



US009304796B1

(12) **United States Patent**
Douglas et al.

(10) **Patent No.:** **US 9,304,796 B1**
(45) **Date of Patent:** **Apr. 5, 2016**

(54) **IDENTIFICATION OF VIRTUAL COMPUTING INSTANCE ISSUES**
(71) Applicant: **Amazon Technologies, Inc.**, Reno, NV (US)
(72) Inventors: **Jeffrey Andrew Douglas**, Seattle, WA (US); **Heath David Petty**, Maple Valley, WA (US); **Troy Dalton Emmerson**, Issaquah, WA (US)
(73) Assignee: **Amazon Technologies, Inc.**, Seattle, WA (US)
(*) Notice: Subject to any disclaimer, the term of this patent is extended or adjusted under 35 U.S.C. 154(b) by 273 days.

(21) Appl. No.: **14/040,189**
(22) Filed: **Sep. 27, 2013**

(51) **Int. Cl.**
G06F 11/00 (2006.01)
G06F 9/455 (2006.01)
G06F 11/20 (2006.01)
(52) **U.S. Cl.**
CPC **G06F 9/45533** (2013.01); **G06F 11/2028** (2013.01)

(58) **Field of Classification Search**
CPC G06F 9/45533
USPC 714/4.1, 4.2, 4.3, 26, 48
See application file for complete search history.

(56) **References Cited**
U.S. PATENT DOCUMENTS
2010/0192220 A1* 7/2010 Heizmann et al. 726/19
2011/0197097 A1* 8/2011 Beaty et al. 714/27
2011/0214018 A1* 9/2011 Vidal et al. 714/25
2011/0320882 A1* 12/2011 Beaty et al. 714/45

OTHER PUBLICATIONS
Windows Error Reporting, www. http://en.wikipedia.org/wiki/Windows_Error_Reporting, as accessed Sep. 27, 2013, 3 pages, Wikipedia, Wikimedia Foundation, Inc., San Francisco, California, United States.
* cited by examiner

Primary Examiner — Dieu-Minh Le
(74) *Attorney, Agent, or Firm* — Thorpe North Western LLP

(57) **ABSTRACT**
Technology for identifying virtual computing instance issues is described. An operating information report of a virtual computing instance may be parsed to obtain a diagnostic result. The diagnostic result may be compared against a data store of known computing instance issues to determine whether there is an issue for the virtual computing instance. The issue may be flagged when identified and provided for resolution.

22 Claims, 8 Drawing Sheets

