

# Unable to take RDP or SSH session of an Azure VM

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## Overview

Platform	Azure
Owner of the SOP	Fully Managed POD A
Cloud Services	Azure VM

## Problem

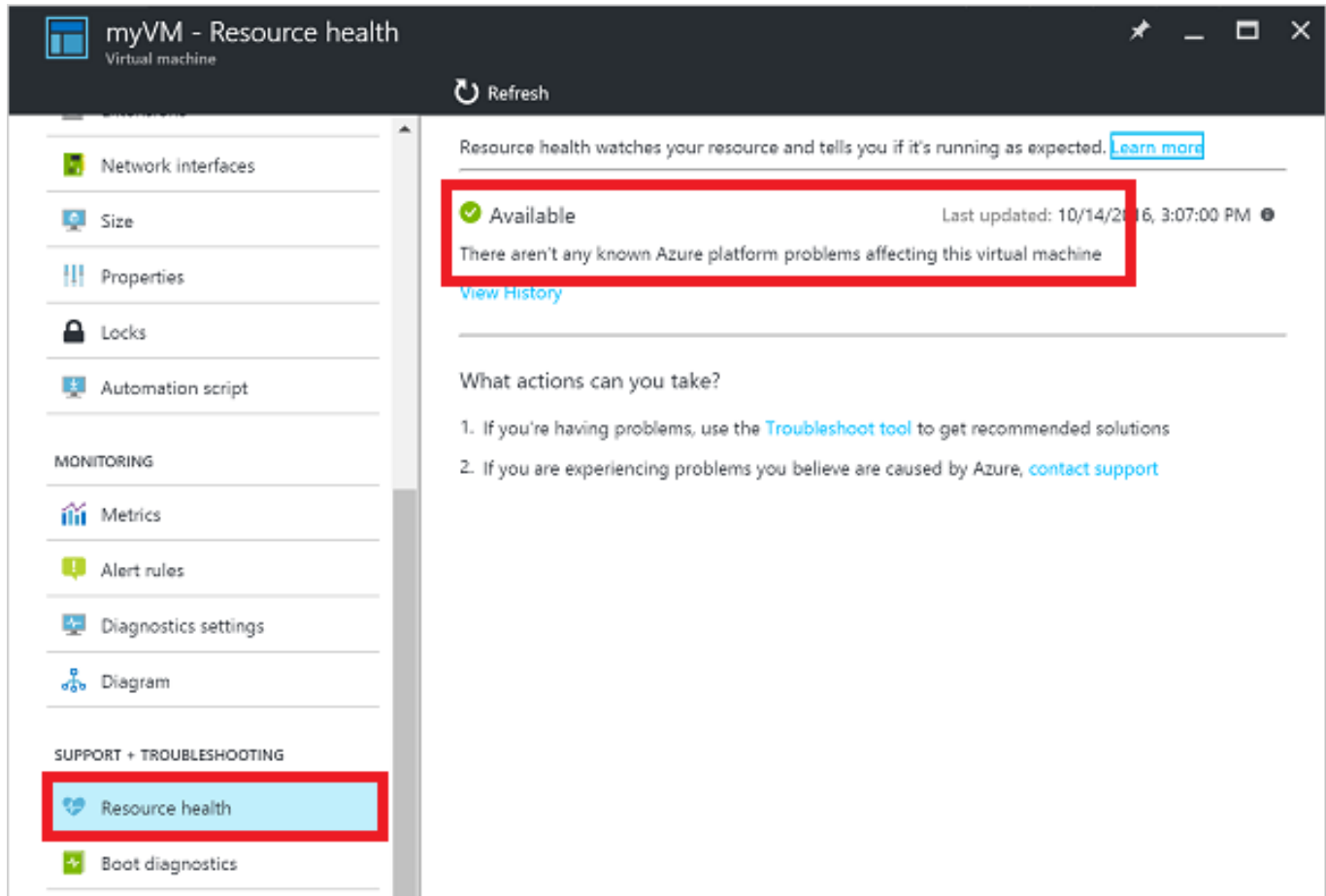
- Unable to take RDP or SSH of an Azure virtual machine

