

Dear Customer,

We at SoftwareONE value your business and will always do our best to support you in the best way possible.



### Summary:

In the beginning of February Microsoft has made a change in their procedures on how CSP partners can open Microsoft Premier support cases for Azure, previously this way done by the phone hotline but this was not possible anymore due to security reasons.

These changes have made an impact and will require a change for some of our customers.

### What have we done in the meanwhile:

SoftwareONE has been working together with Microsoft to come up with a solution with all of our different clients. This was a long process but in the end we found a solution and this should result in a quicker and better response from Microsoft, if their support is needed.

### What is the new way:

Due to these mentioned security reasons all Azure premier support cases will have to be opened by the CSP from the clients own subscription, this means we will require rights on all of the subscriptions. Previously it was possible to provide support without the AdminAgent(Foreign Principle) installed but now it is not anymore, the following rights are needed in order for us to have the ability to support you:

- Reseller Relationship is active.
- Foreign principle is installed on your Azure Subscriptions.
- Conditional access policy should not block us out of the tenant.
  - Microsoft is working on a work around for CSP customers but this is work in progress.

### How to (re)establish the Reseller relationship:

In order to (re) establish the reseller relationship with SoftwareONE, your tenants Global Administrator will have to accept a URL that can be provided to you by our SoftwareONE team.

You could reach out to our cloud support team: [cloud.support@softwareone.com](mailto:cloud.support@softwareone.com) or you can reach out to your usual contact within SoftwareONE.

## Procedure on how to (re)install the Foreign Principle:

**Please enter the following commands in the Azure Cloud Shell (not local PowerShell).**

**Replace the red text with the clients subscription ID:**

```
Set-AzContext -SubscriptionId <customersubscriptions>
```

PowerShell command for owner access:

**Replace the red text with your subscription ID:**

```
New-AzRoleAssignment -ObjectId 93085f74-3862-423c-8a85-41fee894a321 -RoleDefinitionName  
"Owner" -Scope "/subscriptions/<customer subscription>" -ObjectType "ForeignGroup"
```

PowerShell commands for reader access with the ability to open MS Support cases:

**Replace the red text with your subscription ID:**

```
New-AzRoleAssignment -ObjectId 93085f74-3862-423c-8a85-41fee894a321 -RoleDefinitionName  
"Reader" -Scope "/subscriptions/<customer subscription>" -ObjectType "ForeignGroup"
```

```
New-AzRoleAssignment -ObjectId 93085f74-3862-423c-8a85-41fee894a321 -RoleDefinitionName  
"Support request contributor" -Scope "/subscriptions/<customer subscription>" -ObjectType  
"ForeignGroup"
```