Hi Thakshinamoorthy,

Thank you for your confirmation over the call. ☺

Appreciate your understanding and cooperation here. ☺

Upon your confirmation, I will go ahead and archive/close this case.

Thank you for contacting Microsoft Support.

Issue Description: Unexpected reboot of the VM "mue2colpdbpin02".

Subscription ID: 52d1f9c6-ef14-4724-897a-cefa6bacab1a

Resolution:

Upon our investigation on the backend logs I found many events that typically indicates that there were excessive Write IOs exceeding the IOPs limit for the Vhd mue2213502554026sa0012/vhds/datadisk005.vhd. As a workaround, I would recommend you to configure Storage Pools in order to avoid such issues in future.

In Azure for every data disk we will be having 500 IOPS limit and you many experience many read write throttles in such cases.

However, in Storage Pool concept the data disk space will be combined and you will be having only one disk with double the IOPS limit.

I would recommend you to raise another SR to Performance team where they will assist you more regarding the performance and latency issue.

Please find the below article that explains more on the storage performance.

https://blogs.msdn.microsoft.com/mast/2014/10/14/configuring-azure-virtual-machines-for-optimal-storage-performance/<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fblogs.msdn.microsoft.com%2Fmast%2F2014%2F10%2F14%2Fconfiguring-azure-virtual-machines-for-optimal-storage-performance%2F&data=02%7C01%7Cv-apdevi%40microsoft.com%7Cd1b4ee8c98ad483d8c2e08d4a464c442%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C636314200087895761&sdata=BYFrDZayTcEmGHxcInWifkbjpDg5cSto4dxAYRQVzgg%3D&reserved=0>

Feel free to revert for any further queries/concerns regarding this case(in future) , we would be very happy to help.

It was truly a pleasure working with you and thank you for choosing Microsoft!

We, as Microsoft, are committed to deliver the best service to all our customers and your Feedback is important for us.

Have a great week ahead ☺

Regards,

Aparna Devileela Jinnala

Support Engineer | Microsoft Azure IaaS Support | Microsoft Corporation| Manager: Dilip Shrotriya [v-dishro@microsoft.com]

Working Hours: Mon-Fri 13:30-22:30 PM IST

[cid:image001.png@01D36517.435D2F70]

Service Dashboard<http://www.microsoft.com/windowsazure/support/status/servicedashboard.aspx> | Support Options<http://www.microsoft.com/windowsazure/support>

Visit the new Windows Azure Support<http://www.windowsazure.com/en-us/support/plans> page regarding the new support plans

For the latest news regarding Windows Azure, visit the site<http://www.windowsazure.com/>

From: "Aparna Jinnala (MINDTREE LIMITED)" <v-apdevi@microsoft.com>

Sent: Wednesday, November 22, 2017 8:44 AM

To: "Thakshinamoorthy V" <Thakshinamoorthy\_V@symantec.com>

Cc: "MSSolve Case Email" <casemail@microsoft.com>; "Raja Ganapathy" <Raja\_Ganapathy@symantec.com>; "Raja\_Ganapathy@symantec.com" <Raja\_Ganapathy@symantec.com>; "Raja\_Ganapathy@symantec.com" <Raja\_Ganapathy@symantec.com>; "Raja\_Ganapathy@symantec.com" <Raja\_Ganapathy@symantec.com>

Subject: [REG:117111317144074] Re: [EXT] ] Hi MS Team, We could see below server got reboote | Follow-Up

Hi Thankshinamoorthy,

As discussed over the call, I would request you to provide an update on the SR.

Please feel free to reach me in case of any further queries.

May I also know if the case is good for closure.

Looking forward to hear from you soon.

