

# Amazon Web Services Support



# Amazon Web Services Support: User Guide

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# Getting started with Amazon Web Services Support

Amazon Web Services Support offers a range of plans that provide access to tools and expertise that support the success and operational health of your Amazon solutions. All support plans provide round-the-clock access to customer service, Amazon documentation, technical papers, and support forums. For technical support and more resources to plan, deploy, and improve your Amazon environment, you can choose a support plan for your Amazon use case.

## Notes

- To create a Amazon Web Services Support interaction to use AI-generated troubleshooting to resolve your issue, and optionally create a support case, see [AI-enhanced troubleshooting in the Support Center Console](#).
- For more information about the different Amazon Web Services Support plans, see [Compare Amazon Web Services Support plans](#) and [Change Amazon Web Services Support Plans](#).
- Support plans offer different response times for your support cases. See [Choosing an initial support case severity level](#) and [Understanding Amazon Web Services Support response times](#).

## Topics

- [AI-enhanced troubleshooting in the Support Center Console](#)
- [Case management](#)
- [Request a service quota increase](#)
- [Legacy experience: Creating support cases and case management](#)
- [Using Amazon Web Services Support with an Amazon SDK](#)

## AI-enhanced troubleshooting in the Support Center Console

AI-enhanced troubleshooting capabilities that help you resolve issues faster and more efficiently are available in supported Amazon Web Services Regions. If you have an Amazon Business Support+, Amazon Enterprise Support, or Amazon Unified Operations plan, then you can use the capabilities in the Support Center Console to troubleshoot technical issues as well as account and

billing issues. If you have a Basic Amazon Web Services Support plan, you can use the capabilities in the Support Center Console for troubleshooting general questions and for assistance with account and billing issues. Using AI-enhanced troubleshooting streamlines the support experience by using contextual awareness and automated diagnostics to provide targeted solutions for your Amazon environment.

AI-enhanced troubleshooting in the Support Center Console is supported in the following Amazon Web Services Regions:

- US East (N. Virginia) Region
- US East (Ohio) Region
- Europe (Ireland) Region

 **Note**

If you operate in an Amazon Web Services Region that doesn't support AI-enhanced capabilities in the Support Center Console then you will use the legacy method of case management. For more information, see [Legacy experience: Creating support cases and case management](#).

When you access the Support Center Console, you can enter your issue description in natural language, import relevant Amazon Q conversations, receive generative AI troubleshooting guidance, and choose to create a support case with pre-populated fields, if needed.

You can provide contextual information about your environment and issue to receive personalized solutions throughout the troubleshooting process.

AI-enhanced troubleshooting in the Amazon Web Services Support console provides the following key benefits:

- **Faster issue resolution:** Get immediate responses and relevant solutions as soon as you describe your problem.
- **Context preservation:** Import your previous Amazon Q conversations to maintain troubleshooting context.
- **Streamlined case creation:** Use natural language to describe issues instead of navigating multiple form fields.

- **Intelligent follow-up:** Receive relevant follow-up questions based on your specific Amazon environment.

For a complete list of the capabilities available in your Support plan, see [Compare Amazon Web Services Support Plans](#).

## Notes

- To change your support plan, see [Change Amazon Web Services Support Plans](#).
- To close your account, see [Closing an account](#) in the *Amazon Billing User Guide*.
- To find common troubleshooting topics for Amazon Web Services services, see [Troubleshooting resources](#).
- If you're a customer of an Amazon Partner that is part of the Amazon Partner Network, and you use Resold Support, contact your Amazon Partner directly for any billing related issues. Amazon Web Services Support can't assist with non-technical issues for Resold Support, such as billing and account management. For more information, see the following topics:
  - [How Amazon Partners can determine Amazon Web Services Support plans in an organization](#)
  - [Amazon Partner-Led Support](#)

## Important

Before you open a support interaction or create a support case, check for events affecting your account resources by visiting your Amazon Health Dashboard at <https://phd.aws.amazon.com/phd/home#/>. You can verify any Amazon Web Services service issues in the dashboard, though there might be a slight delay in posting incidents. If you're uncertain if there is an active incident, open a support case.

## Topics

- [Set up permissions to use AI-enhanced troubleshooting](#)
- [Create a support interaction](#)
- [Create a support case from a support interaction](#)

- [View support interactions](#)
- [Troubleshooting](#)

## Set up permissions to use AI-enhanced troubleshooting

To access AI-enhanced troubleshooting capabilities in Support Center, you need specific Amazon Identity and Access Management permissions. This section describes the necessary IAM permissions and explains how to configure them so that you can fully use these capabilities.

AI-enhanced troubleshooting requires permissions beyond traditional support case management. The required permissions fall into three categories:

- **Support interaction permissions:** Enable the new interaction-based workflow in Support Center.
- **AI-powered classification permissions:** Allow access to AI-powered issue classification features.
- **Amazon Q integration permissions:** Enable conversation import from Amazon Q Developer.

These permissions supplement your existing Amazon Web Services Support permissions and don't replace them.

You can set up permissions for AI-enhanced troubleshooting in two ways:

[Option 1: Use the Amazon managed policy \(recommended\)](#). Attach the AWSSupportAccess managed policy to your users or roles. This policy includes all required permissions and is automatically updated when new Amazon Web Services Support features are released.

[Option 2: Create a custom policy with minimum required permissions](#). This approach gives you more control but requires manual updates when new features are added.

### Option 1: Use the Amazon managed policy (recommended)

If you currently have the AWSSupportAccess managed policy attached, no additional permissions are required. However, to continue to use the functions included in the [Support Center Console API](#), you must add the Support Center Console operations to your IAM policies before June 1, 2026, if you don't already have them. To do this, update the Amazon Web Services Support managed policy to include the support-console: \* actions. For more information, see [Adding IAM policies for the Support Center Console API operations](#).

## Option 2: Create a custom policy with minimum required permissions

You can explicitly allow-list specific actions instead of using wildcards. The following are the required permissions for support interactions, case creation, and case management:

```
{  
  "Version": "2012-10-17",  
  "Statement": [  
    {  
      "Effect": "Allow",  
      "Action": [  
        "support:AddAttachmentsToSet",  
        "support:AddCommunicationToCase",  
        "support>CreateCase",  
        "support:DescribeAttachment",  
        "support:DescribeCaseAttributes",  
        "support:DescribeCases",  
        "support:DescribeCommunication",  
        "support:DescribeCommunications",  
        "support:DescribeCreateCaseOptions",  
        "support:DescribeIssueTypes",  
        "support:DescribeServices",  
        "support:DescribeSeverityLevels",  
        "support:DescribeSupportedLanguages",  
        "support:DescribeSupportLevel",  
        "support:GetInteraction",  
        "support:InitiateCallForCase",  
        "support>ListInteractionEntries",  
        "support>ListInteractions",  
        "support:InitiateChatForCase",  
        "support:PutCaseAttributes",  
        "support:ResolveCase",  
        "support:ResolveInteraction",  
        "support:SearchForCases",  
        "support:StartInteraction",  
        "support:UpdateInteraction",  
        "support-console:GetAccountState",  
        "support-console:GetAccountGovCloudEnabled",  
        "support-console:GetCaseDraft",  
        "support-console>CreateCaseDraft",  
        "support-console>DeleteCaseDraft",  
      ]  
    }  
  ]  
}
```

```
    "support-console:GetBanner",
    "support-console:DescribeDynamicHelp",
    "support-console>CreateContact",
],
"Resource": "*"
}
]
```

### Note

Using a custom policy requires ongoing maintenance as Amazon Web Services Support releases new features. For more information about the Support Center Console API operations, see [Adding IAM policies for the Support Center Console API operations](#). For more information about each of the Amazon Web Services Support API operations, see [Manage access to Amazon Web Services Support Center](#).

## Required permissions for Amazon Q integration

To use the Amazon Q conversation import feature in Support Center, IAM identities need permissions for the following Amazon Q Developer actions:

- q:StartConversation: Start a new conversation with Amazon Q.
- q:SendMessage: Send messages within a conversation.
- q:GetConversation: Retrieve conversation details. This action is required for console access.
- q>ListConversations: List available conversations. This action is required for console access and Support Center integration.

Amazon Q integration with Support Center Console specifically requires the q>ListConversations permission to display your recent conversations for import. For detailed guidance on configuring Amazon Q Developer permissions, see [Amazon Q Developer permissions reference](#) and [Manage access to Amazon Q Developer with policies](#).

## Applying required permissions for support interactions

To apply permissions to your IAM users, complete the following steps:

1. Sign in to the Amazon Web Services Management Console and open the IAM console at <https://console.amazonaws.cn/iam/>.
2. In the navigation pane, choose **Policies**, then choose **Create policy**.
3. Choose the **JSON** tab and paste one of the policy documents mentioned in the previous sections.
4. Choose **Next: Tags**, then **Next: Review**.
5. Enter a policy name such as `SupportConsoleInteractionsAccess` and provide a description that explains the policy's purpose.
6. Choose **Create policy**.
7. Attach the policy to your IAM users, groups, or roles that need access to the Support Center.

If you have existing `AWSsupportAccess` managed policy attachments, then attach the supplementary custom policy alongside the managed policy.

## Create a support interaction

A support interaction is how you begin your engagement with Amazon Web Services Support. You first describe your issue using natural language and receive assistance tailored to you using AI-enhanced troubleshooting. Your initial interaction might include clarifying questions, contextual solutions, and automated problem resolution, without creating a support case. These interactions might resolve issues independently or serve as the foundation for a support case looping in a human engineer, if needed.

Amazon Web Services Support interactions differ from support cases in that support cases include engagement with a Cloud Support Engineer. You can choose to automatically generate a support case based on a prior support interaction. The support case maintains all context from the initial support interaction and includes additional AI-generated insights to assist the Cloud Support Engineer with resolving your issue. This powerful combination of AI-enhanced troubleshooting and assistance from Amazon Cloud Support Engineers potentially lead to faster issue resolution and reduced down time.

### Notes

- You can revert to the legacy method of case management by choosing **Use the old experience** in the banner at the top of the Support Center Console. For more information, see [Legacy experience: Creating support cases and case management](#).

- You can sign in to the Support Center Console as an Amazon Identity and Access Management (IAM) user. For more information, see [Manage access to Amazon Web Services Support Center](#).
- If you can't sign in to the Support Center Console and create a support case, you can use the [Contact Us](#) page instead. You can use this page to get help with billing and account issues.

## To start a support interaction, complete the following steps:

### 1. Sign in to the [Amazon Support Center Console](#).

#### Tip

In the Amazon Web Services Management Console, you can also choose the question mark icon



)

and then choose **Support Center**.

### 2. You have several options for starting your support interaction:

- Enter details about the issues that you need assistance with. This is how you begin a new support interaction. Enter detailed information about your issue and any troubleshooting steps that you have already taken.
- **Continue an existing support interaction:** Choose from a recent support interaction shown in the **Describe your issue or continue with** section. This section shows the two most recent support interactions. Access the **Viewing past support interactions** section to see additional past support interactions.
- **Use a Amazon Q transcript:** Select the Amazon Q icon in the text field to see a list of recent Amazon Q conversations. The five most recent conversations from the Amazon GovCloud (US-East) Amazon Web Services Region are shown. Or, choose from a recent Amazon Q interaction shown in the **Describe your issue or continue with**. When you select a conversation, a summary of that conversation is generated and added to the text box. If you select an Amazon Q conversation, then you see a disclaimer regarding Amazon Web Services Region and user accessibility.

### 3. Choose the **Send** icon in the bottom right of the text field.

4. Amazon Web Services Support generative AI-powered troubleshooting analyzes your query along with your specific Amazon environment. You might be prompted to provide additional information to assist with the analysis. If you see a prompt for additional information, enter the requested data, then choose **Submit**. If you don't know or don't have access to the requested information, then you can skip this step and receive a general guidance response instead. Keep in mind that a general guidance response isn't specific to your Amazon environment.

When the analysis is complete, you see a summary of the findings, along with remediation steps. To view the sources used in the analysis and remediation steps, choose **Sources**.

5. If you need further assistance, you can complete one of the following options:
  - **Continue with AI-assisted support:** To further refine the AI-assisted analysis and generate a new response, choose **Add more details for a better response**. Enter information in the **Additional details** field, and then choose **Submit**. Keep in mind that this option is for additional context for the original issue. If you need to enter context for a new issue, select **Start new interaction** at the top or bottom of the screen.
  - **Create a support case:** To create a support case with Amazon Web Services Support, choose **Create a case**. This option starts the case creation workflow. Many of the case details are auto-populated for you based on your support interaction. You can change this information as needed. Your support interaction, including details of any resolution steps provided, are added to the support case. For details on how to create a support case, see [Create a support case from a support interaction](#).

At any time throughout the support interaction, you can use the **Thumbs up** and **Thumbs down** icons to provide feedback on your experience.

## Create a support case from a support interaction

When you select **Create case** during your support interaction, a support case is created for you with many of the case details, such as the **Subject**, **Description**, **Case type**, **Service**, **Category**, and **Severity level** populated for you. You can change this information as needed. Make sure that you review this information for accuracy. For information on how to choose a severity level for your case, see [Choosing an initial support case severity level](#).

## **Important**

Before you create a support case, check for events affecting your account resources by visiting your Amazon Health Dashboard. You can verify any Amazon Web Services service issues in the dashboard. There might be a slight delay in posting incidents. If you're uncertain if there is an active incident, open a support case.

After you choose **Create case**, enter or verify the following information:

1. Verify the **Subject** for this support case. The **Subject** is a brief synopsis of what your support interaction is about.
2. Verify the **Description**. Your initial inquiry appears in the **Description** field. Modify this information as needed. Make your description as detailed as possible. Include relevant resource information, along with anything else that might help us understand your issue.
3. (Optional) Choose **Attach files** to add any relevant files to your case, such as error logs or screenshots. You can attach up to three files. Each file can be up to 5 MB.
4. For **Case type**, choose one of the following options:
  - **Account and billing**
  - **Technical**
  - **Service quotas**. You can only request certain types of service quota increases from the Support Center Console. For more information, see [Request a service quota increase](#).

## **Note**

If you have a Basic Amazon Web Services Support plan, then you can't create a **Technical** support case.

5. Verify the **Service**, **Category**, and **Severity**.
6. In the **Communication preference** section, indicate how you want Amazon to communicate with you. You can choose one of the following options:
  - a. **Email**: Receive a response to your email.
  - b. **Phone**: Receive a phone call from a support agent. If you choose this option, enter the following information:

- **Country or region**
- **Phone number**
- **(Optional) Extension**

c. **Chat:** Start a live chat with a support agent. If you can't connect to a chat, see [Troubleshooting](#).

(Optional) If you have an Amazon Business Support+, Amazon Enterprise Support, or Amazon Unified Operations plan, you can enter up to 10 additional email addresses in the **Additional contacts**. You can enter the email addresses of people to notify when the status of the case changes. If you're signed in as an IAM user, include your email address. If you're signed in with your root account email address and password, you don't need to include your email address.

 **Note**

If you have the Basic Support plan, the **Additional contacts** option isn't available. However, the **Operations contact** specified in the **Alternate Contacts** section of the **My Account** page receives copies of the case correspondence, but only for the specific case types of account and billing.

7. When you're ready to submit the support case, select **Submit**. You are directed to the **Case details** page where you can see your case details, the support interaction, and the case correspondences.

Select **Case details** to view the information about your case, such as attachments, or severity level. Select **Support interactions** to see the support interactions associated with this case.

## Best practices and target response times for Enterprise Support cases

Before you create a support case, check for events affecting your account resources by visiting your Amazon Health Dashboard. You can verify any Amazon Web Services service issues in the dashboard. There might be a slight delay in posting incidents. If you're uncertain if there is an active incident, open a support case.

When creating your support case, make sure that you choose the correct severity level and provide as much information as possible. For more information on what kind of information to provide, see the following **Enterprise Support case best practices** section.

Use the following matrix to help you identify the correct severity.

		AWS ITIL Case Severity Matrix		
		Urgency		
Impact	Low	Medium	High	
	Low	Normal	High	
	Medium	High	Urgent	
High	High	Urgent	Critical	

For Critical or Urgent cases, make sure that you leave contact details so that we can reach out to you, if needed.

### Note

The quickest way to get help is to use the **Chat** or **Phone** contact method.

## Topics

- Enterprise Support case target response times
- Enterprise Support best practices
- Enterprise Support escalation path

## Enterprise Support case target response times

The following graphic displays the target Amazon Web Services Support response times for different case severity levels.

ITIL Priority	Severity Level	How to Raise	15 minutes	Examples for reference
Critical	Business Critical System Down	 	 15 minutes	Major outage; loss of entire enterprise or customer base. Has potential for large revenue loss or business risk.
Urgent	Production System Down	 	 1 hour	Business significantly impacted, where important functions or applications aren't available.
High	Production System Impaired	 	 4 hours	Critical functions of your applications are impaired or degraded.
Normal	System Impaired	 	 12 hours	Non-critical applications are behaving abnormally; time-sensitive development question.
Low	General Guidance	 	 24 hours	General development/ service questions or want to submit feature request.

## Enterprise Support case best practices

Submit your support case at the appropriate severity level.

- The appropriate severity level helps make sure that your case is visible across Amazon and allows the TAM to manage your issue.
- Only submit one case for each event or issue.
- Make sure that you raise cases in the correct Amazon Web Services account.

Provide as much detailed information as possible, answering the relevant questions provided in the following list:

- **Who:** Who did what? Who is affected? Who should be looped in? Who have you already talked to?
- **What:** What happened, exactly. What's the impact or blast radius? What have you already tried to resolve the issue?
- **When:** When did or does it happen (date, time, time zone)? When do you need an answer by?
- **Where:** Amazon Web Services Region, Availability Zone, specific instance or resource IDs, and other identifiers.
- **Why:** Why are you opening this case (information, limit raise, event-analysis or RCA, outage)?
- **How:** Include information on how to reproduce the problem, how to escalate, and how to contact you.

 **Note**

You can change the severity of your support case after you create it. For information, see [Changing the severity level of your support case](#).

## Enterprise Support business critical or production system down

- For Business-critical system down or Production system down cases use **Chat or Phone** and ensure there are people available at your organization to work the case.
- Clearly describe the issue including what you've tried, what you expect and context. Summarize the business impact.

- Provide (or start to capture) as many metrics, timings and symptoms as you can. More data means faster diagnosis.
- Provide a conference bridge. When opening a Business-critical system down issue, provide a conference bridge for the support teams to join to help troubleshoot the problem. As Business-critical system down issues are production down, it's best to get everyone on the phone and come to a common plan of action towards a resolution.
- Ensure that all activity related to the event is captured in the support case (update from Console, not email). The phone option is good for real-time communications; however, make sure that you record updates and outcomes in the support case.

## Enterprise Support escalation path

You can follow the following step-by-step process when facing an issue.

1. **Check the Amazon Health Dashboard** if you think that the issue might be related to abnormal Amazon Web Services service operations.
2. **Assess case information** as outlined in the Support Case Best Practices section above.
3. **Select the appropriate severity** and use **Phone** or **Chat** if quick response is needed.
4. **Contact your TAM** if you need additional assistance or if you are not getting response as expected.

## View support interactions

Past interactions with Amazon Web Services Support are saved for 10 years. You can view past interactions from your Amazon Web Services Support Dashboard by selecting the **List** icon. Then, choose the interaction that you want to view. The Amazon Web Services Support interaction details appear. If you choose to create a support case from an interaction, then the interaction no longer appears in your past interactions list. The interaction now displays in the **Case details** page of the associated support case.

