SMARTTILE · DEVICEAUTOMATE™ · CLOUDAUTOMATE · MICROSOFT AZURE

Azure virtual machines, watched like the rest of the network

An Entra ID app registration with a custom read-only role turns each Azure virtual machine into an ordinary SmartTile device — power state, Azure Monitor metrics, uptime history, Cost Management spend and Defender for Cloud findings — alerting and ticketing in the IT Service Management (ITSM) system your team already uses.

SMARTTILE INTEGRATES WITH

Microsoft Azure — Virtual Machines in one subscription, through Azure Resource Manager (Compute, Network, Monitor, Cost Management, Defender for Cloud) with an Entra ID app registration (tenant ID, client ID, client secret).

HOW SMARTTILE AUTOMATES IT

Imports each VM one-to-one as a device under an "Azure <region>" location, reads its power state and instance-view health every 60 s so a stopped or erroring VM goes DOWN and tickets like any device, and stores Azure Monitor metrics every 5 min for health thresholds.

CATEGORY

Device
DeviceAutomate™

Azure VMs usually live in the portal, not on the NOC's screen. SmartTile CloudAutomate signs in as a service principal holding a **custom role that can only read**, and makes each VM a device: the power state Azure reports on this poll decides UP or DOWN. Save & Test shows exactly which scopes work on your subscription before anything imports.

What the Azure connection turns on

VMs as devices

Every VM in the subscription (or the regions you list) imported one-to-one under an "Azure eastus"-style location, with size, OS image, resource group, private and public IP. Re-import updates in place.

Up/down from Azure

Power state from the VM instance view every 60 s: running is UP; deallocated, stopped or any error-level status is DOWN after two polls. Every change lands in state history.

Azure Monitor metrics

Percentage CPU, network in/out, disk read/write operations, CPU credits remaining and available memory, every 5 min — feeding Device Health thresholds and the Uptime and Bandwidth charts.

Spend

Cost Management actual cost by day, by service and by location for the subscription, cached hourly on the Spend tab.

Defender for Cloud

Active Defender alerts, plus unhealthy high- and medium-severity security assessments (recommendations), hourly on the Security tab.

Honest when blind

If Azure stops answering for the app, its VMs turn UNKNOWN after ~6 minutes and the NOC gets one e-mail. A VM's creation time is never shown as uptime.

How it goes live — about eight minutes

1. In SmartTile: **DeviceAutomate** → **CloudAutomate** → **Azure**. Tick scopes (Monitoring always; Inventory, Spend, Security, Support). SmartTile generates the role.
2. Azure Portal → **Microsoft Entra ID** → **App registrations** → **New registration** `SmartTile CloudAutomate`. Copy the Application (client) ID and Directory (tenant) ID.
3. App → **Certificates & secrets** → **New client secret**. Copy the *Value* — shown once.
4. Subscription → **Access control (IAM)** → **Add custom role** → **JSON** → paste the generated role `SmartTile CloudAutomate Reader` (a flat CLI version is offered too).
5. **Add role assignment** → that role → the SmartTile app. Enter the four IDs in SmartTile → **Save & Test** → import.

SCOPE	ROLE ACTIONS ADDED
Monitoring	`virtualMachines/read`, `instanceView/read`, NIC + public IP read, `Insights/Metrics/Read`, subscription + locations read
Spend	`CostManagement/query/action`, usage details read
Security	`Security/alerts/read`, `Security/assessments/read`, NSG read
Support	`supportTickets/read` + `write` — the only write, and only if ticked

Save & Test gets a token, lists VMs, reads a metric, queries cost, lists Defender alerts and probes the support API — then records which scopes actually work. Memory needs the Azure Monitor agent.

Exactly what SmartTile calls on Azure

POST	`login.microsoftonline.com token`	Client-credential token for management.azure.com
GET	`virtualMachines.instanceView`	Every poll: PowerState + status levels
GET	`subscriptions.listLocations`	Regions available to the subscription
POST	`CostManagement query.usage`	Hourly actual cost by day, service, location
GET	`Microsoft.Support/supportTickets`	Probe: is a support plan with API access present
GET	`Compute virtualMachines.listAll`	Discovery of every VM in the subscription
GET	`networkInterfaces / publicIPAddresses`	Private and public IP of each VM
GET	`Insights metrics.list`	CPU, network, disk ops, memory, credits (PT5M)
GET	`Security alerts.list / assessments.list`	Hourly Defender alerts and recommendations
PUT	`Microsoft.Support/supportTickets/{name}`	Only when a case is opened — off by default

VM app-02 (eastus) — deallocated outside a change window

DEVICE DOWN

Device: app-02 · Standard_B2s · Location "Azure eastus" · resource group *rg-apps*

Seen by SmartTile: instance view PowerState *deallocated* on two polls → DOWN

Then: the company's normal ticket path — Rev.io or the connected ITSM system — with the outage on the Uptime chart and in state history

- PowerState deallocated — DOWN confirmed poll 2
- Outage ticket opened in the ITSM system per company rules
- PowerState running — UP, ticket follows its auto-close rule next poll

Security and control

Custom read-only role

SmartTile generates the role definition from the scopes you tick, in both the portal JSON and the Azure CLI shape. Without Support it contains only read actions.

Secret encrypted, never shown

The client secret is encrypted at rest when saved and never returned by the API. Tenant, client and subscription IDs are checked as GUIDs before saving.

Walled per company

Each company connects its own subscription; every CloudAutomate call is fenced to the caller's organization, and adding or testing an app needs an admin.

You choose what enters

Region, name and tag filters apply before discovery; the import table shows exactly what will be created or updated.

Every switch visible

Engine, status sync, health metrics, spend, security and support cases each have their own Engine Safety switch, plus a global kill switch.

Audited

App created, tested, updated or deleted and every import are written to the activity log; every sync to the Connections tab log.

Common questions

QUESTION	ANSWER
Can SmartTile change our subscription?	No — the generated role is read-only unless you tick Support, which adds only support-ticket read/write.
Several subscriptions?	One connection per subscription. Add each as its own connection; they all land on the same dashboard.

The VM you would have found in the Azure portal is already on the pane — with the ticket on its way.