Re: Quota request for HDInsight - HDInsight Clu... - TrackingID#2205180010002194

Dipam Gupta <v-dipamgupta@microsoftsupport.com>   Mon, May 30, 2022 at 1:10 AM
To: Conner McNicholas <connermcnicholas@gmail.com>

Hi Conner,

Greetings for the day!

Thank you for the confirmation on receiving your requested cores.

As part of global capacity management team we only deal with quota increase or decrease and regarding reinstating the credit in your azure account is out of our scope to answer for us.

In this case, request you to kindly raise a separate ticket with Billing team for this issue to be addressed correctly.

Also, since the request has been fulfilled and there are no further actions needed, we are archiving this case.

Thank you for your time. It was pleasure assisting you.

Regards,
Dipam Gupta
Support Engineer | Global Capacity Support
For Microsoft Customer Service and Support
Working Hours: 12:30 AM- 10:00 AM (MONDAY-FRIDAY) PST | Local Time
Email: v-dipamgupta@microsoftsupport.com
Can't reach me? Please email CS24x7@microsoftsupport.com with your support request number.
Manager: Bonthu Suman| Email :v-bsuman@microsoft.com

From: Conner McNicholas <connermcnicholas@gmail.com>
Sent: Sunday, May 29, 2022 9:39 AM
To: Dipam Gupta <v-dipamgupta@microsoftsupport.com>
Subject: Re: Quota request for HDInsight - HDInsight Clu... - TrackingID#2205180010002194

Hi Dipam,

Now that I have the cores approved, my $200 credits have expired on my Azure account. I had meant to use this account to do proof of concept with HDInsights, but I was never able.

Would it be possible to get the $200 credits reinstated so that I can actually use this new quota of cores?

Thanks,

Conner

On Fri, May 27, 2022 at 4:07 AM Dipam Gupta <v-dipamgupta@microsoftsupport.com> wrote:

Hello Conner,

Hope you are doing well!
We still haven't heard from you. Please let us know if you are able to deploy the cores.
We wanted to check if you need any further assistance on the request. If not, we will archive this request with your permission. In case we do not hear from you in next 24 -48 hours, we shall proceed to archive the request.
Once we archive the case, if you do have any further questions related to the same issue, please feel free to re-open the case with following the below directions or by emailing me.

    i. Log in to Azure Portal (https://portal.azure.com) with the account you requested support through.
    ii. Click the Question Mark in the upper right.
    iii. Click the Help + support button.
    iv. Select your case from the Recent support requests list. If your case doesn't show up here, click See all support requests. This will list all support requests for your account.
    v. Click New Message in the upper left. Submitting a new message will re-open your case.

Awaiting your confirmation.

Regards,
Dipam Gupta
Support Engineer | Global Capacity Support
For Microsoft Customer Service and Support
Working Hours: 12:30 AM- 10:00 AM (MONDAY-FRIDAY) PST | Local Time
Email: v-dipamgupta@microsoftsupport.com
Can't reach me? Please email CS24x7@microsoftsupport.com with your support request number.
Manager: Bonthu Suman| Email :v-bsuman@microsoft.com

------------------ Original Message ------------------
From: Dipam Gupta <v-dipamgupta@microsoftsupport.com>;
Received: Wed May 25 2022 19:11:01 GMT+0530 (India Standard Time)
To: Conner McNicholas <connermcnicholas@gmail.com>;
Subject: Re: Quota request for HDInsight - HDInsight Clu... - TrackingID#2205180010002194

Hello Conner,

Hope you are doing well!
I am writing to check if you had a chance to review my previous email. We have increased the quotas you had requested.
Please let us know if you are able to deploy.

Awaiting your confirmation.