You can add additional details to the interaction to generate a new response. Or, you can choose to create a Amazon Web Services Support case from the interaction by choosing **Create a case** on the Amazon Web Services Support interaction details screen.

## Troubleshooting

If you have difficulty when you create or manage your support case, see the following troubleshooting information.

### I want to reopen a live chat for my case

You can reply to your existing support case to open another chat window. For more information, see [Updating an existing support case](#).

### I can't connect to a live chat

If you chose the **Chat** option but you can't connect to the chat window, first perform the following checks:

- Ensure that you've configured your browser to allow pop-up windows in Support Center.

 **Note**

Review the settings for your browser. For more information, see the [Chrome Help](#) and [Firefox Support](#) websites.

- Ensure that you've configured your network so that you can use Amazon Web Services Support:
  - Your firewall supports web socket connections.

If you still can't connect to the chat window, contact Amazon Web Services Support using email or phone contact options.

## Case management

 **Note**

You can revert to the legacy method of case management by choosing **Use the old experience** in the banner at the top of the Support Center console. For more information, see [Legacy experience: Creating support cases and case management](#).

In the Amazon Web Services Management Console, you can create three types of customer cases in Amazon Web Services Support:

- **Account and billing** support cases are available to all Amazon customers. You can get help with billing and account questions.
- **Service limit increase** requests are available to all Amazon customers. For more information about the default service quotas, formerly referred to as limits, see [Amazon service quotas](#) in the *Amazon Web Services General Reference*.
- **Technical** support cases connect you to technical support for help with service-related technical issues and, in some cases, third-party applications. If you have Basic Support, you can't create a technical support case.

### Notes

- To change your support plan, see [Change Amazon Web Services Support Plans](#).
- To close your account, see [Closing an Account](#) in the *Amazon Billing User Guide*.
- To find common troubleshooting topics for Amazon Web Services services, see [Troubleshooting resources](#).
- If you're a customer of an Amazon Partner that is part of the Amazon Partner Network, and you use Resold Support, contact your Amazon Partner directly for any billing related issues. Amazon Web Services Support can't assist with non-technical issues for Resold Support, such as billing and account management. For more information, see the following topics:
  - [How Amazon Partners can determine Amazon Web Services Support plans in an organization](#)
  - [Amazon Partner-Led Support](#)

## Describing your problem

Make your description as detailed as possible. Include relevant resource information, along with anything else that might help us understand your issue. For example, to troubleshoot performance, include timestamps and logs. For feature requests or general guidance questions, include a description of your environment and purpose.

When you provide as much detail as possible, you increase the chances that your case can be resolved quickly.

## Choosing an initial support case severity level

When creating a support case make sure that the right severity is defined and that you provide as much information as possible.

You might want to create a support case at the highest severity that your support plan allows. However, it's a best practice to choose the highest severity only for cases that can't be worked around or that directly affect production applications. For information about building your services so that losing a single resource doesn't affect your applications, see the [Building Fault-Tolerant Applications on Amazon](#) technical paper.

The following table lists the severity levels, response times, and example problems.

### Notes

- If you have a Amazon Business Support+, Amazon Enterprise Support, or Amazon Unified Operations plan, you can reassign your support case severity level to reflect changes to urgency and business impact. For example, you can change your support case from **System impaired** to **Production system impaired**. When you change the case severity, Amazon Web Services Support receives notification and routes the case according to the new severity level. For more information, see [Changing the severity level of your support case](#).
- If you have a Basic Amazon Web Services Support plan, then you can't change the severity level for a support case after you create it. If your situation changes, work with the Amazon Web Services Support agent.
- For more information about the severity level, see the [Amazon Web Services Support API Reference](#).

Severity	Severity level code	First-response time	Description and support plan
<b>General guidance</b>	low	24 hours	You have a general development question, or you want to request a feature. (Amazon Business Support+, Amazon Enterprise Support, or Amazon Unified Operations plan)

Severity	Severity level code	First-response time	Description and support plan
<b>System impaired</b>	normal	12 hours	Non-critical functions of your application are behaving abnormally, or you have a time-sensitive development question. (Amazon Business Support+, Amazon Enterprise Support, or Amazon Unified Operations plan)
<b>Production system impaired</b>	high	4 hours	Important functions of your application are impaired or degraded. (Amazon Business Support+, Amazon Enterprise Support, or Amazon Unified Operations plan)
<b>Production system down</b>	urgent	1 hour	Your business is significantly impacted. Important functions of your application aren't available. (Amazon Business Support+, Amazon Enterprise Support, or Amazon Unified Operations plan)

Severity	Severity level code	First-response time	Description and support plan
<b>Business-critical system down</b>	critical	<ul style="list-style-type: none"><li>• Amazon Business Support: Less than 30 minutes</li><li>• Amazon Enterprise Support: Less than 15 minutes</li><li>• Amazon Unified Operations: 5 minutes from an Incident Manager to Engineer</li></ul>	Your business is at risk. Critical functions of your application aren't available.

# Understanding Amazon Web Services Support response times

Amazon Web Services Support makes every reasonable effort to respond to your initial request within the indicated timeframe. For information about the scope of support for each Amazon Web Services Support plan, see [Amazon Web Services Support features](#).

If you have a Amazon Business Support+, Amazon Enterprise Support, or Amazon Unified Operations plan, you have round-the-clock access for technical support.

## Note

If you choose Japanese as your preferred contact language for support cases, support in Japanese may be available as follows:

- If you need customer service for non-technical support cases, or if you have a Developer Support plan and need technical support, support in Japanese is available during business hours in Japan defined as 09:00 AM to 06:00 PM Japan Standard Time (GMT+9), excluding holidays and weekends.
- If you have a Amazon Business Support+, Amazon Enterprise Support, or Amazon Unified Operations plan, technical support is available all day, every day in Japanese.

If you choose Chinese as your preferred contact language for support cases, support in Chinese might be available as follows:

- If you need customer service for non-technical support cases, support in Chinese is available 09:00 AM to 06:00 PM (GMT+8), excluding holidays and weekends.
- If you have a Amazon Business Support+, Amazon Enterprise Support, or Amazon Unified Operations plan, technical support is available all day, every day in Chinese.

If you choose Korean as your preferred contact language for support cases, support in Korean may be available as follows:

- If you need customer service for non-technical support cases, support in Korean is available during business hours in Korea defined as 09:00 AM to 06:00 PM Korean Standard Time (GMT+9), excluding holidays and weekends.
- If you have a Amazon Business Support+, Amazon Enterprise Support, or Amazon Unified Operations plan, technical support is available all day, every day in Korean.

## Changing the severity level of your support case

If you have a Amazon Business Support+, Amazon Enterprise Support, or Amazon Unified Operations plan, you can reassign your support case severity level to reflect changes to urgency and business impact. For example, you can change your support case from **System impaired** to **Production system impaired**. When you change the case severity, Amazon Web Services Support receives notification and attends to the case according to the new severity level.

### Note

Japanese (JP) account or billing, Service Quota Increase Request (SQIR), and Turkish (TR) account or billing cases created in these languages have a default severity and can't be changed.

To change the severity of a support case, complete the following steps:

1. Sign in to the [Amazon Support Center Console](#).

### Tip

In the Amazon Web Services Management Console, you can also choose the question mark icon



)

and then choose **Support Center**.

2. Select the case that you want to change the severity level for.
3. In **Case details**, choose the pencil icon next to the **Severity** field, as shown in the following example.

Case details	
Subject	Status
[REDACTED]	Unassigned
Case ID	Severity
[REDACTED]	General guidance 
Created	Category
2025-04-24T08:49:10.815Z	-
Case type	Language
Technical	Portuguese

4. For **Severity**, choose the new severity level from the following options:

- General guidance
- System impaired
- Production system impaired
- Production system down
- Business-critical system down

5. For **Reason for case severity change**, choose from the available options for why you're changing the case severity.

6. (Optional) For **Tell us more**, enter additional information about this change.

7. Do one of the following:

- If you're lowering the support case severity, or if you're raising it from **General guidance** to **System impaired** or **Production system impaired**, choose **Update**.
- If you're raising the severity to **Production system down** or **Business-critical system down**, use one of the options in the **Contact methods** section to engage with Amazon Web Services Support, and then choose **Update**. The following example shows the options available in the **Contact methods** section.

**Change case severity** X

**Severity**

Production system down

**Reason for case severity change**

-

**Tell us more - optional**

*Tell us more about the reason for the escalation*

**Contact methods** Info

For high severity issues we recommend using our live contact mechanisms

**Web**  We'll respond by email and Support Center.

**Chat(Recommended)**  Chat online with a representative.

**Phone(Recommended)**  We'll call you back at your number.

[Cancel](#) [Update](#)

**Note**

- If you upgrade your support case severity to **Production system down** or **Business-critical system down**, you must wait 60 minutes before you can change the severity again.
- If your support case is currently set to **Business-critical system down**, you're prompted to initiate live contact with Amazon Web Services Support instead of assigning a higher severity.
- If you're raising your support case severity level after already raising it at least once, you might encounter a waiting period. For example, if you change the severity from **System impaired** to **Production system impaired** at 6:00 AM, then your support case falls under the 4-hour first-response time for the **Production system impaired** severity level. In this scenario, you can upgrade the severity level again at 10:00 AM, after the 4-hour window. For a list of first-response times for each severity level, see the table in [Understanding Amazon Web Services Support response times](#).

# Request a service quota increase

You can request increases to your service quotas (formerly referred to as limits) to support your workload requirements.

Use the Service Quotas service to request increases directly for your services. For more information, see the following documentation:

- [What is Service Quotas?](#) in the *Service Quotas User Guide*
- [Requesting a quota increase](#) in the *Service Quotas User Guide*

At this time, Service Quotas doesn't support service quotas for all Amazon Web Services services in all Amazon Web Services Regions. If your Amazon Web Services service or Amazon Web Services Region isn't available in the [Service Quotas console](#), complete the following steps to create a support case to request the quota increase:

1. Sign in to the [Amazon Support Center Console](#).

 **Tip**

In the Amazon Web Services Management Console, you can also choose the question mark icon



)

and then choose **Support Center**.

2. On the **Support interactions** page, enter details about this service limit increase. When prompted, choose **Create a case**. Many of the Amazon Web Services Support case fields will be pre-populated with the text that you entered during your interaction. You can edit these fields as needed. For additional details on creating a support interaction, see [Create a support interaction](#).
3. For **Case type**, select **Service quotas**.
4. For **Service**, select **Service Limit increase**.
5. For **Category**, select the type of increase that you're requesting from the list. Only service limit increase requests available in Support Center are listed here. For other types of service limit requests, see [Requesting a quota increase](#) in the *Service Quotas User Guide*.

6. (Optional) From the **Preferred contact language** drop down, select the language that you want Amazon Web Services Support to use when corresponding with you.
7. For **Region**, select the Amazon Web Services Region where you're requesting the increase.

 **Note**

Amazon Web Services Region selection isn't available if you selected **General** as the **Category**.

8. (Optional) To request multiple limit increases, choose **Add another limit** and then choose another Amazon Web Services Region.
9. Enter a **Description** for this service quota increase or multiple increases. You can attach files, if necessary.
10. Choose **Next step: Solve now or contact us**.
11. For **Contact options**, choose one of the following options:
  - **Web** – Receive a reply in Support Center.
  - **Chat** – Start a live chat with a support agent. If you can't connect to a chat, see [Troubleshooting](#).
  - **Phone** – Receive a phone call from a support agent. If you choose this option, enter the following information:
    - **Country/Region**
    - **Phone number**
    - **(Optional) Extension**
12. When you're ready to submit the support case, select **Submit**. You are directed to the **Case details** page where you can see your case details, the support interaction, and the case correspondences.

Select **Case details** to view the information about your case, such as attachments, or severity level. Select **Support interactions** to see the support interactions associated with this case.

# Legacy experience: Creating support cases and case management

## **Important**

You can revert to the legacy method of case management by choosing **Use the old experience** in the banner at the top of the Support Center console.

In the Amazon Web Services Management Console, you can create three types of customer cases in Amazon Web Services Support:

- **Account and billing** support cases are available to all Amazon customers. You can get help with billing and account questions.
- **Service limit increase** requests are available to all Amazon customers. For more information about the default service quotas, formerly referred to as limits, see [Amazon service quotas](#) in the *Amazon Web Services General Reference*.
- **Technical** support cases connect you to technical support for help with service-related technical issues and, in some cases, third-party applications. If you have Basic Support, you can't create a technical support case.

## **Notes**

- To change your support plan, see [Change Amazon Web Services Support Plans](#).
- To close your account, see [Closing an Account in the Amazon Billing User Guide](#).
- To find common troubleshooting topics for Amazon Web Services services, see [Troubleshooting resources](#).
- If you're a customer of an Amazon Partner that is part of the Amazon Partner Network, and you use Resold Support, contact your Amazon Partner directly for any billing related issues. Amazon Web Services Support can't assist with non-technical issues for Resold Support, such as billing and account management. For more information, see the following topics:
  - [How Amazon Partners can determine Amazon Web Services Support plans in an organization](#)
  - [Amazon Partner-Led Support](#)

# Creating a support case

You can create a support case in the Support Center of the Amazon Web Services Management Console.

## Notes

- You can sign in to Support Center as an Amazon Identity and Access Management (IAM) user. For more information, see [Manage access to Amazon Web Services Support Center](#).
- If you can't sign in to Support Center and create a support case, you can use the [Contact Us](#) page instead. You can use this page to get help with billing and account issues.

## To create a support case

1. Sign in to the [Amazon Support Center Console](#).

### Tip

In the Amazon Web Services Management Console, you can also choose the question mark icon



)

and then choose **Support Center**.

2. Choose **Create case**.

3. Choose one of the following options:

- **Account and billing**
- **Technical**
- For service quota increases, choose **Looking for service quota increases?** and then follow the instructions for [Request a service quota increase](#).

4. Choose the **Service**, **Category**, and **Severity**.

### Tip

You can use the recommended solutions that appear for commonly asked questions.

5. Choose **Next step: Additional information**
6. On the **Additional information** page, for **Subject**, enter a title about your issue.
7. For **Description**, follow the prompts to describe your case, such as the following:
  - Error messages that you received
  - Troubleshooting steps that you followed
  - How you're accessing the service:
    - Amazon Web Services Management Console
    - Amazon Command Line Interface (Amazon CLI)
    - API operations
8. (Optional) Choose **Attach files** to add any relevant files to your case, such as error logs or screenshots. You can attach up to three files. Each file can be up to 5 MB.
9. Choose **Next step: Solve now or contact us**.
10. On the **Contact us** page, choose your preferred language.
11. Choose your preferred contact method. You can choose one of the following options:
  - a. **Web** – Receive a reply in Support Center.
  - b. **Chat** – Start a live chat with a support agent. If you can't connect to a chat, see [Troubleshooting](#).
  - c. **Phone** – Receive a phone call from a support agent. If you choose this option, enter the following information:
    - **Country or region**
    - **Phone number**
    - **(Optional) Extension**

 **Notes**

- The contact options that appear depend on the type of case and your support plan.
- You can choose **Discard draft** to clear your support case draft.

12. (Optional) If you have a Amazon Business Support+, Amazon Enterprise Support, or Amazon Unified Operations plan, the **Additional contacts** option appears. You can enter the email addresses of people to notify when the status of the case changes. If you're signed in as an IAM

user, include your email address. If you're signed in with your root account email address and password, you don't need to include your email address

### Note

If you have the Basic Support plan, the **Additional contacts** option isn't available. However, the **Operations** contact specified in the **Alternate Contacts** section of the [My Account](#) page receives copies of the case correspondence, but only for the specific case types of account and billing, and technical.

13. Review your case details and then choose **Submit**. Your case ID number and summary appear.

## Describing your problem

Make your description as detailed as possible. Include relevant resource information, along with anything else that might help us understand your issue. For example, to troubleshoot performance, include timestamps and logs. For feature requests or general guidance questions, include a description of your environment and purpose. In all cases, follow the **Description Guidance** that appears on your case submission form.

When you provide as much detail as possible, you increase the chances that your case can be resolved quickly.

## Choosing an initial support case severity level

You might want to create a support case at the highest severity that your support plan allows. However, it's a best practice to choose the highest severity only for cases that can't be worked around or that directly affect production applications. For information about building your services so that losing a single resource doesn't affect your applications, see the [Building Fault-Tolerant Applications on Amazon](#) technical paper.

The following table lists the severity levels, response times, and example problems.

### Notes

- If you have Enterprise Support or an Enterprise On-Ramp plan, you can reassign your support case severity level to reflect changes to urgency and business impact. For example, you can change your support case from **System impaired** to **Production**

**system impaired.** When you change the case severity, Amazon Web Services Support receives notification and routes the case according to the new severity level. For more information, see [Changing the severity level of your support case](#).

- If you don't have Enterprise support or an Enterprise On-Ramp plan, then you can't change the severity level for a support case after you create it. If your situation changes, work with the Amazon Web Services Support agent for your support case.
- For more information about the severity level, see the [Amazon Web Services Support API Reference](#).

Severity	Severity level code	First-response time	Description and support plan
<b>General guidance</b>	low	24 hours	You have a general development question, or you want to request a feature. (*Developer, Amazon Business Support+, Amazon Enterprise Support, or Amazon Unified Operations plan)
<b>System impaired</b>	normal	12 hours	Non-critical functions of your application are behaving abnormally, or you have a time-sensitive development question. (*Developer, Amazon Business Support+, Amazon Enterprise Support, or Amazon Unified Operations plan)
<b>Production system impaired</b>	high	4 hours	Important functions of your application are impaired or degraded. (Amazon Business Support+, Amazon Enterprise Support, or Amazon Unified Operations plan)
<b>Production system down</b>	urgent	1 hour	Your business is significantly impacted. Important functions of your application aren't available. (Amazon Business Support)

Severity	Severity level code	First-response time	Description and support plan
			+ , Amazon Enterprise Support, or Amazon Unified Operations plan)
<b>Business-critical system down</b>	critical	15 minutes	Your business is at risk. Critical functions of your application aren't available (Enterprise Support plan). Note that this is 30 minutes for the Enterprise On-Ramp Support plan.

## Understanding Amazon Web Services Support response times

Amazon Web Services Support makes every reasonable effort to respond to your initial request within the indicated timeframe. For information about the scope of support for each Amazon Web Services Support plan, see [Amazon Web Services Support features](#).

If you have a Amazon Business Support+, Amazon Enterprise Support, or Amazon Unified Operations plan, you have round-the-clock access for technical support. \*For Developer Support, response targets for support cases are calculated in business hours. Business hours are generally defined as 08:00 to 18:00 in the customer country, excluding holidays and weekends. These times can vary in countries with multiple time zones. The customer country information appears in the **Contact Information** section of the [My Account](#) page in the Amazon Web Services Management Console.

### Note

If you choose Japanese as your preferred contact language for support cases, support in Japanese may be available as follows:

- If you need customer service for non-technical support cases, or if you have a Developer Support plan and need technical support, support in Japanese is available during business hours in Japan defined as 09:00 AM to 06:00 PM Japan Standard Time (GMT+9), excluding holidays and weekends.
- If you have a Amazon Business Support+, Amazon Enterprise Support, or Amazon Unified Operations plan, technical support is available all day, every day in Japanese.

