

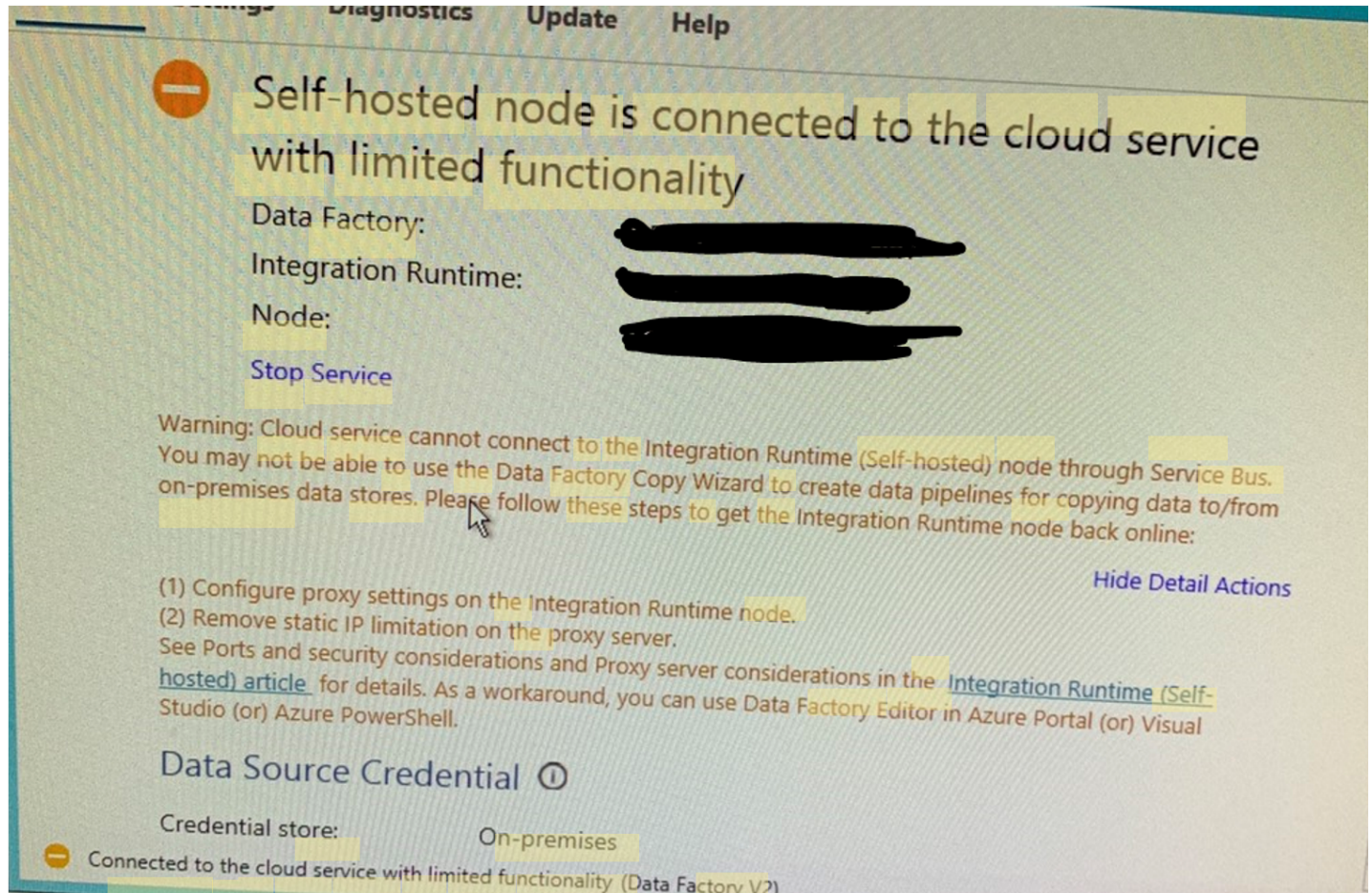
Self-hosted node is connected to the cloud service with limited functionality

