



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

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

### **NAME**

Update-AzSupportTicket

### **SYNOPSIS**

This API allows you to update the severity level, ticket status, advanced diagnostic consent and your contact information in the support ticket.<br/><br/>Note: The

severity levels cannot be changed if a support ticket is actively being worked upon by an Azure support engineer.

In such a case, contact your support engineer to request severity update by adding a new communication using the Communications API.

### **SYNTAX**

```
Update-AzSupportTicket -Name <String> [-SubscriptionId <String>] [-AdvancedDiagnosticConsent <String>]
[-ContactDetailAdditionalEmailAddress <String[]>]
[-ContactDetailCountry <String>] [-ContactDetailFirstName <String>] [-ContactDetailLastName <String>]
[-ContactDetailPhoneNumber <String>]
[-ContactDetailPreferredContactMethod <String>] [-ContactDetailPreferredSupportLanguage <String>]
[-ContactDetailPreferredTimeZone <String>]
[-ContactDetailPrimaryEmailAddress <String>] [-SecondaryConsent <ISecondaryConsent[]>] [-Severity <String>] [-Status
<String>] [-DefaultProfile <PSObject>] [-Break]
```

```

[-HttpPipelineAppend <SendAsyncStep[]>] [-HttpPipelinePrepend <SendAsyncStep[]>] [-Proxy <Uri>] [-ProxyCredential
<PSCredential>] [-ProxyUseDefaultCredentials]

[-WhatIf] [-Confirm] [<CommonParameters>]

Update-AzSupportTicket -InputObject <ISupportIdentity> [-AdvancedDiagnosticConsent <String>]
[-ContactDetailAdditionalEmailAddress <String[]>] [-ContactDetailCountry
<String>] [-ContactDetailFirstName <String>] [-ContactDetailLastName <String>] [-ContactDetailPhoneNumber <String>]
[-ContactDetailPreferredContactMethod <String>]
[-ContactDetailPreferredSupportLanguage <String>] [-ContactDetailPreferredTimeZone <String>]
[-ContactDetailPrimaryEmailAddress <String>] [-SecondaryConsent
<ISupportConsent[]>] [-Severity <String>] [-Status <String>] [-DefaultProfile <PSObject>] [-Break]
[-HttpPipelineAppend <SendAsyncStep[]>] [-HttpPipelinePrepend
<SendAsyncStep[]>] [-Proxy <Uri>] [-ProxyCredential <PSCredential>] [-ProxyUseDefaultCredentials] [-WhatIf] [-Confirm]
[<CommonParameters>]

```

## DESCRIPTION

This API allows you to update the severity level, ticket status, advanced diagnostic consent and your contact information in the support ticket.

**Note:** The severity levels cannot be changed if a support ticket is actively being worked upon by an Azure support engineer.

In such a case, contact your support engineer to request severity update by adding a new communication using the Communications API.

## 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

-InputObject <ISupportIdentity>

Identity Parameter

Required? true

Position? named

Default value

Accept pipeline input? true (ByValue)

Accept wildcard characters? false

-AdvancedDiagnosticConsent <String>

Advanced diagnostic consent to be updated on the support ticket.

Required? false

Position? named

Default value

Accept pipeline input? false

Accept wildcard characters? false

-ContactDetailAdditionalEmailAddress <String[]>

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

-ContactDetailCountry <String>

Country of the user.

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

Required?                  false

Position?                  named

Default value

Accept pipeline input?    false

Accept wildcard characters? false

-ContactDetailFirstName <String>

First name.

Required?                  false

Position?                  named

Default value

Accept pipeline input?    false

Accept wildcard characters? false

-ContactDetailLastName <String>

Last name.

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

#### -ContactDetailPreferredContactMethod <String>

Preferred contact method.

Required? false

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? false

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? false

Position? named

Default value

Accept pipeline input? false

Accept wildcard characters? false

-ContactDetailPrimaryEmailAddress <String>

Primary email address.

Required? false

Position? named

Default value

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

-Severity <String>

Severity level.

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

-Status <String>

Status to be updated on the ticket.

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

-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

-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

Microsoft.Azure.PowerShell.Cmdlets.Support.Models.ISupportIdentity

## 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.

INPUTOBJECT <ISupportIdentity>: Identity Parameter

[ChatTranscriptName <String>]: ChatTranscript name.

[CommunicationName <String>]: Communication name.

[FileName <String>]: File Name

[FileWorkspaceName <String>]: File Workspace Name

[Id <String>]: Resource identity path

[ProblemClassificationName <String>]: Name of problem classification.

[ServiceName <String>]: Name of the Azure service.

[SubscriptionId <String>]: The ID of the target subscription. The value must be an UUID.

[SupportTicketName <String>]: Support ticket name.

SECONDARYCONSENT <ISupportSecondaryConsent[]>: 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:\>Update-AzSupportTicket -Name "test12345678" -Status "Closed"
```

#### RELATED LINKS

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