For full details, refer to the Microsoft announcement: [Important Changes to App Service Managed Certificates](#)

We might see tickets around this after the referenced date above, this is just to give you heads up....