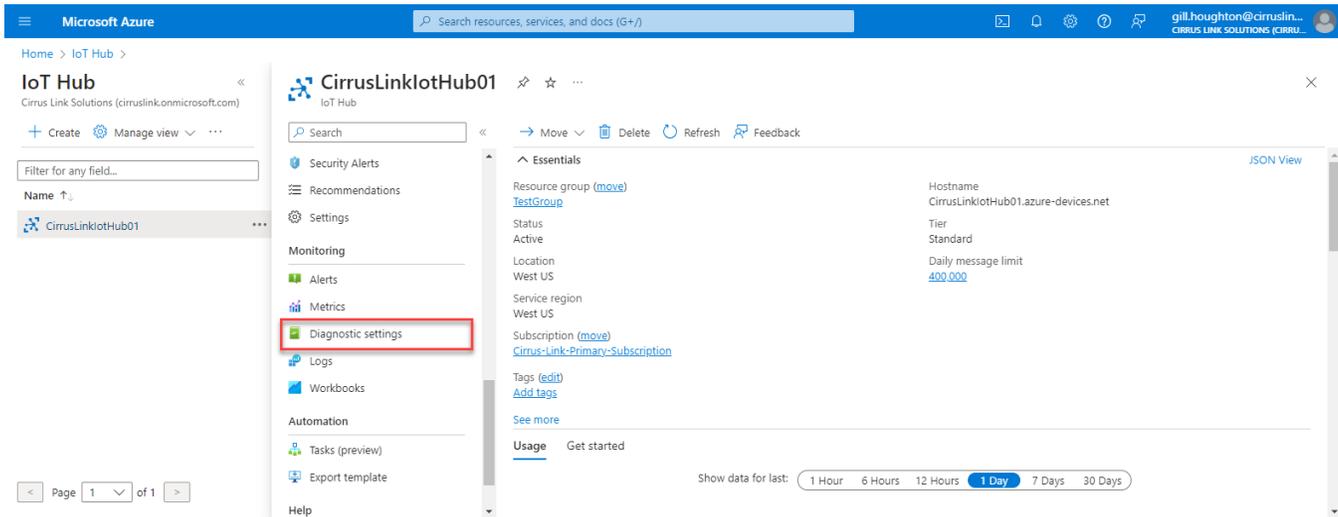


Troubleshooting Azure IoT Hub Connections

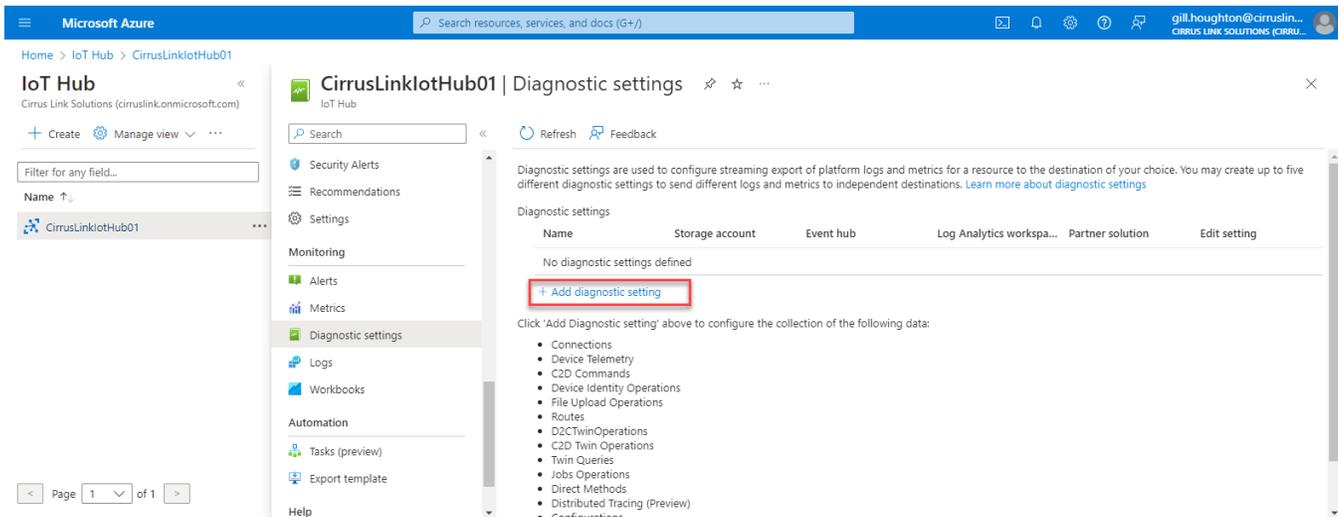
- Enable the IoT Hub Diagnostic settings
- Query the diagnostic logs
- Interpreting the query results
 - IoT Hub Client collisions

Enable the IoT Hub Diagnostic settings

(1) Navigate to your Azure IoT Hub and select "Diagnostic settings" from the Monitoring menu:



(2) Select + Add diagnostic setting



(3) Select the Categories "Connections" and the Destination details "Send to Log Analytics workspace". Give your new diagnostic setting a name and select "Save"

Interpreting the query results

IoT Hub Client collisions

Errors would be returned for the device/client that included the following properties:

- OperationName = deviceDisconnect
- Level = Error
- ResultDescription = ConnectionForcefullyClosedOnNewConnection
- Properties_s = <will give you the device id and the IP address>