Azure Portal

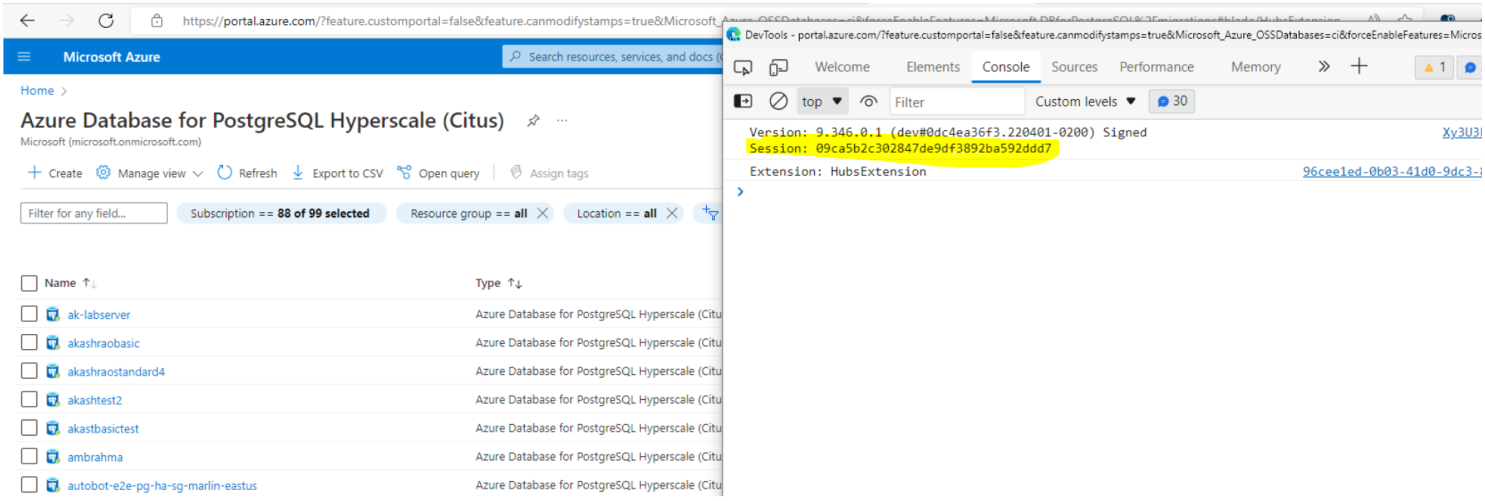
Last updated by | Abhishek Reddy Kumbham | May 6, 2022 at 12:16 PM PDT

Portal UX debugging

If you see any Portal issues reported by customer, please follow the below steps to Analyze the issue. Capturing Session ID can considerably reduce investigation time if escalated through CRI. To capture session ID, please follow below steps.

Capturing Client Session Id from Customer

1. Ask Customer to Open Portal
2. Press F12 to open Developer tools
3. Capture Client Session ID
    a. Go to Console Tab
    b. Copy the Session ID as Shown Below.



