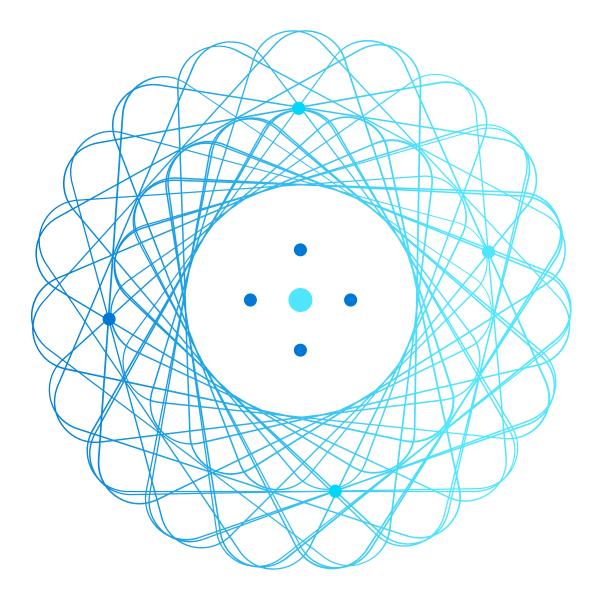


**AZ-801** 

## Configuring Windows Server Hybrid Advanced Services



#### **AZ-801**

Module 01: Windows Server security

Module 02: Implementing security solutions in hybrid scenarios

Module 03: Implementing Windows Server high availability

Module 04: Disaster recovery in Windows Server

Module 05: Implementing recovery services in hybrid scenarios

Module 06: Upgrade and migrate in Windows Server

Module 07: Implementing migration in hybrid scenarios

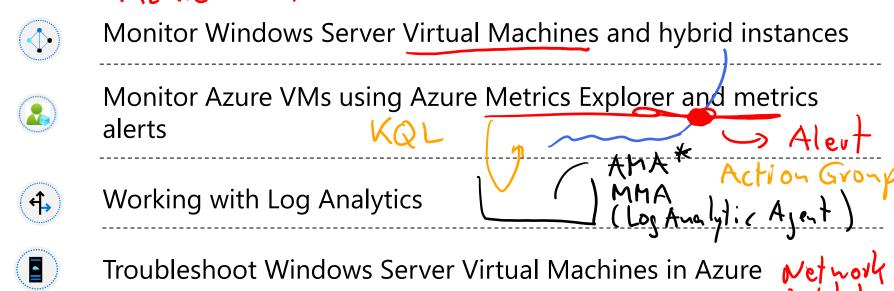
Module 08: Server and performance monitoring in Windows Server

Module 09: Implementing operational monitoring in hybrid scenarios

### Learning Path 5: Monitor and troubleshoot Windows Server environment

(Implementing operational monitoring in hybrid scenarios)

## Azure Monitor



- Troubleshoot on-premises and hybrid networking
- Lab 09

# Module 5: Monitor Windows Server Virtual Machines and hybrid instances



Monitor
Windows
Server Virtual
Machines and
hybrid
instances



**Enable Azure Monitor for Virtual Machines** 



Demonstration – Monitor VMs with Azure Monitor



**Enable Azure Monitor in hybrid scenarios** 



Demonstration – Collect data from a Windows computer in a hybrid environment



Knowledge check and resources

## **Enable Azure Monitor for Virtual Machines (1 of 4)**

#### What is Azure Monitor?

You can use Azure Monitor to optimize administration of your existing deployments and forecast capacity requirements for future deployments.

#### Three main capabilities

- Monitoring and metrics visualization
- Querying and analyzing logs
- Alerting and remediation

## Azure Monitor delivers focused, in-depth monitoring capabilities through:

- Deep infrastructure monitoring.
- Deep application monitoring.

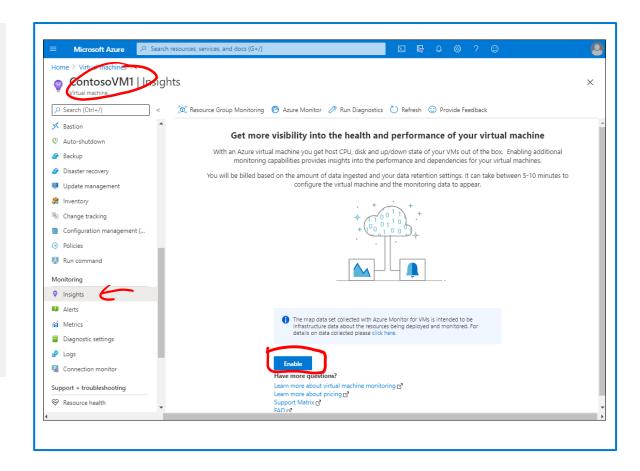
## **Enable Azure Monitor for Virtual Machines (2 of 4)**

#### **Monitor VMs**

Azure Monitor for VMs enables you to monitor your Azure VMs.

