Provision extensions for Azure virtual machine

- Overview
- Problem
- Pre-requisites
- Solution
- Related articles

Overview

Platform	Azure
Owner of the SOP	Fully Managed POD A
Cloud services	Azure VM

Problem

• Extensions and computer name for Azure virtual machine are unavailable.

Tester	Reviewer
@ Shelly Sharma Lamba	

Possible Cause

· All extensions will show unavailable and computer name as NA on Azure Portal.

What is Azure VM extension?

Azure virtual machine (VM) extensions are small applications that provide post-deployment configuration and automation tasks on Azure VMs. For example, if a virtual machine requires software installation or to run a script inside of it, VM extension can be used.

Pre-requisites

- 1. Raise an Emergency Change Request
- If the affected VM is Production and Critical, please raise an Emergency Change Request and get it approved before execution of below solution.
- Please go to page 20 of the below Change Control document :

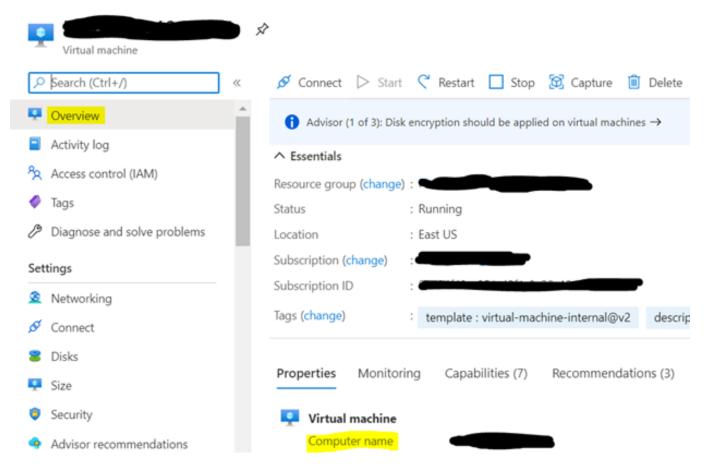
Service Management: As-Is Change Management (ServiceNow)

- Please select the respective Cloud Factory assignment group when raising a change request in Service Now
- 2. Azure Security Operations

Assignment Group: Azure Cloud Factory - Security Operations

Solution

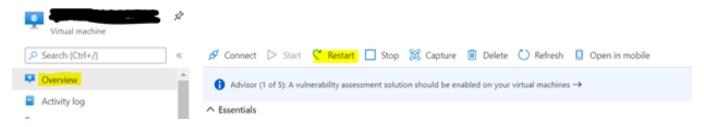
- Go to Azure Portal and search the virtual machine.
- In the left menu, Click on Overview and check the Computer Name and it will appear as NA.



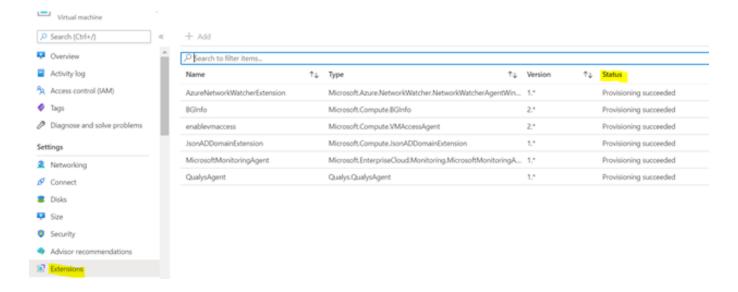
• In the left menu, under Settings, select Extensions and check the status. Sample screenshot is given below:



• In left menu, click on Overview and then click Restart.



 Once the VM is successfully restarted. Check the Extensions status. It should be "Provisioning succeeded". Try to access the VM, it should work.



Related articles

To get more insights on azure virtual machine extensions, refer below link:

https://docs.microsoft.com/en-us/azure/virtual-machines/extensions/overview