If you choose Chinese as your preferred contact language for support cases, support in Chinese may be available as follows:

- If you need customer service for non-technical support cases, support in Chinese is available 09:00 AM to 06:00 PM (GMT+8), excluding holidays and weekends.
- If you have a Developer Support plan, technical support in Chinese is available during business hours generally defined as 8:00 AM to 6:00 PM in your country as set in [My Account](#), excluding holidays and weekends. These times may vary in countries with multiple time zones.
- If you have a Amazon Business Support+, Amazon Enterprise Support, or Amazon Unified Operations plan, technical support is available all day, every day in Chinese.

If you choose Korean as your preferred contact language for support cases, support in Korean may be available as follows:

- If you need customer service for non-technical support cases, support in Korean is available during business hours in Korea defined as 09:00 AM to 06:00 PM Korean Standard Time (GMT+9), excluding holidays and weekends.
- If you have a Developer Support plan, technical support in Korean is available during business hours generally defined as 8:00 AM to 6:00 PM in your country as set in [My Account](#), excluding holidays and weekends. These times may vary in countries with multiple time zones.
- If you have a Amazon Business Support+, Amazon Enterprise Support, or Amazon Unified Operations plan, technical support is available all day, every day in Korean.

## Changing the severity level of your support case

If you have Enterprise Support or an Enterprise On-Ramp plan, you can reassign your support case severity level to reflect changes to urgency and business impact. For example, you can change your support case from **System impaired** to **Production system impaired**. When you change the case severity, Amazon Web Services Support receives notification and attends to the case according to the new severity level.

 **Note**

Japanese (JP) account or billing, Service Quota Increase Request (SQIR), and Turkish (TR) account or billing cases created in these languages have a default severity and can't be changed.

To change the severity of a support case, complete the following steps:

## 1. Sign in to the [Amazon Support Center Console](#).

 **Tip**

In the Amazon Web Services Management Console, you can also choose the question mark icon

(?) and then choose **Support Center**. )

2. Select the case that you want to change the severity level for.
3. In **Case details**, choose the pencil icon next to the **Severity** field, as shown in the following example.

Case details	
<b>Subject</b>	Status Unassigned
<b>Case ID</b>	Severity General guidance 
<b>Created</b> 2025-04-24T08:49:10.815Z	Category -
<b>Case type</b> Technical	Language Portuguese

4. For **Severity**, choose the new severity level from the following options:

- General guidance
- System impaired
- Production system impaired
- Production system down

- Business-critical system down

5. For **Reason for case severity change**, choose from the available options for why you're changing the case severity.
6. (Optional) For **Tell us more**, enter additional information about this change.
7. Do one of the following:
  - If you're lowering the support case severity, or if you're raising it from **General guidance** to **System impaired** or **Production system impaired**, choose **Update**.
  - If you're raising the severity to **Production system down** or **Business-critical system down**, use one of the options in the **Contact methods** section to engage with Amazon Web Services Support, and then choose **Update**. The following example shows the options available in the **Contact methods** section.

**Change case severity** X

**Severity**

Production system down

**Reason for case severity change**

-

**Tell us more - optional**

*Tell us more about the reason for the escalation*

**Contact methods** [Info](#)

For high severity issues we recommend using our live contact mechanisms

**Web**  We'll respond by email and Support Center.

**Chat(Recommended)**  Chat online with a representative.

**Phone(Recommended)**  We'll call you back at your number.

[Cancel](#) [Update](#)

**Note**

- If you upgrade your support case severity to **Production system down** or **Business-critical system down**, you must wait 60 minutes before you can change the severity again.

- If your support case is currently set to **Business-critical system down**, you're prompted to initiate live contact with Amazon Web Services Support instead of assigning a higher severity.
- If you're raising your support case severity level after already raising it at least once, you might encounter a waiting period. For example, if you change the severity from **System impaired** to **Production system impaired** at 6:00 AM, then your support case falls under the 4-hour first-response time for the **Production system impaired** severity level. In this scenario, you can upgrade the severity level again at 10:00 AM, after the 4-hour window. For a list of first-response times for each severity level, see the table in [Understanding Amazon Web Services Support response times](#).

## Example: Create a support case for account and billing

The following example is a support case for a billing and account issue.



# Hello!

## We're here to help.

Account: 123456789012 • Support plan: Basic • [Change](#) 

### How can we help?

Choose the related issue for your case.

1

Account and billing

[Looking for Service limit increase?](#)

Technical

2

Service

Billing



3

Category

Other Billing Questions



4

Severity [Info](#)

General question



1. **Create case** – Choose the type of case to create. In this example, the case type is **Account and billing**.

**Note**

If you have the Basic Support plan, you can't create a technical support case.

2. **Service** – If your question affects multiple services, choose the service that's most applicable.
3. **Category** – Choose the category that best fits your use case. When you choose a category, links to information that might resolve your problem appear below.
4. **Severity** – Customers with a paid support plan can choose the **General guidance** (1-day response time) or **System impaired** (12-hour response time) severity level. Customers with a Business Support plan can also choose **Production system impaired** (4-hour response) or **Production system down** (1-hour response). Customers with an Enterprise On-Ramp or Enterprise Support plan can choose **Business-critical system down** (15-minute response for Enterprise Support and 30-minute response for Enterprise On-Ramp).

Response times are for first response from Amazon Web Services Support. These response times don't apply to subsequent responses. For third-party issues, response times can be longer, depending on the availability of skilled personnel. For more information, see [Choosing an initial support case severity level](#).

**Note**

Based on your category choice, you might be prompted for more information.

After you specify the case type and classification, you can specify the description and how you want to be contacted.

# Additional information

Describe your issue

 Case draft saved

1

Subject

I have an issue with my bill

Maximum 250 characters (222 remaining)

2

[Learn more !\[\]\(0e4d71a0f52f984bcbe79560c42c925b\_img.jpg\)](#)

I found a charge on my bill for unused resources.

Maximum 5000 characters (4951 remaining)

3

 [Attach files](#)

Up to 3 attachments, each less than 5MB



## Description Guidance

Provide a detailed description of your issue. If you have a question about a charge, provide the date, amount, or any other details about the charge.

[Cancel](#)

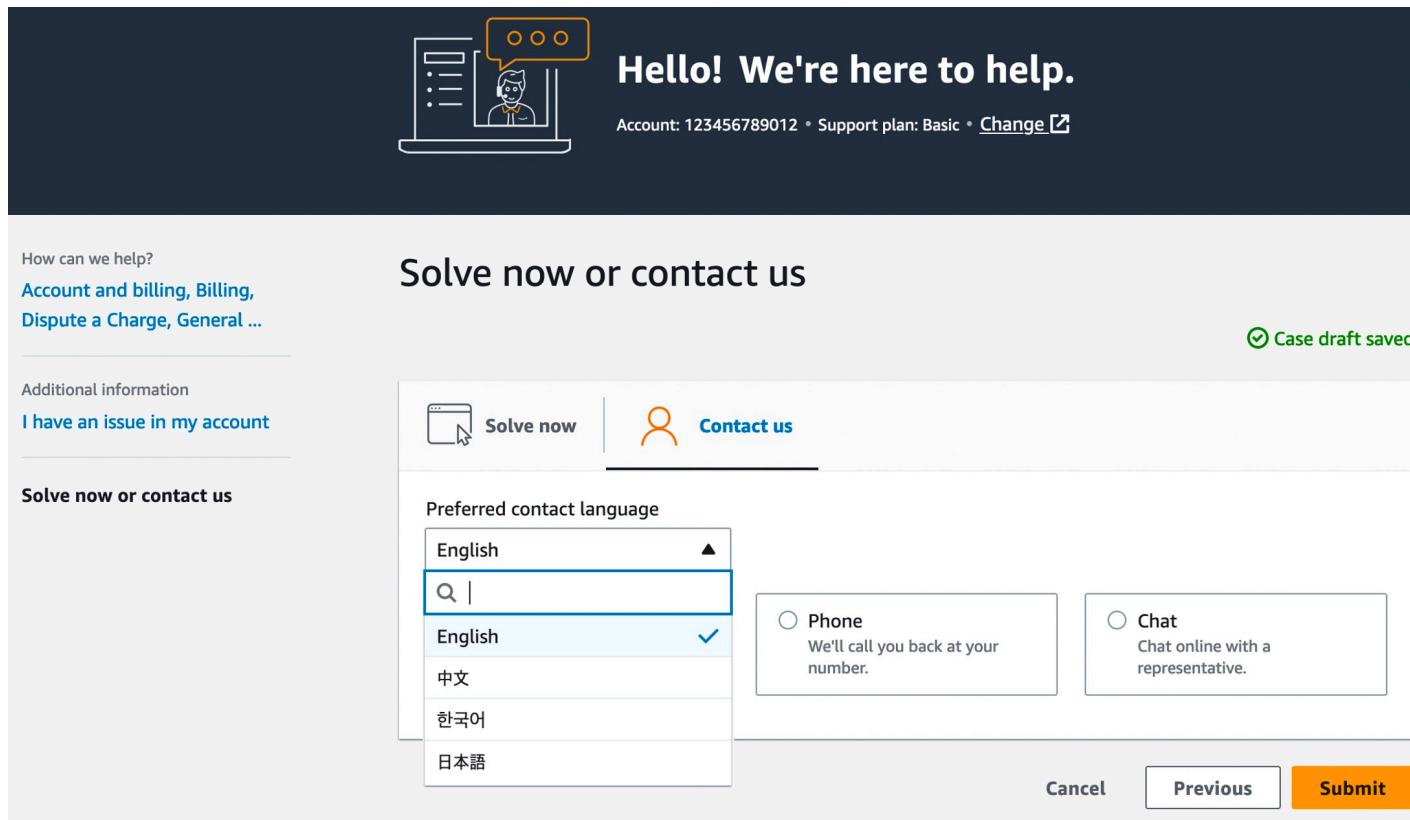
[Previous](#)

**Next step: Solve now or contact us**

**1. Subject** – Enter a title that briefly describes your issue.

2. **Description** – Describe your support case. This is the most important information that you provide to Amazon Web Services Support. For some service and category combinations, a prompt appears with related information. Use these links to help resolve your issue. For more information, see [Describing your problem](#).
3. **Attachments** – Attach screenshots and other files that can help support agents resolve your case faster. You can attach up to three files. Each file can be up to 5 MB.

After you add your case details, you can choose how you want to be contacted.



How can we help?  
[Account and billing](#), [Billing](#),  
[Dispute a Charge](#), [General ...](#)

Additional information  
[I have an issue in my account](#)

Solve now or contact us

Preferred contact language

English

Phone  
We'll call you back at your number.

Chat  
Chat online with a representative.

Cancel Previous **Submit**

Case draft saved

1. **Preferred contact language** – Choose your preferred language. Currently you can choose Chinese, English, Japanese, or Korean. The customized contact options in your preferred language will be shown by your support plan.
2. Choose a contact method. The contact options that appear depend on the type of case and your support plan.
  - If you choose **Web**, you can read and respond to the case progress in Support Center.
  - Choose **Chat** or **Phone**. If you choose **Phone**, you're prompted for a callback number.
3. Choose **Submit** when your information is complete and you're ready to create the case.

**Note**

If you choose Japanese as your preferred contact language for support cases, support in Japanese may be available as follows:

- If you need customer service for non-technical support cases, or if you have a Developer Support plan and need technical support, support in Japanese is available during business hours in Japan defined as 09:00 AM to 06:00 PM Japan Standard Time (GMT+9), excluding holidays and weekends.
- If you have a Amazon Business Support+, Amazon Enterprise Support, or Amazon Unified Operations plan, technical support is available 24/7 in Japanese.

If you choose Chinese as your preferred contact language for support cases, support in Chinese may be available as follows:

- If you need customer service for non-technical support cases, support in Chinese is available 09:00 AM to 06:00 PM (GMT+8), excluding holidays and weekends.
- If you have a Developer Support plan, technical support in Chinese is available during business hours generally defined as 8:00 AM to 6:00 PM in your country as set in [My Account](#), excluding holidays and weekends. These times may vary in countries with multiple time zones.
- If you have a Amazon Business Support+, Amazon Enterprise Support, or Amazon Unified Operations plan, technical support is available 24/7 in Chinese.

If you choose Korean as your preferred contact language for support cases, support in Korean may be available as follows:

- If you need customer service for non-technical support cases, support in Korean is available during business hours in Korea defined as 09:00 AM to 06:00 PM Korean Standard Time (GMT+9), excluding holidays and weekends.
- If you have a Developer Support plan, technical support in Korean is available during business hours generally defined as 8:00 AM to 6:00 PM in your country as set in [My Account](#), excluding holidays and weekends. These times may vary in countries with multiple time zones.

- If you have a Amazon Business Support+, Amazon Enterprise Support, or Amazon Unified Operations plan, technical support is available 24/7 in Korean.

## Legacy experience: Updating, resolving, and reopening your case

After you create your support case, you can monitor the status of your case in Support Center. A new case begins in the **Unassigned** state. When a support agent begins work on a case, the status changes to **Work in Progress**. The support agent might respond to your case to ask for more information (**Pending Customer Action**) or to let you know that the case is being investigated (**Pending Amazon Action**).

When your case is updated, you receive an email with the correspondence and a link to the case in Support Center. Use the link in the email message to navigate to the support case. You can't respond to case correspondences by email.

### Notes

- You must sign in to the Amazon Web Services account that submitted the support case. If you sign in as an Amazon Identity and Access Management (IAM) user, you must have the required permissions to view support cases. For more information, see [Manage access to Amazon Web Services Support Center](#).
- If you don't respond to the case within a few days, Amazon Web Services Support resolves the case automatically.
- Support cases that have been in the resolved state for more than 14 days can't be reopened. If you have a similar issue that is related to the resolved case, you can create a related case. For more information, see [Creating a related case](#).

## Topics

- [Updating an existing support case](#)
- [Resolving a support case](#)
- [Reopening a resolved case](#)
- [Creating a related case](#)
- [Case history](#)

## Updating an existing support case

You can update your case to provide more information for the support agent. For example, you can reply to correspondences, start another live chat, add additional email recipients, and so on.

### Note

If you have a Amazon Business Support+, Amazon Enterprise Support, or Amazon Unified Operations plan, you can reassign your support case severity level to reflect changes to urgency and business impact. If you don't have one of these support plans, then you can't update the severity of your case. For more information, see [Choosing an initial support case severity level](#) and [Changing the severity level of your support case](#).

### To update an existing support case

1. Sign in to the [Amazon Support Center Console](#).

### Tip

In the Amazon Web Services Management Console, you can also choose the question mark icon



)

and then choose **Support Center**.

2. Under **Open support cases**, choose the **Subject** of the support case.
3. Choose **Reply**. In the **Correspondence** section, you can also make any of the following changes:
  - Provide information that the support agent requested
  - Upload file attachments
  - Change your preferred contact method
  - Add email addresses to receive case updates
4. Choose **Submit**.

**Tip**

If you closed a chat window and you want to start another live chat, add a **Reply** to your support case, choose **Chat**, and then choose **Submit**. A new pop-up chat window opens.

## Resolving a support case

When you're satisfied with the response or your problem is solved, you can resolve the case in Support Center.

### To resolve a support case

1. Sign in to the [Amazon Support Center Console](#).

**Tip**

In the Amazon Web Services Management Console, you can also choose the question mark icon



)

and then choose **Support Center**.

2. Under **Open support cases**, choose the **Subject** of the support case that you want to resolve.
3. (Optional) Choose **Reply** and in the **Correspondence** section, enter why you're resolving the case, and then choose **Submit**. For example, you can enter information about how you fixed the issue yourself in case you need this information for future reference.
4. Choose **Resolve case**.
5. In the dialog box, choose **Ok** to resolve the case.

**Note**

If Amazon Web Services Support resolved your case for you, you can use the feedback link to provide more information about your experience with Amazon Web Services Support.

## Reopening a resolved case

If you're experiencing the same issue again, you can reopen the original case. Provide details about when the issue occurred again and what troubleshooting steps that you tried. Include any related case numbers so that the support agent can refer to previous correspondences.

### Notes

- You can reopen your support case up to 14 days from when your issue was resolved. However, you can't reopen a case that has been inactive for more than 14 days. You can create a new case or a related case. For more information, see [Creating a related case](#).
- If you reopen an existing case that has different information than your current issue, the support agent might ask you to create a new case.

### To reopen a resolved case

1. Sign in to the [Amazon Support Center Console](#).

#### Tip

In the Amazon Web Services Management Console, you can also choose the question mark icon



)

and then choose **Support Center**.

2. Choose **View all cases** and then choose the **Subject** or the **Case ID** of the support case that you want to reopen.
3. Choose **Reopen case**.
4. Under **Correspondence**, for **Reply**, enter the case details.
5. (Optional) Choose **Choose files** to attach files to your case. You can attach up to 3 files.
6. For **Contact methods**, choose one of the following options:
  - **Web** – Get notified by email and the Support Center.
  - **Chat** – Chat online with a support agent.
  - **Phone** – Receive a phone call from a support agent.

7. (Optional) For **Additional contacts**, enter email addresses for other people that you want to receive case correspondences.
8. Review your case details and choose **Submit**.

## Creating a related case

After 14 days of inactivity, you can't reopen a resolved case. If you have a similar issue that is related to the resolved case, you can create a related case. This related case will include a link to the previously resolved case, so that the support agent can review the previous case details and correspondences. If you're experiencing a different issue, we recommend that you create a new case.

### To create a related case

1. Sign in to the [Amazon Support Center Console](#).

 **Tip**

In the Amazon Web Services Management Console, you can also choose the question mark icon  and then choose **Support Center**.

2. Choose **View all cases** and then choose the **Subject** or the **Case ID** of the support case that you want to reopen.
3. Choose **Reopen case**.
4. In the dialog box, choose **Create related case**. The previous case information will be automatically added to your related case. If you have a different issue, choose **Create new case**.

## This case can't be reopened



This case has been permanently closed after 14 days of inactivity. If you're experiencing the same issue or a similar one, you can create a related case. If you're experiencing a different issue, create a new case.

Cancel

Create new case

Create related case

5. Follow the same steps to create your case. See [Creating a support case](#).

**Note**

By default, your related case has the same **Type**, **Category**, and **Severity** of the previous case. You can update the case details as needed.

6. Review your case details and choose **Submit**.

After you create your case, the previous case appears in the **Related cases** section, such as in the following example.

Case ID 234567891 [Info](#) [Resolve case](#)

Case details	
Subject	Status
Same issue is happening for my Amazon EC2 instances	Unassigned
Case ID	Severity
234567891	General question
Created	Category
2021-04-21T20:30:23.945Z	General Info and Getting Started
Case type	Additional contacts
Account	janedoe@example.com
Opened by	
janedoe@example.com	

Related cases	
Subject	Case ID
<a href="#">Problem with EC2 instances</a>	1234567890

Correspondence	
<a href="#">Jane Doe</a> Wed Apr 21 2021 13:30:23 GMT-0700 (Pacific Daylight Time)	<a href="#">Reply</a> I keep getting an error for my EC2 instances. What do you recommend that I do to fix it?

## Case history

You can view case history information up to 24 months after you create a case.

## Using Amazon Web Services Support with an Amazon SDK

Amazon software development kits (SDKs) are available for many popular programming languages. Each SDK provides an API, code examples, and documentation that make it easier for developers to build applications in their preferred language.

