

Incorrect Endpoint Config_RDP SSH

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

Tags

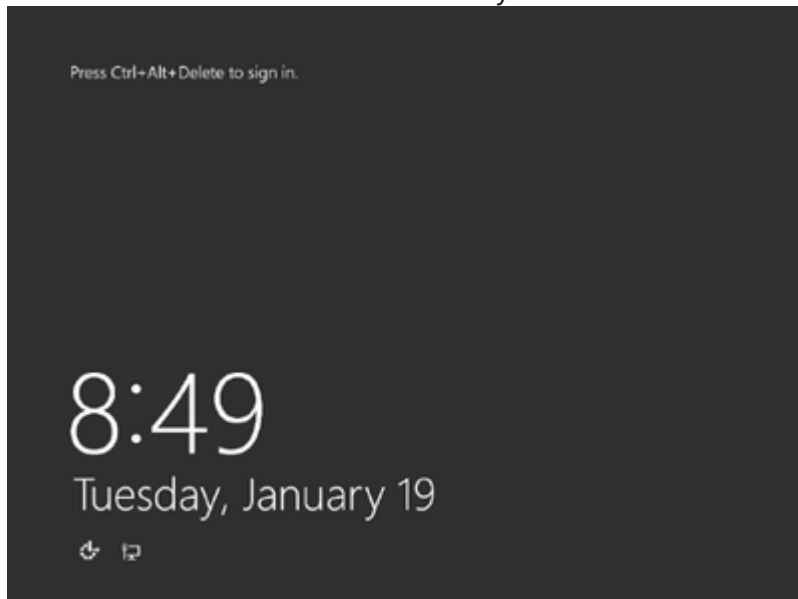
[cw.TSG](#)[cw.RDP-SSH](#)

Contents

- [Symptoms](#)
- [Root Cause Analysis](#)
 - [References](#)
 - [Tracking close code for this volume](#)
- [Customer Enablement](#)
- [Mitigation](#)
 - [ACL configuration](#)
 - [IP Floating configuration](#)
- [Need additional help or have feedback?](#)

Symptoms

1. The VM screenshot shows the OS fully loaded at CAD screen (Ctrl+Alt+Del)



- When you try to RDP on the VIP you get the generic error that the VM is unreachable

Remote Desktop Connection



Remote Desktop can't connect to the remote computer for one of these reasons:

- 1) Remote access to the server is not enabled
- 2) The remote computer is turned off
- 3) The remote computer is not available on the network



Make sure the remote computer is turned on and connected to the network, and that remote access is enabled.

OK

Help

- There's no connectivity to the virtual machine on its VIP or DIP, verified with [VM Port Scanner](#).
- If you try to RDP/SSH from the jumpbox, either via RDP or PUTTY responds just fine and is awaiting for credentials

Root Cause Analysis

The endpoint is improperly setup, this could happen in the following scenarios:

- There's a **misconfigured ACL** is blocking the SSH/RDP (or other services) traffic to SSH/RDP endpoint.
- The endpoint is setup using **Floating IP** parameter

References

- [What is an endpoint Access Control List \(ACLs\)?](#)
- [Redundant haproxy with Azure load-balancer and floating IP](#)

Tracking close code for this volume

Root Cause	Product	Support Topic	Cause Tracking code	Bug
1	Azure Virtual Network	Routing Azure Virtual Network V3\Connectivity\Cannot connect to virtual machine using RDP or SSH	Root Cause - Windows Azure\Virtual Network\Endpoint ACL (Classic)\Configuration	

To know how to flag a bug on a case please refer to [How to do Proper Case Coding](#)

Customer Enablement

N/A

Mitigation

ACL configuration

1. On the portal go to the endpoint configuration and below that you will see the ACL configuration if any:

Remote Desktop

host2

Save Discard Delete

Name Remote Desktop

Protocol TCP UDP

Public port 53275

Private port 3389

Floating IP address Disabled

Access control list

ORDER	NAME	ACTION	REMOTE SUBNET
		deny	0.0.0.0 ...

2. By default, the ACL will be none however if there's anything setup, the connection should be coming from where that ACL is saying. Removing all ACLs will regain the access to use this endpoint.

IP Floating configuration

1. IP Floating is a parameter that we are going to use whenever we have a cluster or SQLAlwaysON machine since we are having more than one node behind a cluster IP so the load balancer should know to which internal IP the traffic needs to be redirected. Usually we are not going to use this feature in RDP nor SSH since those are direct connections to that VM. To check if this is setup go to the endpoint configuration in the portal from the customer and you will see if this is enable or disable:

Remote Desktop

host2

Save Discard Delete

Name Remote Desktop

Protocol TCP UDP

Public port 53275

Private port 3389


Floating IP address Disabled

Access control list

ORDER	NAME	ACTION	REMOTE SUBNET
		deny	0.0.0.0 ...

2. If the parameter is enabled and needs to be removed, just delete the endpoint and re-create it properly. By default, this parameter is disabled

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>