

# Pricing Tier

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

## // Troubleshoot Sentinel pricing Tier changes

\*Pricing 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:

Summary

JSON

Change history


Operation name

Create new OMS solution

Time stamp

Fri Sep 23 2022 11:50:00 GMT-0700 (Pacific Daylight Time)

Event initiated by




Summary

JSON

Change history

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

 Search to filter items...

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

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

## Summary

[JSON](#)[Change history](#)

Operation name	Create new OMS solution
Time stamp	Fri Sep 23 2022 11:55:32 GMT-0700 (Pacific Daylight Time)
Event initiated by	[REDACTED]
Error code	InvalidParameter
Message	CapacityReservation sku can be changed only after 31 days. Operation Id: '708b0748a1fc8a187ee2cb22eed6dc5d'

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.

**Azure Sentinel | Settings**  
Selected workspace: 'test21'

Search (Ctrl+/) << **Pricing** Settings Workspace settings >

**General**

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- Logs
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**Threat management**

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- Threat intelligence (Preview)

**Configuration**

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- Settings**

### Azure Sentinel pricing

Azure Sentinel is billed based on the volume of data ingested for analysis in Azure Sentinel. Azure Sentinel offers a flexible and predictable pricing model. There are two ways to pay for the Azure Sentinel service: Capacity Reservations and Pay-As-You-Go. The cost for Azure Sentinel depends on the pricing tier selected. Learn more about [Azure Sentinel pricing](#).

**This does not include the Azure Log Analytics price for ingesting data. Learn more about [Log Analytics pricing](#).**

100 GB/day	50% discount over Pay-as-you-go
200 GB/day	55% discount over Pay-as-you-go
300 GB/day	57% discount over Pay-as-you-go
400 GB/day	58% discount over Pay-as-you-go
500+ GB/day	60% discount over Pay-as-you-go
<b>Pay-as-you-go</b>	Per GB <b>Current tier</b>

**You can increase your workspace data retention to 90 days for free because you are an Azure Sentinel customer. [Configure retention](#)**

### Data ingestion (Last 31 days)

Line chart showing data use (MB) over time (Mar 7 to Apr 4). The chart shows a sharp spike in data use around March 21st, reaching approximately 8MB.

### Data retained per solution (Last 31 days)

Bar chart showing data retained per solution (MB) over time (Mar 7 to Apr 4). The chart shows data retained for various solutions, with LogManagement being the highest at approximately 35MB.

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**