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cific details were provided, such as examples of various configurations to provide a thorough understanding of examples of the described technology. One skilled in the relevant art will recognize, however, that the technology may be practiced without one or more of the specific details, or with other methods, components, devices, etc. In other instances, well-known structures or operations are not shown or described in detail to avoid obscuring aspects of the technology.

Although the subject matter has been described in language specific to structural features and/or operations, it is to be understood that the subject matter defined in the appended claims is not necessarily limited to the specific features and operations described above. Rather, the specific features and acts described above are disclosed as example forms of implementing the claims. Numerous modifications and alternative arrangements may be devised without departing from the spirit and scope of the described technology.

The invention claimed is:

1. A computer-implemented method for identifying virtual computing instance issues, comprising:

under control of one or more computer systems configured with executable instructions:

receiving an operating information report from a virtual computing instance at a virtual storage location, the operating information report being created by a request from a user of the virtual computing instance; generating a report identification in response to receiving the operating information report at the storage location and transmitting the report identification to the virtual computing instance;

parsing the operating information report to obtain a diagnostic result;

comparing the diagnostic result against an issues data store containing known virtual computing instance issues to determine whether there is an existing issue for the virtual computing instance;

flagging the existing issue when identified; and

comparing a flagged existing issue against a solutions data store to identify a cause of the flagged existing issue and a solution to resolve the flagged existing issue.

2. The computer-implemented method of claim 1, further comprising notifying the user of the cause and the solution.

3. The computer-implemented method of claim 1, further comprising receiving additional known virtual computing instance issue data and storing the additional known virtual computing instance issue data in the issues data store.

4. The computer-implemented method of claim 1, further comprising receiving additional cause and solution data and storing the additional cause and solution data in the solutions data store.

5. A computer-implemented method, comprising:

under control of one or more computer systems configured with executable instructions:

receiving an operation information report;

parsing the operating information report of a virtual computing instance to obtain a diagnostic result, the operating information report being created by request from a user of the virtual computing instance;

generating a report identification in response to receiving the operating information report;

comparing the diagnostic result against a data store of known computing instance issues to determine whether there is an issue for the virtual computing instance;

flagging the issue when identified; and

providing a flagged issue for resolution.

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6. The computer-implemented method of claim 5, further comprising comparing the flagged issue against a solutions data store to identify a cause of the flagged issue and a solution to resolve the flagged issue.

7. The computer-implemented method of claim 5, further comprising storing the operating information report as a read-only report with access limited to a user and a diagnostic technician.

8. The computer-implemented method of claim 5, further comprising receiving the operating information report at a storage location associated with the virtual computing instance.

9. The computer-implemented method of claim 8, further comprising providing the flagged issue for display to a diagnostic technician via an interface with the storage location.

10. The computer-implemented method of claim 5, further comprising receiving the operating information report at a storage location via an Application Programming Interface (API) using a temporary, signed Uniform Resource Locator (URL).

11. The computer-implemented method of claim 10, further comprising generating a report identification in response to receiving the operating information report at the storage location and transmitting in the temporary, signed URL the report identification to the virtual computing instance.

12. The computer-implemented method of claim 11, further comprising receiving a subsequent request for report information via the API from the virtual computing instance and providing the flagged issue for display in response to the subsequent request.

13. The computer-implemented method of claim 5, further comprising expiring the operating information report after a predetermined period of time.

14. The computer-implemented method of claim 5, further comprising restricting access to portions of the operating information report to ensure privacy of a user of the virtual computing instance.

15. The computer-implemented method of claim 5, further comprising receiving scripts from a plurality of users for identifying the known computing instance issues and storing the scripts in the data store of known computing instance issues, the scripts including scripts for identifying the known computing instance issues across a plurality of computing platforms.

16. The computer-implemented method of claim 5, further comprising copying a storage node of the virtual computing instance to another virtual computing instance when the virtual computing instance is non-contactable and generating the operating information report from the another virtual computing instance.

17. A system, comprising:

one or more computing nodes, each of which comprises at least one processor and a memory, wherein the one or more computing nodes are configured to collectively implement:

an API to receive an operating information report when called without a report identification and to retrieve virtual computing instance diagnostic information when called with the report identification;

an issues data store to store scripts for identifying known virtual computing instance issues;

a parsing module to parse the operating information report to obtain a diagnostic result;

an analysis module to use the issues data store and the diagnostic result to determine whether there is an existing issue for the virtual computing instance; and