

Two Computers Couldn't Connect in the Time Allotted_RDP SSH

Last updated by | Kevin Gregoire | Mar 29, 2022 at 11:47 AM PDT

Tags

cw.TSG

cw.RDP-SSH

Contents

- Symptoms
- Root Cause Analysis
 - Root Cause Analysis 1
 - Root Cause Analysis 2
 - Root Cause Analysis 3
- Customer Enablement
- Mitigation
 - ONLINE Troubleshooting
 - ONLINE Approaches
 - Using Windows Admin Center (WAC)
 - Using Serial Console Feature
 - Using Remote Powershell
 - Using Remote CMD
 - Using Custom Script Extension or RunCommands Feature
 - Using Remote Registry
 - Using Remote Services Console
 - Using Remote Powershell
 - Using Remote CMD
 - Using Custom Script Extension or RunCommands Feature
 - Using Remote Registry
 - Using Remote Services Console
 - ONLINE Mitigations
 - Mitigation 1
 - Mitigation 2
 - Mitigation 3
 - OFFLINE Troubleshooting
 - OFFLINE Approaches
 - Information
 - Using Recovery Script
 - For ARM VMs
 - For Classic VMs
 - Using OSDisk Swap API
 - Using VM Recreation scripts
 - For ARM VMs
 - For Classic VMs
 - Using OSDisk Swap API
 - Using VM Recreation scripts
 - For ARM VMs
 - For Classic VMs

- [OFFLINE Mitigations](#)

Symptoms

- [Mitigation 1](#)

- [Mitigation 2](#)

- [Mitigation 3](#)

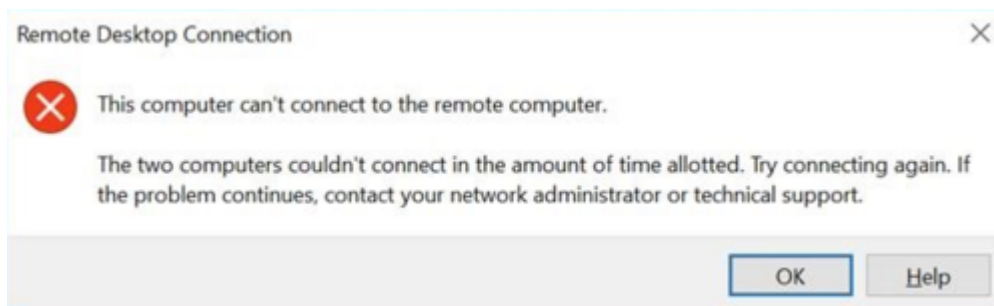
1. The VM has connectivity and even RDP responds asking for credentials

2. When you try to connect thru RDP do the VM, as soon as you add your credentials, the connections is aborted with the following error:

- [Need additional help or have feedback?](#)

This computer can't connect to the remote computer.

The two computers couldn't connect in the amount of time allotted. Try connecting again, If the probl



3. On the Guest OS logs in *System* you could find events 5722 as the following:

```
Log Name:
SystemSource:      NETLOGON
Date:              8/8/2018 4:39:29 AM
Event ID:          5722
Task Category:     None
Level:             Error
Keywords:          Classic
User:              N/A
Computer:          MYCOMPUTER.CONTOSO.COM
Description:
The session setup from the computer MYCOMPUTER failed to authenticate. The name(s) of the account(s)
Access is denied.
```

Root Cause Analysis

Root Cause Analysis 1

The Virtual Machine is unable to communicate with the domain. Inability to communicate with a Domain Controller could prevent RDP access to the VM with Domain Credentials. However, you would still be able to login using the Local Administrator credentials.

Root Cause Analysis 2

The Active Directory Secure Channel between this Virtual Machine and the domain is broken.

Root Cause Analysis 3

This will depend on the *Directory Services* analysis.