#### Prerequisites:

- Log analytics
- Supported Windows operating systems
- Dependency Agent
- Security



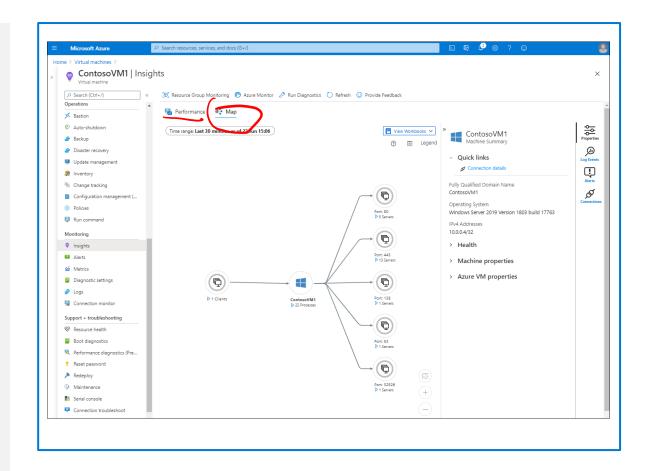
## **Enable Azure Monitor for Virtual Machines (3 of 4)**

#### Review monitored data

After you have enabled Insights, you can monitor your VM. In the Azure portal, navigate to and select the appropriate VM. Then, under **Monitoring**, select **Insights**. This will open the **Map** tab for your VM.

You can also use the icons on the right of the Map to access the following information:

- PropertiesLog Events
- Log Events
- Alerts
- Connections



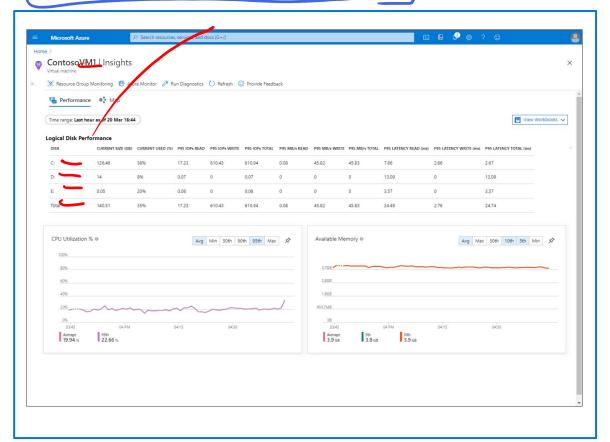
LA Workspace

Enable Azure Monitor for Virtual Machines (4 of 4)

Data Collection Rule

To review performance data, select the Performance tab in Insights:

- CPU Utilization %
- Available Memory
- Logical disk IOPS
- Logical disk MB/s
- Max Logical Disk Used %
- Bytes Sent Rate
- Bytes Received Rate



### What are Azure Monitor Logs and Azure Monitor VM Insights? (1 of 2)

## Definition of Azure Monitor Logs and Azure Monitor VM Insights:

- Azure Monitor Logs collects and organizes log data generated from Azure resources.
- Azure Monitor VM Insights provides a predefined, curated monitoring experience, with little configuration required.

## What is the relationship between all the Azure native monitoring tools?

 There are a few different resources and services that complete the native monitoring toolkit in Azure. Azure Monitor becomes the service at the top, which spans across all monitoring tools, while everything else lives underneath.

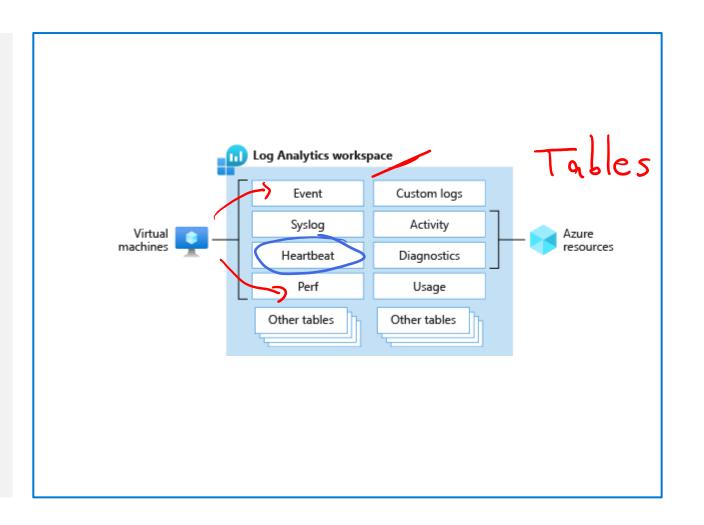
### What are Azure Monitor Logs and Azure Monitor VM Insights? (2 of 2)

#### Plan a Log Analytics workspace deployment

- The right diagram provides more insight into all the different types of logs that can be ingested.
- The following Azure features help Log Analytics workspace adoption within enterprises.
  - Access mode
  - Access control mode
  - Table-level RBAC

