



## ***Windows PowerShell Get-Help on Cmdlet 'New-AzSupportTicket'***

***PS:\>Get-HELP New-AzSupportTicket -Full***

### NAME

New-AzSupportTicket

### SYNOPSIS

Create a new support ticket for Subscription and Service limits (Quota), Technical, Billing, and Subscription Management issues for the specified subscription.

Learn the [prerequisites](<https://aka.ms/supportAPI>) required to create a support ticket.<br/><br/>Always call the Services and ProblemClassifications API to get the

most recent set of services and problem categories required for support ticket creation.<br/><br/>Adding attachments is not currently supported via the API.

To add a file to an existing support ticket, visit the [Manage support ticket]([https://portal.azure.com/#blade/Microsoft\\_Azure\\_Support/HelpAndSupportBlade/managesupportrequest](https://portal.azure.com/#blade/Microsoft_Azure_Support/HelpAndSupportBlade/managesupportrequest)) page in the Azure portal, select the support ticket, and use

the file upload control to add a new file.<br/><br/>Providing consent to share diagnostic information with Azure support is currently not supported via the API.

The Azure support engineer working on your ticket will reach out to you for consent if your issue requires gathering diagnostic information from your Azure

resources.<br/><br/>**\*\*Creating a support ticket for on-behalf-of\*\*:** Include `_x-ms-authorization-auxiliary_` header to provide an auxiliary token as per

[documentation](<https://docs.microsoft.com/azure/azure-resource-manager/management/authenticate-multi-tenant>)

The primary token will be from the tenant for whom a support ticket is being raised against the subscription, i.e.

Cloud solution provider (CSP) customer tenant.

The auxiliary token will be from the Cloud solution provider (CSP) partner tenant.

## SYNTAX

```
New-AzSupportTicket -Name <String> [-SubscriptionId <String>] -AdvancedDiagnosticConsent <String>
-ContactDetailCountry <String> -ContactDetailFirstName <String>
-ContactDetailLastName <String> -ContactDetailPreferredContactMethod <String>
-ContactDetailPreferredSupportLanguage <String> -ContactDetailPreferredTimeZone <String>
-ContactDetailPrimaryEmailAddress <String> -Description <String> -ProblemClassificationId <String> -ServiceId <String>
-Severity <String> -Title <String>
[-ContactDetailAdditionalEmailAddress <String[]>] [-ContactDetailPhoneNumber <String>] [-EnrollmentId <String>]
[-FileWorkspaceName <String>] [-ProblemScopingQuestion
<String>] [-ProblemStartTime <DateTime>] [-QuotaTicketDetailQuotaChangeRequest <IQuotaChangeRequest[]>]
[-QuotaTicketDetailQuotaChangeRequestSubType <String>]
[-QuotaTicketDetailQuotaChangeRequestVersion <String>] [-Require24X7Response] [-SecondaryConsent
<ISecondaryConsent[]>] [-SupportPlanId <String>] [-SupportTicketId
<String>] [-TechnicalTicketDetailResourceId <String>] [-DefaultProfile <PSObject>] [-AsJob] [-Break]
[-HttpPipelineAppend <SendAsyncStep[]>] [-HttpPipelinePrepend
<SendAsyncStep[]>] [-NoWait] [-Proxy <Uri>] [-ProxyCredential <PSCredential>] [-ProxyUseDefaultCredentials] [-WhatIf]
[-Confirm] [<CommonParameters>]
```

## DESCRIPTION

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## PARAMETERS

-Name <String>

Support ticket name.

Required?            true

Position?            named

Default value

Accept pipeline input?    false

Accept wildcard characters? false

-SubscriptionId <String>

The ID of the target subscription.

The value must be an UUID.

Required?            false

Position?            named

Default value

Accept pipeline input?    false

Accept wildcard characters? false

-AdvancedDiagnosticConsent <String>

Advanced diagnostic consent to be updated on the support ticket.

Required? true

Position? named

Default value

Accept pipeline input? false

Accept wildcard characters? false

-ContactDetailCountry <String>

Country of the user.

This is the ISO 3166-1 alpha-3 code.

Required? true

Position? named

Default value

Accept pipeline input? false

Accept wildcard characters? false

-ContactDetailFirstName <String>

First name.