Customer Enablement

N/A

Mitigation

ONLINE Troubleshooting

▼ Click here to expand or collapse this section

ONLINE Approaches

Please be aware that the Serial Console Feature option will be today possible in:

1. Azure Resource Management VMs (ARM)
2. Public cloud

Whenever you are in a middle of a troubleshooting and you find the step <<<<<**INSERT MITIGATION**>>>>, proceed to replace that steps with the mitigation section that you need referred below

[Using Windows Admin Center \(WAC\)](#)

▼ Click here to expand or collapse this section

WAC is supported on ARM VMs running Windows Server 2016 or later (not Win10 or any other Windows client version, and not 2012R2/2012/2008R2 versions of Windows Server

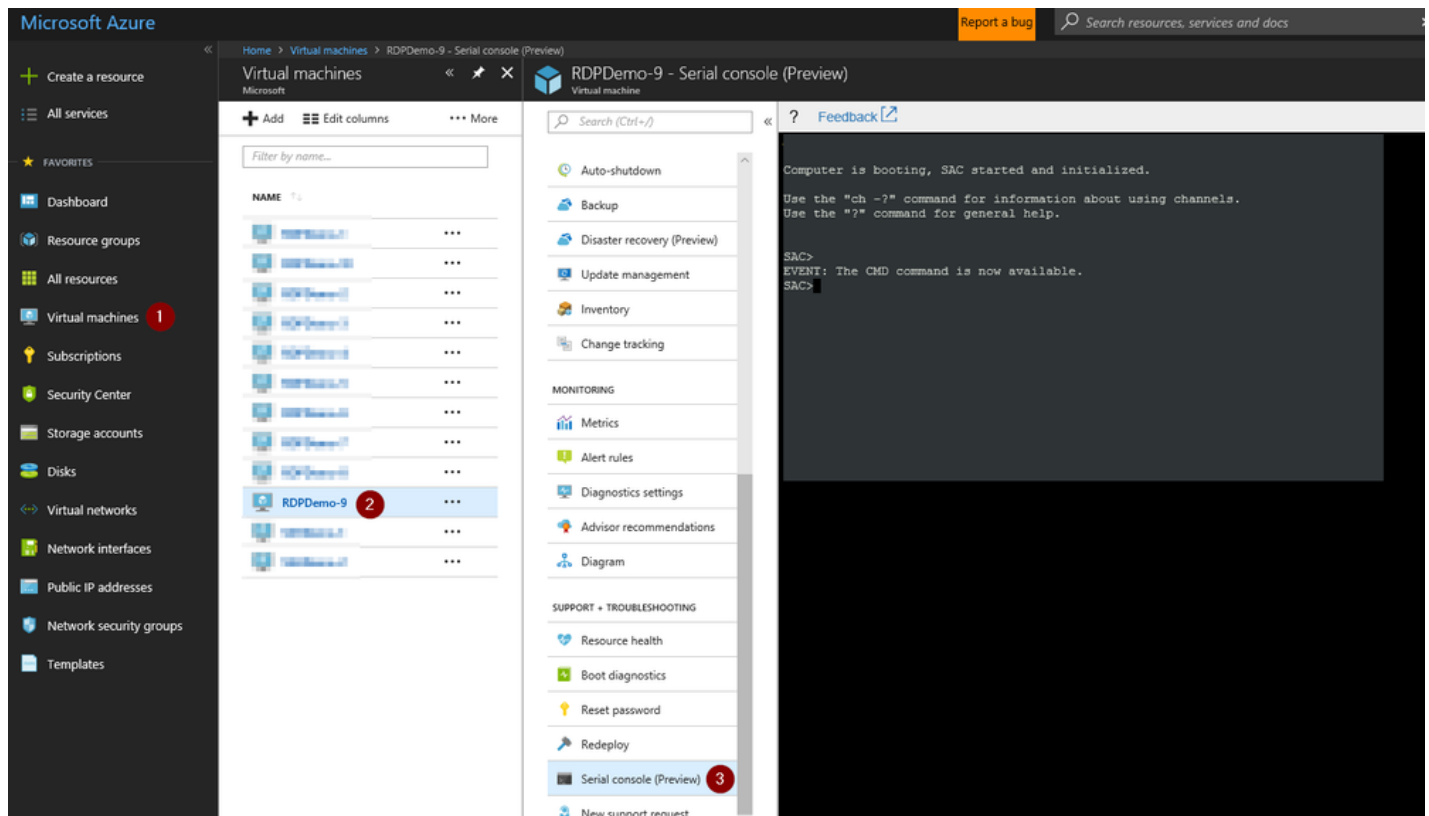
See [How To Access Thru Windows Admin Center](#)

Using [Serial Console Feature](#)

▼ Click here to expand or collapse this section

Applies only for ARM VMs

1. In the portal on the VM blade you will have an extra option called *Serial Console* click there
2. If EMS was enabled on the Guest OS, SAC will be able to connect successfully and then you will have a screenshot as the following:



1. If EMS does not connect, it means the Guest OS was not setup to use this feature:

1. If the issue that you have will repro on a restart and if the customer is OK to enable this feature, you enable this feature. For details refer to [Serial Console](#) on the *How to enable this feature*
2. If on the other hand, the issue will not repro on a restart, then you will need to skip this section and go on normally with the **OFFLINE troubleshooting** section

3. Create a channel with a CMD instance. Type `cmd` to start the channel, you will get the name of the channel

```
SAC>cmd
The Command Prompt session was successfully launched.
SAC>
EVENT: A new channel has been created. Use "ch -?" for channel help.
Channel: Cmd0001
SAC>
```

4. Switch to the channel running the CMD instance

```
ch -si 1
```

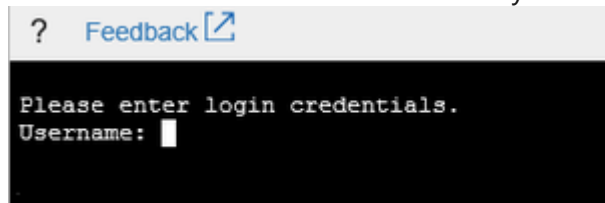
```
SAC>ch -si 1
```

5. Once you hit enter, it will switch to that channel

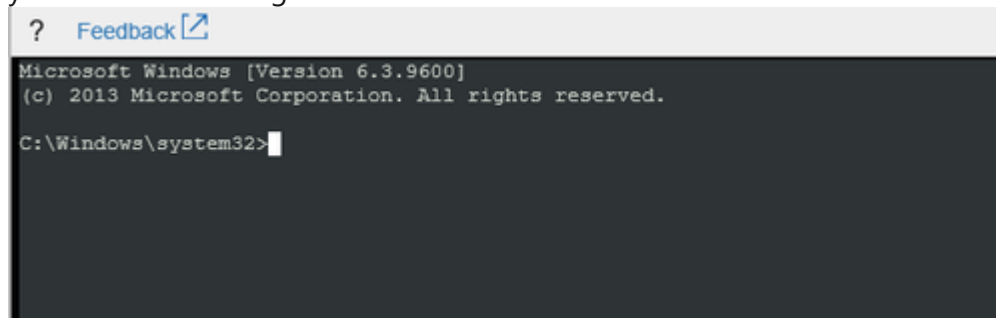
```
? Feedback
Name: Cmd0001
Description: Command
Type: VT-UTF8
Channel GUID: [REDACTED]
Application Type GUID: [REDACTED]

Press <esc><tab> for next channel.
Press <esc><tab>0 to return to the SAC channel.
Use any other key to view this channel.
```

6. Hit enter a second time and it will ask you for user, domain and password:

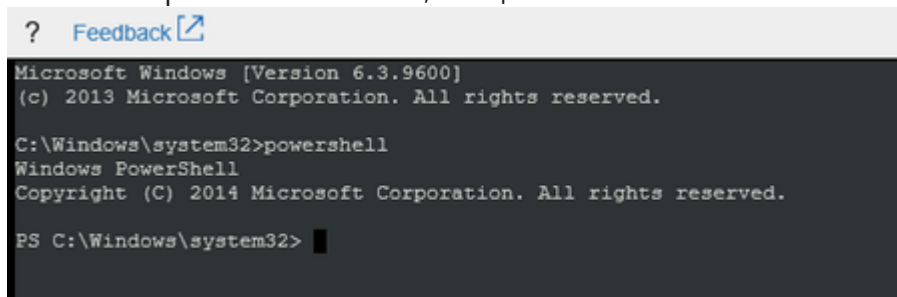


1. If the machine has connectivity, you could use either local or domain IDs. If you want to use a local ID, for domain just add the hostname of the VM
 2. If the machine doesn't have connectivity, you could try to use domains IDs however this will work if only the credentials are cached on the VM. In this scenario, it is suggested to use local IDs instead.
7. Once you add valid credentials, the CMD instance will open and you will have the prompt for you to start your troubleshooting:

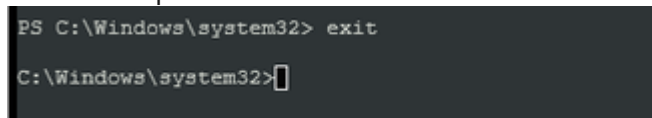


1. At this point, you can do your troubleshooting in bash (CMD) or else, you could start a powershell instance:

1. To launch a powershell instance, run `powershell`



2. To end the powershell instance and return to CMD, just type `exit`



8. <<<<INSERT MITIGATION>>>>

Using [Remote Powershell](#)

► Click here to expand or collapse this section

Using [Remote CMD](#)

► Click here to expand or collapse this section

Using [Custom Script Extension](#) or [RunCommands Feature](#)

► Click here to expand or collapse this section

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Using [Remote Services Console](#)

► Click here to expand or collapse this section

ONLINE Mitigations

Mitigation 1

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Note: Applies only for domain joined machines, if you have a standalone server please continue with the next Mitigation plan.