## Azure collects compute monitoring data by using agents

- The following lists each agent:
  - Azure Monitor Agent
  - Log Analytics agent
  - Azure diagnostics extension
  - Dependency agent



#### **Demonstration – Monitor VMs with Azure Monitor**



**Enable Azure Monitor for VMs** 



Configure a Log Analytics workspace

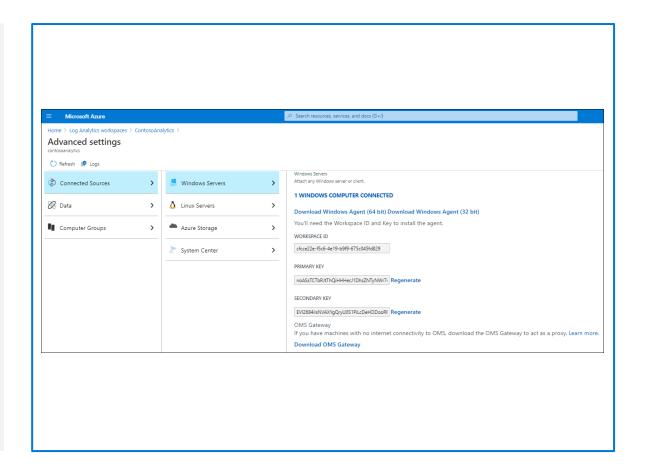


View collected data

## Enable Azure Monitor in hybrid scenarios (1 of 2)

## Implement Azure Monitor in hybrid scenarios

To leverage the benefits provided by Azure Monitor in hybrid scenarios, you must install the Log Analytics agent on your on-premises servers.



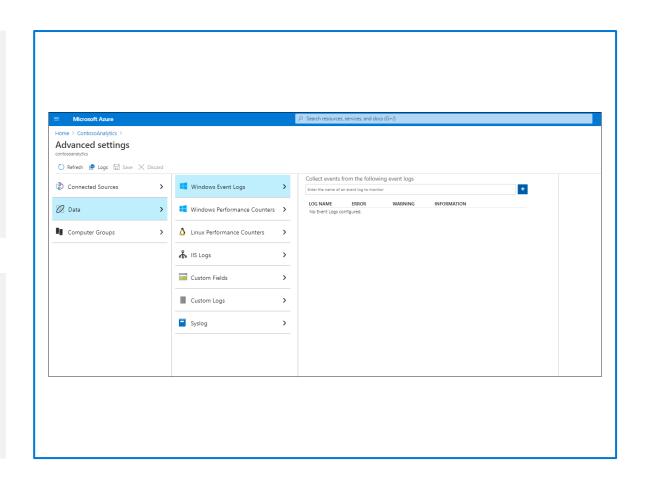
## Enable Azure Monitor in hybrid scenarios (2 of 2)

#### Log Analytics workspace

All the data collected by both Log Analytics and the Dependency Agent is uploaded automatically to your designated Log Analytics workspace.

#### **Windows Admin Center**

You can also integrate Windows servers with Azure Monitor by using Windows Admin Center.



## Demonstration – Collect data from a Windows computer in a hybrid environment



Create a Log Analytics workspace



Install and validate the agent on Windows



Collect event and performance data



Query and view the collected data

# Knowledge check and resources – Monitor Windows Server Virtual Machines and hybrid instances

#### **Knowledge Check**

Microsoft Learn Modules (docs.microsoft.com/Learn)

Monitor Windows Server Virtual Machines and hybrid instances



# Module 6: Monitor Azure VMs using Azure Metrics Explorer and metrics alerts



### Monitor Azure VMs using Azure Metrics Explorer and metrics alerts



Monitor the health of the virtual machine



Set up a VM with boot diagnostics



View VM metrics



Using the Azure Diagnostics extension



Configure the Azure Diagnostics extension



Diagnostic data case studies



Using diagnostic data

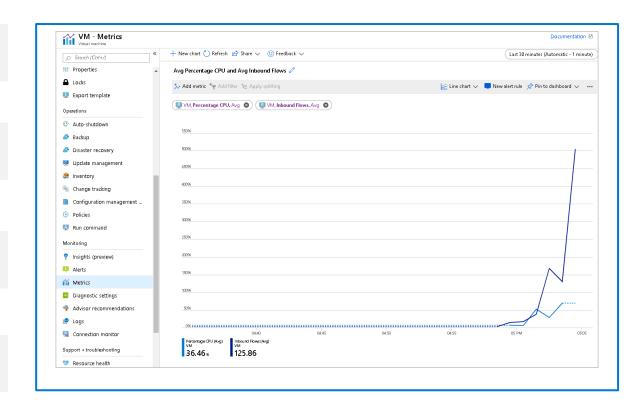
### Monitor the health of the virtual machine

Basic metrics for Azure VMs

View metrics

Collect guest OS metrics

Get boot diagnostics



## Exercise - Set up a VM with boot diagnostics

Task 1: Create a storage account and VM



Task 2: View basic metrics for the VM



Task 3: View boot diagnostics



### View VM metrics (1 of 3)

#### **Metrics**

Azure metrics are numerical values available from the Azure portal that help you understand the health, operation, and performance of your VMs.

