

Onboarding customers to Hyperscale LTR - Gated Public Preview

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Onboarding to Gated Preview

This SOP provides steps to enroll customers into a limited public preview of LTR for Azure SQL Database Hyperscale tier. The onboarding process is through CSS. Customers need to create a support ticket in Azure Portal to request onboarding. This process describes interaction between CSS and PG.

Procedure to onboard customers

The following describes CSS procedure to enroll customers into limited public preview of LTR for Azure SQL Hyperscale database, once a support ticket is received.

First response to the ticket

Once you receive the ticket, please inform the customer about the following:

- As this is a limited preview, inform customers that their enrollment is subject to verification, availability of seats and internal approval.
- This process might take up to 5 business days and ask for their patience until we go through the process.

Onboarding customer requirements

- Ensure customers request for preview access thru Support ticket ONLY. Recommend customer to open support request if they reach out directly via email / Teams or Verbal.
- Check for customer subscription type
 - Is customer subscription type EA?

Please check if the customer subscription from the support ticket is EA or CSP. If they are not, then reject the customer request and inform that customers who do not have EA or CSP subscriptions are not eligible for onboarding at this time. Advise the customer that worldwide preview availability for all subscription types is expected in H2 2020. Suggest to customer to watch for [Azure service announcements for databases](#) and/or to subscribe to the RSS feed. Close the ticket.

Engage engineering team thru ICM

Request enrollment from the engineering team via custom [ICM template](#) and assign it to nvrparl@microsoft.com


Please provide the following information in ICM request:

- Subscription ID
- Server Name and Hyperscale Database Name
- Region(s) where Hyperscale database is deployed
- Severity of the incident: 3
- Customer SLA impact: Yes (this is CRI - Customer Raised Incident)
- Cloud instance: chose Public (assumed EA subscriptions are in the public cloud)

Create Incident

 Select Team
  **Required Details**
 3 Optional Details

Owning Team

 Azure SQL DB/Backup/Restore Service 
Tags 
 Add new value
Title * 

Whitelist customer to LTR for MI preview

 Template AppliedDescription * 

This request is to whitelist a customer into limited preview of LTR for Managed Instance. The request has been approved by the Product Group.

Subscription ID:

Managed Instance name(s):



Region(s) where MI is deployed:

 Template Applied



Attachments

 No file chosen
Environment * 

Please select Environment

Severity of the incident * 
☐ 1 ☐ 2 ☒ 3 ☐ 4
 Template AppliedCloud Instance * 

Please select Cloud Instance

Impacted Services * 
 
 Template AppliedCustomer/SLA Impact * 
☒ Yes ☐ No
 Template Applied


- Click on the next
- Optionally: Fill out optional details
- Submit the ticket
- Record the IcM ticket number generated by the system in Customer support request (DFM)

After filing Incident

- Wait for confirmation from engineering that this customer has been allow-listed
 - Check if the engineering has successfully allow-listed the customer through watching the IcM ticket. If yes, proceed onto the next step.
 - Please do not reach out to engineering directly via email or through Teams for a follow up. Please use IcM exclusively to communicate the status of allow-listing with engineering until the process is

completed.

Preview Terms and Conditions

- Email the following text to customer:
 - [Customer email: Acceptance of terms and conditions for limited public preview of LTR for Azure SQL Database Hyperscale](#) .Ask the customer to respond with "I agree" to the preview terms and pricing as a response via email.
- Customer's response must be recorded in the support ticket opened by the customer. This is because enrolling this customer to LTR preview means they must agree to pay for the service.
- Check if the customer has responded with "I agree": Yes: If the customer has agreed to terms and conditions, proceed to the next step - Request enrollment from engineering
- If the customer has rejected to accept the terms and pricing, please advise the customer to wait for Full public preview. Suggest to customer to watch for Azure service announcements for databases and/or to subscribe to the RSS feed.
- Close the ticket.

Onboarding Instructions to send to customer



- Send the onboarding instructions to the customer: <https://aka.ms/HSLTRPublicPreview> .

Need help with troubleshooting issues?

Troubleshooting steps should be the same as with LTR for SQL Database for which standard TSGs should be followed.

In case of any issues, please reach out to azuresqllee@microsoft.com for any assistance needed in troubleshooting.

Public documentation

- [Azure Doc - Long Term Retention](#) .
- [Long Term Retention- Hyperscale - Gated Preview](#) .

How good have you found this content?

