

TSG: How to Whitelist Subscriptions in Offer Restricted Regions (Region Enable)

Last updated by | Hamza Agel | Feb 25, 2022 at 7:51 AM PST

This TSG is part of GT for any change please contact haagel@microsoft.com

Issue:

This is a "How To" that covers how to whitelist a subscription for a restricted region.

Investigation/Analysis

Capacity team requests ASMS to submit the RDQuota instead of incident for all the Orcas related request. Once RDQuota is submitted to CM24X7, they will process the request.

If a customer had a case opened, transfer to ASMS queue <MSaaS ASMS Premier Billing> making sure to change the case product, support topic before transfer, and also make sure that this is a quota request before transfer , as in the below example:

Product Family	Azure
Product	Service and subscription limits (quotas)
Product Version	Select Product Version
Support Topic	Azure datab
Support Subtopic	Azure Database for MariaDB
IncM incident #	Azure Database for MySQL
	Azure Database for PostgreSQL

And after transferring, it should be transferred to the below queue:

Queue MSaaS ASMS Premier Billing and PI

The Quota team has some bandwidth today, so we can transfer the quota related cases to them.

Later from the customer side in case any customer needs an access in the region they need to go ahead and create a "Service and Subscription limits (quotas)" from their Azure portal Help and support:

+ Help + support | New support request

Search (Ctrl+F) « Basics Solutions Details Review + create

Overview

Support

- + New support request
- All support requests
- Support Plans
- Service Health
- Advisor

Create a new support request to get assistance with billing, subscription, technical (including advisory) or quota management issues.

Complete the Basics tab by selecting the options that best describe your problem. Providing detailed, accurate information can help to solve your issues faster.

- Issue type: Service and subscription limits (quotas)
- Subscription: Azure Database for MySQL (cannot connect to database)
- Quota type: Azure Database for MySQL

Can't find your subscription? [Show more](#)

Azure Database for MySQL

Azure Database for MariaDB

Azure Database for MySQL

Azure Database for PostgreSQL

How good have you found this content?

