

# Resource has a Different Plan\_ACG

Last updated by | David Goebel | May 19, 2022 at 11:02 AM PDT

## Tags

cw.ACG

cw.TSG

## Contents


- [Summary](#)
- [Symptom](#)
- [Troubleshooting](#)
- [Mitigation](#)
- [Need additional help or have feedback?](#)

## Summary

The customer tries to create a new image (image version) in the Shared Image Gallery by clicking the Capture button in the portal and receives an error.

## Symptom

<b>Error Code</b>	Conflict
<b>Error Message</b>	The resource with id <resourceURI> has a different plan [{"name":"<Purchase Plan Name>","publisher":"<Purchase Plan Publisher>","product":"<Purchase Plan Product>","promotionCode":null}] than the parent gallery image plan ['null'].

There are many different known errors codes a customer can run into during this capture scenario. An exhaustive list of error messages AND mitigations for SIG is detailed internally [here](#). There is also a public doc [here](#) .

## Troubleshooting

Since this is technically part of the capture process it is seen as a deployment. If you look at the ARM operations at the subscription level under the operations tab, you can filter for a status of **Failed**, the Resource Group Name, and an Operation Name of **Microsoft.Resources/deployments/write**, the Resource Name will start with **Microsoft.Compute-CaptureVM**.

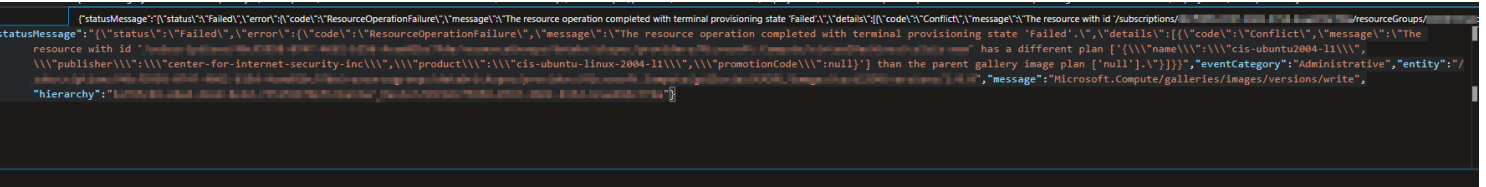
Once you have found the operation you can expand it and click on the Event Services Entries Kusto link.

Event Time	Operation Name	Status	Correlation Id	Service Request Id	Resource Name	Resource Group Name
Resource Provider Name: Microsoft.Compute						
2021-02-03T22:09:40.2757874Z	Microsoft.Compute/galleries/images/write	Failed		N/A		
2021-02-03T22:09:40.2257804Z	Microsoft.Compute/galleries/images/write	Failed				
2021-02-03T20:29:40.0483954Z	Microsoft.Compute/galleries/images/delete	Failed		N/A		
Resource Provider Name: Microsoft.Network						
2021-02-04T01:34:48.6465309Z	Microsoft.Network/virtualNetworks/virtualNetworkPeerings/write	Failed				
Resource Provider Name: Microsoft.Resources						
2021-02-03T22:09:40.4558490Z	Microsoft.Resources/deployments/write	Failed		N/A	Microsoft.Compute-CaptureVM-20210203140725	
Event Time	2021-02-03T22:09:40.4558490Z					
Operation Name	Microsoft.Resources/deployments/write					
Status	Failed					
Correlation Id						
Service Request Id	N/A					
Action	Microsoft.Resources/deployments/write					
Scope						
Operation Id						
Submission Timestamp	2/3/2021 10:09:40 PM					
Sub Status	N/A					
Error Code	N/A					
Error Message	N/A					
Details Code	N/A					
Details Message	N/A					
HTTP Incoming	<a href="#">Kusto Link</a>					
HTTP Outgoing	<a href="#">Kusto Link</a>					
Job Traces	<a href="#">Kusto Link</a>					
Event Services Entries	<a href="#">Kusto Link</a>					

If you prefer a kusto query to accomplish this:

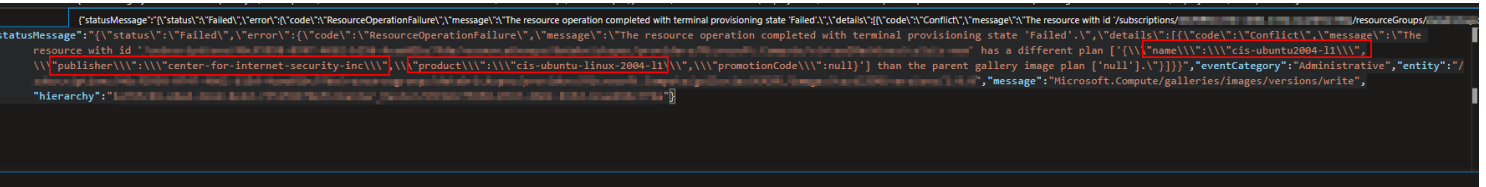
```
cluster('Armprod.kusto.windows.net').database('ARMPProd').EventServiceEntries
| where (TIMESTAMP >= datetime(2021-02-03T21:59:40Z) and TIMESTAMP < datetime(2021-02-03T23:19:40Z))
| where correlationId has '@'correlationID'
| where status =~ "failed"
```

In the Event Services Entries logs, find the failed gallery write operation and look at the properties. It will contain the error message.




## Mitigation

The Image Definition will need to be re-created and the Purchase plan information will need to be specified. The error tells you the necessary information.



For assistance specifying the Purchase plan information when creating an image definition, please visit this [How-To TSG](#).

## Need additional help or have feedback?

<i>To engage the Azure Compute Gallery SMEs...</i>	<i>To provide feedback on this page...</i>	<i>To provide kudos on this page...</i>
<p>Please reach out to the <a href="#">Azure Compute Gallery SMEs</a>  AVA channel via Teams.</p> <p>Make sure to use the <a href="#">Ava process</a> for faster assistance.</p>	<p>Use the <a href="#">Azure Compute Gallery Feedback</a> form to submit detailed feedback on improvements or new content ideas for Azure Compute Gallery.</p> <p><b>Please note</b> the link to the page is required when submitting feedback on existing pages! If it is a new content idea, please put N/A in the Wiki Page Link.</p>	<p>Use the <a href="#">Azure Compute Gallery Kudos</a> form to submit kudos on the page. Kudos will help us improve our wiki content overall!</p> <p><b>Please note</b> the link to the page is required when submitting kudos!</p>