## SDK documentation

[Amazon CLI](#)

[Amazon SDK for Java](#)

[Amazon SDK for JavaScript](#)

[Amazon SDK for .NET](#)

[Amazon SDK for PHP](#)

[Amazon Tools for PowerShell](#)

[Amazon SDK for Python \(Boto3\)](#)

[Amazon SDK for Ruby](#)

[Amazon SDK for SAP ABAP](#)

# About the Support Center Console API

The Support Center Console API enhances your experience with the Support Center Console. Examples of the functionality provided by the Support Center Console API include the following:

- The ability for you to create and update a draft of your support case
- The ability for the Support Center Console to display the current status of your account
- The ability for the Support Center Console to display dynamic help for the selected service and category

For a complete list of actions provided by the Support Center Console API, see the table in [Adding IAM policies for the Support Center Console API operations](#).

## **Important**

To continue to use the functions included in the Support Center Console API, you must add the Support Center Console operations to your Amazon Identity and Access Management policies before June 1, 2026. After you create the IAM policies, update the Amazon Web Services Support managed policy to include the support-console:\* actions. For more information, see [Adding IAM policies for the Support Center Console API operations](#).

## Topics

- [Adding IAM policies for the Support Center Console API operations](#)
- [Testing Support Center Console API calls](#)

# Adding IAM policies for the Support Center Console API operations

Before June 1, 2026, you must create Amazon Identity and Access Management policies for the Support Center Console API operations. If you don't create these policies by June 1, 2026, you will receive AccessDenied errors.

To add these operations to your IAM policies, see [Create IAM policies \(console\)](#) in the *Amazon Identity and Access Management User Guide*.

The following table summarizes the console operations.

 **Note**

These operations are for the console only. They're not available for use in the Amazon SDK or the Amazon CLI.

Operation	Access level	Description
GetAccountState	READ	Grants permission for the console to show the current account state.
GetAccountGovCloudEnabled	READ	Grants permission to determine if your account is GovCloud enabled.
GetCaseDraft	READ	Grants permission for the console to show the case draft that you previously created.
CreateCaseDraft	WRITE	Grants permission to create or update a case draft for the given case type.
DeleteCaseDraft	WRITE	Grants permission to delete a case draft for the given case type.
GetBanner	READ	Grants permission for the console to show the Amazon Web Services Support banner displayed during customer impacting events.
DescribeDynamicHelp	READ	Grants permission for the console to show dynamic help

Operation	Access level	Description
resources for the selected service and category.		
CreateContact	WRITE	Grants permission for the console to create an authenticated contact for the selected contact type.
CheckSubscription	READ	Grants permission for the console to verify if your account has access to the selected product.
GetQuestionnaire	READ	Grants permission for the console to show the customer feedback questionnaire.
SaveFeedback	WRITE	Grants permission to save questionnaire feedback.

 **Note**

If you have a custom VPN configuration, make sure that you configure your VPN to correctly forward your client IP address to the Support Center Console API endpoint. When using a VPN with Amazon Identity and Access Management policies that include [aws:SourceIp](#) conditions, the client IP address specified in your IAM policy must be forwarded to the API endpoint, not the VPN's IP address. If the VPN forwards its own IP address instead of the client IP address, authorization might fail because the IP address doesn't match the `aws:SourceIp` condition in your IAM policy. The following table provides the Support Center Console API endpoints by Amazon Web Services Region.

Amazon Web Services Region	Support Center Console API endpoint
<code>https://api.us-east-1.prod.support-console.support.aws.dev</code>	US East (N. Virginia)
<code>https://api.us-west-2.prod.support-console.support.aws.dev</code>	US West (Oregon)
<code>https://api.eu-west-1.prod.support-console.support.aws.dev</code>	Europe (Ireland)

## Testing Support Center Console API calls

To validate that API calls to the console work, open the [Amazon Support Center Console](#). If the calls aren't successful, then you see a banner outlining the errors.

You can use Amazon CloudTrail to debug the API calls made to the Support Center Console. The CloudTrail event for the API call shows if you have missing IAM policies. You can also investigate IP address forwarding issues by comparing your browser's IP addresses to the client IP address in the CloudTrail event.

To view CloudTrail events for calls to the Support Center Console, complete the following steps:

1. Sign in to the Amazon Web Services Management Console and open the CloudTrail console at <https://console.amazonaws.cn/cloudtrail/>.
2. In the navigation pane, choose **Event history**. You see a filtered list of events with the most recent events showing first. The default filter for events is **Read only**, set to **false**. To clear the filter, choose **X** at the right of the filter.
3. Choose the event source **support-console.amazonaws.com**. On the event details page, you can view details about the event, see any referenced resources, and view the event record.

# About the Amazon Web Services Support API

The Amazon Web Services Support API provides access to some of the features in the [Amazon Support Center](#).

The API provides two different groups of operations:

- [Support case management](#) operations to manage the entire life cycle of your Amazon support cases, from creating a case to resolving it
- [Amazon Trusted Advisor](#) operations to access [Amazon Trusted Advisor](#) checks

 **Note**

You must have a Amazon Business Support+, Amazon Enterprise Support, or Amazon Unified Operations plan to use the Amazon Web Services Support API. For more information, see [Amazon Web Services Support](#).

For more information about the operations and data types provided by Amazon Web Services Support, see the [Amazon Web Services Support API Reference](#).

## Topics

- [Support case management](#)
- [Amazon Trusted Advisor](#)
- [Endpoints](#)
- [Support in Amazon SDKs](#)

## Support case management

You can use the API to perform the following tasks:

- Open a support case
- Get a list and detailed information about recent support cases
- Filter your search for support cases by dates and case identifiers, including resolved cases

- Add communications and file attachments to your cases, and add the email recipients for case correspondences. You can attach up to three files. Each file can be up to 5 MB
- Resolve your cases

The Amazon Web Services Support API supports CloudTrail logging for support case management operations. For more information, see [Logging Amazon Web Services Support API calls with Amazon CloudTrail](#).

For code examples that demonstrate how to manage the entire life cycle of a support case, see [Code examples for Amazon Web Services Support using Amazon SDKs..](#)

## Amazon Trusted Advisor

You can use the Trusted Advisor operations to perform the following tasks:

- Get the names and identifiers for the Trusted Advisor checks
- Request that a Trusted Advisor check be run against your Amazon account and resources
- Get summaries and detailed information for your Trusted Advisor check results
- Refresh your Trusted Advisor checks
- Get the status of each Trusted Advisor check

The Amazon Web Services Support API supports CloudTrail logging for Trusted Advisor operations. For more information, see [Amazon Trusted Advisor information in CloudTrail logging](#).

You can use Amazon CloudWatch Events to monitor for changes to your check results for Trusted Advisor. For more information, see [Monitoring Amazon Trusted Advisor check results with Amazon EventBridge](#).

For example Java code that demonstrates how to use the Trusted Advisor operations, see [Using Trusted Advisor as a web service](#).

## Endpoints

Amazon Web Services Support is a global service. This means that any endpoint that you use will update your support cases in the Support Center Console.

For example, if you use the China (Beijing) endpoint to create a case, you can use the China (Ningxia) endpoint to add a correspondence to the same case.

You can use the following endpoints for the Amazon Web Services Support API:

- China (Beijing) – <https://support.cn-north-1.amazonaws.com.cn>
- China (Ningxia) – <https://support.cn-northwest-1.amazonaws.com.cn>

### **Important**

- If you call the [CreateCase](#) operation to create test support cases, then we recommend that you include a subject line, such as **TEST CASE-Please ignore**. After you're done with your test support case, call the [ResolveCase](#) operation to resolve it.
- To call the Amazon Trusted Advisor operations in the Amazon Web Services Support API, you must use the China (Beijing) endpoint. Currently, the China (Ningxia) endpoint don't support the Trusted Advisor operations.

For more information about Amazon endpoints, see [Amazon Web Services Support endpoints and quotas](#) in the *Amazon Web Services General Reference*.

## Support in Amazon SDKs

The Amazon Command Line Interface (Amazon CLI), and the Amazon Software Development Kits (SDKs) include support for the Amazon Web Services Support API.

For a list of languages that support the Amazon Web Services Support API, choose an operation name, such as [CreateCase](#), and in the [See Also](#) section, choose your preferred language.

# Amazon Web Services Support Plans

Amazon offers the following Amazon Web Services Support Plans for you to choose from based on your business needs.

- Basic
- Developer
- Business
- Enterprise On-Ramp
- Amazon Enterprise Support

## **Important**

The new Amazon Web Services Support plans aren't available in your Amazon Web Services Region. Your existing Developer Support, Business Support, Enterprise Support or Enterprise On-Ramp plan remains in effect.

## Topics

- [Features of Amazon Web Services Support Plans](#)
- [What is Amazon Unified Operations](#)
- [Change Amazon Web Services Support Plans](#)
- [Configure promotional plan expiration notifications](#)
- [Developer, Business, and Enterprise On-Ramp end of support](#)

## Features of Amazon Web Services Support Plans

Basic Support offers assistance for account and billing questions and service quota increases. The other plans offer a number of technical support cases with pay-by-the-month pricing and no long-term contracts.

All Amazon customers automatically have 24x7 access to these features of Basic Support:

- One-on-one responses to account and billing questions

- Support forums
- Service health checks
- Documentation, technical papers, and best practice guides

Customers with a Developer Support plan have access to these additional features:

- Best practice guidance
- Client-side diagnostic tools
- Building-block architecture support: guidance on how to use Amazon products, features, and services together
- Supports an unlimited number of support cases that can be opened by any user with [permissions](#).

In addition, customers with a Business, Enterprise, or Enterprise On-Ramp plan have access to these features:

- Use-case guidance – What Amazon products, features, and services to use to best support your specific needs.
- [Amazon Trusted Advisor](#) – A feature of Amazon Web Services Support, which inspects customer environments and identifies opportunities to save money, close security gaps, and improve system reliability and performance. You can access all Trusted Advisor checks.
- The Amazon Web Services Support API to interact with Support Center and Trusted Advisor. You can use the Amazon Web Services Support API to automate support case management and Trusted Advisor operations.
- Third-party software support – Help with Amazon Elastic Compute Cloud (Amazon EC2) instance operating systems and configuration. Also, help with the performance of the most popular third-party software components on Amazon. Third-party software support isn't available for customers on Basic or Developer Support plans.
- Supports an unlimited number of Amazon Identity and Access Management (IAM) users who can open technical support cases.

In addition, customers with an Enterprise On-Ramp or Enterprise Support plan have access to these features:

- Application architecture guidance – Consultative guidance on how services fit together to meet your specific use case, workload, or application.
- Infrastructure event management – Short-term engagement with Amazon Web Services Support to get a deep understanding of your use case. After analysis, provide architectural and scaling guidance for an event.
- Technical account manager – Work with a technical account manager (TAM) for your specific use cases and applications.
- Management business reviews.

For more information about features and pricing for each support plan, see [Amazon Web Services Support](#) and [Compare Amazon Web Services Support plans](#). Some features, such as 24x7 phone and chat support, aren't available in all languages.

 **Note**

If you work with an Amazon partner and want to learn more about Partner-led Support, see [Amazon Partner-Led Support](#)

## What is Amazon Unified Operations

Amazon Unified Operations combines proven expertise with AI-powered insights to help reduce operational and security risks, resolve issues faster, and help you architect more resilient cloud solutions from the start—accelerating your most critical cloud initiatives. Designated Amazon specialists act as an extension of your team through your preferred collaboration channels—conducting workload reviews, providing strategic guidance, and optimizing performance through deep contextual knowledge. With 24/7 security and performance monitoring, we detect and mitigate incidents early while reducing alert volume. A five-minute, context-aware response for critical incidents further shortens resolution time and helps maintain peak operational performance.

## Amazon Unified Operations pricing

Amazon Unified Operations pricing is based on your specific requirements and workload complexity. For detailed pricing information, see [Amazon Web Services Support Plan Pricing](#).

## Contents

- [Benefits of Unified Operations](#)
- [Unified Operations Team](#)
  - [Technical Account Manager](#)
  - [Domain Specialist Engineer](#)
  - [Senior Billing and Account Specialist](#)
  - [Incident Management Engineer](#)
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  - [Unified Operations Getting started: What you can expect from Amazon](#)

## Benefits of Unified Operations

Benefits of Unified Operations

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Unified Operations offers several key benefits.

- **Designated Amazon experts:** Your Amazon team includes designated Technical Account Managers (TAMs), Amazon Domain Specialist Engineer, and Senior Billing and Account Specialist. Your Amazon team integrates with your collaboration tools like Slack or Microsoft Teams.
- **Deep technical guidance:** Your Amazon team helps you strengthen your resiliency through application-specific deep dives, readiness assessments, guided testing support, and custom runbooks tailored to your environment. Your Amazon team provides workload focused financial management and aligns costs strategically with your business objectives.
- **Migrations, events, and launch support:** Accelerate your critical cloud migrations and business events with designated Amazon engineers who help mitigate risks proactively, guiding you from planning through execution. Real-time assistance for scheduled events, increasing migration velocity and successful launches.
- **24x7 Proactive workload monitoring:** Onboard application and infrastructure level alarms from your existing Amazon and third-party tools to detect early warning signs and drive proactive mitigation with your team.
- **Engage Amazon incident managers within 5 mins for business-critical system down issues:** Receive proactive support from Incident Management Engineers within 5 minutes of alarms, workload alerts, or business-critical system down issues.
- **Context-specific case response:** Access to context-aware support engineers to drive incident resolution. Runbooks and incident response playbooks customized for your workflows, streamlining problem diagnosis and resolution for your specific business needs.
- **Security guidance and support:** Proactive monitoring of security events with automated triage and investigation, along with 24/7 access to the Amazon Customer Incident Response Team to prepare for, respond to, and recover from security events in your Amazon environment.

## Unified Operations Team

Amazon Unified Operations brings together a designated team of specialized experts who work together to support your cloud journey. Each role is carefully designed to provide comprehensive coverage across technical, financial, operational, and security dimensions of your cloud environment. From strategic guidance to technical support, from financial optimization to rapid incident response, these experts act as an extension of your team, available 24/7 to ensure your cloud operations run efficiently and securely.

### Contents

- [Technical Account Manager](#)

- [Domain Specialist Engineer](#)
- [Senior Billing and Account Specialist](#)
- [Incident Management Engineer](#)
- [Migration Specialist](#)
- [Amazon Customer Incident Response Team](#)
- [Specialist Support Engineer](#)

## Technical Account Manager

Your designated cloud strategist, the Technical Account Manager (TAM) orchestrates the overall engagement and drives business outcomes. TAMs lead strategic planning, conduct quarterly business reviews, provide resiliency guidance, and coordinate across specialized teams to ensure your cloud initiatives succeed. They serve as your primary point of contact for escalations and strategic decisions.

## Domain Specialist Engineer

A Domain Specialist Engineer (DSE) is a technical expert who deeply understands your specific workload architecture and Amazon Web Services services. DSEs conduct critical workload reviews, create technical documentation, develop troubleshooting guides, and provide ongoing technical consultation. They analyze incidents to prevent recurrence and maintain global knowledge sharing to make sure that there is consistent support quality.

## Senior Billing and Account Specialist

Your Senior Billing and Account Specialist (SBAS) is a designated financial optimization expert who helps balance performance with cost. They manage cost optimization strategies, oversee reserved instance and savings plan portfolios, conduct financial business reviews, and provide detailed spend analytics to maximize your cloud investment efficiency.

## Incident Management Engineer

Incident Management Engineers (IME) are rapid response specialists who coordinate critical incident resolution. IMEs provide 5-minute response times, orchestrate technical teams during incidents, manage stakeholder communications. During active incidents, IMEs conduct real-time assessments of incident handling and response effectiveness, upon request they document the sequence of events, decisions made, and immediate outcomes. They observe and evaluate the

execution of response protocols, team coordination, and the application of existing playbooks while the incident is still unfolding.

## Migration Specialist

On-demand experts who guide critical transitions like launches and migrations. They validate architectures, create detailed execution plans, provide real-time monitoring during events, and conduct post-event analysis to capture learnings and optimize future operations.

## Amazon Customer Incident Response Team

The Amazon Customer Incident Response Team (CIRT) are security experts providing 24/7 specialized assistance for security events. They monitor security findings, provide guided response within minutes of detection, and enhance your security operations capabilities through expert investigation support and best practices guidance.

## Specialist Support Engineer

Specialist Support Engineers (SSE) are highly experienced technical experts using advanced contextual tools to deliver precise support solutions. They leverage AI-powered systems and deep technical knowledge to quickly understand your environment and resolve complex technical challenges.

## Unified Operations life cycle

The Unified Operations Support plan contains different phases, from pre-onboarding, through continuous improvement, that help you get the most out of your cloud environment. This topic covers key points of each phase.

### Contents

- [Unified Operations pre-onboarding](#)
- [Unified Operations onboarding](#)
- [Unified Operations Pre-event or migration planning](#)
- [Unified Operations Event migration or cutover](#)
- [Unified Operations Post Go-live or event](#)
- [Unified Operations Workload incident management](#)
- [Unified Operations Post incident](#)

- [Unified Operations Continuous improvement](#)

## Unified Operations pre-onboarding

During the pre-onboarding phases, Amazon gathers information from you needed to start the onboarding process, including the following information:

### Environment discovery and technical validation

- Understanding of your workload architecture and your key Amazon Web Services services.
- Your future planning needs, such as migration or events.
- Pre-requisites, such as a list of your Amazon Web Services accounts and Amazon Web Services Regions.
- Your specific business needs.

## Unified Operations onboarding

### Onboarding kickoff

- Meet the team (customer and Amazon allocated resources).

### Onboarding workshop

- Identify critical workloads.
- Conduct deep architecture review of the workloads.
- Review roles and responsibilities (RACI review – Amazon and your roles and responsibilities).
- Review Incident and Change management workflows (ITSM).
- Communication protocol - tooling and processes, escalation path, on-call schedules
- Identify and define the critical alarms (in Amazon CloudWatch, your 3rd party APM or custom monitoring tool).
- Build runbooks for critical alarms.

### Service onboarding

- Your Amazon Web Services account onboarding to Amazon Security Incident Response.
- Critical alarm onboarding to rapid Incident Management.

## Unified Operations Pre-event or migration planning

Pre-event or migration planning in Amazon Unified Operations includes the following key elements.

- **Context gathering** : Workload discovery and architecture.
- **Operational Readiness Review (ORR)**: Systematic assessment against Amazon best practices and runbooks to identify potential issues before they impact the event.
- **Risk assessments**: Identify, list potential risks, and mitigation plans.
- **Review Events**: Secure the cut-over or migration event support.

## Unified Operations Event migration or cutover

Event migration or cutover in Unified Operations includes the following key elements.

- **Real-time bridge to resolution**: Amazon experts join your communication channels to monitor events and resolve issues during critical business periods.
- **24/7 comprehensive support**: Round-the-clock expert assistance with immediate guidance for resource scaling needs. .
- **Amazon engineering**: Work directly with engineers who understand your business, delivering tailored solutions.

## Unified Operations Post Go-live or event

The post go-live or post event process in Unified Operations includes the following key elements:

- Spin-down engagement and event-specific resources.
- Conduct event reviews.
- Update runbooks and documentation based on learnings.
- Perform retrospectives to identify areas for improvement.

## Unified Operations Workload incident management

Workload incident management includes the following key elements:

- Amazon Web Services Support case creation.