Kind	CPU	OS Disk	Data Disk	Network
Metric	<ul> <li>CPU Credits         Consumed [or Remaining]     </li> <li>Percentage CPU</li> </ul>	<ul> <li>OS Disk Queue Depth</li> <li>OS Disk Read [or Write] Bytes/Sec</li> <li>OS Disk Read [or Write] Operations/Sec</li> <li>Premium OS Disk Cache Read Hit [or Miss]</li> </ul>	<ul> <li>Data Disk Queue Depth</li> <li>Data Disk Read [or Write] Bytes/Sec</li> <li>Data Disk Read [or Write] Operations/Sec</li> <li>Premium Data Disk Cache Read Hit [or Miss]</li> </ul>	<ul> <li>Inbound [or Outbound] Flows</li> <li>Network In [or Out] Total</li> </ul>

## View VM metrics (2 of 3)

#### Overview graphs

- The Azure portal displays four graphs for your VM on the **Monitoring** tab of the **Overview** page.
- On the **Overview** page, you can also change the range of all the graphs.



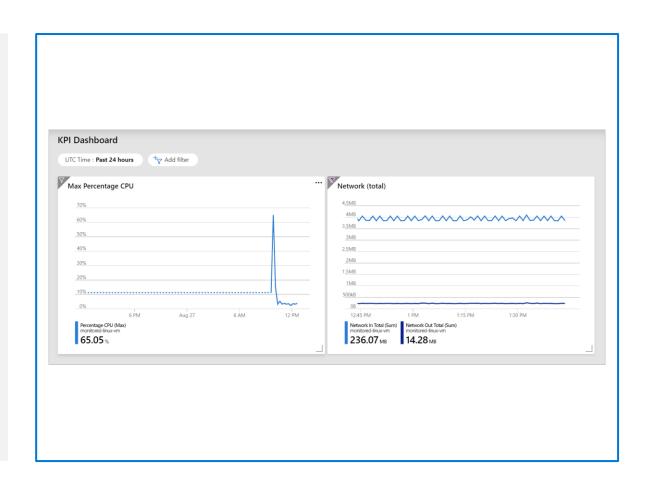
## View VM metrics (3 of 3)

#### **KPI** dashboard

You can have greater control, with more options, by creating a custom key performance indicator (KPI) dashboard for your VM.

Two questions that you want to answer with graphs are:

- How hot is the VM or how much CPU is being used?
- How busy is the VM or how much network traffic is the VM processing?



## Using the Azure Diagnostics extension

## Primary scenarios for Azure Diagnostics extension

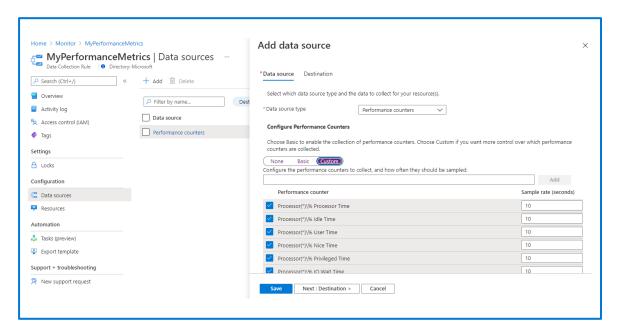
- Collect guest metrics into Azure Monitor Metrics.
- Send guest logs and metrics to Azure storage for archiving
- Send guest logs and metrics to Azure event hubs to send outside of Azure

#### Comparison with Log Analytics agent:

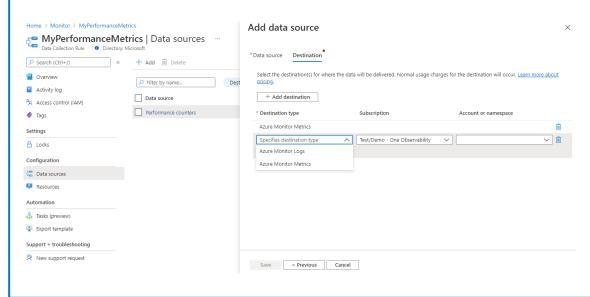
- Azure Diagnostics Extension used only for Azure virtual machines. The Log Analytics agent can be used with VMs in Azure, other clouds, and on-premises.
- Azure Diagnostics extension sends data to Azure Storage, Azure Monitor Metrics (Windows only) and Event Hubs. The Log Analytics agent collects data to Azure Monitor Logs.
- The Log Analytics agent is required for solutions, VM insights, and other services such as Microsoft Defender for Cloud.