Capturing Console Logs from Customer

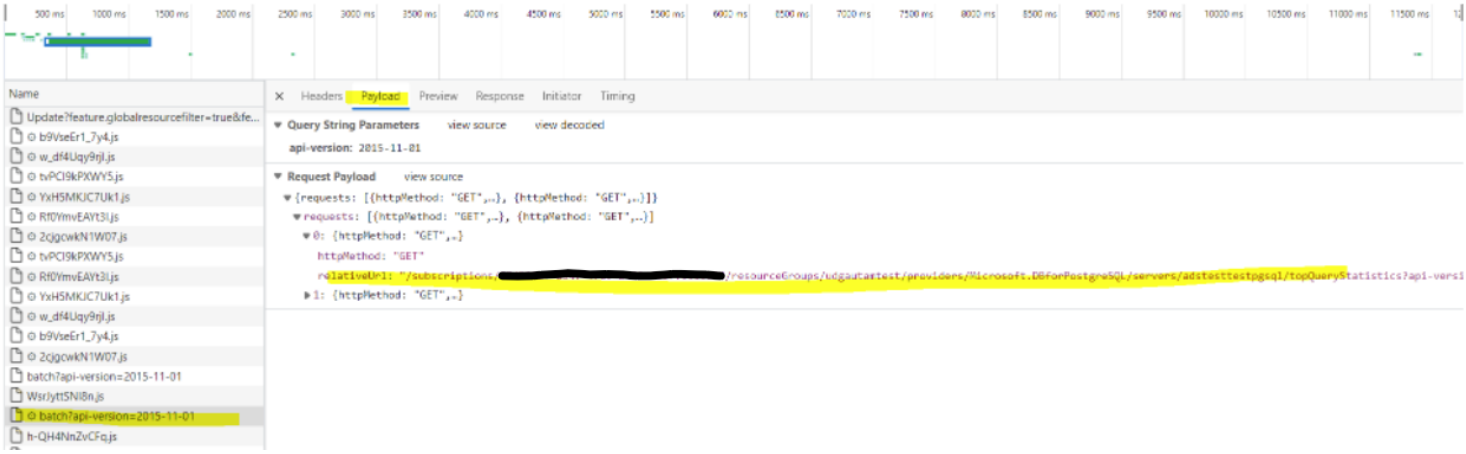
1. Ask Customer to Open Portal
2. Press F12 to open Developer tools
3. Capture Client Session ID
    a. Go to Console Tab
    b. Copy if there are any Errors.