- Engagement with you and an Amazon Incident Management Engineer (IME) for context-aware incident management.
- Joining or creation of incident bridge call.
- Monitoring of Amazon Web Services service health and large-scale event (LSE).
- Rapid recovery of critical applications or workloads.

## Unified Operations Post incident

Post-incident analysis for critical incidents is conducted by the assigned Domain Specialist Engineer (DSE). DSE takes a broader analytical approach after resolution, conducting comprehensive root cause analysis to identify any gaps in processes or tooling. The DSE transforms insights into actionable improvements by updating response playbooks, recommending preventive measures, and suggesting architectural enhancements to help prevent similar incidents in the future.

## Unified Operations Continuous improvement

Continuous improvement includes the following key elements:

- Update Critical Workload Reviews, proposing Amazon service-specific recommendations and resilience guidance .
- Review old and new cases on a continuous basis, and provide troubleshooting guides for identified technical issues.
- Apply lessons and oversee implementations and testing.
- Discuss technical issues, configurations, past, and upcoming projects and milestones.
- Review new feature implementation plans with risk assessments and performance optimizations.
- Conduct Monthly or Quarterly Business Review (MBR / QBR).

## Getting started with Unified Operations

This topic discusses the steps to onboard to Amazon Unified Operations.

### Contents

- [Unified Operations Getting started: Prerequisites](#)
- [Unified Operations Getting started: Onboard critical alarms to rapid incident management](#)
- [Unified Operations Getting started: How to request 5-minute incident response](#)

- [Unified Operations Getting started: Plan for domain coverage](#)
- [Unified Operations Getting started: Onboard your account to proactive security incident management](#)
- [Unified Operations Getting started: Amazon expectations from you](#)
- [Unified Operations Getting started: What you can expect from Amazon](#)

## Unified Operations Getting started: Prerequisites

The following items are required to onboard to Amazon Unified Operations

**A signed Amazon Unified Operations contract. For more information, contact your Amazon sales representative.**

- Identified business needs, such as migration, modernization, events, target uptime, and so on.
- A list of your workloads.
- A list of your Amazon Web Services accounts and associated Amazon Web Services Regions.
- Identified stakeholders across Application, Architecture, Operations, and Security teams.

## Unified Operations Getting started: Onboard critical alarms to rapid incident management

To help quickly notify you of critical incidents, complete the following steps to onboard your alarms to Amazon Incident Detection and Response

1. Define and configure your critical alarms for rapid incident management. For detailed information, see [Define and configure alarms in Incident Detection and Response](#) in the *Incident Detection and Response User Guide*.
  - a. For steps to set up alarms using Amazon CloudWatch, see [Define and configure alarms in Incident Detection and Response](#) in the *Incident Detection and Response User Guide*. For Amazon recommendations on critical alarm types for various Amazon Web Services services, see [Incident Detection and Response \(IDR\)](#). Contact your Amazon Unified Operations team if you want Amazon to automate the creation of critical Amazon alarms for your tagged Amazon resources.
  - b. To redirect or ingest critical alarms from 3rd party APM tools with [direct Amazon EventBridge integration](#), such as DataDog, NewRelic, and so on, see [Ingest alarms from](#)

[APMs that have direct integration with Amazon EventBridge](#) in the *Amazon Incident Detection and Response User Guide*. You must deploy a set of Amazon resources (Amazon Lambda and Amazon EventBridge event bus rules) to transform and redirect your alarm (event) to Amazon Incident Detection and Response. Your Amazon Unified Operations team can help provide the Amazon CloudFormation template to install these resources.

- c. Redirect or ingest critical alarms from your custom monitoring tool through a 3rd party APM tool that doesn't have direct integration with Amazon EventBridge. For more information, see [Use webhooks to ingest alarms from APMs without direct integration with Amazon EventBridge](#) in the *Amazon Incident Detection and Response User Guide*. You must deploy a set of Amazon resources (API Gateway Amazon Lambda functions, and Amazon EventBridge event bus rules) to transform and redirect your alarm (event) to Amazon Incident Detection and Response. Your Amazon Unified Operations team can help provide the Amazon CloudFormation template to install these resources.
2. Provide workload architecture details, point of contact information and runbook information on mitigation actions for critical alarms. To do this, complete the following steps:
  - Download and complete the [Amazon Incident Detection and Response Workload onboarding questionnaire](#) for each critical workload or application and the [Alarm ingestion questionnaire](#) related to each unique workload.

The information in these questionnaires helps the Amazon team develop an incident remediation runbook. This runbook enables appropriate actions to be taken to quickly troubleshoot and remediate critical alarms before they cause business downtime. For examples and sample information, see [Workload onboarding and alarm ingestion questionnaires in Amazon Incident Detection and Response](#).
3. Provide access to onboard your critical alarms to Amazon Incident Detection and Response
  - a. Deploy the `AWSServiceRoleForHealth_EventProcessor` service-linked role (SLR) in your Amazon Web Services account running the critical workload to be monitored by the Amazon incident management team. For more information, see [Provision access for alert ingestion to Amazon Incident Detection and Response](#).

 **Note**

To assist you with onboarding of large Amazon Web Services accounts, Amazon can provide you with a Amazon Command Line Interface script to fast track the provisioning of this SLR.

- b. (Optional) If your alarms are in Amazon CloudWatch, make sure that the Amazon Identity and Access Management user or role that's used for alarm testing (before go-live) has the `cloudwatch:SetAlarmState` IAM permission in your Amazon Web Services account that's running the critical workload. This is needed for alarm testing (gameday) post onboarding. For more information, see [Test onboarded workloads in Amazon Incident Detection and Response](#).
4. Create a Amazon Web Services Support case to subscribe a workload for rapid incident management. Note that your Amazon Web Services account is automatically enabled for inbound rapid incident management, which means you can raise a case to the Unified Operations Incident Detection and Response queue through the Support Center Console, the Amazon Command Line Interface, or the Amazon SDK for quick action. For Amazon to proactively monitor and create incidents with an outbound Amazon Web Services Support case, create an Amazon Web Services Support case for your critical workload. To do this, complete the following steps:
  - a. Sign in to the [Amazon Support Center Console](#), select **Create case**, and then select **Technical support**.
  - b. For **Service** select **Incident Detection and Response**.
  - c. For **Category** select **Onboard new workload**.
  - d. For **Severity** select **General guidance**.
  - e. Attached the Workload and Alarm questionnaires that you completed in the previous step.

## Unified Operations Getting started: How to request 5-minute incident response

Amazon Unified Operations offers 5-minute incident response for your critical incidents. To request a 5-minute inbound response you can [create a support case from a support interaction](#) or use the [legacy support case creation method](#). When you create your case, make sure that you enter the following information to ensure that your case receives a response within 5 minutes:

1. For **Case type**, choose **Technical**.
2. For **Service**, choose **Amazon Incident Detection and Response**.
3. For **Category**, choose **Active Incident**.
4. For **Severity**, choose **Business-critical system down**.
5. In the **Description**, include the following information

- a. Technical information
  - Workload name
  - Affected Amazon Resource ARN(s)
- b. Business information
  - Description of impact to the business
  - (Optional) Customer bridge details

## Unified Operations Getting started: Plan for domain coverage

Amazon Unified Operations provides specialized expertise through a domain-based coverage approach. Each domain is supported by a team of Amazon Domain Specialists who provide the following services:

- **Specialized expertise** aligned to your specific technology areas.
- **Continuous coverage** with availability through your preferred collaboration tools (Slack or Microsoft Teams) during business days.
- **Proactive guidance** on architecture, best practices, and optimization opportunities.
- **Enhanced incident response** through deep domain knowledge and workload familiarity.
- **Consistent experience** maintained by a coordinated team rather than individuals.

This approach to domain coverage enables Amazon specialists to maintain deep familiarity with your critical workloads while providing comprehensive support across your technology stack.

To select the domains, organizations maintain decision authority from a choice of 23 Amazon Domains and consider the following factors in their decision:

- Primary Amazon Web Services services running critical workloads
- Critical Amazon Web Services service dependencies (such as Amazon EC2, Amazon EKS, or Amazon RDS)
- Major upcoming events requiring 24x7 support coverage (migrations, launches) planned within 3-6 months

This information, combined with guidance from your Technical Account Manager, enables precise alignment of domain expertise with your specific organizational needs, helping you maintain optimal support for mission-critical workloads.

## Unified Operations Getting started: Onboard your account to proactive security incident management

Unified Operations entitles you to Amazon Security Incident Response to help you quickly prepare for, respond to, and recover from security incidents, such as account takeovers, data breaches, and ransomware attacks. Amazon Security Incident Response triages findings, escalates events, and manages critical cases, while also providing access to the Amazon Customer Incident Response Team (CIRT) to investigate impacted resources. This access helps you to effectively mitigate and resolve security incidents, minimizing the impact on your operations. To onboard to this service feature, complete the following steps:

1. Create a centralized Amazon Web Services account for Amazon Security Incident Response. This Amazon Web Services account will be used to configure all other Amazon Web Services accounts that you want monitored, to manage your incident response team, and to create and view security events. We recommend that you align this account with the account that you use for other security services such as Amazon GuardDuty and Amazon Security Hub CSPM. You can use an [Amazon Organizations](#) management account, or an Amazon Organizations delegated administrator account as the Security Incident Response membership account. For more information, see [Select a membership account](#) in the *Amazon Security Incident Response User Guide*.
  - a. Choose basic membership details. For more information, see [Setup membership details](#) in the *Amazon Security Incident Response User Guide*.
  - b. Choose how you want to associate accounts with Amazon Organizations. For more information, see [Associate accounts with Amazon Organizations](#) in the *Amazon Security Incident Response User Guide*.
  - c. (Optional) You can optionally enable proactive response and alert triaging workflow to enable within your organization to monitor and investigate alerts generated from Amazon GuardDuty and Amazon Security Hub CSPM integrations. For more information, see [Setup proactive response and alert triaging workflows](#) in the *Amazon Security Incident Response User Guide*.
2. (Optional) Enable the proactive containment of a potential security incident. Amazon can perform containment actions to quickly mitigate impact, such as isolating compromised hosts

or rotating credentials. To turn on this feature, you must first grant the necessary permissions to the service. To do this, deploy an [Step Functions StackSet](#).

## Unified Operations Getting started: Amazon expectations from you

For Unified Operations to deliver maximum value, we recommend the following collaborative approach:

### Team engagement

- Identify subject matter experts from your team to collaborate with Amazon engineers during onboarding and ongoing engagement.
- Participate in initial discovery calls and subsequent meetings to share architecture details and operational requirements.
- Establish regular touchpoints to review architecture updates or workload changes.

### Operational integration

- Configure critical alarms in your account to enable effective incident management.
- Implement recommended action items provided by Amazon specialists,
- Participate in gameday exercises to validate incident response processes.

This collaborative framework helps you maximize the value of Unified Operations, achieve your uptime goals, mitigate operational risks, and receive comprehensive support for your mission-critical workloads.

## Unified Operations Getting started: What you can expect from Amazon

When you onboard to Unified Operations, you can expect the following from Amazon.

- Provide a team of designated Amazon experts with deep technical expertise in the your workload domain and services.
- Offer proactive guidance, ongoing optimization, and continuous improvement recommendations to enhance workload performance and resiliency and accelerate path to migrations and modernization.
- Help provide rapid incident response, with context-aware engineers engaged within 5 minutes of a critical incident.

- Offer comprehensive support throughout the application lifecycle, from design and migration to production launch and long-term operations.
- Proactively monitor security threats with auto-triaging, reducing false positives, and raising incidents for potential security incidents.
- Assist in trouble and joint mitigation of Amazon or your identified security incident.

## Change Amazon Web Services Support Plans

You can use the Amazon Web Services Support Plans console to change your support plan for your Amazon Web Services account. To change your support plan, you must have Amazon Identity and Access Management(IAM) permissions. For more information, see [Manage access to Amazon Web Services Support Plans](#) and [Amazon managed policies for Amazon Web Services Support Plans](#).

### To change your support plan

1. Sign in to the Amazon Web Services Support Plans console at <https://console.amazonaws.cn/support/plans/home>.
2. (Optional) To compare support plans, on the **Amazon Web Services Support Plans** page, choose **Compare all Amazon Web Services Support plans and features**.
3. (Optional) To view estimated costs for a support plan, choose **Pricing calculator**. In the **Pricing calculator**, select a support tier, enter an estimate of how much you expect to spend with Amazon each month, and then choose **Calculate**.
4. To downgrade your Enterprise Support plan, reach out to your Technical Account Manager (TAM).

To downgrade your Business Support+ plan, on the [Manage Support Plans](#) page, choose **Review downgrade** in the Basic Amazon Web Services Support plan section.

To upgrade to an Amazon Enterprise Support or Amazon Unified Operations plan, choose **Contact sales**.

To upgrade to an Amazon Business Support+ plan from Basic Amazon Web Services Support, complete the following steps:

- a. Choose **Get started** in the Amazon Business Support+ section.
- b. If you are onboarded to Amazon Organizations and have the all-feature mode enabled, you can subscribe your entire organization to Business Support+. For information about

all-feature mode, see [Enabling all features for an organization with Amazon Organizations](#) in the *Amazon Organizations User Guide*. To enroll at the organization level, select the **My organization** radio button. Review the [plan details and pricing](#), and then check the box to agree to the subscription terms. Only your organization's management account can subscribe your entire organization.

Or, to enroll at the account level, select the **My account** radio button, then check the box to agree to the subscription terms.

- c. Choose **Confirm upgrade** to complete your Amazon Business Support+ plan subscription.

 **Note**

After you subscribe your entire organization to Amazon Business Support+, any new accounts created within that organization are automatically subscribed to Amazon Business Support+. If an account that was previously subscribed to Amazon Business Support+ at the organization-level leaves the organization, that account is downgraded to the Basic support plan.

 **Note**

If you sign up for a paid support plan, you're responsible for a minimum one month subscription of Amazon Web Services Support. For more information, see the [Amazon Web Services Support FAQs](#).

## Related information

For more information about Amazon Web Services Support Plans, see the [Amazon Web Services Support FAQs](#). You can also choose **Contact us** from the Support Plans console.

To close your account, see [Closing an Account](#) in the *Amazon Billing User Guide*.

# Configure promotional plan expiration notifications

You can use [Amazon User Notifications](#) to configure notifications to inform you when your support plan's promotional period is ending. You can subscribe to receive notifications by email, in the Amazon Console Mobile Application, or in other chat channels of your choice.

## Configure promotional support plan expiration notifications

1. Open User Notifications in the [Amazon Web Services Management Console](#):
  - a. Choose the bell icon in the top navigation bar.
  - b. Choose **Notification center**.
  - c. In the navigation pane, choose **Notification configuration**.
  - d. Choose **Create notification configuration**.
  - e. Select at least one **Configuration hub**. For more information, see [Storing, processing, and replicating notifications using notification hubs in Amazon User Notifications](#).
2. For **Event Rule**, enter the following information:
  - For **Amazon Web Services service name**, enter **Support Plans**.
  - For **Event type**, enter **Support Plan Promotion Expiration**.
  - For **Regions**, select the source Amazon Web Services Regions where you want to receive notifications. For this option, choose US East (N. Virginia), US East (Ohio), US West (N. California), and US West (Oregon).
3. Configure aggregation settings to reduce notification frequency. We recommend that you set aggregation to **Receive within 5 minutes**.
4. Configure the delivery channels where you want to receive notifications. If you don't select a delivery channel, you can view notifications by selecting the bell icon in the Amazon Web Services Management Console navigation bar.

For detailed instructions on creating user-configured notifications, see [Step 1: creating a notification configuration in the Amazon User Notifications User Guide](#).

## View promotional plan notifications

Your notifications are delivered to the delivery channel that you chose during configuration. You can also view notifications by choosing the bell icon in the console navigation bar. The bell icon shows a red badge when new notifications are available.

For more information on viewing notifications, see [Step 2: Viewing notifications](#) in the *Amazon User Notifications User Guide*.

## Developer, Business, and Enterprise On-Ramp end of support

### **Important**

This information applies to the commercial Amazon Web Services Regions only.

For information on transitioning to a new plan, see the following information specific to your plan and the [Amazon Web Services Support Frequently Asked Questions](#).

### **Note**

Developer Support, Business Support, and Enterprise On-Ramp will remain available in the Amazon GovCloud (US) Region.

## Developer Amazon Web Services Support plan end of support

End of Support Notice: Developer Support will be discontinued January 1, 2027. Customers with Developer Support can continue using their existing plan or choose to upgrade to Business Support+ anytime before January 1, 2027. Business Support+ delivers AI-powered assistance that understands the context of your operations, with 24/7 access to Amazon experts at \$29/month minimum per account. For more information see, [Business Support+ plan details](#).

## Business Amazon Web Services Support plan end of support

End of Support Notice: Business Support will be discontinued January 1, 2027. Customers with Business Support can continue using their existing plan or choose to upgrade to Business

Support+ anytime before January 1, 2027. Business Support+ delivers AI-powered assistance that understands the context of your operations, with 24/7 access to Amazon experts at \$29/month minimum per account. For more information see, [Business Support+ plan details](#)

## Enterprise On-Ramp end of support

End of Support Notice: On January 1, 2027, Amazon will discontinue Enterprise On-Ramp. Throughout 2026, Enterprise On-Ramp customers will be automatically upgraded to Amazon Enterprise Support during contract renewal or in periodic batches. Customers will receive an email notification a month before their upgrade. No further action is required. Enterprise Support provides designated TAM assignment, 15-minute response times, and Amazon Security Incident Response available at no additional cost, all at a lower \$5,000 minimum (reduced from \$15,000). For more information, see [Amazon Enterprise Amazon Web Services Support plan details](#).

# Amazon Trusted Advisor

Trusted Advisor draws upon best practices learned from serving hundreds of thousands of Amazon customers. Trusted Advisor inspects your Amazon environment, and then makes recommendations when opportunities exist to save money, improve system availability and performance, or help close security gaps.

If you have a Basic or Developer Support plan, you can use the Trusted Advisor console to access all checks in the Service Limits category and [selected checks](#) in the Security and Fault tolerance categories. Automatic check updates aren't available in the Basic and Developer Support plans. You must manually refresh Trusted Advisor checks in the Security category. To manually refresh a check, do the following:

1. Sign in to the Trusted Advisor console at <https://console.amazonaws.cn/trustedadvisor/home>.
2. Select the **Refresh** button on the check that you want to refresh.

If you have a Amazon Business Support+, Amazon Enterprise Support, or Amazon Unified Operations plan, you can use the Trusted Advisor console and the [Amazon Trusted Advisor API](#) to access all Trusted Advisor checks. You also can use Amazon CloudWatch Events to monitor the status of Trusted Advisor checks. For more information, see [Monitoring Amazon Trusted Advisor check results with Amazon EventBridge](#).

You can access Trusted Advisor in the Amazon Web Services Management Console. For more information about controlling access to the Trusted Advisor console, see [Manage access to Amazon Trusted Advisor](#).

For more information, see [Trusted Advisor](#).