## Configure the Azure Diagnostics extension

Performance Counters to be collected can be selected from a **Basic** set or customized and filtered from an expanded **Custom** list.



Performance counters can be sent to Azure Monitor Metrics and/or Azure Monitor Logs.



## **Exercise - Configure the Azure Diagnostics extension**

Task 1: Install the Azure Monitor agent by using data collection rules



Task 2: Confirm that the agent is installed on the VM



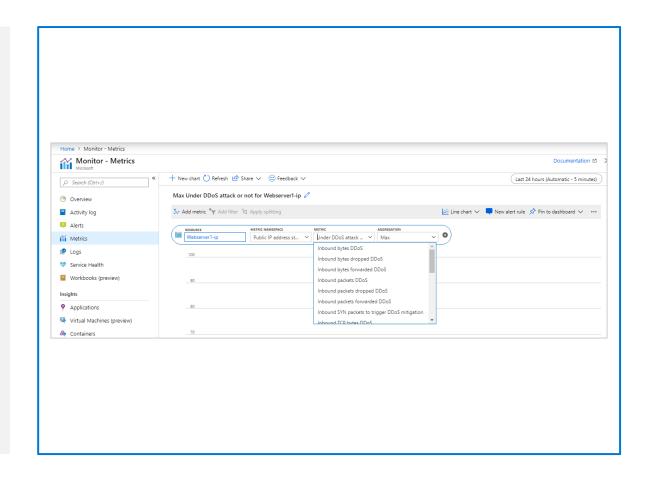
Task 3: Create a custom KPI dashboard



## Diagnostic data case studies (1 of 3)

#### **DDoS** attack

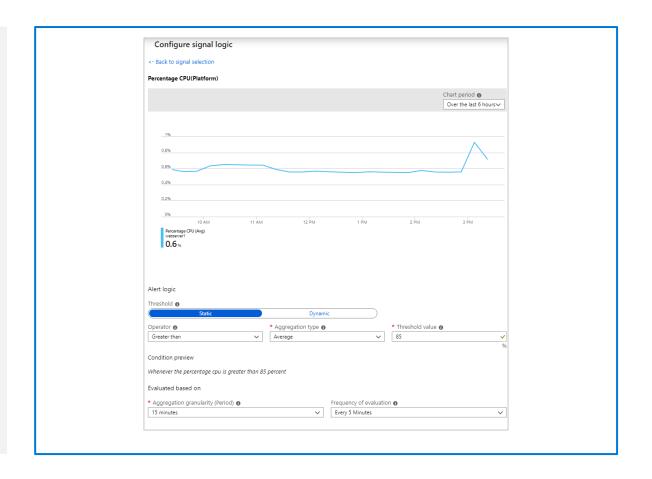
- To create a chart or alert for a DDoS attack, in the Azure portal, you go to Monitor > Metrics.
- 2. You then specify your public IP address as the resource to monitor and add DDoS metrics, including **Under DDoS attack or not**.
- You then add an alert to be notified of an attack.



## Diagnostic data case studies (2 of 3)

#### **Increased CPU load**

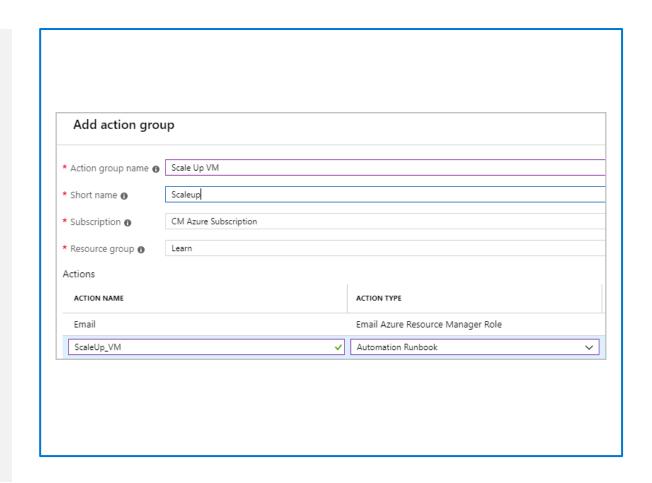
- Monitor CPU activity and memory availability to see if you need to scale up your web server.
- To respond to a high load, you can create an alert rule for the virtual machine with a condition for the CPU metric.



## Diagnostic data case studies (3 of 3)

#### Action Groups allow for consolidated:

- Notifications:
  - Email / SMS / Push / Voice
- Action Types:
  - Automation Runbook
  - Azure Function
  - ITSM
  - Logic App
  - Webhook
  - Event Hub



## Exercise - Use diagnostic data

Task 1: Create an alert based on CPU usage



Task 2: Trigger the alert



## Module 7: Working with Log Analytics



# Working with Log Analytics



Set up a Log Analytics workspace and Azure Monitor VM Insights



Using the Kusto Query Language



Building log queries

# Exercise - Set up a Log Analytics workspace and Azure Monitor VM Insights

#### In this unit, you'll:

Create a Log Analytics workspace.



