## **Pricing Tier**

Last updated by | Naser Mohammed | Mar 19, 2023 at 7:18 AM CDT

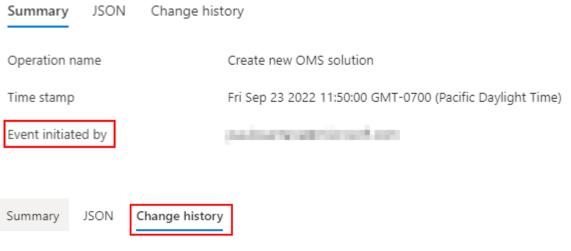
## // Troubleshoot Sentinel pricing Tier changes

\*Princing tier changes only take effect on the following UTC day Microsoft Sentinel Pricing ☑ (FAQ>What is a commitment tier)

When a customer makes changes to Sentinel Pricing, it will generate an activity log entry called "**Create new OMS solution**" (for some reason, I could not search by this name).

To find this operation, search instead for the "Microsoft.OperationsManagement/solutions/write"

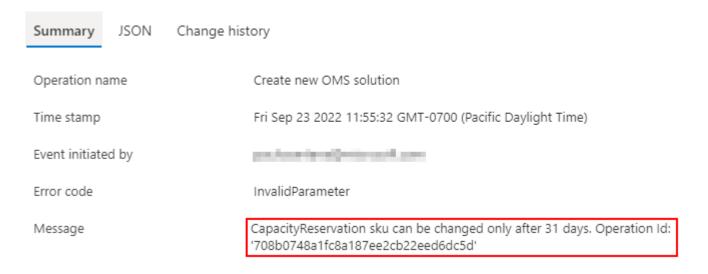
Once you find the operation, click on it and navigate to Change history and you will see more details such as who made the change and old + new plan values like below:



The following changes to this resource were detected up to 30 minutes before and after the time of the operation.

Changed Property	Change Type	Change Category	Old Value	New Value
Fri Sep 23 2022 11:50:00 GMT-0700 (Pacific Daylight Time)				
properties.lastModifiedTime	Update	User	Fri, 23 Sep 2022 18:49	Fri, 23 Sep 2022 18:50.
properties.sku.name	Update	User	PerGB	CapacityReservation
properties.sku.lastSkuUpdate	Add	User		9/23/2022 6:50:00 PM
properties.sku.capacityReservationLevel	Add	User		100

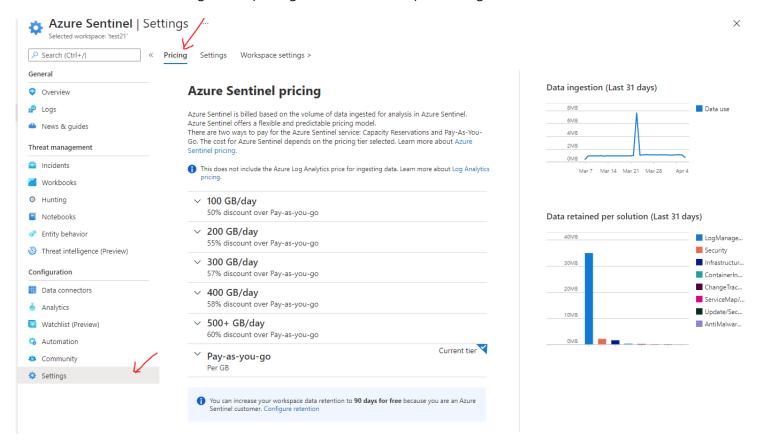
The "Create new OMS solution" operation will also record failure to change the commitment tier like the image below:



As a side note, for troubleshooting purposes, if you create a new LAW + install Sentinel and lock yourself to a commitment tier, you can remove Sentinel and delete the LAW and you will not be charged for 31 days since we are deleting the solution before the commitment goes in effect the following UTC day, just be aware of UTC time.

## // Customer wants to change Sentinel Pricing while locked to the 31 day commitment

Customers sometimes change their pricing tier and need help resetting this.



PG can change back to Pay-as-you-go and then the customer changes it from there.

Always make sure to take a moment and help check this page with your customer and remind them we can help them with this page. It's super quick and a great way to show we care to the customer.

ICM required to change this.

Required info:

Workspace ID: (found in ASC) Workspace name: (found in ASC) Region of workspace: (found in ASC)

Screenshot of the page showing is recommended.

Owning Service: Sentinel US Owning Team: Multi-X & Billing

-Make sure to submit through Azure Support Center