* **Cloud-Init Service Issue**

**Issue:-**

Agent status was not ready and while trying to login we see "WARNING Daemon cloud-init does not appear to be running"

**Error:-**

Prod-GoKhana-Backend-Server-1 login: 2021/04/18 17:21:07.188096 INFO Daemon Waiting for cloud-init to copy ovf-env.xml to /var/lib/waagent/ovf-env.xml [593 retries remaining, sleeping 1s]

**Observations:-**

While trying to connect to machine using serial console we came to the same above error on backend server 2/server1

Things verified for troubleshooting:-

Verified WAlinuxagent service status and Waagent version

Verified the cloud-init service status

**Isolation:-**

Navigated to the path cd /var/lib/waagent looked for ovf-env.xml which seemed to be missing.

**Applied method for the Resolution:**

Since the ovf-env.xml wont be generated automatically

So to trouble shoot we created the file ovf-env.xml using followng command on both the servers

# touch ovf-env.xml

copied the following content on it from one of the working server and restarted both cloud-init and walinuxagent services and checked their status i.e

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<ns0:Environment xmlns:ns0="http://schemas.dmtf.org/ovf/environment/1" xmlns:ns1="http://schemas.microsoft.com/windowsazure" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">

<ns1:ProvisioningSection>

<ns1:Version>1.0</ns1:Version>

<ns1:LinuxProvisioningConfigurationSet>

<ns1:ConfigurationSetType>LinuxProvisioningConfiguration</ns1:ConfigurationSetType>

<ns1:UserName>azureuser</ns1:UserName>

<ns1:DisableSshPasswordAuthentication>false</ns1:DisableSshPasswordAuthentication>

<ns1:HostName>ubuntu-machine</ns1:HostName><ns1:UserPassword>REDACTED</ns1:UserPassword></ns1:LinuxProvisioningConfigurationSet>

</ns1:ProvisioningSection>

<ns1:PlatformSettingsSection>

<ns1:Version>1.0</ns1:Version>

<ns1:PlatformSettings>

<ns1:KmsServerHostname>kms.core.windows.net</ns1:KmsServerHostname>

<ns1:ProvisionGuestAgent>true</ns1:ProvisionGuestAgent>

<ns1:GuestAgentPackageName xsi:nil="true" />

<ns1:RetainWindowsPEPassInUnattend>true</ns1:RetainWindowsPEPassInUnattend>

<ns1:RetainOfflineServicingPassInUnattend>true</ns1:RetainOfflineServicingPassInUnattend>

<ns1:PreprovisionedVm>false</ns1:PreprovisionedVm>

<ns1:EnableTrustedImageIdentifier>false</ns1:EnableTrustedImageIdentifier>

<ns1:PreprovisionedVMType xsi:nil="true" />

</ns1:PlatformSettings>

</ns1:PlatformSettingsSection>

</ns0:Environment>

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# systemctl restart cloud-init

# systemctl status cloud-init

# systemctl restart walinuxagent

# systemctl status walinuxagent