Configure the Log Analytics workspace permissions model for the environment you're supporting.

Create two virtual machines and onboard both to Azure Monitor VM Insights.



### Build log queries by using the Kusto Query Language

#### Kusto syntax and operators

- At its core, a Kusto query is a read-only request.
- A query consists of references to actual tables and one or more query operators applied in sequence.
- Tabular operators will predominantly be the way you interact with and query monitoring data.

#### Understand the schema and schema pane

 The schema is a series of tables logically grouped together. The schema allows for an easy understanding behind how Log Analytics stores data

#### Write a new query

- Start with a table name is the right way to configure log queries.
- The KQL is case sensitive.

#### Basic query understanding

One of the tables captured by Azure Monitor is the Heartbeat table. This table contains a number of useful
columns. Run a query with only Heartbeat to see what makes up this table.

## **Exercise - Build log queries**

#### In this unit, you'll:

Take an existing query, run the query, and analyze the visualizations.



Edit the existing query, run the query, and analyze the visualizations.



Build a query by using the query pane



## Summary

- You deployed two virtual machines and a Log Analytics workspace.
- You then onboarded the virtual machines to Azure Monitor VM Insights
- Next, you explored log queries.
- You learned how to take simple queries and add more operators to help filter data in a meaningful way.

# Module 8: Troubleshoot Windows Server Virtual Machines in Azure



# Troubleshoot Windows Server Virtual Machines in Azure



Troubleshoot VM deployment



Troubleshoot VM startup



Troubleshoot VM extensions



Troubleshoot VM connectivity



Optimize VM network connectivity security with Azure Bastion



Troubleshoot VM performance



Troubleshoot VM storage



Knowledge check and resources

# Troubleshoot VM deployment

## Understand provisioning failures

Resolve upload errors

To resolve errors in Windows generalized & Windows specialized that result during upload,

- Use Add-AzVhd to upload the original VHD
- Resolve capture errors

To resolve errors in Windows generalized & Windows specialized that result during capture:

- Delete the current image from the portal.
- Recapture it from the current VHDs with the same setting as that for the operating system (generalized/specialized).

## **Understand allocation failures**

- Resolve VM size allocation failures error
- Resolve VM resource allocation failures error

# **Troubleshoot VM startup**

# Tools that can be used to identify the causes

- Boot diagnostics
  - Very useful in determining the specific cause of a startup problem in your Windows Server VM
- Azure Serial Console
  - Your VM must have been configured to use the option **Enable with custom storage account** for the Boot diagnostics setting

## **Common boot errors**

- BitLocker errors
- Blue screen errors
- CRITICAL SERVICE FAILED errors
- Stuck at Windows Update

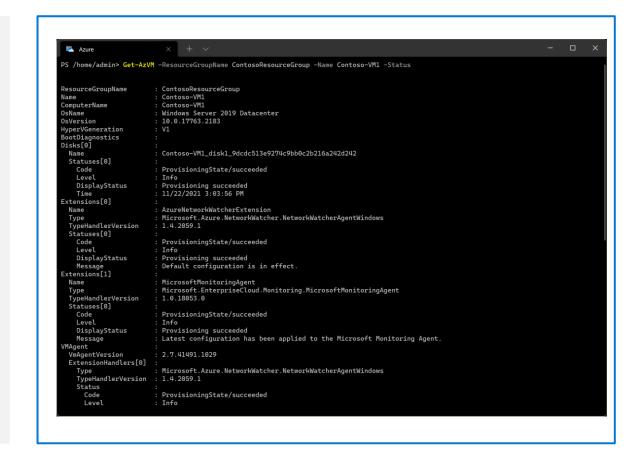
## **Troubleshoot VM extensions**

#### **Review extension status**

- You can check the VM Agent status and the status of any installed extensions by using the get-AzVM PowerShell cmdlet
- You can get specific details about a particular extension by using the following PowerShell command: Get-AzVMExtension -ResourceGroupName \$RGName -VMName \$vmName -Name \$ExtensionName

#### Review extension logs

- Extension logs reside in the C:\WindowsAzure\Logs\Plugins folder.
- Extension settings and status files reside in the C:\Packages\Plugins folder.



# **Troubleshoot VM connectivity**

#### **Test connectivity**

- If you're experiencing connection issues, test the connection. Open the Azure portal and use the following procedure:
  - 1. Navigate to the VM you want to connect to.
  - 2. Select Connect in the Settings section of the navigation pane.
  - 3. Review, and if necessary, update the settings for RDP.
  - 4. Select the Test your connection link.
  - 5. Select RDP in the Service list, and then select Test connection.

#### Validate network/network security

- If this basic connectivity test is successful, then attempt to reconnect using the recorded details.
   If you're unsuccessful, then consider the following:
  - Verify that RDP is a supported connection type for this VM. Should you be using Azure Bastion, for example?
  - Check any Network Security Group rules to ensure that they're not blocking the RDP traffic:
  - If traffic is permitted, then consider resetting the virtual machine's NIC.
  - If that doesn't resolve the issue, if possible, restart the VM itself.