Regards,

Aparna Devileela Jinnala

Support Engineer | Microsoft Azure IaaS Support | Microsoft Corporation| Manager: Dilip Shrotriya [v-dishro@microsoft.com]

Working Hours: Mon-Fri 13:30-22:30 PM IST

[file:///\\partners.extranet.microsoft.com\MSSolveFiles\SRDataFolders02\2017\11\13\117111317144074\Email%20Attachments\image001\_20171122-084355-084350\_1.png]

Service Dashboard<http://www.microsoft.com/windowsazure/support/status/servicedashboard.aspx> | Support Options<http://www.microsoft.com/windowsazure/support>

Visit the new Windows Azure Support<http://www.windowsazure.com/en-us/support/plans> page regarding the new support plans

For the latest news regarding Windows Azure, visit the site<http://www.windowsazure.com/>

From: "Aparna Jinnala (MINDTREE LIMITED)" <v-apdevi@microsoft.com>

Sent: Friday, November 17, 2017 11:15 AM

To: "Thakshinamoorthy V" <Thakshinamoorthy\_V@symantec.com>

Cc: "MSSolve Case Email" <casemail@microsoft.com>; "Raja Ganapathy" <Raja\_Ganapathy@symantec.com>; "Raja\_Ganapathy@symantec.com" <Raja\_Ganapathy@symantec.com>; "Raja\_Ganapathy@symantec.com" <Raja\_Ganapathy@symantec.com>

Subject: [REG:117111317144074] Re: [EXT] ] Hi MS Team, We could see below server got reboote | Follow-Up

Hi Thakshinamoorthy,

Hope you are doing good!!

I am mailing to check if you have any update for me on the SR.

Please feel free to reach me in case of any further queries.

Awaiting for your response.

Regards,

Aparna Devileela Jinnala

Support Engineer | Microsoft Azure IaaS Support | Microsoft Corporation| Manager: Dilip Shrotriya [v-dishro@microsoft.com]

Working Hours: Mon-Fri 13:30-22:30 PM IST

[file:///\\partners.extranet.microsoft.com\MSSolveFiles\SRDataFolders02\2017\11\13\117111317144074\Email%20Attachments\image001\_20171117-111515-111511\_1.png]

Service Dashboard<http://www.microsoft.com/windowsazure/support/status/servicedashboard.aspx> | Support Options<http://www.microsoft.com/windowsazure/support>

Visit the new Windows Azure Support<http://www.windowsazure.com/en-us/support/plans> page regarding the new support plans

For the latest news regarding Windows Azure, visit the site<http://www.windowsazure.com/>

From: Aparna Jinnala (MINDTREE LIMITED)

Sent: Thursday, November 16, 2017 8:56 AM

To: 'Thakshinamoorthy V' <Thakshinamoorthy\_V@symantec.com>

Cc: MSSolve Case Email <casemail@microsoft.com>; 'Raja Ganapathy' <Raja\_Ganapathy@symantec.com>; 'Raja\_Ganapathy@symantec.com' <Raja\_Ganapathy@symantec.com>; 'Raja\_Ganapathy@symantec.com' <Raja\_Ganapathy@symantec.com>

Subject: RE: [REG:117111317144074] Re: [EXT] ] Hi MS Team, We could see below server got reboote | Follow-Up

Hi Thakshinamoorthy,

Greetings for the day!!

I am emailing to understand if you have had any opportunity in checking my previous email and would request you to provide me an update at your earliest convenience.

Please feel free to reach me in case of any queries.

Awaiting for your response.

Regards,

Aparna Devileela Jinnala

Support Engineer | Microsoft Azure IaaS Support | Microsoft Corporation| Manager: Dilip Shrotriya [v-dishro@microsoft.com]

Working Hours: Mon-Fri 13:30-22:30 PM IST

[cid:image001.png@01D35F95.5395FA20]

Service Dashboard<http://www.microsoft.com/windowsazure/support/status/servicedashboard.aspx> | Support Options<http://www.microsoft.com/windowsazure/support>

Visit the new Windows Azure Support<http://www.windowsazure.com/en-us/support/plans> page regarding the new support plans

For the latest news regarding Windows Azure, visit the site<http://www.windowsazure.com/>

From: "Aparna Jinnala (MINDTREE LIMITED)" <v-apdevi@microsoft.com<mailto:v-apdevi@microsoft.com>>

Sent: Wednesday, November 15, 2017 4:11 PM

To: "Thakshinamoorthy V" <Thakshinamoorthy\_V@symantec.com<mailto:Thakshinamoorthy\_V@symantec.com>>

