Azure Stack Hub 1908 known issues

Azure Stack Hub known issues

This article lists known issues in releases of Azure Stack Hub. The list is updated as new issues are identified.

To access known issues for a different version, use the version selector dropdown above the table of contents on the left.

1908 update process

- Applicable: This issue applies to all supported releases.

- Cause: When attempting to install the Azure Stack Hub update, the status for the update might fail and change state to **PreparationFailed**. This is caused by the update resource provider (URP) being unable to properly transfer the files from the storage container to an internal infrastructure share for processing.

- Remediation: Starting with version 1901 (1.1901.0.95), you can work around this issue by clicking **Update now** again (not **Resume**). The URP then cleans up the files from the previous attempt, and restarts the download. If the problem persists, we recommend manually uploading the update package by following the Install updates section.

- Occurrence: Common

Portal

Administrative subscriptions
- Applicable: This issue applies to all supported releases.

- Cause: The two administrative subscriptions that were introduced with version 1804 should not be used. The subscription types are **Metering** subscription, and **Consumption** subscription.

- Remediation: If you have resources running on these two subscriptions, recreate them in user subscriptions.

- Occurrence: Common

Subscriptions Properties blade
- Applicable: This issue applies to all supported releases.

- Cause: In the administrator portal, the **Properties** blade for subscriptions does not load correctly

- Remediation: You can view these subscription properties in the **Essentials** pane of the **Subscriptions Overview** blade.

- Occurrence: Common

Duplicate Subscription button in Lock blade

- Applicable: This issue applies to all supported releases.

- Cause: In the administrator portal, the **Lock** blade for user subscriptions has two buttons labeled **subscription**.

- Occurrence: Common

Subscription permissions

- Applicable: This issue applies to all supported releases.

- Cause: You cannot view permissions to your subscription using the Azure Stack Hub portals.

- Remediation: Use PowerShell to verify permissions.

- Occurrence: Common

Storage account settings

- Applicable: This issue applies to all supported releases.

- Cause: In the user portal, the storage account **Configuration** blade shows an option to change **security transfer type**. The feature is currently not supported in Azure Stack Hub.

- Occurrence: Common

Upload blob

- Applicable: This issue applies to all supported releases.

- Cause: In the user portal, when you try to upload a blob using the **OAuth(preview)** option, the task fails with an error message.

- Remediation: Upload the blob using the SAS option.

- Occurrence: Common

Alert for network interface disconnected

- Applicable: This issue applies to the 1908 release.

- Cause: When a cable is disconnected from a network adapter, an alert does not show in the administrator portal. This issue is caused because this fault is disabled by default in Windows Server 2019.

- Occurrence: Common

Networking

Load Balancer
- Applicable: This issue applies to all supported releases.

- Cause: When adding Availability Set VMs to the backend pool of a Load Balancer, an error message is being displayed on the portal stating **Failed to save load balancer backend pool**. This is a cosmetic issue on the portal, the functionality is still in place and VMs are successfully added to the backend pool interally.

- Occurrence: Common

Network Security Groups
- Applicable: This issue applies to all supported releases.

- Cause: An explicit **DenyAllOutbound** rule cannot be created in an NSG as this will prevent all internal communication to infrastructure needed for the VM deployment to complete.

- Occurrence: Common

Service endpoints
- Applicable: This issue applies to all supported releases.

- Cause: In the user portal, the **Virtual Network** blade shows an option to use **Service Endpoints**. This feature is currently not supported in Azure Stack Hub.

- Occurrence: Common

Cannot delete an NSG if NICs not attached to running VM
- Applicable: This issue applies to all supported releases.

- Cause: When disassociating an NSG and a NIC that is not attached to a running VM, the update (PUT) operation for that object fails at the network controller layer. The NSG will be updated at the network resource provider layer, but not on the network controller, so the NSG moves to a failed state.

- Remdiation: Attach the NICs associated to the NSG that needs to be removed with running VMs, and disassociate the NSG or remove all the NICs that were associated with the NSG.

- Occurrence: Common

Network interface

Adding/Removing Network Interface
- Applicable: This issue applies to all supported releases.