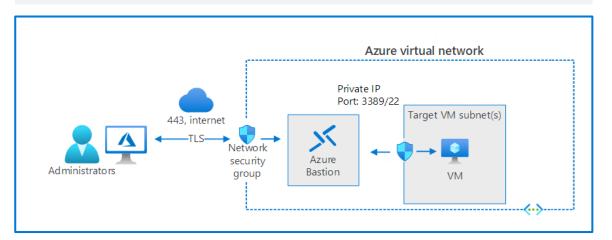
# Optimize VM network connectivity security with Azure Bastion

#### **Consider implementing Azure Bastion**

- Securely connect to your Azure VMs remotely, without needing to expose remote administrative ports to the internet
- Bastion host servers:
  - Are designed and configured to withstand attacks.
  - Provide RDP and SSH connectivity to your
     Azure workloads behind the bastion.

The following diagram displays the architecture of a typical Azure Bastion deployment

- The bastion host is deployed in the Azure virtual network.
- A user connects to the Azure portal using any HTML5 browser over TLS.
- The user selects the VM to connect to.
- The Bastion host establishes the RDP/SSH connection to the target VM.



# **Troubleshoot VM performance**

## What resources should you monitor?

- Memory
- Processor
- Disk
- Network

# What tools are available for performance monitoring?

- Performance Monitor
- Windows Admin Center
- System Insights
- VM diagnostics
- VM performance diagnostics.

# **Troubleshoot VM storage (1 of 2)**

# Differences between Premium Storage and Standard Storage

- Premium Storage offers superior performance, equivalent to what SSD technology provides.
- Standard Storage provides performance similar to commodity magnetic disks, referred to typically as hard disk drives (HDD).
- All Azure VM sizes support Standard Storage. Many Azure VM sizes also support Premium Storage.

## Unmanaged and managed disks

- The use of unmanaged disks involves potentially significant administrative overhead.
- You can eliminate this administrative overhead by using managed disks.

## Troubleshoot VM storage (2 of 2)

## Common storage issues include:



Cannot extend an encrypted OS volume in Windows



Errors when deleting storage resources



Your VHD is not supported when you create a VM in Azure



Azure disk encryption issues

# Knowledge check and resources – Troubleshoot Windows Server Virtual Machines in Azure

**Knowledge Check** 

Microsoft Learn Modules (docs.microsoft.com/Learn)

Troubleshoot Windows Server Virtual Machines in Azure



# Module 9: Troubleshoot on-premises and hybrid networking



# Troubleshoot on-premises and hybrid networking



Define the Windows Server file system



Windows Server File System Types - Summary



Benefits and uses of File Server Resource Manager



Demonstration – Using FSRM



Define SMB and its security considerations



Define Volume Shadow Copy Service (VSS)



Knowledge check and resources

# Diagnose DHCP problems

#### Troubleshoot the DHCP server role:

- If you're experiencing problems that you think relate to DHCP, you should:
  - The administration of identity systems
  - Ensure that the DHCP server is authorized in AD DS
  - Verify that the DHCP server service is running
  - Check that there are addresses available in the DHCP server scope for the appropriate subnet
  - Ensure that there are no devices with static IP addresses that haven't been excluded from your scopes
  - Check that any required DHCP relays are operational for subnets without a DHCP server
  - Ensure that no other services are listening on UDP 67 and 68.
  - Review any DHCP policies and filters
  - Examine DHCP-related logs

#### Troubleshoot the DHCP client:

- If you think the issue lies with the client, then you should:
  - Dedicated hardware
  - Verify cabling
  - Check that the network adapter is not disabled
  - Consider updating the NIC driver, or, if recently updated, consider rolling back the driver
  - Ensure that the DHCP Client service is running
  - Verify that no firewall is blocking UDP ports 67 and 68

# Diagnose DNS problem (1 of 2)

#### Check the fundamentals

- Cmdlets are the fundamental components of commands.
- Verify that the DNS server service is running.
- Check the event logs for errors recorded that relate to DNS.
- Determine whether an incorrect response is from an authoritative server.
- If the server is not authoritative, then the problem might be caused by synchronization (zone transfer)
  problems from the configured master.

## **Review DNS server logs**

By default, DNS maintains a DNS server log, which you can view in the Event Viewer.

### **Configure DNS logging**

For more verbose logging, you can enable debug logging.

# Diagnose DNS problem (2 of 2)

What are the tools and techniques for troubleshooting name resolution?

