

# GA Endpoint not Found Exception\_RDP SSH

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## Tags

cw.TSG

cw.RDP-SSH

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## Symptoms

1. You cannot RDP to a Virtual Machine.
2. There's no connectivity to the virtual machine on its VIP or DIP, verified with [VM Port Scanner](#).
3. Looking at guest logs we see the following error that indicate the VM got DHCP IP address but cannot connect to an internal endpoint:

```
[00000006] [03/21/2016 10:59:02.10] [INFO] Initializing ControlSystem.
[00000006] [03/21/2016 10:59:02.12] [INFO] Attempting to discover fabric address on interface Ether
[00000006] [03/21/2016 10:59:02.12] [INFO] Discovered fabric address on interface Ethernet 9.
[00000006] [03/21/2016 10:59:02.12] [INFO] Using fabric address 168.63.129.16 from DHCP.
[00000006] [03/21/2016 10:59:02.12] [INFO] Using fabric URI http://168.63.129.16/.
[00000006] [03/21/2016 10:59:23.20] [ERROR] GetVersions() failed with exception: System.ServiceModel.
?? at System.Net.Sockets.Socket.DoConnect(EndPoint endPointSnapshot, SocketAddress socketAddress)
?? at System.Net.ServicePoint.ConnectSocketInternal(Boolean connectFailure, Socket s4, Socket s6, Sc
?? --- End of inner exception stack trace ---
?? at System.Net.HttpWebRequest.GetResponse()
?? at System.ServiceModel.Channels.HttpChannelFactory`1.HttpRequestChannel.HttpChannelRequest.WaitFc
?? --- End of inner exception stack trace ---
```

## Root Cause Analysis

Subset of IAAS VM Customers impacted by enabling MAC preservation feature.

### Private Root Cause Analysis

1. WASU received 3 CRIS reporting VMs unresponsive, not accessible with powershell or RDP.
2. Out of the 5985 Sub IDs, a subset of customers, who would have stopped and started their VMs and whose IPs got changed (after stop-start operation) would have seen this issue.
3. RNM team had enabled a feature for MAC preservation on 5985 Sub IDs globally. After enabling the feature RNM hit an NM agent bug which RNM team is investigating.
4. To mitigate the issue, the MAC preservation flag was disabled for all the Sub IDs where the feature was rolled out.
5. It was decided on the call that azcomm toasting should not be done as not all Sub IDs on which this feature was rolled out would have seen the issue.💎
6. CSS/WASU team have been provided with the list of Sub IDs and if new complaints are received from customers with the same symptoms and their Sub ID is part of the list then they need to stop and start VM to mitigate.
7. The change was made as per RFC2131 (3.1.4) 4.00pm PST on 03/18/2015.
8. RCA will be owned by the RNM team.

### Public Root Cause Analysis

When customers have not specified "Static IP Address" for the network interface, IP Address for the network interface could change when the next time VM was started. For such VMs, on boot VM would send a DHCP request with previous IP address in the request packet,💎NMAgent responds to the request with new IP Address, without sending a NAK. This protocol behavior was not RFC compliant and clients may continue to use previous IP Address, which breaks network connectivity for the VM. 💎 Feature Enabled: 03/18/2016 4:30PM

### References

- [CRI 17036797](#) ☑
- [Severity 2: Network Connectivity broken due to enabling mac preservation feature](#) ☑

### Tracking close code for this volume

Root Cause	Product	Support Topic	Cause Tracking code	Bug
1	Azure Virtual Machine 💎 Windows	Routing Azure Virtual Machine V3\VM Extensions not operating correctly\My extension is not executing correctly	Root Cause - Windows Azure\Virtual Machine\VM Extensions\HowTo:Agent/Extension required upgrading to latest version to resolve issue	

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

## Customer Enablement

N/A

## Mitigation

This action plan involves to recreate the VM so you can perform any change on the file system of that VM. If you cannot avoid this recreation, then for the recreation part you may want to refer to the HowTo's document:

- [Recreate an ARM Virtual Machine](#)
- [Recreate an RDP Virtual Machine](#)
- [Troubleshoot Azure VM by attaching OS disk to another Azure VM](#) ☐
- [Azure CLI: How to delete and re-deploy a VM from VHD](#) ☐

## Backup OS disk

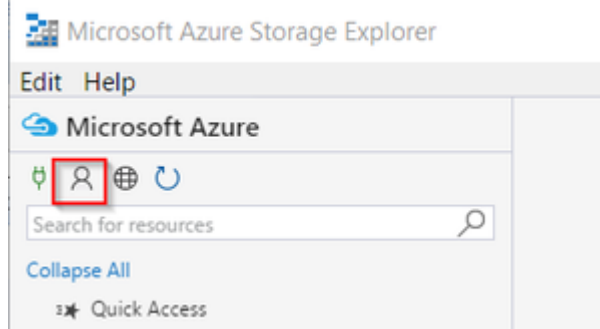
▼ Click here to expand or collapse this section

1. Before doing anything, please validate if this is an encrypted VM. On ASC check on the Resource Explorer on the VMCard for the value *OS Disk Encrypted*

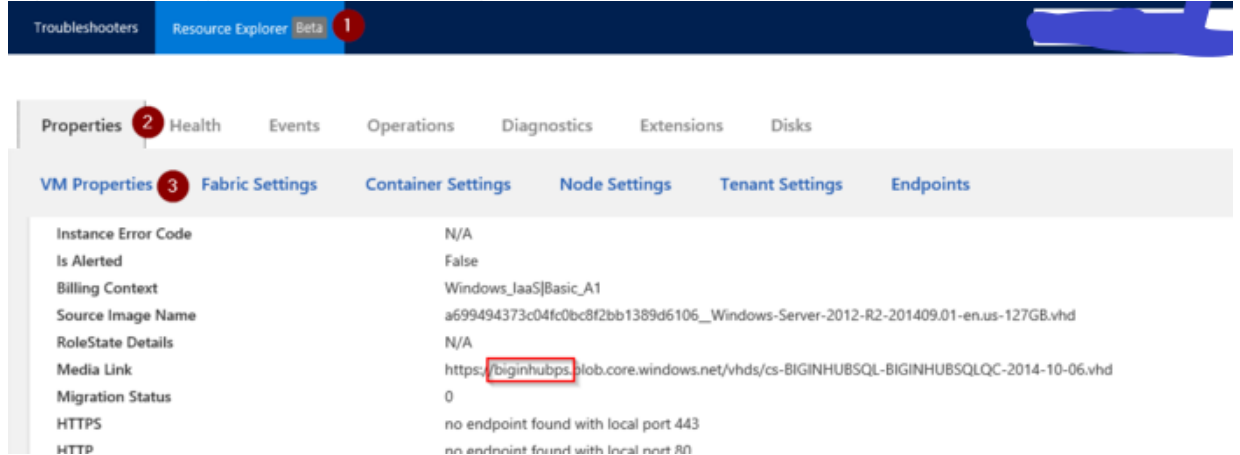
OS Disk Lease Id	0d69a55c-0317-40fa-a032-b1f3550f3775
OS Disk Lease Acquired	True
OS Disk Billing Validated	True
OS Disk Encrypted	False
Billing Code	Windows_1aaS
Billing is Created from Marketplace Image	N/A
Billing Tag GUID	00000000-0000-0000-0000-000000000000

2. If the OS Disk is encrypted, then first proceed to [Unlock an encrypted disk](#)
3. Now proceed to do a copy of the OS disk, this will help in case of a rollback for recovery or RCA in a later stage
4. Power the machine down and once it is stopped de-allocated to do the copy.
5. Create a snapshot
  1. If the **disk is unmanaged**, this could be done by using [Microsoft Azure Storage Explorer](#) ☐ or [Azure Powershell](#) ☐
    1. Using [Microsoft Azure Storage Explorer](#) ☐
      1. Once the customer download the tool, proceed to add the Azure account details so you can access the storage accounts