Last updated by | Veena Pachauri | Mar 8, 2023 at 11:10 PM PST

Self-hosted node is connected to the cloud service with limited functionality

Tuesday, December 11, 2018
2:52 PM

Caused by customer's machine cannot connect to Microsoft servicebus relay service:



1. Please test this script in PowerShell

```
(New-Object System.Net.WebClient).DownloadString("https://admstestrelay.servicebus.windows.net/")
```

Replace the URL above with your blocking service bus endpoint (also workable for mooncake and usgov)

Expected response will look like:

```
<feed xmlns="http://www.w3.org/2005/Atom"><title type="text">Publicly Listed Services</title><subtitle type="text">This is the list of publicly-listed services currently available.</subtitle><id>uuid:a0628837-bfcd-40d6-a177-668997b59244;id=2790</id><updated>2018-12-07T09:27:45Z</updated><generator>Service Bus 1.1</generator></feed>
```

If you got error about cannot resolve the remote name, it's DNS issue. If you got error about invalid certificate, it's usually caused by proxy. For other connectivity issues you may check firewall.

If you can see the response without problem, you should then consider proxy and Windows account. Check whether appropriate proxy is set for IR, and whether the default account (NT Service\DIAMHostService) can access network.

2. If customer use Proxy please make sure the proxy used for the powershell command above.

(<https://stackoverflow.com/questions/571429/powershell-web-requests-and-proxies>)

3. Some special notes for Proxy

a. Please help customer check if the proxy need whitelist for URL/IP, engage customer's network team or proxy admin.

- b. Check TLS/SSL cert for "<https://{region}.please replace it to customer's region like below image.frontend.clouddatahub.net/>" trusted on proxy server
- c. If customer change diahost.exe.config for proxy settings, please let customer check the same settings works for powershell.exe.config. (C:\windows\System32\WindowsPowerShell\v1.0)
- d. If the proxy is AD Auth, please let customer change the service account to the account can access the proxy for "Integration Runtime Service"

Human Interface Device Service

HV Host Service

Hyper-V Data Exchange Service

Hyper-V Guest Service Interface

Hyper-V Guest Shutdown Service

Hyper-V Heartbeat Service

Hyper-V Host Compute Service

Hyper-V PowerShell Direct Service

Hyper-V Remote Desktop Virtualization Service

Hyper-V Time Synchronization Service

Hyper-V Virtual Machine Management

Hyper-V Volume Shadow Copy Requestor

IKE and AuthIP IPsec Keying Modules

Infrared monitor service

Integration Runtime Service

Integration Runtime Update Service

Internet Connection Sharing (ICS)

IP Helper

IP Translation Configuration Service

IPsec Policy Agent

JetBrains ETW Collector 111.0.20171221.151616

KtmRm for Distributed Transaction Coordinator

Language Experience Service

Link-Layer Topology Discovery Mapper

Local Profile Assistant Service

Local Session Manager

MessagingService_cc25

Activates an...	Running	Manual (Trigger Start)	Local System
Provides an ...	Running	Manual (Trigger Start)	Local System

Integration Runtime Service Properties (Local Computer)

General

Log On

Recovery

Dependencies

Log on as:

☐ Local System account

☐ Allow service to interact with desktop

☒ This account:

Domain\Customer's Account

Browse...

Password:

.....

Confirm password:

.....

OK

Cancel

Apply

4. Note: Please engage customer's network team/Proxy admin, if there's any special network settings.
5. If all above options cannot resolve the issue, please collect below logs:

- IR log:
[Collecting Self-hosted IR logs](#)
- WCF Trace Log:
[WCF Trace Log](#)
- Netmon:
[Netmon Log](#)

Created with Microsoft OneNote 2016.

How good have you found this content?

