

Internal error - 3rd Party App_RDP SSH

Last updated by | Maria Radu | Nov 7, 2022 at 10:56 PM PST

Tags

[cw.TSG](#)[cw.RDP-SSH](#)

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Symptoms

If you have any of these events go to [Root Cause Analysis](#) & [Online Mitigation](#) directly:

1. In the Guest OS logs, in **System** you could find event 1035 and/or event 1036 as the following:

```
Time:      4/26/2018 5:06:14 PM
ID:        1035
Level:     Error
Source: Microsoft-Windows-TerminalServices-RemoteConnectionManager
Machine:   contoso.local
Message:   RD Session Host Server listener stack was down. The relevant status code Only one usage of
```

```
Time:      4/26/2018 5:06:14 PM
ID:        1036
Level:     Error
Source: Microsoft-Windows-TerminalServices-RemoteConnectionManager
Machine:   contoso.local
Message:   RD Session Host Server session creation failed. The relevant status code was Only one usage
```

Root Cause Analysis

Another application is installed and listens on the RDP Port, if the RDP listener is set to default, this would be 3389.

ONLINE Troubleshooting

Before you start any mitigation please make sure you follow the [premitigation steps](#), if they are applicable.

ONLINE Mitigation

▼ Click here to expand or collapse this section

1. Refer to *Mitigation* on [Fail RDP connection on a Citrix VM](#)
2. If our customer is using any 3rd app for RDP, he should engage the 3rd app support.
3. For troubleshooting we recommend using the RDP File that was downloaded from Azure Portal and using the Windows Remote Desktop Client instead of 3rd party tools (eg: MobaXterm).

NOTE: This mitigation can only be done in ONLINE mode.

Customer Enablement

- [An internal error occurs when you try to connect to an Azure VM through Remote Desktop](#) ☑
- [Remote desktop connection is sometimes stuck on the Securing remote connection screen](#) ☑
- [Citrix Director failure reasons and troubleshooting](#) ☑
- [Citrix Director - Failure Reasons Troubleshooting Guide](#) ☑

Refresher / Training Template

- For the purpose of training or following along with this TSG, you can use the following link to deploy a VM with this scenario built-in. You will need to enable JIT for the VM. This lab is not to be shared with customers.



- 1. If this doesn't work out, please reach out to the [Unable to RDP-SSH SME channel on teams](#) ☑ for advise providing the case number, issue description and your question
 2. If the RDP SMEs are not available to answer you, you could engage the RDS team for assistance on this.
 1. Ensure you collect the Windows Performance SDP package from the VM and upload that into the DTM workspace.
 1. This would be easily done by running the following script on Serial Console on a powershell instance:

```
#Create a download location and setup the console to prioritize TLS1.2 connections
remove-module psreadline
[Net.ServicePointManager]::SecurityProtocol = "tls12, tls11, tls"
md c:\temp

#Download the Windows SDP file
$source = "https://aka.ms/getTSSv2"
$destination = "c:\temp\TSSv2.zip"
$wc = New-Object System.Net.WebClient
$wc.DownloadFile($source,$destination)

#Expand and run the SDP package for Setup, Network and Performance
Expand-Archive -LiteralPath $destination -DestinationPath C:\temp

#recommended to run the new packages:
C:\temp\TSSv2.ps1 -SDP Setup
C:\temp\TSSv2.ps1 -SDP NET
C:\temp\TSSv2.ps1 -SDP Perf

#Note: you still can run old SDP packages, in case is required:
C:\temp\psSDP\Get-psSDP.ps1 Setup
C:\temp\psSDP\Get-psSDP.ps1 Net
C:\temp\psSDP\Get-psSDP.ps1 Perf
```


2. Collect the following files to the DTM workspace of this case:

1. C:\MS_DATA\SDP_Setup\tss_DATETIME_COMPUTERNAME_psSDP_SETUP.zip
2. C:\MS_DATA\SDP_NET\tss_DATETIME_COMPUTERNAME_psSDP_NET.zip
3. C:\MS_DATA\SDP_Perf\tss_DATETIME_COMPUTERNAME_psSDP_PERF.zip

2. Cut a problem with the following details:

- Product: **Azure\Virtual Machine running Windows**
- Support topic: **Routing Issue with Remote Desktop Service (RDS) on Azure\Issue with connectivity using RDS**

Need additional help or have feedback?

<i>To engage the Azure RDP-SSH SMEs...</i>	<i>To provide feedback on this page...</i>	<i>To provide kudos on this page...</i>
<p>Please reach out to the RDP-SSH SMEs  for faster assistance.</p> <p>Make sure to use the Ava process for faster assistance.</p>	<p>Use the RDP-SSH Feedback form to submit detailed feedback on improvements or new content ideas for RDP-SSH.</p> <p>Please note the link to the page is required when submitting feedback on existing pages! If it is a new content idea, please put N/A in the Wiki Page Link.</p>	<p>Use the RDP-SSH Kudos form to submit kudos on the page. Kudos will help us improve our wiki content overall!</p> <p>Please note the link to the page is required when submitting kudos!</p>