Addressing windows azure guest agent service issues

Title

Process needs to be follow to address Windows Azure Agent service issue on windows servers.

Azure, Windows server, 2016 server, Windows Azure guest Agent service, Azure guest Agent, Backup failure, azure guest agent failure, service stopped, service failed, azure guest agent service not running.

Introduction

This document provides a process to be followed for addressing windows azure guest agent service issue on windows server

Below process needs to be followed to address windows azure guest agent service issue on windows server.

* If public cloud team reported backup was failing and requested to check the windows azure guest agent service status
* Check any issues observed on the guest agent service (service not running, not responding) and collect below evidence/logs and raise a case with MS for live troubleshooting to find exact cause.

To check whether the Windows Azure Guest Agent service installed on the server

* login to the server using admin account
* Go to services and check the status of windows azure guest agent service and windows Azure Network Agent service
* Check service startup is configured as automatic
* Check for the Package

Locate the C:\WindowsAzure folder. If you see the GuestAgent folder that displays the version number, that means that Windows Azure Guest Agent was installed on the VM. You can also look for the installed package. If Windows Azure Guest Agent is installed on the VM, the package will be saved in the following location: C:\windows\OEM\GuestAgent\VMAgentPackage.zip.

* Check whether these services are running by examining Task Manager for the following processes:
  + WindowsAzureGuestAgent.exe: Windows Azure Guest Agent service
  + WaAppAgent.exe: RDAgent service
  + WindowsAzureNetAgent.exe: Windows Azure Network Agent service
  + WindowsAzureTelemetryService.exe: Windows Azure Telemetry Service

If you cannot find these processes and services, this indicates that you do not have Windows Azure Guest Agent installed.

* Check the Program and Feature

In Control Panel, go to Programs and Features to determine whether the Windows Azure Guest Agent service is installed on the server.

Check whether the VM can connect to the Fabric Controller

* Use a tool such as PsPing to test whether the VM can connect to 168.63.129.16 on ports 80, 32526 and 443.
* If the VM does not connect as expected, check whether outbound communication over ports 80, 443, and 32526 is open in your local firewall on the VM. If this IP address is blocked, VM Agent may display unexpected behavior in a variety of scenarios.

**Events logs for troubleshooting Windows Azure Guest Agent:**

* C:\WindowsAzure\Logs\WaAppAgent.log
* C:\WindowsAzure\Logs\TransparentInstaller.log
* System event logs
* Microsoft also pull additional data in backend and co-relate these events to determine the cause.

* **Support information**

Windows Azure Guest Agent is a virtual machine (VM) agent. It enables the VM to communicate with the Fabric Controller (the underlying physical server on which VM is hosted) on IP address 168.63.129.16. This is a virtual public IP address that facilitates the communication channel to Azure platform resources.

After Windows Azure Guest Agent successfully installed, following services listed in services.msc on the VM:

* Windows Azure Guest Agent Service
* Telemetry Service
* RD Agent service

Windows Azure Guest Agent Service: This service is the service that is responsible for all the logging in WAppAgent.log. This service is responsible for configuring various extensions and communication from Guest to Host.

Telemetry Service: This service is responsible for sending the telemetry data of the VM to the backend server.

RD Agent Service: This service is responsible for the Installation of Guest Agent. Transparent Installer is also a component of Rd Agent that helps to upgrade other components and services of Guest Agent. RDAgent is also responsible for sending heartbeats from Guest VM to Host Agent on the physical server.

Note: Starting in version 2.7.41491.971 of the VM Guest Agent, the Telemetry component is included in the RDAgent service, Therefore, you might not see this Telemetry service listed in newly created VMs.

**Analysis by Microsoft**

Possible reasons for service going to unresponsive/stopped state can be

* Along with Windows Azure Guest Agent Service, we have to check these 3 other services as well as they are interdependent RDAgent service, Windows Azure Telemetry & Windows Azure Network Agent service. If one of these services are stopped, it will cause the guest agent to stop working.
* Windows Azure Guest Agent has an auto-update feature. If that is not working well, then again agent will be unresponsive.
* If antivirus is blocking the extension to start or it can even be if some other application has hooked up and causing the agent to stop.
* If you've blocked access to 168.63.129.16 using the guest firewall or with a proxy, extensions will fail - coz this is required for the agent to communicate with the host.
* If Ports 80, 443, and 32526 are required, then it can't have communication to host fabric. This will also cause the agent to fail.
* If the extension is outdated, it will also show as unresponsive.

We need below logs if the issue re-occurs.

1. Waagent logs.
2. System event logs
3. Also, optionally WER would help. Please go through this link for configuring it.- [https://docs.microsoft.com/en-us/windows/win32/wer/collecting-user-mode-dumps](https://urldefense.proofpoint.com/v2/url?u=https-3A__docs.microsoft.com_en-2Dus_windows_win32_wer_collecting-2Duser-2Dmode-2Ddumps&d=DwMGaQ&c=ZbgFmJjg4pdtrnL2HUJUDw&r=LW_2H-lbIXik9I2vyRHQI2PJ-v_38QkLbaUCpWafhITu7EaSTKk2PyMlvx8FyVxa&m=F9omX3AqEhzD3co9HXX5RDFFzLlvPsVLtrLmgWl-JME&s=lPSdt1DG_Ls6kVjGSzNPtmcUmzXca-GQzWQZgiWFd_k&e=)
4. We will also pull additional data in backend and co-relate these events to determine the cause