## Topics

- [Get started with Trusted Advisor Recommendations](#)
- [Get started with the Trusted Advisor API](#)
- [Using Trusted Advisor as a web service](#)
- [Organizational view for Amazon Trusted Advisor](#)
- [View Amazon Trusted Advisor checks powered by Amazon Config](#)
- [Viewing Amazon Security Hub CSPM controls in Amazon Trusted Advisor](#)

- [Opt in Amazon Compute Optimizer for Trusted Advisor checks](#)
- [Get started with Amazon Trusted Advisor Priority](#)
- [Amazon Trusted Advisor check reference](#)
- [Change log for Amazon Trusted Advisor](#)

## Get started with Trusted Advisor Recommendations

You can use the Trusted Advisor Recommendations page of the Trusted Advisor console to review check results for your Amazon Web Services account and then follow the recommended steps to fix any issues. For example, Trusted Advisor might recommend that you delete unused resources to reduce your monthly bill, such as an Amazon Elastic Compute Cloud (Amazon EC2) instance.

You can also use the Amazon Trusted Advisor API to perform operations on your Trusted Advisor checks. For more information, see the [Amazon Trusted Advisor API Reference](#)

### Topics

- [Sign in to the Trusted Advisor console](#)
- [View check categories](#)
- [View specific checks](#)
- [Filter your checks](#)
- [Refresh check results](#)
- [Download check results](#)
- [Organizational view](#)
- [Preferences](#)

## Sign in to the Trusted Advisor console

You can view the checks and the status of each check in the Trusted Advisor console.

### Note

You must have Amazon Identity and Access Management (IAM) permissions to access the Trusted Advisor console. For more information, see [Manage access to Amazon Trusted Advisor](#).

## To sign in to the Trusted Advisor console

1. Sign in to the Trusted Advisor console at <https://console.amazonaws.cn/trustedadvisor/home>.
2. On the **Trusted Advisor Recommendations** page, view the summary for each check category:
  - **Action recommended (red)** – Trusted Advisor recommends an action for the check. For example, a check that detects a security issue for your IAM resources might recommend urgent steps.
  - **Investigation recommended (yellow)** – Trusted Advisor detects a possible issue for the check. For example, a check that reaches a quota for a resource might recommend ways to delete unused resources.
  - **Checks with excluded items (gray)** – The number of checks that have excluded items, such as resources that you want a check to ignore. For example, this might be Amazon EC2 instances that you don't want the check to evaluate.
3. You can do the following on the **Trusted Advisor Recommendations** page:
  - To refresh all checks in your account, choose **Refresh all checks**.
  - To create an .xls file that includes all check results, choose **Download all checks**.
  - Under **Checks summary**, choose a check category, such as **Security**, to view the results.
  - Under **Potential monthly savings**, you can view how much you can save for your account and the cost optimization checks for recommendations.
  - Under **Recent changes**, you can view changes to check statuses within the last 30 days. Choose a check name to view the latest results for that check or choose the arrow icon to view the next page.

## View check categories

You can view the check descriptions and results for the following check categories:

- **Cost optimization** – Recommendations that can potentially save you money. These checks highlight unused resources and opportunities to reduce your bill.
- **Performance** – Recommendations that can improve the speed and responsiveness of your applications.
- **Security** – Recommendations for security settings that can make your Amazon solution more secure.

- **Fault tolerance** – Recommendations that help increase the resiliency of your Amazon solution. These checks highlight redundancy shortfalls and overused resources.
- **Service limits** – Checks the usage for your account and whether your account approaches or exceeds the limit (also known as quotas) for Amazon services and resources.
- **Operational Excellence** – Recommendations to help you operate your Amazon environment effectively, and at scale.

## To view check categories

1. Sign in to the Trusted Advisor console at <https://console.amazonaws.cn/trustedadvisor/home>.
2. In the navigation pane, choose the check category.
3. On the category page, view the summary for each check category:
  - **Action recommended (red)** – Trusted Advisor recommends an action for the check.
  - **Investigation recommended (yellow)** – Trusted Advisor detects a possible issue for the check.
  - **No problems detected (green)** – Trusted Advisor doesn't detect an issue for the check.
  - **Excluded items (gray)** – The number of checks that have excluded items, such as resources that you want a check to ignore.
4. For each check, choose the refresh icon  to refresh this check.
5. Choose the download icon  to create an .xls file that includes the results for this check.

## View specific checks

Expand a check to view the full check description, your affected resources, any recommended steps, and links to more information.

### To view a specific check

1. Sign in to the Trusted Advisor console at <https://console.amazonaws.cn/trustedadvisor/home>.
2. In the navigation pane, choose a check category.

3. Choose the check name to view the description and the following details:
  - **Alert Criteria** – Describes the threshold when a check will change status.
  - **Recommended Action** – Describes the recommended actions for this check.
  - **Additional Resources** – Lists related Amazon documentation.
  - A table that lists the affected items in your account. You can include or exclude these items from check results.
4. (Optional) To exclude items so that they don't appear in check results:
  - a. Select an item and choose **Exclude & Refresh**.
  - b. To view all excluded items, choose **Excluded items**.
5. (Optional) To include items so that the check evaluates them again:
  - a. Choose **Excluded items**, select an item, and then choose **Include & Refresh**.
  - b. To view all included items, choose **Included items**.
6. Choose the settings icon ).

In the **Preferences** dialog box, you can specify the number of items or the properties to display, and then choose **Confirm**.

## Filter your checks

On the check category pages, you can specify which check results that you want to view. For example, you might filter by checks that have detected errors in your account so that you can investigate urgent issues first.

If you have checks that evaluate items in your account, such as Amazon resources, you can use tag filters to only show items that have the specified tag.

### To filter your checks

1. Sign in to the Trusted Advisor console at <https://console.amazonaws.cn/trustedadvisor/home>.
2. In the navigation pane or the **Trusted Advisor Recommendations** page, choose the check category.
3. For **Search by keyword**, enter a keyword from the check name or description to filter your results.

4. For the **View** list, specify which checks to view:

- **All checks** – List all checks for this category.
- **Action recommended** – List checks that recommend that you take action. These checks are highlighted in red.
- **Investigation recommended** – List checks that recommend that you take possible action. These checks are highlighted in yellow.
- **No problems detected** – List checks that don't have any issues. These checks are highlighted in green.
- **Checks with excluded items** – List checks that you specified to exclude items from the check results.

5. If you added tags to your Amazon resources, such as Amazon EC2 instances or Amazon CloudTrail trails, you can filter your results so that the checks only show items that have the specified tag.

For **Filter by tag**, enter a tag key and value, and then choose **Apply filter**.

6. In the table for the check, the check results only show items that have the specified key and value.
7. To clear the filter by tags, choose **Reset**.

## Related information

For more information about tagging for Trusted Advisor, see the following topics:

- [Amazon Web Services Support enables tagging capabilities for Trusted Advisor](#)
- [Tagging Amazon resources](#) in the *Amazon Web Services General Reference*

## Refresh check results

You can refresh checks to get the latest results for your account. If you have a Developer or Basic Support plan, you can sign in to the Trusted Advisor console to refresh the checks. If you have an Amazon Business Support+, Amazon Enterprise Support, or Amazon Unified Operations plan, Trusted Advisor automatically refreshes the checks in your account on a weekly basis.

## To refresh Trusted Advisor checks

1. Navigate to the Amazon Trusted Advisor console at <https://console.amazonaws.cn/trustedadvisor>.
2. On the **Trusted Advisor Recommendations** or a check category page, choose **Refresh all checks**.

You can also refresh specific checks in the following ways:

- Choose the refresh icon  for an individual check.
- Use the [RefreshTrustedAdvisorCheck](#) API operation.

### Notes

- Trusted Advisor automatically refreshes some checks several times a day, such as the **Amazon Well-Architected high risk issues for reliability** check. It might take a few hours for changes to appear in your account. For these automatically refreshed checks, you can't choose the refresh icon  to manually refresh your results.
- If you enabled Amazon Security Hub CSPM for your account, you can't use the Trusted Advisor console to refresh Security Hub CSPM controls. For more information, see [Refresh your Security Hub CSPM findings](#).

## Download check results

You can download check results to get an overview of Trusted Advisor in your account. You can download results for all checks or a specific check.

### To download check results from Trusted Advisor Recommendations

1. Navigate to the Amazon Trusted Advisor console at <https://console.amazonaws.cn/trustedadvisor>.

- To download all check results, in the **Trusted Advisor Recommendations** or a check category page, choose **Download all checks**.
- To download a check result for a specific check, choose the check name, and then choose the download icon ).

2. Save or open the .xls file. The file contains the same summary information from the Trusted Advisor console, such as the check name, description, status, affected resources, and so on.

## Organizational view

You can set up the organizational view feature to create a report for all member accounts in your Amazon organization. For more information, see [Organizational view for Amazon Trusted Advisor](#).

## Preferences

On the **Manage Trusted Advisor** page, you can [disable Trusted Advisor](#).

On the **Notifications** page, you can configure your weekly email messages for the check summary. See [Set up notification preferences](#).

On the **Your organization** page, you can enable or disable trusted access with Amazon Organizations. This is required for the [Organizational view for Amazon Trusted Advisor](#) feature and [Trusted Advisor Priority](#).

## Set up notification preferences

Specify who can receive the weekly Trusted Advisor email messages for check results and the language. You receive an email notification about your check summary for Trusted Advisor Recommendations once a week.

The email notifications for Trusted Advisor Recommendations don't include results for Trusted Advisor Priority. For more information, see [Manage Trusted Advisor Priority notifications](#).

### To set up notification preferences

1. Sign in to the Trusted Advisor console at <https://console.amazonaws.cn/trustedadvisor/home>.
2. In the navigation pane, under **Preferences**, choose **Notifications**.

3. For **Recommendations**, select whom to notify for your check results. You can add and remove contacts from the [Account Settings](#) page in the Amazon Billing and Cost Management console.
4. For **Language**, choose the language for the email message.
5. Choose **Save your preferences**.

## Set up organizational view

If you set up your account with Amazon Organizations, you can create reports for all member accounts in your organization. For more information, see [Organizational view for Amazon Trusted Advisor](#).

## Disable Trusted Advisor

When you disable this service, Trusted Advisor won't perform any checks on your account. Anyone who tries to access the Trusted Advisor console or use the API operations will receive an access denied error message.

### To disable Trusted Advisor

1. Sign in to the Trusted Advisor console at <https://console.amazonaws.cn/trustedadvisor/home>.
2. In the navigation pane, under **Preferences**, choose **Manage Trusted Advisor**.
3. Under **Trusted Advisor**, turn off **Enabled**. This action disables Trusted Advisor for all checks in your account.
4. You can then manually delete the [Trusted Advisor service role](#) from your account. For more information, see [Deleting a service-linked role for Trusted Advisor](#).

## Related information

For more information about Trusted Advisor, see the following topics:

- [How do I start using Trusted Advisor?](#)
- [Amazon Trusted Advisor check reference](#)

## Get started with the Trusted Advisor API

The Amazon Trusted Advisor API Reference is intended for programmers that need detailed information about the Trusted Advisor API operations and data types. This API provides access

to Trusted Advisor recommendations for your account or all the accounts within your Amazon Organization. The Trusted Advisor API uses HTTP methods that returns results in JSON format.

 **Note**

- You must have an Amazon Business Support+, Amazon Enterprise Support, or Amazon Unified Operations plan to use the Trusted Advisor API.
- If you call the Amazon Trusted Advisor API from an account that doesn't have a Amazon Business Support+, Amazon Enterprise Support, or Amazon Unified Operations plan, then you receive an Access Denied exception. For more information about changing your support plan, [see Amazon Support](#).

You can use the Amazon Trusted Advisor API to get a list of checks and their descriptions, recommendations, and resources for recommendations. You can also update the lifecycle of recommendations. To manage recommendations, use the following API operations:

- Use the [ListChecks](#), [ListRecommendations](#), [GetRecommendation](#), and [ListRecommendationResources](#) API operations to view recommendations and corresponding accounts and resources.
- Use The [UpdateRecommendationLifecycle](#) API operation to update the lifecycle of a recommendation that's managed by Trusted Advisor Priority.
- Use The [BatchUpdateRecommendationResourceExclusion](#) API operation to include or exclude one or more resources from your Trusted Advisor results.
- The [ListOrganizationRecommendations](#), [GetOrganizationRecommendation](#), [ListOrganizationRecommendationResources](#), [ListOrganizationRecommendationAccounts](#), and [UpdateOrganizationRecommendationLifecycle](#) API calls support only recommendations that are managed by Trusted Advisor Priority. These recommendations are also referred to as prioritized recommendations. You can view and manage your prioritized recommendations from a management or delegated admin account if you have activated Trusted Advisor Priority. If Priority isn't activated, then you receive an Access Denied exception when you make requests.

For more information, [see Amazon Trusted Advisor in the Amazon Support User Guide](#).

For authentication of requests, [see the Signature Version 4 Signing Process](#).

# Using Trusted Advisor as a web service

The Amazon Web Services Support service enables you to write applications that interact with [Amazon Trusted Advisor](#). This topic shows you how to get a list of Trusted Advisor checks, refresh one of them, and then get the detailed results from the check. These tasks are demonstrated in Java. For information about support for other languages, see [Tools for Amazon Web Services](#).

## Topics

- [Get the list of available Trusted Advisor checks](#)
- [Refresh the list of available Trusted Advisor checks](#)
- [Poll a Trusted Advisor check for status changes](#)
- [Request a Trusted Advisor check result](#)
- [Show details of a Trusted Advisor check](#)

## Get the list of available Trusted Advisor checks

The following Java code snippet creates an instance of an Amazon Web Services Support client that you can use to call all Trusted Advisor API operations. Next, the code gets the list of Trusted Advisor checks and their corresponding CheckId values by calling the [DescribeTrustedAdvisorChecks](#) API operation. You can use this information to build user interfaces that enable users to select the check they want to run or refresh.

```
private static AWSSupport createClient()
{
    return AWSSupportClientBuilder.defaultClient();
}
// Get the List of Available Trusted Advisor Checks
public static void getTAChecks() {
    // Possible language parameters: "en" (English), "ja" (Japanese), "fr" (French),
    // "zh" (Chinese)
    DescribeTrustedAdvisorChecksRequest request = new
    DescribeTrustedAdvisorChecksRequest().withLanguage("en");
    DescribeTrustedAdvisorChecksResult result =
    createClient().describeTrustedAdvisorChecks(request);
    for (TrustedAdvisorCheckDescription description : result.getChecks()) {
        // Do something with check description.
        System.out.println(description.getId());
        System.out.println(description.getName());
```

```
    }  
}
```

## Refresh the list of available Trusted Advisor checks

The following Java code snippet creates an instance of an Amazon Web Services Support client that you can use to refresh Trusted Advisor data.

```
// Refresh a Trusted Advisor Check  
// Note: Some checks are refreshed automatically, and they cannot be refreshed by using  
// this operation.  
// Specifying the check ID of a check that is automatically refreshed causes an  
// InvalidParameterValue error.  
public static void refreshTACheck(final String checkId) {  
    RefreshTrustedAdvisorCheckRequest request = new  
    RefreshTrustedAdvisorCheckRequest().withCheckId(checkId);  
    RefreshTrustedAdvisorCheckResult result =  
    createClient().refreshTrustedAdvisorCheck(request);  
    System.out.println("CheckId: " + result.getStatus().getCheckId());  
    System.out.println("Milliseconds until refreshable: " +  
    result.getStatus().getMillisUntilNextRefreshable());  
    System.out.println("Refresh Status: " + result.getStatus().getStatus());  
}
```

## Poll a Trusted Advisor check for status changes

After you submit the request to run a Trusted Advisor check to generate the latest status data, you use the [DescribeTrustedAdvisorCheckRefreshStatuses](#) API operation to request the progress of the check's run, and when new data is ready for the check.

The following Java code snippet gets the status of the check requested in the following section, using the value corresponding in the CheckId variable. In addition, the code demonstrates several other uses of the Trusted Advisor service:

1. You can call `getMillisUntilNextRefreshable` by traversing the objects contained in the `DescribeTrustedAdvisorCheckRefreshStatusesResult` instance. You can use the value returned to test whether you want your code to proceed with refreshing the check.
2. If `timeUntilRefreshable` equals zero, you can request a refresh of the check.
3. Using the status returned, you can continue to poll for status changes; the code snippet sets the polling interval to a recommended ten seconds. If the status is either enqueued or

`in_progress`, the loop returns and requests another status. If the call returns successful, the loop terminates.

4. Finally, the code returns an instance of a `DescribeTrustedAdvisorCheckResultResult` data type that you can use to traverse the information produced by the check.

**Note:** Use a single refresh request before polling for the status of the request.

```
// Retrieves TA refresh statuses. Multiple checkId's can be submitted.
public static List<TrustedAdvisorCheckRefreshStatus> getTARefreshStatus(final String...
checkIds) {
    DescribeTrustedAdvisorCheckRefreshStatusesRequest request =
        new
    DescribeTrustedAdvisorCheckRefreshStatusesRequest().withCheckIds(checkIds);
    DescribeTrustedAdvisorCheckRefreshStatusesResult result =
        createClient().describeTrustedAdvisorCheckRefreshStatuses(request);
    return result.getStatuses();
}
// Retrieves a TA check status, and checks to see if it has finished processing.
public static boolean isTACheckStatusInTerminalState(final String checkId) {
    // Since we only submitted one checkId to getTARefreshStatus, just retrieve the
    // only element in the list.
    TrustedAdvisorCheckRefreshStatus status = getTARefreshStatus(checkId).get(0);
    // Valid statuses are:
    // 1. "none", the check has never been refreshed before.
    // 2. "queued", the check is waiting to be processed.
    // 3. "processing", the check is in the midst of being processed.
    // 4. "success", the check has succeeded and finished processing - refresh data is
    // available.
    // 5. "abandoned", the check has failed to process.
    return status.getStatus().equals("abandoned") ||
    status.getStatus().equals("success");
}
// Enqueues a Trusted Advisor check refresh. Periodically polls the check refresh
// status for completion.
public static TrustedAdvisorCheckResult getFreshTACheckResult(final String checkId)
throws InterruptedException {
    refreshTACheck(checkId);
    while(!isTACheckStatusInTerminalState(checkId)) {
        Thread.sleep(10000);
    }
    return getTACheckResult(checkId);
}
```

```
// Retrieves fresh TA check data whenever possible.
// Note: Some checks are refreshed automatically, and they cannot be refreshed by using
// this operation. This method
// is only functional for checks that can be refreshed using the
// RefreshTrustedAdvisorCheck operation.
public static void pollForTACheckResultChanges(final String checkId) throws
InterruptedException {
    String checkResultStatus = null;
    do {
        TrustedAdvisorCheckResult result = getFreshTACheckResult(checkId);
        if (checkResultStatus != null && !checkResultStatus.equals(result.getStatus()))
    {
        break;
    }
    checkResultStatus = result.getStatus();
    // The rule refresh has completed, but due to throttling rules the checks may
    not be refreshed again
    // for a short period of time.
    // Since we only submitted one checkId to getTAResfreshStatus, just retrieve the
    only element in the list.
    TrustedAdvisorCheckRefreshStatus refreshStatus =
getTAResfreshStatus(checkId).get(0);
    Thread.sleep(refreshStatus.getMillisUntilNextRefreshable());
} while(true);
// Signal that a TA check has changed check result status here.
}
```

## Request a Trusted Advisor check result

After you select the check for the detailed results that you want, you submit a request by using the [DescribeTrustedAdvisorCheckResult](#) API operation.

### Tip

The names and descriptions for Trusted Advisor checks are subject to change. We recommend that you specify the check ID in your code to uniquely identify a check. You can use the [DescribeTrustedAdvisorChecks](#) API operation to get the check ID.