1. Double check that the member machine has connectivity to a domain controller and also that the domain controller is healthy enough to pick up the request from the member machine. One way to tell is pick up another machine on the same VNET and Subnet who shares the same logon server.
 1. To compare who is the domain controller the machine is using, you could run the following on an CMD instance

```
set | find /i "LOGONSERVER"
```
2. If there's no communication between your server and the domain controller you are reporting to, engage *Azure Networking* with a problem with the following details:
 - Product: **Azure Virtual Networks**
 - Support Topic: **Routing Azure Virtual Networks V3\Connectivity\Network connectivity problems**

Mitigation 2

▼ Click here to expand or collapse this section

Note: Applies only for domain joined machines, if you have a standalone server please continue with the next Mitigation plan.

1. Test how healthy is the secure channel of this machine against the Domain Controller. The following command will give you a Boolean flag if the secure channel is alive. Run the following on an elevated

powershell instance:

```
Test-ComputerSecureChannel -verbose
```

1. If the channel is **broken**, then try to fix it with the following:

```
Test-ComputerSecureChannel -repair
```

2. Ensure that the computer account password on active directly is in sync between your machine and the domain:

```
Reset-ComputerMachinePassword -Server "<COMPUTERNAME>" -Credential <DOMAIN CREDENTIAL WITH DOMAIN ADM
```

3. If the communication with the domain controller is OK but the Domain Controller is not healthy enough to even open an RDP session, then you could try to restart the domain controller.
4. If the above commands don't *fix* your communication to the domain, you could then rejoin this VM to the domain using CSE or RunCommands, please refer to [Rejoin a VM to an Active Directory Domain using CSE](#)
5. If any of the above is fixing your case or if with get an error when trying to join to the domain, then you could engage *Directory Services*
 - o Product: **Windows Server 2008 R2** or **Windows Svr 2012 R2 Datacenter** or **Windows Svr 2016 Datacenter** as appropriate
 - o Support Topic: **Routing Windows V3\Active Directory**
 - o Override the queue to **Windows Directory Services T2**
6. If the AD channel is *healthy*, the computer password is in sync and the domain controller is working as expected then just proceed with the following mitigation procedure.

Mitigation 3

1. As the VM is unable to communicate with the domain, at this point we will need to work with the *Directory Services* team. Cut a problem with the following details: Product: **Windows Server 2008 R2** or **Windows Svr 2012 R2 Datacenter** or **Windows Svr 2016 Datacenter** as appropriate Support Topic: **Routing Windows V3\Active Directory** Override the queue to Windows Directory Services T2

OFFLINE Troubleshooting

For CRP machines, at any point that you follow end to end any of the OFFLINE mitigation and that doesn't work

OFFLINE Approaches

Whenever you are in a middle of a troubleshooting and you find the step <<<<<**INSERT MITIGATION**>>>>>, proceed to replace that steps with the mitigation section that you need referred below.

Information

For more in-depth information on these operations, please review: [Windows Partitions in Non-Boot Scenarios RDP-SSH](#).

Using [Recovery Script](#)

► Click here to expand or collapse this section

Using [OSDisk Swap API](#)

► Click here to expand or collapse this section

Using *VM Recreation scripts*

► Click here to expand or collapse this section

Using [OSDisk Swap API](#)

► Click here to expand or collapse this section

Using *VM Recreation scripts*

► Click here to expand or collapse this section

OFFLINE Mitigations

Mitigation 1

▼ Click here to expand or collapse this section
This mitigation cannot be done in OFFLINE mode.

Mitigation 2

▼ Click here to expand or collapse this section
This mitigation cannot be done in OFFLINE mode


Mitigation 3

1. As the VM is unable to communicate with the domain, at this point we will need to work with the *Directory Services* team. Cut a problem with the following details: Product: **Windows Server 2008 R2** or **Windows Svr 2012 R2 Datacenter** or **Windows Svr 2016 Datacenter** as appropriate Support Topic: **Routing Windows V3\Active Directory** Override the queue to Windows Directory Services T2

Escalate

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

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>