Cc: "MSSolve Case Email" <casemail@microsoft.com<mailto:casemail@microsoft.com>>; "Raja Ganapathy" <Raja\_Ganapathy@symantec.com<mailto:Raja\_Ganapathy@symantec.com>>; "Raja\_Ganapathy@symantec.com<mailto:Raja\_Ganapathy@symantec.com>" <Raja\_Ganapathy@symantec.com<mailto:Raja\_Ganapathy@symantec.com>>

Subject: [REG:117111317144074] Re: [EXT] ] Hi MS Team, We could see below server got reboote | Follow-Up

Hi Thakshinamoorthy,

As discussed over the call, please find the details of the call summary and the RCA below.

Upon our investigation on the backend logs I found many events that typically indicates that there were excessive Write IOs exceeding the IOPs limit for the Vhd mue2213502554026sa0012/vhds/datadisk005.vhd. As a workaround, I would recommend you to configure Storage Pools in order to avoid such issues in future.

In Azure for every data disk we will be having 500 IOPS limit and you many experience many read write throttles in such cases.

However, in Storage Pool concept the data disk space will be combined and you will be having only one disk with double the IOPS limit.

I would recommend you to raise another SR to Performance team where they will assist you more regarding the performance and latency issue.

Please find the below article that explains more on the storage performance.

https://blogs.msdn.microsoft.com/mast/2014/10/14/configuring-azure-virtual-machines-for-optimal-storage-performance/<https://na01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fblogs.msdn.microsoft.com%2Fmast%2F2014%2F10%2F14%2Fconfiguring-azure-virtual-machines-for-optimal-storage-performance%2F&data=02%7C01%7Cv-apdevi%40microsoft.com%7Cd1b4ee8c98ad483d8c2e08d4a464c442%7C72f988bf86f141af91ab2d7cd011db47%7C1%7C0%7C636314200087895761&sdata=BYFrDZayTcEmGHxcInWifkbjpDg5cSto4dxAYRQVzgg%3D&reserved=0>

Please feel free to reach me in case you have any other queries on the issue.

And also let me know in case if the case is good for closure.

Looking forward to hearing from you.

Regards,

Aparna Devileela Jinnala

Support Engineer | Microsoft Azure IaaS Support | Microsoft Corporation| Manager: Dilip Shrotriya [v-dishro@microsoft.com]

Working Hours: Mon-Fri 13:30-22:30 PM IST

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Service Dashboard<http://www.microsoft.com/windowsazure/support/status/servicedashboard.aspx> | Support Options<http://www.microsoft.com/windowsazure/support>

Visit the new Windows Azure Support<http://www.windowsazure.com/en-us/support/plans> page regarding the new support plans

For the latest news regarding Windows Azure, visit the site<http://www.windowsazure.com/>

From: "Thakshinamoorthy V" <Thakshinamoorthy\_V@symantec.com<mailto:Thakshinamoorthy\_V@symantec.com>>

Sent: Tuesday, November 14, 2017 2:22 PM

To: "Aparna Jinnala (MINDTREE LIMITED)" <v-apdevi@microsoft.com<mailto:v-apdevi@microsoft.com>>

Cc: "MSSolve Case Email" <casemail@microsoft.com<mailto:casemail@microsoft.com>>; "Raja Ganapathy" <Raja\_Ganapathy@symantec.com<mailto:Raja\_Ganapathy@symantec.com>>

Subject: [REG:117111317144074] Re: [EXT] ] Hi MS Team, We could see below server got reboote

Hi Aparna,

Thanks for the update.

Please share the complete RCA as soon as possible.

Thanks

Thakshina

From: "Aparna Jinnala (MINDTREE LIMITED)" <v-apdevi@microsoft.com<mailto:v-apdevi@microsoft.com>>

Date: Tuesday, November 14, 2017 at 7:48 PM

To: Thakshinamoorthy V <Thakshinamoorthy\_V@symantec.com<mailto:Thakshinamoorthy\_V@symantec.com>>

Cc: MSSolve Case Email <casemail@microsoft.com<mailto:casemail@microsoft.com>>, Raja Ganapathy <Raja\_Ganapathy@symantec.com<mailto:Raja\_Ganapathy@symantec.com>>, Raja Ganapathy <Raja\_Ganapathy@symantec.com<mailto:Raja\_Ganapathy@symantec.com>>

Subject: [EXT] RE: [REG:117111317144074] ] Hi MS Team, We could see below server got reboote

Hi Thakshinamoorthy,

Thank you for your time over the call.