Required? true

Position? named

Default value

Accept pipeline input? false

Accept wildcard characters? false

-ContactDetailLastName <String>

Last name.

Required? true

Position? named

Default value

Accept pipeline input? false

Accept wildcard characters? false

#### -ContactDetailPreferredContactMethod <String>

Preferred contact method.

Required? true

Position? named

Default value

Accept pipeline input? false

Accept wildcard characters? false

#### -ContactDetailPreferredSupportLanguage <String>

Preferred language of support from Azure.

Support languages vary based on the severity you choose for your support ticket.

Learn more at [Azure Severity and responsiveness](https://azure.microsoft.com/support/plans/response).

Use the standard language-country code.

Valid values are 'en-us' for English, 'zh-hans' for Chinese, 'es-es' for Spanish, 'fr-fr' for French, 'ja-jp' for Japanese, 'ko-kr' for Korean, 'ru-ru' for

Russian, 'pt-br' for Portuguese, 'it-it' for Italian, 'zh-tw' for Chinese and 'de-de' for German.

Required? true

Position? named

Default value

Accept pipeline input? false

Accept wildcard characters? false

#### -ContactDetailPreferredTimeZone <String>

Time zone of the user.

This is the name of the time zone from [Microsoft Time Zone Index Values](https://support.microsoft.com/help/973627/microsoft-time-zone-index-values).

Required? true  
Position? named  
Default value  
Accept pipeline input? false  
Accept wildcard characters? false

-ContactDetailPrimaryEmailAddress <String>

Primary email address.

Required? true  
Position? named  
Default value  
Accept pipeline input? false  
Accept wildcard characters? false

-Description <String>

Detailed description of the question or issue.

Required? true  
Position? named  
Default value  
Accept pipeline input? false  
Accept wildcard characters? false

-ProblemClassificationId <String>

Each Azure service has its own set of issue categories, also known as problem classification.

This parameter is the unique Id for the type of problem you are experiencing.

Required? true  
Position? named  
Default value  
Accept pipeline input? false  
Accept wildcard characters? false

-ServiceId <String>

This is the resource Id of the Azure service resource associated with the support ticket.

Required? true

Position? named

Default value

Accept pipeline input? false

Accept wildcard characters? false

-Severity <String>

A value that indicates the urgency of the case, which in turn determines the response time according to the service level agreement of the technical support plan you have with Azure.

Note: 'Highest critical impact', also known as the 'Emergency - Severe impact' level in the Azure portal is reserved only for our Premium customers.

Required? true

Position? named

Default value

Accept pipeline input? false

Accept wildcard characters? false

-Title <String>

Title of the support ticket.

Required? true

Position? named

Default value

Accept pipeline input? false

Accept wildcard characters? false

-ContactDetailAdditionalEmailAddress <String[]>

Additional email addresses listed will be copied on any correspondence about the support ticket.

Required? false

Position? named

Default value

Accept pipeline input? false

Accept wildcard characters? false

-ContactDetailPhoneNumber <String>

Phone number.

This is required if preferred contact method is phone.

Required? false

Position? named

Default value

Accept pipeline input? false

Accept wildcard characters? false

-EnrollmentId <String>

Enrollment Id associated with the support ticket.

Required? false

Position? named

Default value

Accept pipeline input? false

Accept wildcard characters? false

-FileWorkspaceName <String>

File workspace name.

Required? false

Position? named

Default value



Accept pipeline input? false

Accept wildcard characters? false

#### -ProblemScopingQuestion <String>

Problem scoping questions associated with the support ticket.

Required? false

Position? named

Default value

Accept pipeline input? false

Accept wildcard characters? false

#### -ProblemStartTime <DateTime>

Time in UTC (ISO 8601 format) when the problem started.

Required? false

Position? named

Default value

Accept pipeline input? false

Accept wildcard characters? false

#### -QuotaTicketDetailQuotaChangeRequest <IQuotaChangeRequest[]>

This property is required for providing the region and new quota limits.

Required? false

Position? named

Default value

Accept pipeline input? false

Accept wildcard characters? false

#### -QuotaTicketDetailQuotaChangeRequestSubType <String>

Required for certain quota types when there is a sub type, such as Batch, for which you are requesting a quota increase.

