

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.

Virtual machine

Search (Ctrl+/)

Connect Start Restart Stop Capture Delete

Advisor (1 of 3): Disk encryption should be applied on virtual machines →

Essentials

Resource group (change) : [redacted]

Status : Running

Location : East US

Subscription (change) : [redacted]

Subscription ID : [redacted]

Tags (change) : template : virtual-machine-internal@v2 descrip

Properties Monitoring Capabilities (7) Recommendations (3)

Virtual machine

Computer name [redacted]

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

Virtual machine

Search (Ctrl+/)

Tags Diagnose and solve problems

Settings

Networking Connect Disks Size Security Advisor recommendations Extensions Continuous delivery Availability = scaling

Some details about the installed extensions are unavailable. This can occur when the virtual machine is stopped or the agent is unresponsive.

Name	Type	Version	Status
AzureNetworkWatcherExtension			Unavailable
BQinfo			Unavailable
enablevmaccess			Unavailable
JsonACDomainExtension			Unavailable
MicrosoftMonitoringAgent			Unavailable
QualysAgent			Unavailable

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

Virtual machine

Search (Ctrl+/)

Connect Start Restart Stop Capture Delete Refresh Open in mobile

Advisor (1 of 5): A vulnerability assessment solution should be enabled on your virtual machines →

Essentials

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

Virtual machine

Search (Ctrl+F)

Overview

Activity log

Access control (IAM)

Tags

Diagnose and solve problems

Settings

Networking

Connect

Disks

Size

Security

Advisor recommendations

Extensions

+

Add

Search to filter items...

Name	↑↓	Type	↑↓	Version	↑↓	Status
AzureNetworkWatcherExtension		Microsoft.Azure.NetworkWatcher.NetworkWatcherAgentWin...		1.*		Provisioning succeeded
BGInfo		Microsoft.Compute.BGInfo		2.*		Provisioning succeeded
enablevmaccess		Microsoft.Compute.VMAccessAgent		2.*		Provisioning succeeded
JsonADDomainExtension		Microsoft.Compute.JsonADDomainExtension		1.*		Provisioning succeeded
MicrosoftMonitoringAgent		Microsoft.EnterpriseCloud.Monitoring.MicrosoftMonitoringA...		1.*		Provisioning succeeded
QualysAgent		Qualys.QualysAgent		1.*		Provisioning succeeded

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>