

Troubleshooting Azure Diagnostic Extension Failures

Contents

[Introduction](#)

[Background Information](#)

[Troubleshooting Azure Diagnostic Extension Failures](#)

[Where to look in Azure Portal?](#)

[Where to look on VM?](#)

Introduction

This document describes how to troubleshoot Azure diagnostic extension failures for deployed Windows Virtual Machine (VMs) to an AzureRM cloud.

Background Information

The azure diagnostic is an extension that can be added to the deployed Windows VMs to collect more information from the VM.

Troubleshooting Azure Diagnostic Extension Failures

Where to look in Azure Portal?

Within the Azure Portal, you can view information about the extension if you look at the VMs diagram and click on the extension component:

Step 1. Select the affected **VM**.

Step 2. Then Select **Diagram** under the Monitoring section.

Step 3. Select **Open** on the diagnostic extension in the **Diagram**.

This gives an error message which indicates the failed extension from the portal.

Where to look on VM?

- The directory that contains the log information is under: **C:\WindowsAzure\Logs\Plugins\Microsoft.Azure.Diagnostics.IaaS\Diagnos-ticsVersion>**.
- Two of the main logs are located in **C:\WindowsAzure\Logs\Plugins\Microsoft.Azure.Diagnostics.IaaS\Diagnos-ticsVersion>\Logs** which contains **Diagnos-ticsPluginLauncher.log** and

DiagnosticsPlugin.log.

- A third file which contains agent log (**MonAgentHost.log**) are located in: **C:\WindowsAzure\Logs\Plugins\Microsoft.Azure.Diagnostics.IaaS\Microsoft.Azure.Diagnostics.<DiagnosticsVersion>\WAD0107\Configuration\MonAgentHost.<seq_num>.log.**

Note: The agent is required to run for the diagnostic extension to be successful, so that the first two logs can appear to have no errors, but the agent can contain startup errors.