As discussed over the call, I would like to let you know the preliminary root cause of the issue.

Upon checking my backend logs I could see that the unexpected reboot of the VM “mue2colpdbpin02” happened due to a Guest OS Crash.

I would like to let you know that we will need to collaborate the issue with the Linux Team for further investigation on the Guest OS crash and would request you to allow me some time to investigate on the issue further.

I will ensure you that will continue to keep you posting the case findings on the issue.

Thanks in Advance.

Regards,

Aparna Devileela Jinnala

Support Engineer | Microsoft Azure IaaS Support | Microsoft Corporation| Manager: Dilip Shrotriya [v-dishro@microsoft.com]

Working Hours: Mon-Fri 13:30-22:30 PM IST

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Service Dashboard<https://clicktime.symantec.com/a/1/JzB3xp8YWla6cHwzUGf1Kq-StUZp91YAsI-evRiUG4U=?d=-7vWRVguzWwvGHQoGv7Iy\_n\_aH42u9-iVWQqbBkXHFn4\_Ey3DptawIHzQB9sUWWUuhJeB6jTykdruwOZs2LAn\_eu4JPsuFo0dKYBNBf9bUJ1xC8DxqhZL0JyFbzK9Ee\_SGZ8XoXByomsm8i6RKQpu-zazDb-ziOjd662qjOahanoJB76VLhGn\_d2n1dUA0725NQ\_hCW-noYffbXjPnR1tgCVVBQPRw-4Mcsq7BcLR31if93ojjLMku\_kPvsylYC2\_Fm78Jd1s6cfDbSxuYBKwv6JXkN2-tuZDUquX5oeDHwr0pLPUxh6wYVN57vH123jcfsAOs6ZRwd7sH7RxrAjJpMO\_xsdvZ2SjhSfBQVhyDBQyF8awiA5s43Do7uwtmpeQkiLTDMBZOhgIXRCtFepzl\_XisaxuEurjXJ8Nqw93KJxzG7G5\_oAF12i\_lByGZNAQly52B3bv5Ywx9SM-203vI7xQ7eDhUfL&u=http%3A%2F%2Fwww.microsoft.com%2Fwindowsazure%2Fsupport%2Fstatus%2Fservicedashboard.aspx> | Support Options<https://clicktime.symantec.com/a/1/r7Wjo1MuSZr5aEtN99ZIdE\_aEnzG0g0Q5Hgrfd\_-\_KQ=?d=-7vWRVguzWwvGHQoGv7Iy\_n\_aH42u9-iVWQqbBkXHFn4\_Ey3DptawIHzQB9sUWWUuhJeB6jTykdruwOZs2LAn\_eu4JPsuFo0dKYBNBf9bUJ1xC8DxqhZL0JyFbzK9Ee\_SGZ8XoXByomsm8i6RKQpu-zazDb-ziOjd662qjOahanoJB76VLhGn\_d2n1dUA0725NQ\_hCW-noYffbXjPnR1tgCVVBQPRw-4Mcsq7BcLR31if93ojjLMku\_kPvsylYC2\_Fm78Jd1s6cfDbSxuYBKwv6JXkN2-tuZDUquX5oeDHwr0pLPUxh6wYVN57vH123jcfsAOs6ZRwd7sH7RxrAjJpMO\_xsdvZ2SjhSfBQVhyDBQyF8awiA5s43Do7uwtmpeQkiLTDMBZOhgIXRCtFepzl\_XisaxuEurjXJ8Nqw93KJxzG7G5\_oAF12i\_lByGZNAQly52B3bv5Ywx9SM-203vI7xQ7eDhUfL&u=http%3A%2F%2Fwww.microsoft.com%2Fwindowsazure%2Fsupport>