Tester	Reviewer
@ Shelly Sharma Lamba	

## Possible cause:

Please perform the below initial investigation: -

- Ensure that the VM is in the running state. This can be verified from Azure portal. Select your VM in the portal. Select Overview and check the Status. For a healthy VM it should report "Running".
- Check the VM Resource Health. This troubleshooting step verifies that there are no known issues with the Azure platform that may impact connectivity to the VM.
- Select your VM in the Azure portal. Scroll down the settings pane to the Support + Troubleshooting section near bottom of the list. Click the Resource health button. A healthy VM reports as being Available:



- Check Network Security Group rules. Review effective security group rules to ensure inbound "Allow" NSG rule exists and is prioritized for RDP port(default 3389) and SSH port(default 22).
- To check RDP port, scroll down to Networking under Settings. Check Inbound port rules.

#### Pre-requisites

#### Raise an Emergency Change Request

- If the affected VM is Production and Critical, please raise an Emergency Change Request and get it approved before execution of below solution.
- Please go to page 20 of the below Change Control document :

#### Service Management: As-Is Change Management (ServiceNow)

- Please select the respective Cloud Factory assignment group when raising a change request in Service Now
- Azure Security Operations

Assignment Group: Azure Cloud Factory – Security Operations

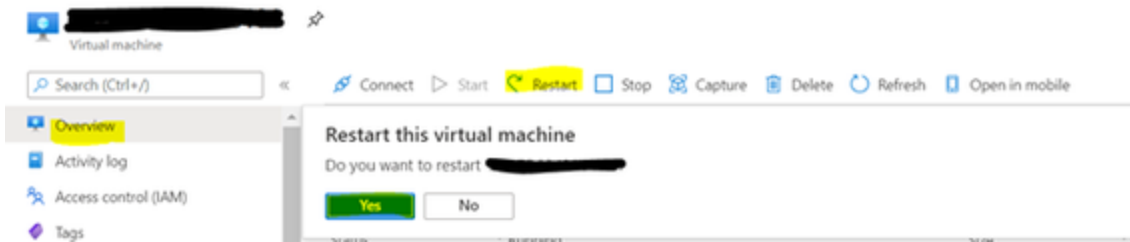
#### Solution

- Restart the virtual machine

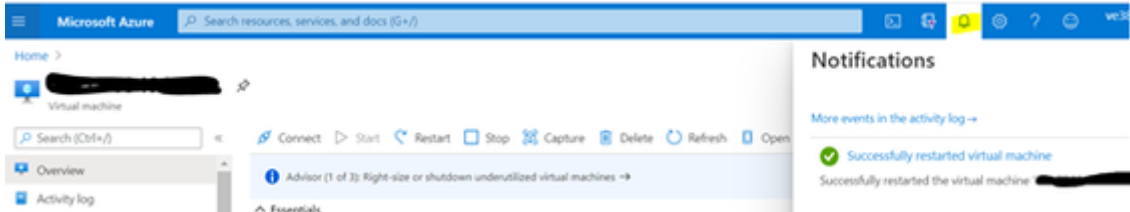
If you face difficulties troubleshooting SSH/RDP or application access to a virtual machine (VM) in Azure, redeploying the VM may help. When you redeploy a VM, it moves the VM to a new node within the Azure infrastructure and then powers it back on. All your configuration options and associated resources are retained.

#### Steps: Restart the virtual machine

- Go to Azure Portal and select the VM with which issue is being faced.
- In left menu, click on Overview and then click Restart and Yes to confirm.



- Check the Notifications bar for progress. When VM is successfully restarted. Try to take SSH/RDP session



## Related articles

- [On-demand backup of Azure VM instance - Cloud Platform - Confluence \(atlassian.net\)](#)
- [Restore Azure VM Instance via ad-hoc snapshot - Cloud Platform - Confluence \(atlassian.net\)](#)
- [Restart Azure Virtual Machine - Cloud Platform - Confluence \(atlassian.net\)](#)
- [Add additional storage to existing Domain Joined VMs - Cloud Platform - Confluence \(atlassian.net\)](#)