

Cannot Create Shared Image Version_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 Version component on Shared Image Gallery is the third and last object customer needs to create to use this feature.

Besides being defined within the gallery and definition, it is here where customer will correlate the SIG with the managed image he wants to replicate on different locations.

Replication Regions

All public regions except Australia Central and Australia Central 2 are available for customer to replicate the image.

To Replicate to Australia Central and Australia Central 2, customer subscription needs to be whitelisted. (If customer requestes it: <https://www.microsoft.com/en-au/central-regions-eligibility/> )

Possible causes for issues

Source image is not on succeeded state or exists. Replication status took too long leading to time out.

Version settings

Using Jarvis Actions, you can see the settings of the Version.

Check [HowTo List Gallery Image Versions and verify Replication Status](#)

Errors

Cannot Create version due to invalid name

Error that customer sees:

```
ErrorCode: InvalidParameter
ErrorMessage: The image version name is invalid. The image version name should follow Major(int).Minor(int)
1.0.0, 2018.12.1 etc.
ErrorTarget: galleryImageVersionName
StatusCode: 400
ReasonPhrase: Bad Request
```

Mitigation

Confirm if the name is using the following characters: numbers and periods.

Cannot Create version due to Image not found

Error that customer sees:

```
ErrorCode: NotFound
ErrorMessage: Source Image
'/subscriptions/SUBSID/resourceGroups/RG/providers/Microsoft.Compute/images/IMAGE' is not found.
Please check source image exists, and is in the same region as gallery image version being created.
Status: Failed
```

Mitigation

The source image needs to exist, on the same region as the image version and on the same subscription of the gallery is being created.

Confirm too if it exists.

Cannot Create version due to Image being in use

Error that customer sees:

```

ErrorCode: Conflict
ErrorMessage: The source image '/subscriptions/SUBSID/resourceGroups/RG/providers/Microsoft.Compute/image
another replication currently. Please retry after some time.
Status: Failed

```

Mitigation

Confirm if customer is not using same managed image on another operation. If yes, he will need to wait for it to finish.

Cannot Create version due to Replication on all target regions not complete

Error that customer sees:

```

ErrorCode: Failed
ErrorMessage: Replication to all the target regions not completed. The replication job has not completed a
Status: Failed

```

Mitigation

Confirm which targets have not been completed.

From customer side:



- Using CLI:

```
az sig image-version show -g RESOURCEGROUP -r GALLERYNAME -i DEFINITIONNAME --gallery-image-version VERSION
```

- Using PowerShell:

```
Get-AzGalleryImageVersion -ResourceGroupName "RESOURCEGROUP" -GalleryName "GALLERYNAME" -GalleryImageDefin
```

From Jarvis:

- Get the Activity ID (Operation ID): [CapsApiQosEvent](#) 
- Filtering by subscription ID it will provide on a timestamp which operations were done.
 - For confirming the replication status itself, the rightful operationName would be: ExternalGalleryApi.PutGalleryImageVersion.PUT
 - To confirm which operation customer is requesting assistance you can find customer error on errorDetails
 - After getting Operation ID you can check via [CapsContextActivityEvent](#)  the operation itself.
 - Filtering by Activity ID (same as Operation ID) it will provide the messages on a timestamp which operation was being done.

Most of the operations fail with timeout due to the size of the image. This time out occurs after 6 hours at this point in time. Under the Jarvis logs for the Context Activity you will see something similar to:

```
Operation failed: InternalExecutionError: An internal execution error occurred. InternalDetail: System.Timeout
Execution timed out after 06:00:00. Last executing block: CopySeedBlobsIntoRegionBlock (Build).
```



Check the size of the image:

On the Jarvis Context Activity, you will have a log that will start with: "Input gallery image version is"

Search for it under Jarvis and you will have the os and data disk sizes under there.

If image does not have data disks:


- Ask customer to delete the version and create it once again

If image has data disks:

- If the data disk size is smaller than 200 GB, ask customer to delete the version and create it once again
- If the data disk is bigger than 200 GB, inform customer that SIG is currently not supported for big images sizes.

""Note:"" Depending on the type of customer and needs, engineering team might agreed on increasing the Timeout up to 24h.

Need additional help or have feedback?

<i>To enage 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 Azure Compute Gallery SMEs  AVA channel via Teams.</p> <p>Make sure to use the Ava process for faster assistance.</p>	<p>Use the Azure Compute Gallery Feedback form to submit detailed feedback on improvements or new content ideas for Azure Compute Gallery.</p> <p>Please note 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 Azure Compute Gallery Kudos form to submit kudos on the page. Kudos will help us improve our wiki content overall!</p> <p>Please note the link to the page is required when submitting kudos!</p>