Required? false  
Position? named  
Default value  
Accept pipeline input? false  
Accept wildcard characters? false

-QuotaTicketDetailQuotaChangeRequestVersion <String>

Quota change request version.

Required? false  
Position? named  
Default value  
Accept pipeline input? false  
Accept wildcard characters? false

-Require24X7Response [<SwitchParameter>]

Indicates if this requires a 24x7 response from Azure.

Required? false  
Position? named  
Default value False  
Accept pipeline input? false  
Accept wildcard characters? false

-SecondaryConsent <ISecondaryConsent[]>

This property indicates secondary consents for the support ticket

Required? false  
Position? named  
Default value  
Accept pipeline input? false  
Accept wildcard characters? false

-SupportPlanId <String>

Support plan id associated with the support ticket.

Required? false

Position? named

Default value

Accept pipeline input? false

Accept wildcard characters? false

-SupportTicketId <String>

System generated support ticket Id that is unique.

Required? false

Position? named

Default value

Accept pipeline input? false

Accept wildcard characters? false

-TechnicalTicketDetailResourceId <String>

This is the resource Id of the Azure service resource (For example: A virtual machine resource or an HDInsight resource) for which the support ticket is created.

Required? false

Position? named

Default value

Accept pipeline input? false

Accept wildcard characters? false

-DefaultProfile <PSObject>

The DefaultProfile parameter is not functional.

Use the SubscriptionId parameter when available if executing the cmdlet against a different subscription.

Required? false  
Position? named  
Default value  
Accept pipeline input? false  
Accept wildcard characters? false

**-AsJob [<SwitchParameter>]**

Run the command as a job

Required? false  
Position? named  
Default value False  
Accept pipeline input? false  
Accept wildcard characters? false

**-Break [<SwitchParameter>]**

Wait for .NET debugger to attach

Required? false  
Position? named  
Default value False  
Accept pipeline input? false  
Accept wildcard characters? false

**-HttpPipelineAppend <SendAsyncStep[]>**

SendAsync Pipeline Steps to be appended to the front of the pipeline

Required? false  
Position? named  
Default value  
Accept pipeline input? false  
Accept wildcard characters? false

#### -HttpPipelinePrepend <SendAsyncStep[]>

SendAsync Pipeline Steps to be prepended to the front of the pipeline

Required? false

Position? named

Default value

Accept pipeline input? false

Accept wildcard characters? false

#### -NoWait [<SwitchParameter>]

Run the command asynchronously

Required? false

Position? named

Default value False

Accept pipeline input? false

Accept wildcard characters? false

#### -Proxy <Uri>

The URI for the proxy server to use

Required? false

Position? named

Default value

Accept pipeline input? false

Accept wildcard characters? false

#### -ProxyCredential <PSCredential>

Credentials for a proxy server to use for the remote call

Required? false

Position? named

Default value

Accept pipeline input? false

Accept wildcard characters? false

#### -ProxyUseDefaultCredentials [<SwitchParameter>]

Use the default credentials for the proxy

Required? false

Position? named

Default value False

Accept pipeline input? false

Accept wildcard characters? false

#### -WhatIf [<SwitchParameter>]

Required? false

Position? named

Default value

Accept pipeline input? false

Accept wildcard characters? false

#### -Confirm [<SwitchParameter>]

Required? false

Position? named

Default value

Accept pipeline input? false

Accept wildcard characters? false

#### <CommonParameters>

This cmdlet supports the common parameters: Verbose, Debug,

ErrorAction, ErrorVariable, WarningAction, WarningVariable,

OutBuffer, PipelineVariable, and OutVariable. For more information, see

about\_CommonParameters (<https://go.microsoft.com/fwlink/?LinkID=113216>).

## INPUTS

## OUTPUTS

Microsoft.Azure.PowerShell.Cmdlets.Support.Models.ISupportTicketDetails

## NOTES

### COMPLEX PARAMETER PROPERTIES

To create the parameters described below, construct a hash table containing the appropriate properties. For information on hash tables, run Get-Help

about\_Hash\_Tables.

