Resource has a Different Plan_ACG

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


Tags	
cw.ACG	cw.TSG

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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

Error Code	Conflict
Error Message	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**.
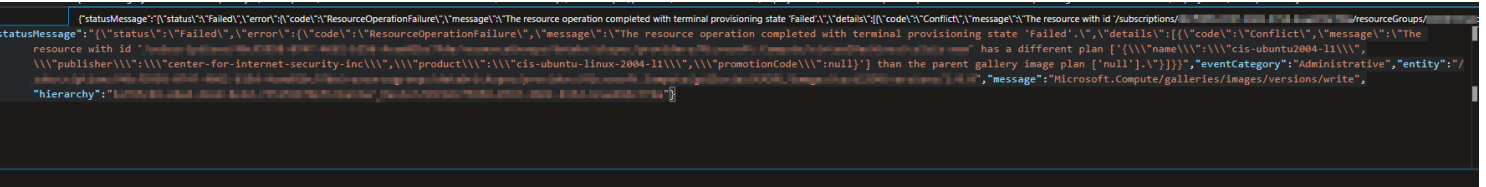
Once you have found the operation you can expand it and click on the Event Services Entries Kusto link.
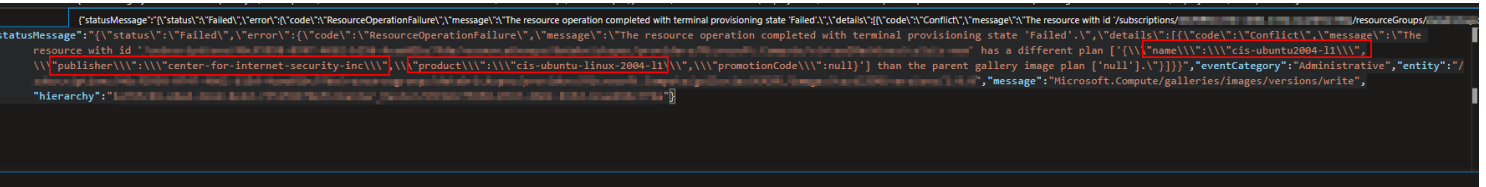
If you prefer a kusto query to accomplish this:

```
cluster('Armprod.kusto.windows.net').database('ARMProd').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?

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