The following Java code snippet uses the `DescribeTrustedAdvisorChecksResult` instance referenced by the variable `result`, which was obtained in the preceding code snippet. Rather than defining a check interactively through a user interface, After you submit the request to

run the snippet submits a request for the first check in the list to be run by specifying an index value of 0 in each `result.getChecks().get(0)` call. Next, the code defines an instance of `DescribeTrustedAdvisorCheckResultRequest`, which it passes to an instance of `DescribeTrustedAdvisorCheckResultResult` called `checkResult`. You can use the member structures of this data type to view the results of the check.

```
// Request a Trusted Advisor Check Result
public static TrustedAdvisorCheckResult getTACheckResult(final String checkId) {
    DescribeTrustedAdvisorCheckResultRequest request = new
    DescribeTrustedAdvisorCheckResultRequest()
        // Possible language parameters: "en" (English), "ja" (Japanese),
        "fr" (French), "zh" (Chinese)
        .withLanguage("en")
        .withCheckId(checkId);
    DescribeTrustedAdvisorCheckResultResult requestResult =
    createClient().describeTrustedAdvisorCheckResult(request);
    return requestResult.getResult();
}
```

**Note:** Requesting a Trusted Advisor Check Result doesn't generate updated results data.

## Show details of a Trusted Advisor check

The following Java code snippet iterates over the `DescribeTrustedAdvisorCheckResultResult` instance returned in the previous section to get a list of resources flagged by the Trusted Advisor check.

```
// Show ResourceIds for flagged resources.
for (TrustedAdvisorResourceDetail flaggedResource :
    result1.getResult().getFlaggedResources())
{
    System.out.println(
        "The resource for this ResourceID has been flagged: " +
        flaggedResource.getResourceId());
}
```

## Organizational view for Amazon Trusted Advisor

Organizational view lets you view Trusted Advisor checks for all accounts in your [Amazon Organizations](#). After you enable this feature, you can create reports to aggregate the check results

for all member accounts in your organization. The report includes a summary of check results and information about affected resources for each account. For example, you can use the reports to identify which accounts in your organization are using Amazon Identity and Access Management (IAM) with the IAM Use check or whether you have recommended actions for Amazon Simple Storage Service (Amazon S3) buckets with the Amazon S3 Bucket Permissions check.

 **Note**

The organizational view feature isn't available in the China Regions.

## Topics

- [Prerequisites](#)
- [Enable organizational view](#)
- [Refresh Trusted Advisor checks](#)
- [Create organizational view reports](#)
- [View the report summary](#)
- [Download an organizational view report](#)
- [Disable organizational view](#)
- [Using IAM policies to allow access to organizational view](#)
- [Using other Amazon services to view Trusted Advisor reports](#)

## Prerequisites

You must meet the following requirements to enable organizational view:

- Your accounts must be members of an [Amazon Organizations](#).
- Your organization must have all features enabled for Organizations. For more information, see [Enabling all features in your organization](#) in the *Amazon Organizations User Guide*.
- The management account in your organization must have an Amazon Business Support+, Amazon Enterprise Support, or Amazon Unified Operations plan. You can find your support plan from the Amazon Web Services Support Center or from the [Support plans](#) page. See [Compare Amazon Web Services Support plans](#).

- You must sign in as a user in the [management account](#) (or [assumed equivalent role](#)). Whether you sign in as an IAM user or an IAM role, you must have a policy with the required permissions. See [Using IAM policies to allow access to organizational view](#).

## Enable organizational view

After you meet the prerequisites, follow these steps to enable organizational view. After you enable this feature, the following happens:

- Trusted Advisor is enabled as a *trusted service* in your organization. For more information, see [Enabling trusted access with other Amazon services](#) in the *Amazon Organizations User Guide*.
- The `AWSServiceRoleForTrustedAdvisorReporting` service-linked-role is created for you in the management account in your organization. This role includes the permissions that Trusted Advisor needs to call Organizations on your behalf. This service-linked role is locked, and you can't delete it manually. For more information, see [Using service-linked roles for Trusted Advisor](#).

You enable organizational view from the Trusted Advisor console.

### To enable organizational view

1. Sign in as an administrator in the organization's management account and open the Amazon Trusted Advisor console at <https://console.amazonaws.cn/trustedadvisor>.
2. In the navigation pane, under **Preferences**, choose **Your organization**.
3. Under **Enable trusted access with Amazon Organizations**, turn on **Enabled**.

#### Note

Enabling organizational view for the management account doesn't provide the same checks for all member accounts. For example, if your member accounts all have Basic Support, those accounts won't have the same checks available as your management account. The Amazon Web Services Support plan determines which Trusted Advisor checks are available for an account.

## Refresh Trusted Advisor checks

Before you create a report for your organization, we recommend that you refresh the statuses of your Trusted Advisor checks. You can download a report without refreshing your Trusted Advisor checks, but your report might not have the latest information.

If you have an Amazon Business Support+, Amazon Enterprise Support, or Amazon Unified Operations plan, Trusted Advisor automatically refreshes the checks in your account on a weekly basis.

### Note

If you have accounts in your organization that have a Developer or Basic support plan, a user for those accounts must sign in to the Trusted Advisor console to refresh the checks. You can't refresh checks for all accounts from the organization's management account.

### To refresh Trusted Advisor checks

1. Navigate to the Amazon Trusted Advisor console at <https://console.amazonaws.cn/trustedadvisor>.
2. On the **Trusted Advisor Recommendations** page, choose the **Refresh all checks**. This refreshes all checks in your account.

You can also refresh specific checks in the following ways:

- Use the [RefreshTrustedAdvisorCheck](#) API operation.
- Choose the refresh icon  for an individual check.

## Create organizational view reports

After you enable organizational view, you can create reports so that you can view Trusted Advisor check results for your organization.

You can create up to 50 reports. If you create reports beyond this quota, Trusted Advisor deletes the earliest report. You can't recover deleted reports.

## To create organizational view reports

1. Sign in to the organization's management account and open the Amazon Trusted Advisor console at <https://console.amazonaws.cn/trustedadvisor>.
2. In the navigation pane, choose **Organizational View**.
3. Choose **Create report**.
4. By default, the report includes all Amazon Web Services Regions, check categories, checks, and resource statuses. On the **Create report** page, you can use the filter options to customize your report. For example, you can clear the **All** option for **Region**, and then specify the individual Regions to include in the report.
  - a. Enter a **Name** for the report.
  - b. For **Format**, choose **JSON** or **CSV**.
  - c. For **Region**, specify the Amazon Web Services Regions or choose **All**.
  - d. For **Check category**, choose the check category or choose **All**.
  - e. For **Checks**, choose the specific checks for that category or choose **All**.

 **Note**

The **Check category** filter overrides the **Checks** filter. For example, if you choose the **Security** category and then choose a specific check name, your report includes all check results for that category. To create a report for only specific checks, keep the default **All** value for **Check category** and then choose your check names.

- f. For **Resource status**, choose the status to filter, such as **Warning**, or choose **All**.
5. For **Amazon Organizations**, select the organizational units (OUs) to include in your report. For more information about OUs, see [Managing organizational units](#) in the *Amazon Organizations User Guide*.
6. Choose **Create report**.

## Example: Create report filter options

The following example creates a JSON report for the following:

- Three Amazon Web Services Regions
- All **Security** and **Performance** checks

In the following example, the report includes the **support-team** organizational unit and one Amazon account that are part of the organization.

### Notes

- The amount of time it takes to create the report depends on the number of accounts in the organization and the number of resources in each account.
- You can't create more than one report at a time unless the current report has been running for more than 6 hours.
- Refresh the page if you don't see the report appear on the page.

## View the report summary

After the report is ready, you can view the report summary from the Trusted Advisor console. This lets you quickly view the summary of your check results across your organization.

### To view the report summary

1. Sign in to the organization's management account and open the Amazon Trusted Advisor console at <https://console.amazonaws.cn/trustedadvisor>.
2. In the navigation pane, choose **Organizational View**.
3. Choose the report name.
4. On the **Summary** page, view the check statuses for each category. You can also choose **Download report**.

## Download an organizational view report

After your report is ready, download it from the Trusted Advisor console. The report is a .zip file that contains three files:

- **summary.json** – Contains a summary of the check results for each check category.
- **schema.json** – Contains the schema for the specified checks in the report.

- A resources file (.json or .csv) – Contains detailed information about the check statuses for resources in your organization.

## To download an organizational view report

1. Sign in to the organization's management account and open the Amazon Trusted Advisor console at <https://console.amazonaws.cn/trustedadvisor>.
2. In the navigation pane, choose **Organizational View**.

The **Organizational View** page displays the available reports to download.

3. Select a report, choose **Download report**, and then save the file. You can only download one report at a time.
4. Unzip the file.
5. Use a text editor to open the .json file or a spreadsheet application to open the .csv file.

 **Note**

You might receive multiple files if your report is 5 MB or larger.

## Example: summary.json file

The `summary.json` file shows the number of accounts in the organization and the statuses of the checks in each category.

Trusted Advisor uses the following color code for check results:

- Green – Trusted Advisor doesn't detect an issue for the check.
- Yellow – Trusted Advisor detects a possible issue for the check.
- Red – Trusted Advisor detects an error and recommends an action for the check.
- Blue – Trusted Advisor can't determine the status of the check.

In the following example, two checks are Red, one is Green, and one is Yellow.

```
{  
  "numAccounts": 3,  
  "filtersApplied": {
```

```
"accountIds": ["123456789012", "111122223333", "111111111111"],  
"checkIds": "All",  
"categories": [  
    "security",  
    "performance"  
],  
"statuses": "All",  
"regions": [  
    "us-west-1",  
    "us-west-2",  

```

```
        "OK": {
            "name": "Green",
            "count": 1
        },
        "WARN": {
            "name": "Yellow",
            "count": 1
        }
    },
    "name": "Security"
}
}
}
```

### Example: schema.json file

The schema.json file includes the schema for the checks in the report. The following example includes the IDs and properties for the IAM Password Policy (Yw2K9puPzl) and IAM Key Rotation (DqdJqYeRm5) checks.

```
{
    "Yw2K9puPzl": [
        "Password Policy",
        "Uppercase",
        "Lowercase",
        "Number",
        "Non-alphanumeric",
        "Status",
        "Reason"
    ],
    "DqdJqYeRm5": [
        "Status",
        "IAM User",
        "Access Key",
        "Key Last Rotated",
        "Reason"
    ],
    ...
}
```

## Example

The `resources.csv` file includes information about resources in the organization. This example shows some of the data columns that appear in the report, such as the following:

- Account ID of the affected account
- The Trusted Advisor check ID
- The resource ID
- Timestamp of the report
- The full name of the Trusted Advisor check
- The Trusted Advisor check category
- The account ID of the parent organizational unit (OU) or root

The resources file only contains entries if a check result exists at the resource level. You might not see checks in the report for the following reasons:

- Some checks, such as **MFA on Root Account**, don't have resources and won't appear in the report. Checks without resources appear in the `summary.json` file instead.
- Some checks only show resources if they are Red or Yellow. If all resources are Green, they might not appear in your report.
- If an account isn't enabled for a service that requires the check, the check might not appear in the report. For example, if you're not using Amazon Elastic Compute Cloud Reserved Instances in your organization, the Amazon EC2 Reserved Instance Lease Expiration check won't appear in your report.
- The account hasn't refreshed check results. This might happen when users with a Basic or Developer support plan sign in to the Trusted Advisor console for the first time. If you have an Amazon Business Support+, Amazon Enterprise Support, or Amazon Unified Operations plan, it can take up to one week from account sign up for users to see check results. For more information, see [Refresh Trusted Advisor checks](#).
- If only the organization's management account enabled recommendations for checks, the report won't include resources for other accounts in the organization.

For the resources file, you can use common software such as Microsoft Excel to open the `.csv` file format. You can use the `.csv` file for one-time analysis of all checks across all accounts in your

organization. If you want to use your report with an application, you can download the report as a .json file instead.

The .json file format provides more flexibility than the .csv file format for advanced use cases such as aggregation and advanced analytics with multiple datasets. For example, you can use a SQL interface with an Amazon service such as Amazon Athena to run queries on your reports. You can also use Amazon Quick Suite to create dashboards and visualize your data. For more information, see [Using other Amazon services to view Trusted Advisor reports](#).

## Disable organizational view

Follow this procedure to disable organizational view. You must sign in to the organization's management account or assume a role with the required permissions to disable this feature. You can't disable this feature from another account in the organization.

After you disable this feature, the following happens:

- Trusted Advisor is removed as a trusted service in Organizations.
- The `AWSServiceRoleForTrustedAdvisorReporting` service-linked role is unlocked in the organization's management account. This means you can delete it manually, if needed.
- You can't create, view, or download reports for your organization. To access previously created reports, you must reenable organizational view from the Trusted Advisor console. See [Enable organizational view](#).

### To disable organizational view for Trusted Advisor

1. Sign in to the organization's management account and open the Amazon Trusted Advisor console at <https://console.amazonaws.cn/trustedadvisor>.
2. In the navigation pane, choose **Preferences**.
3. Under **Organizational View**, choose **Disable organizational view**.

After you disable organizational view, Trusted Advisor no longer aggregates checks from other Amazon accounts in your organization. However, the `AWSServiceRoleForTrustedAdvisorReporting` service-linked role remains on the organization's management account until you delete it through the IAM console, IAM API, or Amazon Command Line Interface (Amazon CLI). For more information, see [Deleting a service-linked role](#) in the *IAM User Guide*.

 **Note**

You can use other Amazon services to query and visualize your data for organizational view reports. For more information, see the following resources:

- [View Amazon Trusted Advisor recommendations at scale with Amazon Organizations](#) in the *Amazon Management & Governance Blog*
- [Using other Amazon services to view Trusted Advisor reports](#)

## Using IAM policies to allow access to organizational view

You can use the following Amazon Identity and Access Management (IAM) policies to allow users or roles in your account access to organizational view in Amazon Trusted Advisor.

## Example: Full access to organizational view

The following policy allows full access to the organizational view feature. A user with these permissions can do the following:

- Enable and disable organizational view
- Create, view, and download reports

## JSON

```
        "trustedadvisor:DescribeCheckSummaries",
        "trustedadvisor:DescribeAccountAccess",
        "trustedadvisor:DescribeOrganization",
        "trustedadvisor:DescribeReports",
        "trustedadvisor:DescribeServiceMetadata",
        "trustedadvisor:DescribeOrganizationAccounts",
        "trustedadvisor>ListAccountsForParent",
        "trustedadvisor>ListRoots",
        "trustedadvisor>ListOrganizationalUnitsForParent"
    ],
    "Resource": "*"
},
{
    "Sid": "CreateReportStatement",
    "Effect": "Allow",
    "Action": [
        "trustedadvisor:GenerateReport"
    ],
    "Resource": "*"
},
{
    "Sid": "ManageOrganizationalViewStatement",
    "Effect": "Allow",
    "Action": [
        "organizations:EnableAWSServiceAccess",
        "organizations:DisableAWSServiceAccess",
        "trustedadvisor:SetOrganizationAccess"
    ],
    "Resource": "*"
},
{
    "Sid": "CreateServiceLinkedRoleStatement",
    "Effect": "Allow",
    "Action": "iam>CreateServiceLinkedRole",
    "Resource": "arn:aws:iam::*:role/aws-service-role/
reporting.trustedadvisor.amazonaws.com/AWSServiceRoleForTrustedAdvisorReporting"
}
]
```

## Example: Read access to organizational view

The following policy allows read-only access to organizational view for Trusted Advisor. A user with these permissions can only view and download existing reports.

JSON

```
{  
    "Version": "2012-10-17",  
    "Statement": [  
        {  
            "Sid": "ReadStatement",  
            "Effect": "Allow",  
            "Action": [  
                "organizations>ListAccountsForParent",  
                "organizations>ListAccounts",  
                "organizations>ListRoots",  
                "organizations>DescribeOrganization",  
                "organizations>ListOrganizationalUnitsForParent",  
                "organizations>ListAWSAccessForOrganization",  
                "trustedadvisor>DescribeAccount",  
                "trustedadvisor>DescribeChecks",  
                "trustedadvisor>DescribeCheckSummaries",  
                "trustedadvisor>DescribeAccountAccess",  
                "trustedadvisor>DescribeOrganization",  
                "trustedadvisor>DescribeReports",  
                "trustedadvisor>ListAccountsForParent",  
                "trustedadvisor>ListRoots",  
                "trustedadvisor>ListOrganizationalUnitsForParent"  
            ],  
            "Resource": "*"  
        }  
    ]  
}
```

You can also create your own IAM policy. For more information, see [Creating IAM Policies](#) in the *IAM User Guide*.

**Note**

If you enabled Amazon CloudTrail in your account, the following roles can appear in your log entries:

- `AWSServiceRoleForTrustedAdvisorReporting` – The service-linked role that Trusted Advisor uses to access accounts in your organization.
- `AWSServiceRoleForTrustedAdvisor` – The service-linked role that Trusted Advisor uses to access services in your organization.

For more information about service-linked roles, see [Using service-linked roles for Trusted Advisor](#).

## Using other Amazon services to view Trusted Advisor reports

Follow this tutorial to upload and view your data by using other Amazon services. In this topic, you create an Amazon Simple Storage Service (Amazon S3) bucket to store your report and an Amazon CloudFormation template to create resources in your account. Then, you can use Amazon Athena to analyze or run queries for your report or Quick Suite to visualize that data in a dashboard.

For information and examples for visualizing your report data, see the [View Amazon Trusted Advisor recommendations at scale with Amazon Organizations](#) in the *Amazon Management & Governance Blog*.

### Prerequisites

Before you start this tutorial, you must meet the following requirements:

- Sign in as an Amazon Identity and Access Management (IAM) user with administrator permissions.
- Use the US East (N. Virginia) Amazon Web Services Region to quickly set up your Amazon services and resources.
- Create an Quick Suite account. For more information, see [Getting Started with Data Analysis in Quick Suite](#) in the *Amazon Quick Suite User Guide*.

## Upload the report to Amazon S3

After you download your `resources.json` report, upload the file to Amazon S3. You must use a bucket in the US East (N. Virginia) Region.

### To upload the report to an Amazon S3 bucket

1. Sign in to the Amazon Web Services Management Console at <https://console.amazonaws.cn/>.
2. Use the **Region selector** and choose the US East (N. Virginia) Region.
3. Open the Amazon S3 console at <https://console.amazonaws.cn/s3/>.
4. From the list of buckets, choose an S3 bucket, and then copy the name. You use the name in the next procedure.
5. On the *bucket-name* page, choose **Create folder**, enter the name **folder1**, and then choose **Save**.
6. Choose the **folder1**.
7. In **folder1**, choose **Upload** and choose the `resources.json` file.
8. Choose **Next**, keep the default options, and then choose **Upload**.

#### Note

If you upload a new report to this bucket, rename the `.json` files each time you upload them so that you don't override the existing reports. For example, you can add the timestamp to each file, such as `resources-timestamp.json`, `resources-timestamp2.json`, and so on.

## Create your resources using Amazon CloudFormation

After you upload your report to Amazon S3, upload the following YAML template to Amazon CloudFormation. This template tells Amazon CloudFormation what resources to create for your account so that other services can use the report data in the S3 bucket. The template creates resources for IAM, Amazon Lambda, and Amazon Glue.