Visit the new Windows Azure Support<https://clicktime.symantec.com/a/1/yTOqihU3qWYoDJVYSSKbRxTnvQCX7BoRFxgei3oMgOs=?d=-7vWRVguzWwvGHQoGv7Iy\_n\_aH42u9-iVWQqbBkXHFn4\_Ey3DptawIHzQB9sUWWUuhJeB6jTykdruwOZs2LAn\_eu4JPsuFo0dKYBNBf9bUJ1xC8DxqhZL0JyFbzK9Ee\_SGZ8XoXByomsm8i6RKQpu-zazDb-ziOjd662qjOahanoJB76VLhGn\_d2n1dUA0725NQ\_hCW-noYffbXjPnR1tgCVVBQPRw-4Mcsq7BcLR31if93ojjLMku\_kPvsylYC2\_Fm78Jd1s6cfDbSxuYBKwv6JXkN2-tuZDUquX5oeDHwr0pLPUxh6wYVN57vH123jcfsAOs6ZRwd7sH7RxrAjJpMO\_xsdvZ2SjhSfBQVhyDBQyF8awiA5s43Do7uwtmpeQkiLTDMBZOhgIXRCtFepzl\_XisaxuEurjXJ8Nqw93KJxzG7G5\_oAF12i\_lByGZNAQly52B3bv5Ywx9SM-203vI7xQ7eDhUfL&u=http%3A%2F%2Fwww.windowsazure.com%2Fen-us%2Fsupport%2Fplans> page regarding the new support plans

For the latest news regarding Windows Azure, visit the site<https://clicktime.symantec.com/a/1/JU2jxnlj-tLDjkYNUYm2azBMcRPaw0d7OtQc2r\_9qTs=?d=-7vWRVguzWwvGHQoGv7Iy\_n\_aH42u9-iVWQqbBkXHFn4\_Ey3DptawIHzQB9sUWWUuhJeB6jTykdruwOZs2LAn\_eu4JPsuFo0dKYBNBf9bUJ1xC8DxqhZL0JyFbzK9Ee\_SGZ8XoXByomsm8i6RKQpu-zazDb-ziOjd662qjOahanoJB76VLhGn\_d2n1dUA0725NQ\_hCW-noYffbXjPnR1tgCVVBQPRw-4Mcsq7BcLR31if93ojjLMku\_kPvsylYC2\_Fm78Jd1s6cfDbSxuYBKwv6JXkN2-tuZDUquX5oeDHwr0pLPUxh6wYVN57vH123jcfsAOs6ZRwd7sH7RxrAjJpMO\_xsdvZ2SjhSfBQVhyDBQyF8awiA5s43Do7uwtmpeQkiLTDMBZOhgIXRCtFepzl\_XisaxuEurjXJ8Nqw93KJxzG7G5\_oAF12i\_lByGZNAQly52B3bv5Ywx9SM-203vI7xQ7eDhUfL&u=http%3A%2F%2Fwww.windowsazure.com%2F>

From: "Aparna Jinnala (MINDTREE LIMITED)" <v-apdevi@microsoft.com<mailto:v-apdevi@microsoft.com>>

Sent: Monday, November 13, 2017 3:34 PM

To: "Thakshinamoorthy\_V@symantec.com<mailto:Thakshinamoorthy\_V@symantec.com>" <Thakshinamoorthy\_V@symantec.com<mailto:Thakshinamoorthy\_V@symantec.com>>

Cc: "MSSolve Case Email" <casemail@microsoft.com<mailto:casemail@microsoft.com>>; "Raja\_Ganapathy@symantec.com<mailto:Raja\_Ganapathy@symantec.com>" <Raja\_Ganapathy@symantec.com<mailto:Raja\_Ganapathy@symantec.com>>

Subject: [REG:117111317144074] ] Hi MS Team, We could see below server got reboote

Hello Thakshinamoorthy V,

Thank you for contacting Microsoft Support. My name is Aparna Jinnala.

I am the Support Professional who will be working with you on this Service Request. You may reach me using the contact information listed below, referencing the SR number 117111317144074.

Below are the details including the initial scope agreement for your issue.

Issue Definition: Unexpected reboot of the VM "mue2colpdbpin02".

