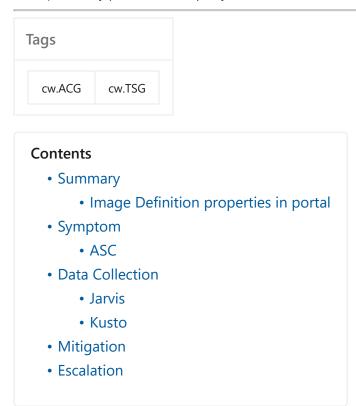
Cannot Create Gallery Image Version_ACG

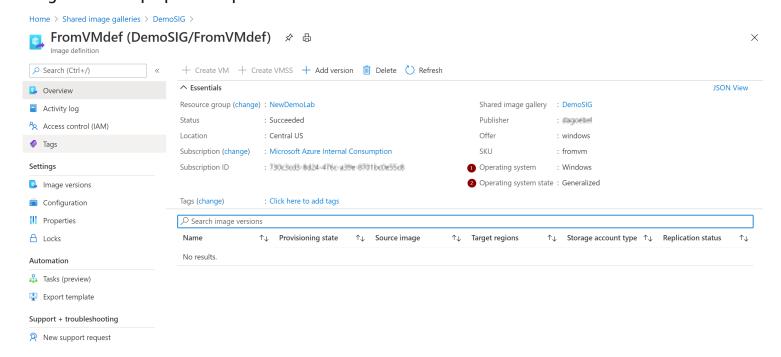
Last updated by | David Goebel | May 19, 2022 at 11:02 AM PDT



Summary

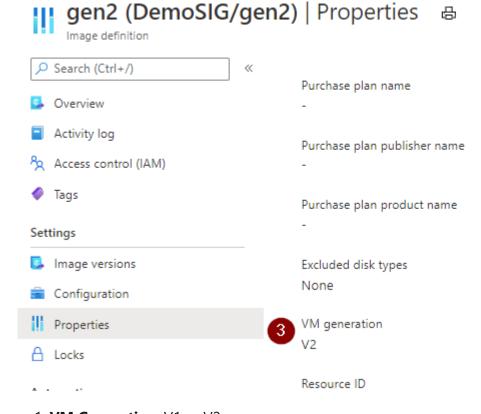
The customer tries to create an image version and one of the properties of the source do not match the <u>properties defined in the image definition.</u>

Image Definition properties in portal



- 1. Operating System: Windows or linux
- 2. Operating System State: Generalized or Specialized

Home > Shared image galleries > DemoSIG > gen2 (DemoSIG/gen2)



1. VM Generation: V1 or V2

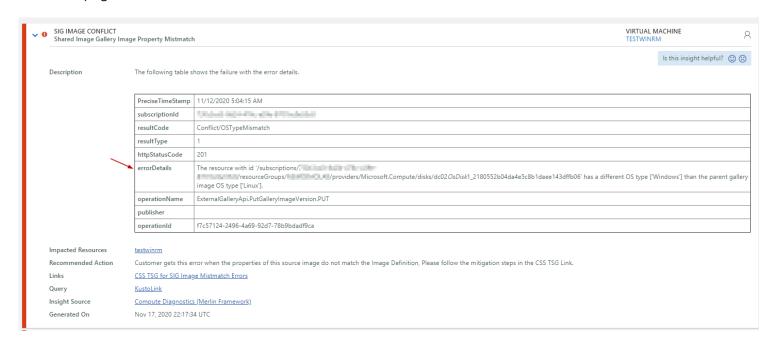
Symptom

Customer operation will fail with an error code similar to one of the below error codes:

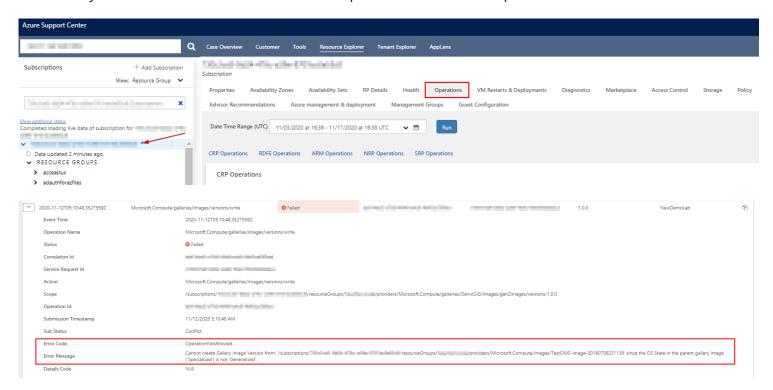
Details Code	Details Message
Conflict	The resource with id '/subscriptions/ <subid>/resourceGroups/<rgname>/providers/Microsoft.Cohas a different OS type ['Linux'] than the parent gallery image OS type ['Windows</rgname></subid>
Conflict	The resource with id '/subscriptions/ <subid>/resourceGroups/<rgname>/providers/Microsoft.Cohas a different Hypervisor generation ['V1'] than the parent gallery image Hypervisor</rgname></subid>
OperationNotAllowed	Cannot create Gallery Image Version from: '/subscriptions/ <subid>/resourceGroups/<rgname>/providers/Microsoft.Cosince the OS State in the parent gallery image ('Specialized') is not 'Generalized')</rgname></subid>

ASC

If the case was routed correctly for the issue an insight will fire for the error and will be visible on the Case Overview page in ASC.



Otherwise you can find the error under the ARM operations at the subscription level.



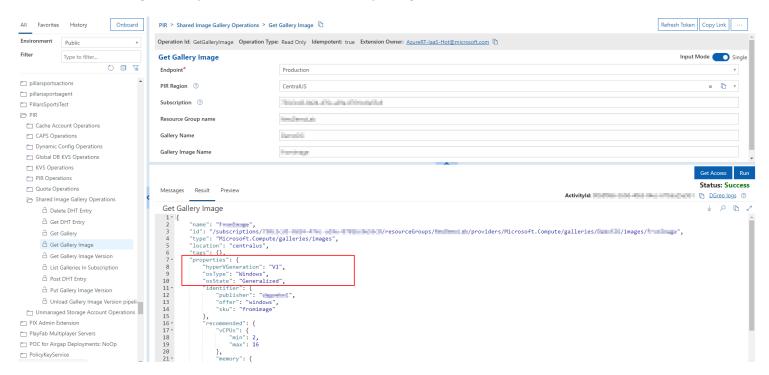
Data Collection

Currently the properties for a SIG Image Definition are not in ASC.

Jarvis

Go to Geneva Actions ☑

PIR -> Shared Image Gallery Operations -> Get Gallery Image



Kusto

Gallery image definition properties:

Execute in [Web] [Desktop] [https://azcrpbifollower.kusto.windows.net/pirbi allprod [2]

```
GalleryImage
| where PreciseTimeStamp > ago(4h) and SubscriptionId == ""
| project SubscriptionId, ResourceGroupName, GalleryName, GalleryImageName, HyperVGeneration, OsType, OsState,
```

Mitigation

The customer will need to either select an Image Version source that matches the properties of the Image Definition or create a new Image Definition with properties that will allow that image source.

Escalation

::: template /.templates/Azure-Virtual-Machine-SIG-Escalation-Template
::: template /.templates/Azure-Virtual-Machine-SIG-Feedback-Template.md

https://supportability.visualstudio.com/AzurelaaSVM/_wiki/wikis/AzurelaaSVM/606707/Cannot-Create-Gallery-Image-Version_ACG