QUOTATICKETDETAILQUOTACHANGEREQUEST <IQuotaChangeRequest[]>: This property is required for providing the region and new quota limits.

[Payload <String>]: Payload of the quota increase request.

[Region <String>]: Region for which the quota increase request is being made.

SECONDARYCONSENT <ISecondaryConsent[]>: This property indicates secondary consents for the support ticket

[Type <String>]: The service name for which the secondary consent is being provided. The value needs to be retrieved from the Problem Classification API response.

[UserConsent <String>]: User consent value provided

----- EXAMPLE 1 -----

```
PS C:\>New-AzSupportTicket -Name "test12345678" -AdvancedDiagnosticConsent "no"
-ContactDetailPrimaryEmailAddress "test@test.com" -ContactDetailFirstName "test"
-ContactDetailLastName "test" -ContactDetailPreferredContactMethod "email" -ContactDetailPreferredTimeZone "Pacific
Standard Time"
```

-ContactDetailPreferredSupportLanguage "en-US" -ContactDetailCountry "usa" -Description "test ticket - please ignore and close" -Severity "minimal" -Title "test  
 ticket - please ignore and close" -ServiceId  
 "/providers/Microsoft.Support/services/517f2da6-78fd-0498-4e22-ad26996b1dfc" -ProblemClassificationId  
 "/providers/Microsoft.Support/services/517f2da6-78fd-0498-4e22-ad26996b1dfc/problemClassifications/3ec1a070-f242-9ecf-5a7c-e1a88ce029ef"

----- EXAMPLE 2 -----

PS C:\>New-AzSupportTicket -Name "test\_ticket\_1234" -AdvancedDiagnosticConsent "Yes" -ContactDetailCountry  
 "USA" -ContactDetailFirstName "firstName"  
 -ContactDetailLastName "lastName" -ContactDetailPreferredContactMethod "email"  
 -ContactDetailPreferredSupportLanguage "en-US" -ContactDetailPreferredTimeZone "Pacific  
 Standard Time" -ContactDetailPrimaryEmailAddress "test@test.com" -Description "test ticket please ignore and close"  
 -ProblemClassificationId  
 "/providers/microsoft.support/services/06bfd9d3-516b-d5c6-5802-169c800dec89/problemclassifications/e12e3d1d-7fa0-af33-  
 c6d0-3c50df9658a3" -ServiceId  
 "/providers/microsoft.support/services/06bfd9d3-516b-d5c6-5802-169c800dec89" -Severity "minimal" -Title "test"  
 -QuotaTicketDetailQuotaChangeRequest @(@{ Payload =  
 "{ \"VMFamily\": \"BS Series\", \"NewLimit\": \"353\", \"DeploymentStack\": \"ARM\", \"Type\": \"Regional\", \"EdgeZone\": \"\" }";  
 Region = "EASTUS"})  
 -QuotaTicketDetailQuotaChangeRequestVersion "1.0"



----- EXAMPLE 3 -----

```
PS C:\>New-AzSupportTicket -Name "testticket12345" -AdvancedDiagnosticConsent "Yes" -ContactDetailCountry "USA"
-ContactDetailFirstName "firstName"
                        -ContactDetailLastName      "lastName"      -ContactDetailPreferredContactMethod      "email"
-ContactDetailPreferredSupportLanguage "en-US" -ContactDetailPreferredTimeZone "Pacific
Standard Time" -ContactDetailPrimaryEmailAddress "test@test.com" -Description "test ticket" -ProblemClassificationId
"/providers/microsoft.support/services/40ef020e-8ae7-8d57-b538-9153c47cee69/problemclassifications/72d14431-fb9e-7a2
1-0fa8-d3e4ac446e7a" -ServiceId
                        "/providers/microsoft.support/services/40ef020e-8ae7-8d57-b538-9153c47cee69" -Severity "minimal" -Title "test"
-TechnicalTicketDetailResourceId

"/subscriptions/5aa67f0c-95b9-42c1-8eb0-dbea7a4d1374/resourceGroups/testResourceGroup/providers/Microsoft.Compute
/virtualMachines/TESTMV"
```

## RELATED LINKS

<https://learn.microsoft.com/powershell/module/az.support/new-azsupportticket>