- Cause: A new network interface cannot be added to a VM that is in a **running** state.

- Remediation: Stop the virtual machine before adding/removing a network interface.

- Occurrence: Common

Primary Network Interface

- Applicable: This issue applies to all supported releases.

- Cause: A new network interface cannot be added to a VM that is in a **running** state.

- Remediation: Stop the virtual machine before adding/removing a network interface.

- Occurrence: Common

Virtual Network Gateway

Next Hop Type

- Applicable: This issue applies to all supported releases.

- Cause: In the user portal, when you create a route table, **Virtual Network gateway** appears as one of the next hop type options; however, this is not supported in Azure Stack Hub.

- Occurrence: Common

Alerts

- Applicable: This issue applies to all supported releases.

- Cause: In the user portal, the **Virtual Network Gateway** blade shows an option to use **Alerts**. This feature is currently not supported in Azure Stack Hub.

- Occurrence: Common

Active-Active

- Applicable: This issue applies to all supported releases.

- Cause: In the user portal, while creating, and in the resource menu of **Virtual Network Gateway**, you will see an option to enable **Active-Active** configuration. This feature is currently not supported in Azure Stack Hub.

- Occurrence: Common

VPN troubleshooter

- Applicable: This issue applies to all supported releases.

- Cause: In the user portal, the **Connections** blade shows a feature called **VPN Troubleshooter**. This feature is currently not supported in Azure Stack Hub.

- Occurrence: Common

Documentation

- Applicable: This issue applies to all supported releases.

- Cause: The documentation links in the overview page of Virtual Network gateway link to Azure-specific documentation instead of Azure Stack Hub. Use the following links for the Azure Stack Hub documentation:

    - Gateway SKUs

    - Highly Available Connections

    - Configure BGP on Azure Stack Hub

    - ExpressRoute circuits

    - Specify custom IPsec/IKE policies

Compute

VM boot diagnostics

- Applicable: This issue applies to all supported releases.

- Cause: When creating a new Windows virtual machine (VM), the following error may be displayed: **Failed to start virtual machine 'vm-name'. Error: Failed to update serial output settings for VM 'vm-name'**. The error occurs if you enable boot diagnostics on a VM, but delete your boot diagnostics storage account.

- Remediation: Recreate the storage account with the same name you used previously.

- Occurrence: Common

Virtual machine scale set

Create failures during patch and update on 4-node Azure Stack Hub environments
- Applicable: This issue applies to all supported releases.

- Cause: Creating VMs in an availability set of 3 fault domains and creating a virtual machine scale set instance fails with a **FabricVmPlacementErrorUnsupportedFaultDomainSize** error during the update process on a 4-node Azure Stack Hub environment.

- Remediation: You can create single VMs in an availability set with 2 fault domains successfully. However, scale set instance creation is still not available during the update process on a 4-node Azure Stack Hub.

Ubuntu SSH access
- Applicable: This issue applies to all supported releases.

- Cause: An Ubuntu 18.04 VM created with SSH authorization enabled does not allow you to use the SSH keys to sign in.

- Remediation: Use VM access for the Linux extension to implement SSH keys after provisioning, or use password-based authentication.

- Occurrence: Common

Virtual machine scale set reset password does not work

- Applicable: This issue applies to all supported releases.

- Cause: A new reset password blade appears in the scale set UI, but Azure Stack Hub does not support resetting password on a scale set yet.

- Remediation: None.

- Occurrence: Common

Rainy cloud on scale set diagnostics

- Applicable: This issue applies to all supported releases.

- Cause: The virtual machine scale set overview page shows an empty chart. Clicking on the empty chart opens a "rainy cloud" blade. This is the chart for scale set diagnostic information, such as CPU percentage, and is not a feature supported in the current Azure Stack Hub build.

- Remediation: None.

- Occurrence: Common

Virtual machine diagnostic settings blade

- Applicable: This issue applies to all supported releases.

- Cause: The virtual machine diagnostic settings blade has a **Sink** tab, which asks for an **Application Insight Account**. This is the result of a new blade and is not yet supported in Azure Stack Hub.

- Remediation: None.

- Occurrence: Common