#### Tools:

- Nslookup
- DNSCmd
- DNSlint
- IPConfig

# Cmdlets that you can use for DNS client and server management:

- Clear-DNSClientCache
- Get-DNSClient
- Get-DNSClientCache
- Register-DNSClient
- Resolve-DNSName
- Set-DNSClient
- Test-DNSServer

# Diagnose IP configuration issues

# What are the stages of an IP troubleshooting methodology?

- Identify the scope of the problem.
- Take a logical approach to analyze problems.
- Determine which tools you will need to use to resolve the issue in a timely fashion.

# What are the tools and techniques for troubleshooting IP configuration?

- Tools and cmdlets
  - Resource Monitor.
  - Network Diagnostics
  - Event Viewer.

- IPConfig
- Ping
- Tracert
- Pathping
- Route
- Telnet
- Netstat
- Get-NetIPv4Protocol
- Get-NetIPAddress
- Get-NetRoute
- Get-NetConnectionProfile
- Test-Connection
- Test-NetConnection

## Diagnose routing problems

#### What do routers do?

- When a router receives traffic destined for an endpoint outside of the local network, it checks to determine whether
  it has a route to the destination network. Then:
  - 1. If the route exists, the router forwards the packet to the destination network router address.
  - 2. If a route does not exist, the router sends the traffic to the router's default gateway or default route.

#### What are routing tables?

- Routing tables contain the following information about a route for a specific interface:
  - 1. Network destination.
  - Netmask.
  - 3. Gateway.
  - 4. Interface.
  - 5. Metric.

#### Several ways to review and modify routing tables

- Use Windows PowerShell
- Use the route command

# Use Packet Manager to help diagnose network problems

#### What is Packet Monitor?

 Packet Monitor can intercept network packets at various points in the network stack.

#### **Capabilities of Packet Monitor:**

- Packet monitoring and counting at multiple locations within the network stack
- Detection of packets drop throughout various levels in the stack
- Flexible runtime packet filtering with encapsulation support
- General logging and tracing support
- TXT log analysis based on TcpDump packet parsing
- Multiple logging modes, including: real-time, high volume in-memory, multi-file, circular
- Support for ethernet, Wi-Fi, and mobile broadband media types

# Use the following procedure to capture and analyze packets with Pktmon.exe:

- Choose the types of packets you want to capture. Select by IP address, ports, protocols and so on.
- Apply capture filters based on your requirements: pktmon filter add <filters>
- Start the capture and enable packet logging: pktmon start –c
- Reproduce the network-related problem you're having.
- Check the counters to verify presence of required traffic: pktmon counters
- Stop the capture: `pktmon stop'.
- Retrieve the logs in a suitable format: pktmon etl2txt <filename>

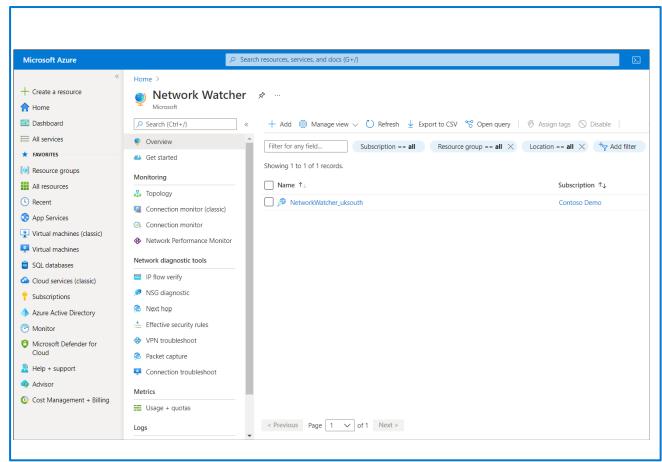
# Use Azure Network Watcher to help diagnose network problems

#### What is Azure Network Watcher?

 Azure Network Watcher provides tools to monitor, view, diagnose, review metrics, and enable or disable logs for resources in an Azure virtual network

#### Diagnostics capabilities of Network Watcher:

- Diagnose network traffic filtering problems
- Diagnose network routing problems
- Diagnose outbound connections from a VM
- Capture packets
- Diagnose problems with an Azure Virtual network gateway and connections
- Determine relative latencies
- View security rules



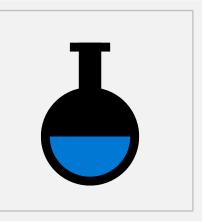
# Knowledge check and resources – Troubleshoot on-premises and hybrid networking

**Knowledge Check** 

Microsoft Learn Modules (docs.microsoft.com/Learn)

Troubleshoot on-premises and hybrid networking





# Lab 09 – Implementing operational monitoring in hybrid scenarios

#### Lab scenario

You need to evaluate Microsoft Azure functionality that would provide insight into the performance and configuration of Azure resources, focusing in particular on Azure virtual machines (VMs). To accomplish this, you intend to examine the capabilities of Azure Monitor, including Log Analytics.

## **Objectives**

- Prepare a monitoring environment
- Configure monitoring of on-premises servers
- Configure monitoring of Azure VMs
- Evaluate monitoring services

# **End of presentation**