Regards,
Dipam Gupta
Support Engineer | Global Capacity Support
For Microsoft Customer Service and Support
Working Hours: 12:30 AM- 10:00 AM (MONDAY-FRIDAY) PST | Local Time
Email: v-dipamgupta@microsoftsupport.com

Can't reach me? Please email CS24x7@microsoftsupport.com with your support request number.
Manager: Bonthu Suman| Email :v-bsuman@microsoft.com

------------------ Original Message ------------------
From: Dipam Gupta <v-dipamgupta@microsoftsupport.com>;
Received: Tue May 24 2022 20:19:45 GMT+0530 (India Standard Time)
To: Conner McNicholas <connermcnicholas@gmail.com>;
Subject: Re: Quota request for HDInsight - HDInsight Clu... - TrackingID#2205180010002194

Hi Conner,

Greetings for the day!

I am glad to let you know that your request for HD Insights for Av2 series in US West has been fulfilled to a new limit of 40.

Kindly check the same on your end and let us know.

Waiting for your response.

Regards,
Dipam Gupta
Support Engineer | Global Capacity Support
For Microsoft Customer Service and Support
Working Hours: 12:30 AM- 10:00 AM (MONDAY-FRIDAY) PST | Local Time
Email: v-dipamgupta@microsoftsupport.com
Can't reach me? Please email CS24x7@microsoftsupport.com with your support request number.
Manager: Bonthu Suman| Email :v-bsuman@microsoft.com

------------------ Original Message ------------------
From: Dipam Gupta <v-dipamgupta@microsoftsupport.com>;
Received: Mon May 23 2022 13:30:55 GMT+0530 (India Standard Time)
To: Conner McNicholas <connermcnicholas@gmail.com>;
Subject: Re: Quota request for HDInsight - HDInsight Clu... - TrackingID#2205180010002194

Hi Conner,

Greetings for the day!

I have engaged our Internal Capacity Team with your request.

I will let you know once I have an update.

Thankyou for your patience and cooperation.

Regards,
Dipam Gupta
Support Engineer | Global Capacity Support
For Microsoft Customer Service and Support
Working Hours: 12:30 AM- 10:00 AM (MONDAY-FRIDAY) PST | Local Time
Email: v-dipamgupta@microsoftsupport.com
Can't reach me? Please email CS24x7@microsoftsupport.com with your support request number.
Manager: Bonthu Suman| Email :v-bsuman@microsoft.com

------------------- Original Message -------------------
From: Conner McNicholas <connermcnicholas@gmail.com>;
Received: Mon May 23 2022 11:01:44 GMT+0530 (India Standard Time)
To: Dipam Gupta <v-dipamgupta@microsoftsupport.com>;
Subject: Re: Quota request for HDInsight - HDInsight Clu... - TrackingID#2205180010002194

Hi Dipam,

See responses below:

1. Subscription Id = b10372b3-cac7-4f89-949d-9e095e521db0
2. Region = West U.S.
3. Service = "Compute"
4. VM/SKU Family (New core quota for that chosen VM family type) = A4v2
5. New Limit (Quota) = 40

Thanks,

Conner

On Thu, May 19, 2022 at 3:53 AM Dipam Gupta <v-dipamgupta@microsoftsupport.com> wrote:

> Hello Conner,
>
> Hope you are doing well!
>
> Thanks for contacting Microsoft Support. My name is Dipam, and I am the Support Engineer who will be working with you on this Service Request. You may reach me using the contact information listed below, referencing the SR number 2205180010002194.
>
> From your request, I understand you're looking for Quota increase in HDInsights for the subscription ID:b10372b3-cac7-4f89-949d-9e095e521db0.
>
> Can you please provide me the following information so that I can go ahead and engage out Azure Capacity Management team:
>
> a. **Subscription Id**
> b. **Region**
> c. **Service = "Compute"**
> d. **VM/SKU Family (New core quota for that chosen VM family type)**
> e. **New Limit (Quota)**
>
> Thank you for your patience and co-operation.
>
> Awaiting for your response.
>
> Regards,
> Dipam Gupta
> Support Engineer | Global Capacity Support
> For Microsoft Customer Service and Support
> Working Hours: 12:30 AM- 10:00 AM (MONDAY-FRIDAY) PST | Local Time
> Email: v-dipamgupta@microsoftsupport.com
> Can't reach me? Please email CS24x7@microsoftsupport.com with your support request number.
> Manager: Bonthu Suman| Email :v-bsuman@microsoft.com