Subscription ID: 52d1f9c6-ef14-4724-897a-cefa6bacab1a

Resource Group: mue2-colp-db-prod-rg

Virtual machine: mue2colpdbpin02

Scope Agreement: We shall investigate the cause of the reboot and provide a RCA. In the due course of troubleshooting, if the issue is identified to be with a component of different expertise, we will collaborate with the respective teams to assist us in the situation. Please be advised that RCA requests can take up to 5-7 business days to provide the root cause.

We will now begin working together to resolve your issue. If you do not agree with the scope defined above, or would like to amend it, please let me know as soon as possible.

If you have any questions or concerns, please don't hesitate to contact me.

Regards,

Aparna Devileela Jinnala

Support Engineer | Microsoft Azure IaaS Support | Microsoft Corporation| Manager: Dilip Shrotriya [v-dishro@microsoft.com]

Working Hours: Mon-Fri 13:30-22:30 PM IST

[file:///\\partners.extranet.microsoft.com\MSSolveFiles\SRDataFolders02\2017\11\13\117111317144074\Email%20Attachments\image001\_20171113-153357-153348\_1.png]

Service Dashboard<https://clicktime.symantec.com/a/1/JzB3xp8YWla6cHwzUGf1Kq-StUZp91YAsI-evRiUG4U=?d=-7vWRVguzWwvGHQoGv7Iy\_n\_aH42u9-iVWQqbBkXHFn4\_Ey3DptawIHzQB9sUWWUuhJeB6jTykdruwOZs2LAn\_eu4JPsuFo0dKYBNBf9bUJ1xC8DxqhZL0JyFbzK9Ee\_SGZ8XoXByomsm8i6RKQpu-zazDb-ziOjd662qjOahanoJB76VLhGn\_d2n1dUA0725NQ\_hCW-noYffbXjPnR1tgCVVBQPRw-4Mcsq7BcLR31if93ojjLMku\_kPvsylYC2\_Fm78Jd1s6cfDbSxuYBKwv6JXkN2-tuZDUquX5oeDHwr0pLPUxh6wYVN57vH123jcfsAOs6ZRwd7sH7RxrAjJpMO\_xsdvZ2SjhSfBQVhyDBQyF8awiA5s43Do7uwtmpeQkiLTDMBZOhgIXRCtFepzl\_XisaxuEurjXJ8Nqw93KJxzG7G5\_oAF12i\_lByGZNAQly52B3bv5Ywx9SM-203vI7xQ7eDhUfL&u=http%3A%2F%2Fwww.microsoft.com%2Fwindowsazure%2Fsupport%2Fstatus%2Fservicedashboard.aspx> | Support Options<https://clicktime.symantec.com/a/1/r7Wjo1MuSZr5aEtN99ZIdE\_aEnzG0g0Q5Hgrfd\_-\_KQ=?d=-7vWRVguzWwvGHQoGv7Iy\_n\_aH42u9-iVWQqbBkXHFn4\_Ey3DptawIHzQB9sUWWUuhJeB6jTykdruwOZs2LAn\_eu4JPsuFo0dKYBNBf9bUJ1xC8DxqhZL0JyFbzK9Ee\_SGZ8XoXByomsm8i6RKQpu-zazDb-ziOjd662qjOahanoJB76VLhGn\_d2n1dUA0725NQ\_hCW-noYffbXjPnR1tgCVVBQPRw-4Mcsq7BcLR31if93ojjLMku\_kPvsylYC2\_Fm78Jd1s6cfDbSxuYBKwv6JXkN2-tuZDUquX5oeDHwr0pLPUxh6wYVN57vH123jcfsAOs6ZRwd7sH7RxrAjJpMO\_xsdvZ2SjhSfBQVhyDBQyF8awiA5s43Do7uwtmpeQkiLTDMBZOhgIXRCtFepzl\_XisaxuEurjXJ8Nqw93KJxzG7G5\_oAF12i\_lByGZNAQly52B3bv5Ywx9SM-203vI7xQ7eDhUfL&u=http%3A%2F%2Fwww.microsoft.com%2Fwindowsazure%2Fsupport>

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