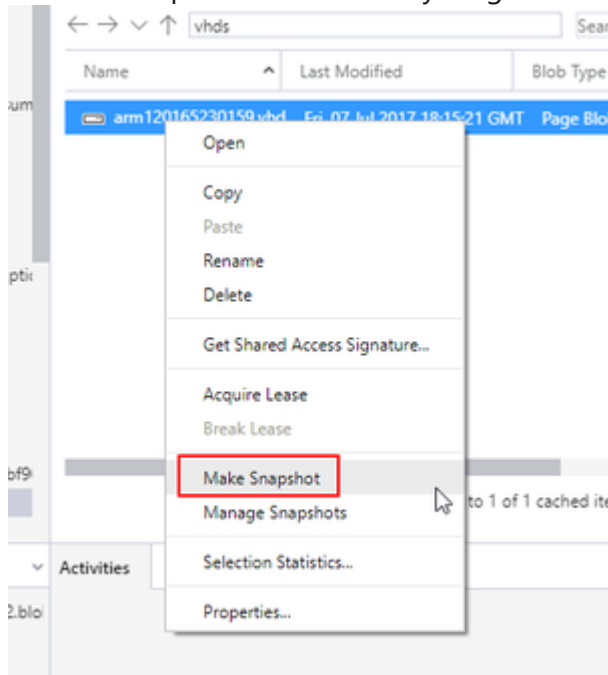
2. Click on **Add Account Settings** then \*\*\*Add an account...\*\*\*



3. Go to the storage account where the OS disk is, you can see this on ASC under *Resource Explorer* on *Properties* in the *VM Properties* card



4. Create a snapshot of this disk by a right click over the disk and select *Make Snapshot*



2. Using [Azure Powershell](#)

1. You can follow [How to Clone a disk using Powershell](#)

2. If the **disk is managed**, use Azure portal to take a snapshot
1. Sign in to the Azure portal.
  2. Starting in the upper-left, click New and search for snapshot.
  3. In the Snapshot blade, click Create.

4. Enter a Name for the snapshot.
  5. Select an existing Resource group or type the name for a new one.
  6. Select an Azure datacenter Location.
  7. For Source disk, select the Managed Disk to snapshot.
  8. Select the Account type to use to store the snapshot. We recommend Standard\_LRS unless you need it stored on a high performing disk.
  9. Click Create.
6. Now prepare your environment to work with your disk:
1. For CRP (ARM) VMs which **are encrypted**, refer to [Unlock an encrypted disk](#)
  2. For CRP (ARM) **not encrypted** VMs refer to [Recreate an ARM Virtual Machine](#)
  3. For RDFE VMs, refer to [Recreate an RDFE Virtual Machine](#)
7. An alternative to the above steps for ARM VMs is using [vm-repair](#) extension script to create a repair VM by copying the source VM's OS disk and attaching it to a newly created repair VM.

### Generic Approach

1. Deleting the deployment (keeping the disk ) and re-creating the VM solve the issue. In case you see similar issue please add the Subscription ID, Deployment ID and VM name to the CRI and increase the hit count

### 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 <b>RDP-SSH SMEs</b> for faster assistance.</p> <p>Make sure to use the <a href="#">Ava process</a> for faster assistance.</p>	<p>Use the <b>RDP-SSH Feedback</b> form to submit detailed feedback on improvements or new content ideas for RDP-SSH.</p> <p><b>Please note</b> 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 <b>RDP-SSH Kudos</b> form to submit kudos on the page. Kudos will help us improve our wiki content overall!</p> <p><b>Please note</b> the link to the page is required when submitting kudos!</p>