

LatestImageVersion_ACG

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Tags:

- cw.ACG
- cw.TSG

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Scenario:

Customer is trying to create a VM with "latest" and doesn't use an expected image version:

Error: "The image version it picks is very old."

When the customer creates VMs from the "latest" image definition using the "Create VM" button on the Image Definition page, it deploys a much older image version (i.e.: version 2.12.17, which is more than a year older) instead of the newest one.

A customer can notice this if the servers built from the "latest" image contain files with very old modified dates, as well as some recent configuration changes that might be missed (i.e. the amount of inodes was much higher on the newest image version compared to the amount of inodes on the new VMs).

The workaround is to deploy a VM using the specific image version. If they use the "Create VM" button under "gallery image > definition > version x.x.x" in the portal, then it deploys the correct version. However, when the customer creates it from the image definition portal blade, it deploys "a very old version", even though the option for "latest" image version is selected.

Troubleshooting Steps:

Step 1: Verify that the latest image does have "excludeFromLatest" set to FALSE. Step 2: Confirm that the issue only reproduces when using "latest" version or not specifying any version number. Step 3: Confirm that the customer can deploy VMs from the "latest" version by specifying that exact version number.

Mitigation:

The behavior the customer is having when creating a VM from the latest version is correct. The latest version is not associated with the latest version created per say but by the values the customer provides for the version as stated in our public documentation: (<https://docs.microsoft.com/en-us/azure/virtual-machines/shared-image-galleries?tabs=azure-cli#image-versions> ).

Please let the customer reference the screenshot below: [

Image versions

An **image version** is what you use to create a VM. You can have multiple versions of an image as needed for your environment. When you use an **image version** to create a VM, the image version is used to create new disks for the VM. Image versions can be used multiple times.

The properties of an image version are:

- **Version number.** This is used as the name of the image version. It is always in the format: **MajorVersion.MinorVersion.Patch**. When you specify to use **latest** when creating a VM, the latest image is chosen based on the highest MajorVersion, then MinorVersion, then Patch.

]

We can also check in Kusto all the versions that the customer has under that gallery definition:

```
Execute: [Web] [Desktop] [Web (Lens)] [Desktop (SAW)] https://azcrpbi.kusto.windows.net/bi_allprod
cluster('azcrpbifollower').database('pirbi_allprod').GalleryImageVersion
| where SubscriptionId == "4fff3409-9753-44de-80f1-2b15b5b83378"
| where GalleryName has "prodaappimagegallery"
| where GalleryImageName has "prodappserverimage"
| distinct GalleryImageVersionName
```


The output would look like the example below:

GalleryImageVersionName

1.0.0
1.0.1
2.12.1
2.12.16
2.12.17
2.12.2
2.12.3
2.12.4
2.12.5
2.2.18
2.2.19
2.2.20
2.2.21
2.2.22
2.2.23
2.2.24
2.2.25
2.2.26
2.2.27
2.2.28
2.2.30
2.2.31
2.2.32
2.2.33
2.2.34
2.2.35
2.2.12

In the public documentation, the highest MajorVersion is 2, the highest MinorVersion is 12 and the highest Patch is 17, which equates to the "2.12.17" version, which is the one we are seeing the VM being created from. The customer needs to create the new versions with a higher MinorVersion, for example a "2.13.X" or a higher Patch, for example a "2.12.18".


Root Cause Analysis: RCA

By design, when you specify to use "latest" when creating a VM, the latest image is chosen based on the highest MajorVersion, then MinorVersion, then Patch: (<https://docs.microsoft.com/en-us/azure/virtual-machines/shared-image-galleries?tabs=azure-cli#image-versions> ).

Related Articles:

[Share VM Images in a Compute Gallery](#)  [Creating an Image Definition and an Image Version](#) 

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