

Black Screen on RDP but then Disconnects_RDP SSH

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

Tags

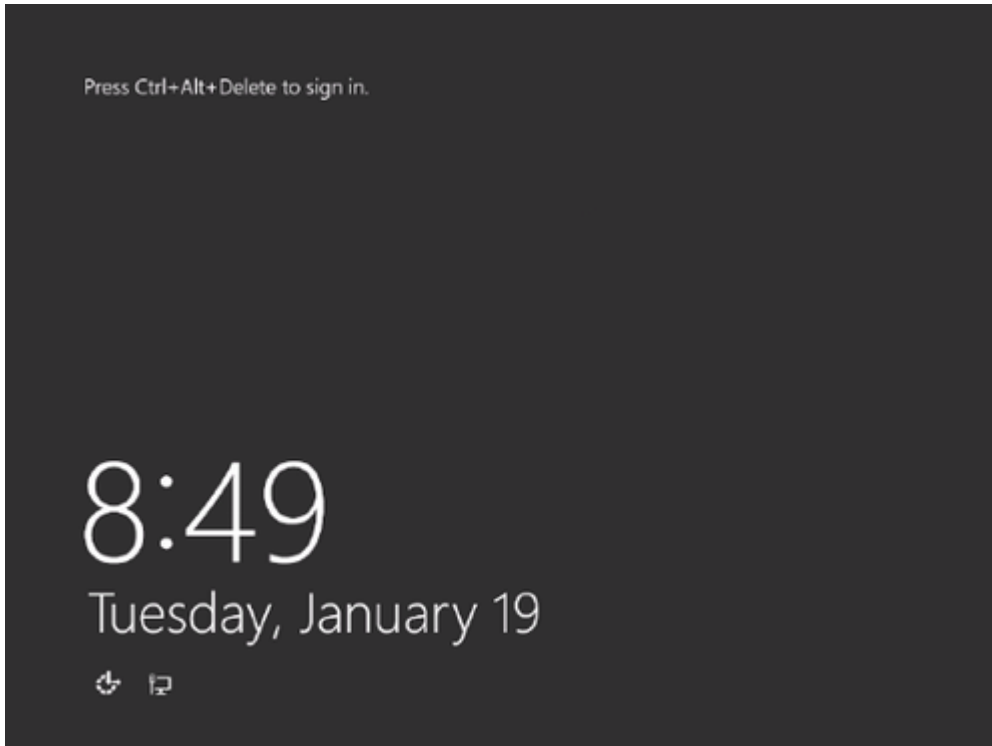
[cw.TSG](#)[cw.RDP-SSH](#)

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Symptoms

1. The screenshot shows no issues and is on CTRL+ALT+DEL



2. When you RDP a machine, you'll get ask for the credentials and when you put them you could get

1. That the remote machine is unavailable
2. Internal error
3. RDP windows opens up, get a black screen and after 1min drops

3. You may find the following events on the logs:

```
Log Name: System
Source: Microsoft-Windows-Resource-Exhaustion-Detector
Date: 2/18/2016 2:07:21 PM
Event ID: 2004
Task Category: Resource Exhaustion Diagnosis Events
Level: Warning
Keywords: Events related to exhaustion of system commit limit (virtual memory).
User: SYSTEM
Computer: dzeeMongoDB1
Description:
Windows successfully diagnosed a low virtual memory condition. The following programs consumed the mo
```

4. If you run a Host Analyzer report, you will see high performance on the Guest OS

Root Cause Analysis


Root Cause Analysis 1

The machine is having a performance spike

Root Cause Analysis 2

The machine is having a brute force RDP attack over the internet which is causing a performance spike.