Capturing Network Traffic From Network Tab

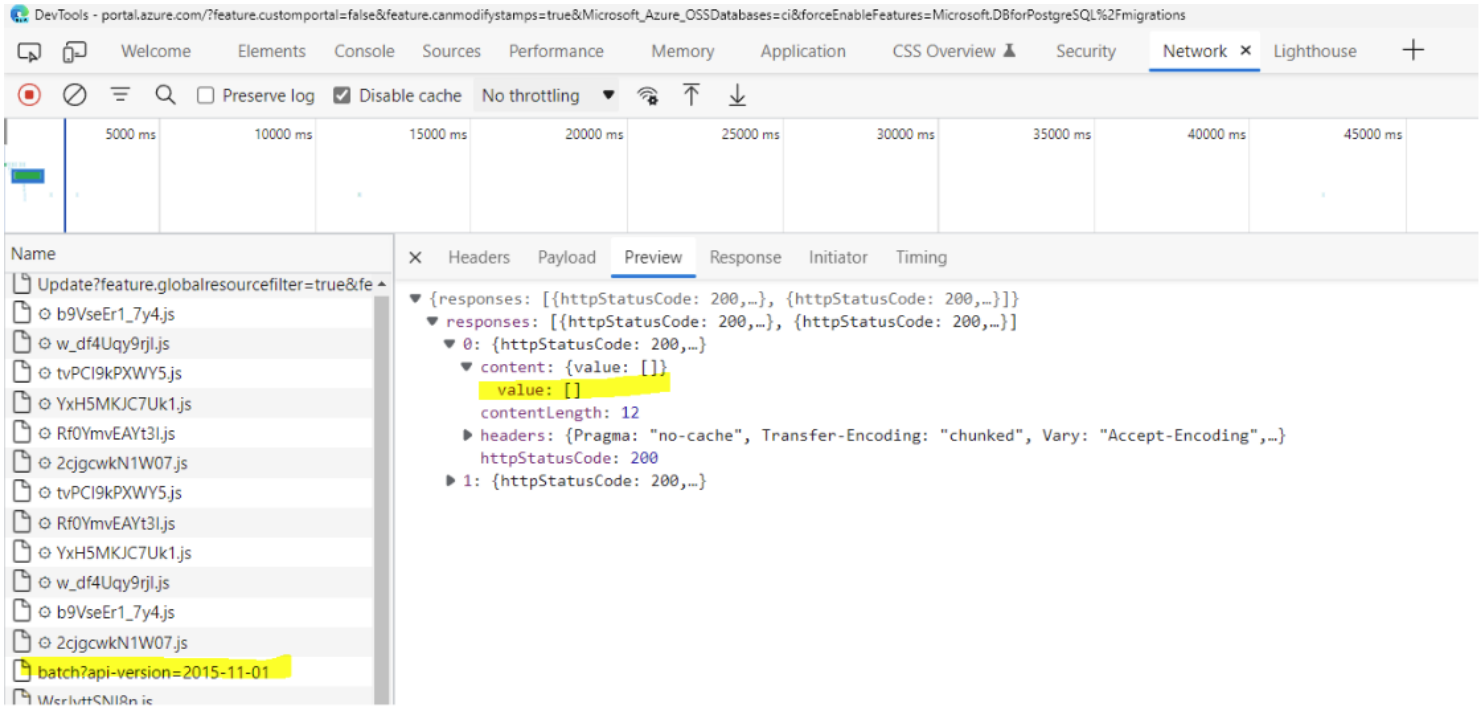
1. Ask Customer to Open Portal

2. Press F12 to open Developer tools
3. Go to Network Tab
4. Clear the network traffic
5. Go to required blade
6. Look for batch?api-vesion=2020-06-01
7. Capture request and response

   Check for request data in Payload tab.



- Check the API response code Preview tab
- If code is 200 and response is empty then API is not returning any Data
- If Code is not 200 then capture the response code and error message