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\Cannot Connect to my VM\Failure to connect using RDP or SSH port	Root Cause - Windows Azure\Virtual Machine\Guest OS - Windows\VM Responding\Black Screen\Performance degradation	

Root Cause	Product	Support Topic	Cause Tracking code	Bug
1	Azure Virtual Networks	Routing Azure Virtual Network V3\Connectivity\Cannot connect to virtual machine using RDP or SSH	Root Cause - Windows Azure\Virtual Network\NSG\Configuration\Customer misconfiguration	

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

Customer Enablement

N/A

Mitigation

Backup OS disk



► Details

ONLINE Troubleshooting

Mitigation 1

▼ Click here to expand or collapse this section

1. A memory dump from the VM needs to be collected **while the VM is on state**.

1. Confirm if customer has already granted permission in DfM "Product details" section: Customer permission granted: Yes If No, ask the customer to go to their case in the Portal and grant us permission to look at OS logs. An example email can be found at: <https://aka.ms/azdataperm/> 
2. Refer to [How to Get an OS Dump from an Azure Virtual Machine](#)
3. Once the memory dump was collected, then engage the [GES team](#)  (Windows EEs) for a dump analysis. Cut a problem with the following details:

- Product: **Windows Svr 2008 R2** or **Windows Svr 2012 R2 Datacenter** or **Windows Svr 2016 Datacenter** or **Windows Svr 2019 Datacenter** as appropriate
- Support topic: **Routing Windows V3\System Performance\System Hangs**
- Problem Description:

```
===== <start copy> =====
Customer-facing error (RDP client error):
Symptoms description:

SR#
VM name
ICM#          <--- Only if the dump was collected from the Host
Datacenter    <--- Only if the dump was collected from the Host
Jumpbox       <--- Only if the dump was collected from the Host
Path in the jumpbox <--- Only if the dump was collected from the Host
===== <end copy> =====
```

- These routing will route you to a Windows team however since we need to engage GES, override the routing to
 - For Premier cases: **Windows EE Premier** queue
 - For Professional cases: **Windows EE Pro** queue

2. Proceed with the action plan provided by the Windows EE

Mitigation 2

- ▼ Click here to expand or collapse this section
 - Follow the [RDP Brute force attack](#)

OFFLINE Troubleshooting

This scenario needs to be done only in ONLINE mode

After work - Cleanup

If you are uncertain that we may need this snapshot by the end of this case for RCA purposes, then just leave it.

1. If the issue is already fix and no further RCA analysis is needed, then proceed to remove the OS Disk backup we created at the beginning of the case
 1. If the **disk is managed** using the portal so the snapshot section and select the snapshot you created previously as a backup.
 2. If the **disk is unmanaged** then
 1. If this is an CRP Machine - ARM, then no further action is required
 2. If this is an Classic - RDP machine, then
 1. Check the storage account where the OS disk of this machine is hosted using [Microsoft Azure Storage Explorer](#) ☑ right click over the disk and select *Managed Snapshots*
 2. Proceed to delete the snapshot of the broken machine

Escalation

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 Connectivity SMEs are not available, then you may want to consider:
 1. Depending if this VM is hosted on a datacenter where [Nested virtualization](#) is an option and if the customer agrees, then you can build this environment and the VM in this environment where you are going to have full access to the VM's console screen.
 2. If you used Nested Virtualization and the customer then request for a refund, please check this process in [Credit Refund Process](#) section
 3. If the VM is not hosted in a datacenter where nested environment is an option, you can ask the customer to download the VHD in onprem for further troubleshooting
 4. At any point and whenever you have full access to the VM, if you require more help, you can engage **Windows Server** team for further troubleshooting. If that's what you need, then cut a problem with the following values:
 - Product: **Windows Svr 2008 R2** or **Windows Svr 2012 R2 Datacenter** or **Windows Svr 2016 Datacenter** or **Windows Svr 2019 Datacenter** as appropriate
 - Support topic: **As appropriate to the issue at hand** (If needed please engage a RDPSSH SME for assistance in the correct team to work with.)
 - Override the routing to engage Tier 2 directly

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>