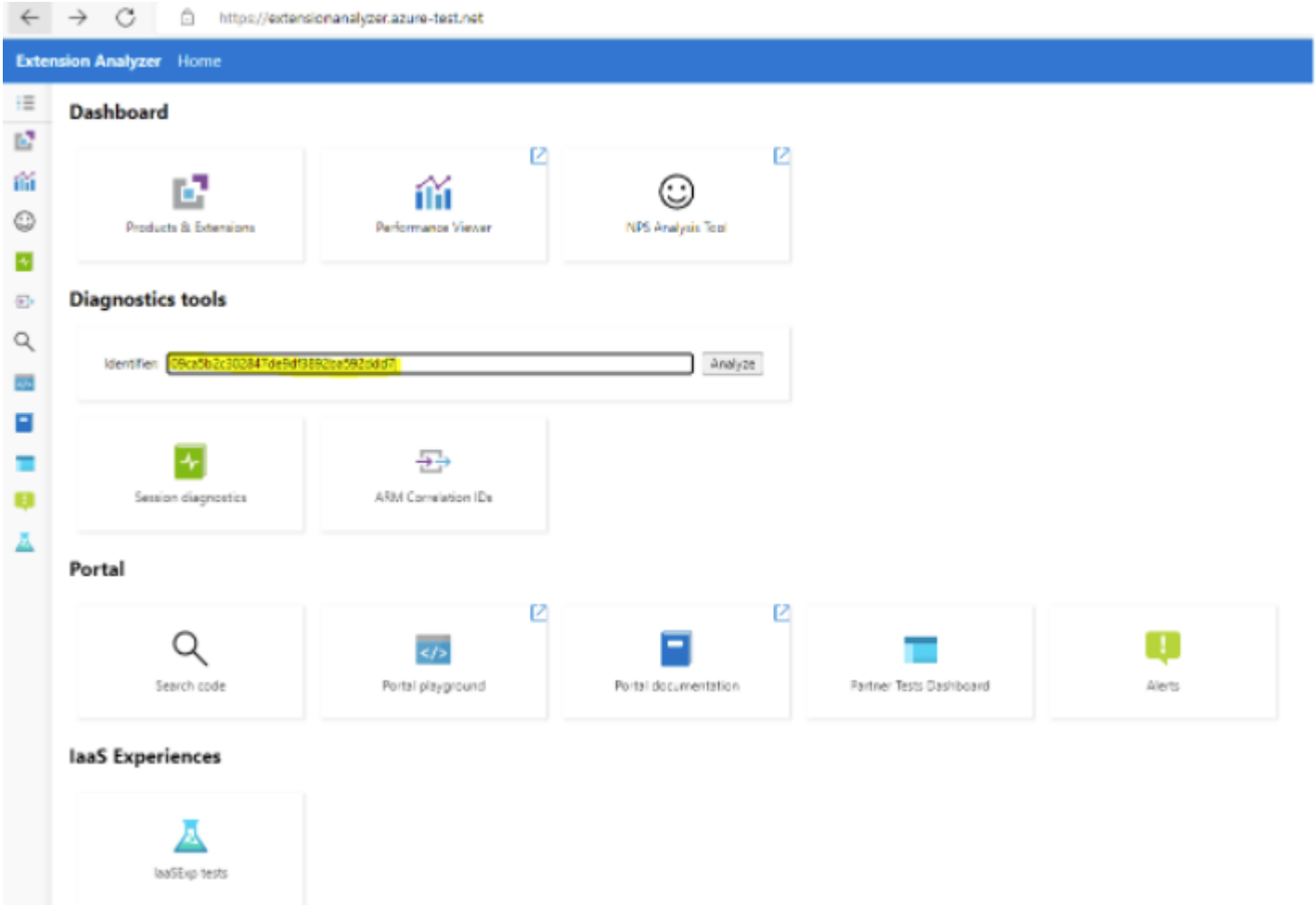


Analyzing Customer Session

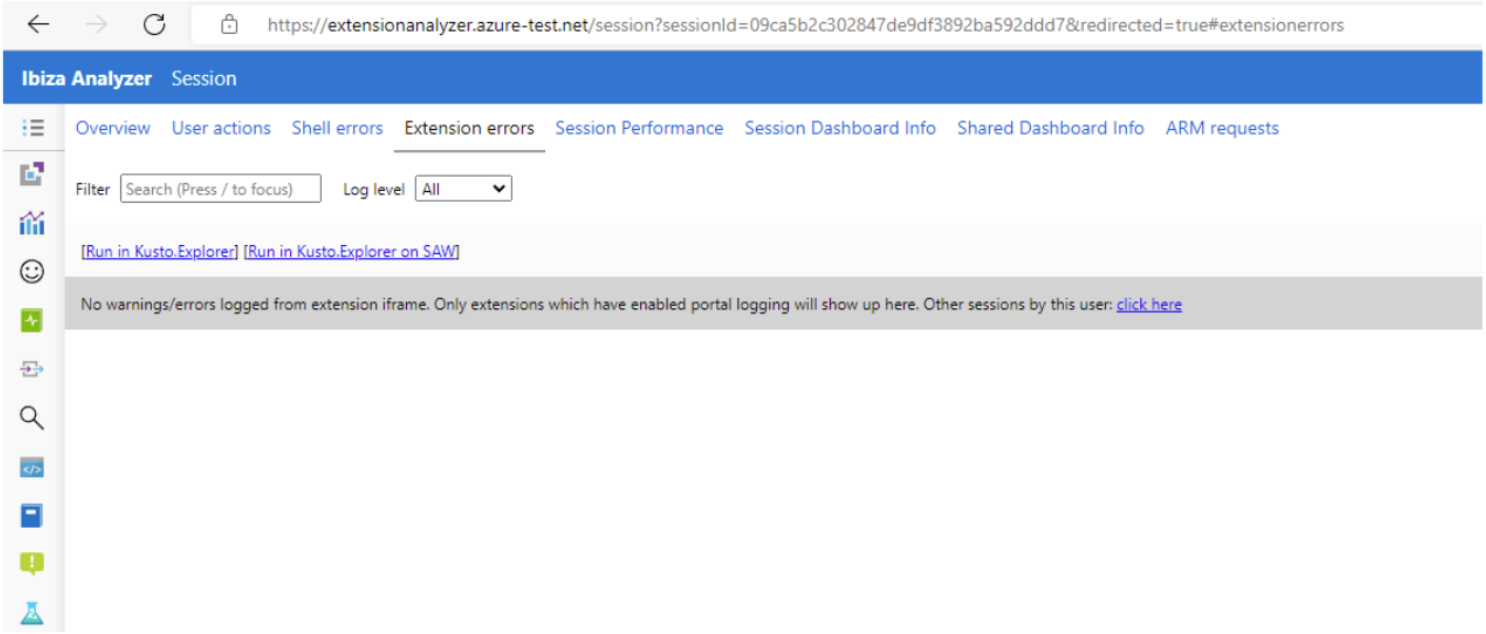
From Above steps capture the Session and Use the below URL to analyze the AMR calls

Home - Extension Analyzer

1. Open the above URL
2. Enter the session ID as show below and click on Analyze



3. Go to Extension Errors and Check if there any errors.



4. Go to ARM Request tab to verify all ARM requests happened during that session which help to find if there any API failures.

Note: It will take at least 10 mins to get data flow into the Kusto.

How good have you found this content?