### To create your resources with Amazon CloudFormation

1. Download the [trusted-advisor-reports-template.zip](#) file.
2. Unzip the file.

3. Open the template file in a text editor.
4. For the BucketName and FolderName parameters, replace the values for *your-bucket-name-here* and *folder1* with the bucket name and folder name in your account.
5. Save the file.
6. Open the Amazon CloudFormation console at <https://console.amazonaws.cn/cloudformation>.
7. If you haven't already, in the **Region selector**, choose the US East (N. Virginia) Region.
8. In the navigation pane, choose **Stacks**.
9. Choose **Create stack** and choose **With new resources (standard)**.
10. On the **Create stack** page, under **Specify template**, choose **Upload a template file**, and then choose **Choose file**.
11. Choose the YAML file and choose **Next**.
12. On the **Specify stack details** page, enter a stack name such as **Organizational-view-  
Trusted-Advisor-reports**, and choose **Next**.
13. On the **Configure stack options** page, keep the default options, and then choose **Next**.
14. On the **Review Organizational-view-Trusted-Advisor-reports** page, review your options. At the bottom of the page, select the check box for **I acknowledge that Amazon CloudFormation might create IAM resources**.
15. Choose **Create stack**.

The stack takes about 5 minutes to create.

16.

## Query the data in Amazon Athena

After you have your resources, you can view the data in Athena. Use Athena to create queries and analyze the results of the report, such as looking up specific check results for accounts in the organization.

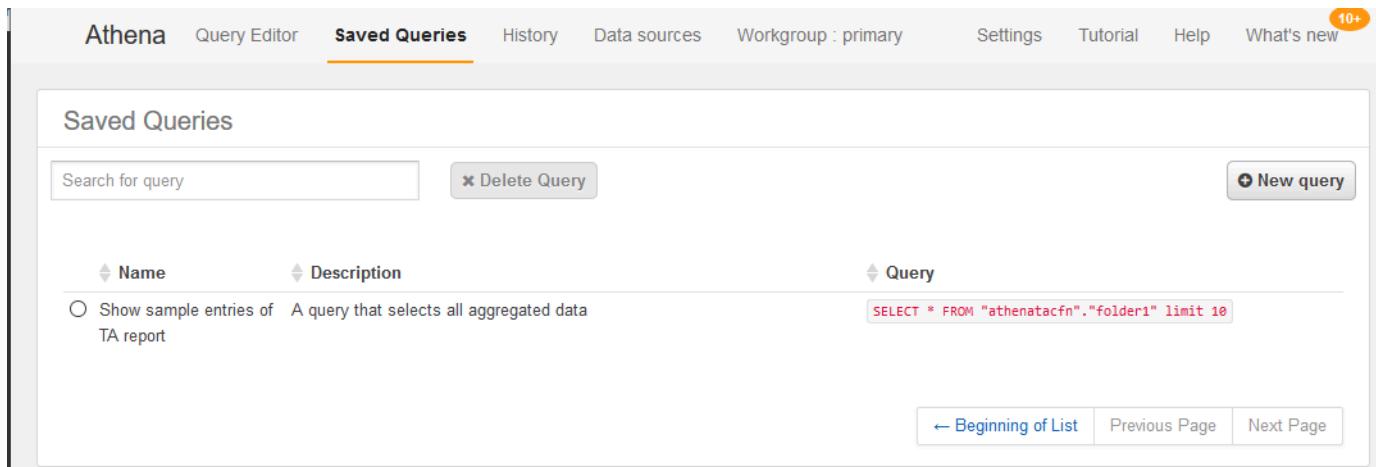
### Notes

- Use the US East (N. Virginia) Region.
- If you're new to Athena, you must specify a query result location before you can run a query for your report. We recommend that you specify a different S3 bucket for this

location. For more information, see [Specifying a query result location](#) in the *Amazon Athena User Guide*.

## To query the data in Athena

1. Open the Athena console at <https://console.amazonaws.cn/athena/>.
2. If you haven't already, in the **Region selector**, choose the US East (N. Virginia) Region.
3. Choose **Saved Queries** and in search field, enter **Show sample**.
4. Choose the query that appears, such as **Show sample entries of TA report**.



Saved Queries

Search for query  Delete Query New query

Name	Description	Query
Show sample entries of TA report	A query that selects all aggregated data TA report	<code>SELECT * FROM "athenatacfn"."folder1" limit 10</code>

Beginning of List Previous Page Next Page

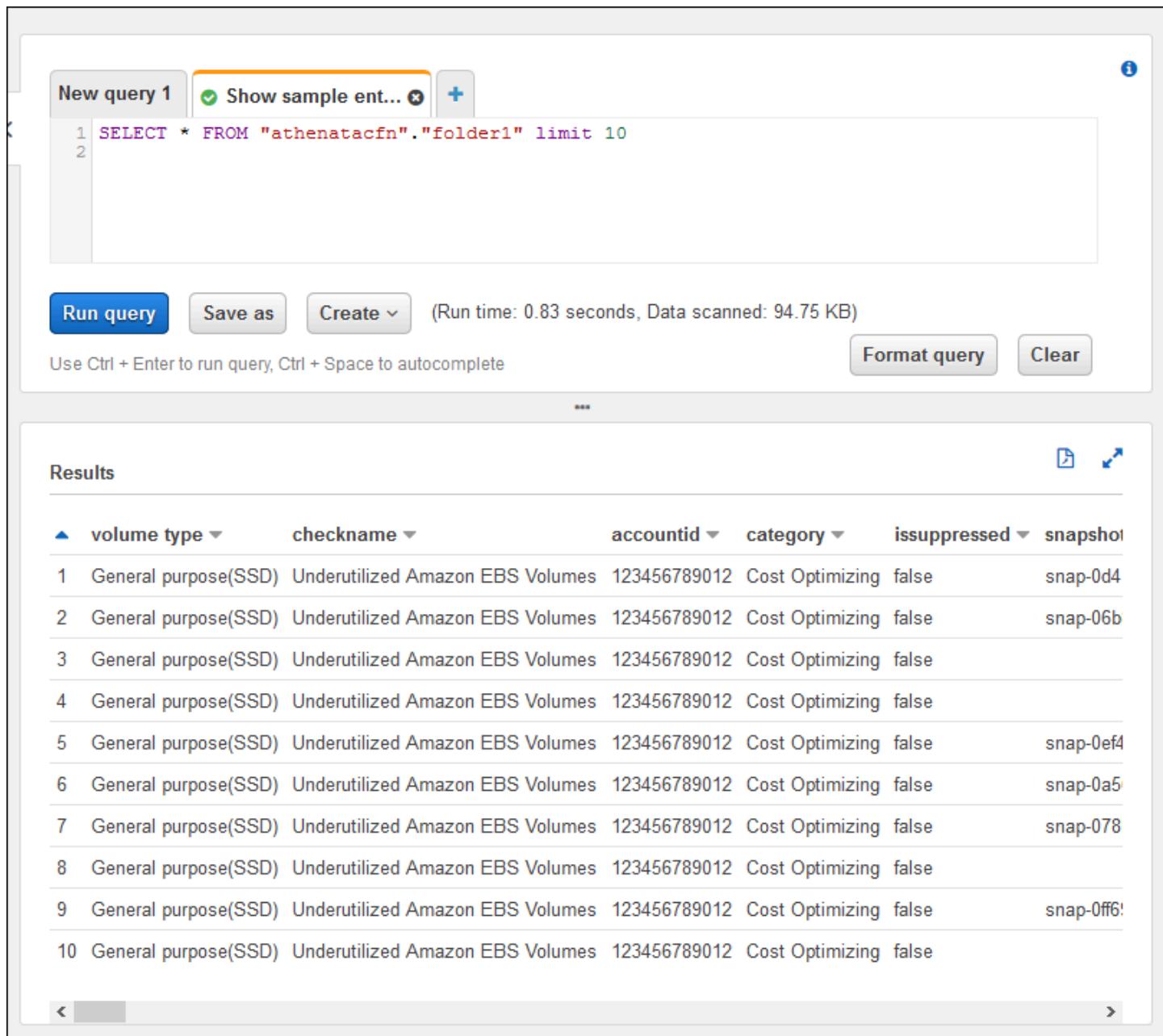
The query should look like the following.

```
SELECT * FROM "athenatacfn"."folder1" limit 10
```

5. Choose **Run query**. Your query results appear.

## Example: Athena query

The following example shows 10 sample entries from the report.



The screenshot shows the Amazon Athena Query Editor interface. At the top, there is a toolbar with buttons for "New query 1", "Show sample ent...", and a plus sign. Below the toolbar is a code editor containing the following SQL query:

```
1 SELECT * FROM "athenatacfn"."folder1" limit 10
2
```

Below the code editor, there are several buttons: "Run query" (highlighted in blue), "Save as", "Create", and "Format query". A status message indicates "(Run time: 0.83 seconds, Data scanned: 94.75 KB)". A note below the buttons says "Use Ctrl + Enter to run query, Ctrl + Space to autocomplete".

The main area is titled "Results" and displays a table with 10 rows of data. The columns are: volume type, checkname, accountid, category, issuppressed, and snapshot. The data is as follows:

	volume type	checkname	accountid	category	issuppressed	snapshot
1	General purpose(SSD)	Underutilized Amazon EBS Volumes	123456789012	Cost Optimizing	false	snap-0d4
2	General purpose(SSD)	Underutilized Amazon EBS Volumes	123456789012	Cost Optimizing	false	snap-06b
3	General purpose(SSD)	Underutilized Amazon EBS Volumes	123456789012	Cost Optimizing	false	
4	General purpose(SSD)	Underutilized Amazon EBS Volumes	123456789012	Cost Optimizing	false	
5	General purpose(SSD)	Underutilized Amazon EBS Volumes	123456789012	Cost Optimizing	false	snap-0ef4
6	General purpose(SSD)	Underutilized Amazon EBS Volumes	123456789012	Cost Optimizing	false	snap-0a5
7	General purpose(SSD)	Underutilized Amazon EBS Volumes	123456789012	Cost Optimizing	false	snap-078
8	General purpose(SSD)	Underutilized Amazon EBS Volumes	123456789012	Cost Optimizing	false	
9	General purpose(SSD)	Underutilized Amazon EBS Volumes	123456789012	Cost Optimizing	false	snap-0ff6!
10	General purpose(SSD)	Underutilized Amazon EBS Volumes	123456789012	Cost Optimizing	false	

For more information, see [Running SQL Queries Using Amazon Athena](#) in the *Amazon Athena User Guide*.

## Create a dashboard in Quick Suite

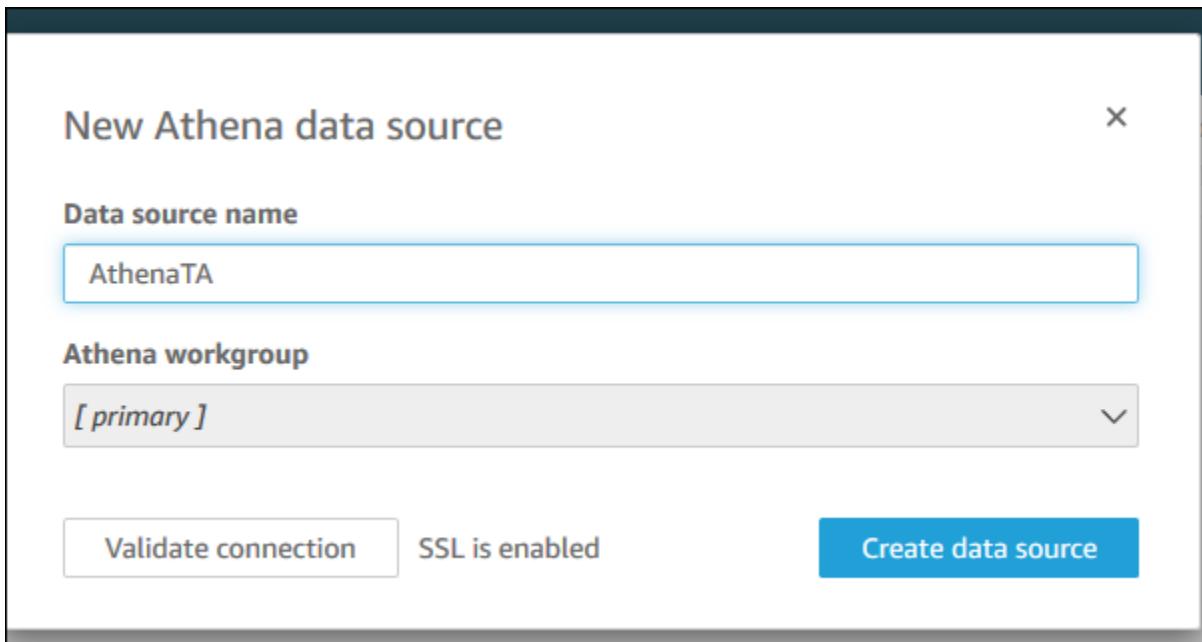
You can also set up Quick Suite so that you can view your data in a dashboard and visualize your report information.

**Note**

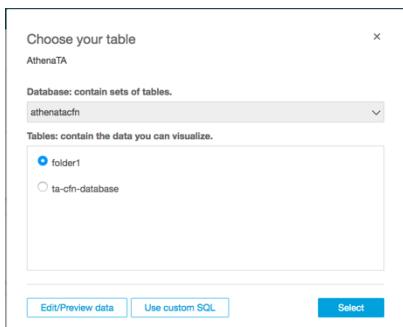
You must use the US East (N. Virginia) Region.

**To create a dashboard in Quick Suite**

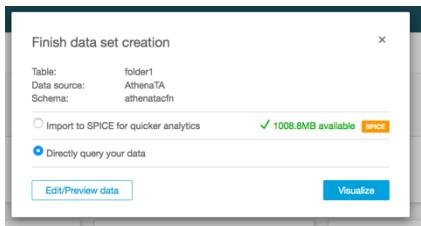
1. Navigate to the Quick Suite console and sign in to your [account](#).
2. Choose **New analysis**, **New dataset**, and then choose **Athena**.
3. In the **New Athena data source** dialog box, enter a data source name such as **AthenaTA**, and then choose **Create data source**.



4. In the **Choose your table** dialog box, choose the **athenatacfn** table, choose **folder1**, and then choose **Select**.



5. In the **Finish data set creation** dialog box, choose **Directly query your data**, and then choose **Visualize**.

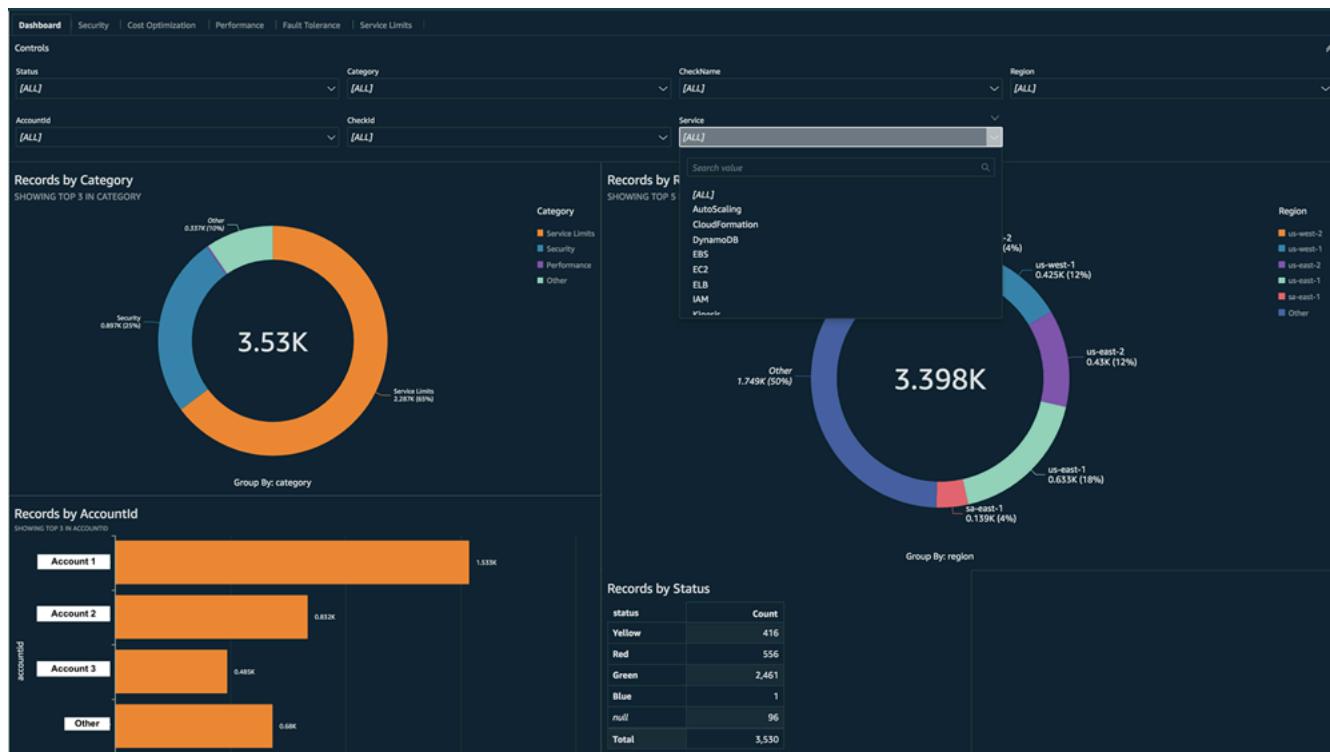


You can now create a dashboard in Quick Suite. For more information, see [Working with Dashboards](#) in the *Amazon Quick Suite User Guide*.

## Example: Quick Suite dashboard

The following example dashboard shows information about the Trusted Advisor checks, such as the following:

- Affected account IDs
- Summary by Amazon Regions
- Check categories
- Check statuses
- Number of entries in the report for each account



**Note**

If you have permission errors while creating your dashboard, make sure that Quick Suite can use Athena. For more information, see [I Can't Connect to Amazon Athena](#) in the *Amazon Quick Suite User Guide*.

For more information and examples for visualizing your report data, see the [View Amazon Trusted Advisor recommendations at scale with Amazon Organizations](#) in the *Amazon Management & Governance Blog*.

## Troubleshooting

If you have issues with this tutorial, see the following troubleshooting tips.

### I'm not seeing the latest data in my report

When you create a report, the organizational view feature doesn't automatically refresh the Trusted Advisor checks in your organization. To get the latest check results, refresh the checks for the management account and each member account in the organization. For more information, see [Refresh Trusted Advisor checks](#).

### I have duplicate columns in the report

The Athena console might show the following error in your table if your report has duplicate columns.

HIVE\_INVALID\_METADATA: Hive metadata for table *folder1* is invalid: Table descriptor contains duplicate columns

For example, if you added a column in your report that already exists, this can cause issues when you try to view the report data in the Athena console. You can follow these steps to fix this issue.

#### Find duplicate columns

You can use the Amazon Glue console to view the schema and quickly identify if you have duplicate columns in your report.

#### To find duplicate columns

1. Open the Amazon Glue console at <https://console.amazonaws.cn/glue/>.

2. If you haven't already, in the **Region selector**, choose the US East (N. Virginia) Region.
3. In the navigation pane, choose **Tables**.
4. Choose your folder name, such as **Folder1**, and then under **Schema**, view the values for **Column name**.

If you have a duplicate column, you must upload a new report to your Amazon S3 bucket. See the following [Upload a new report](#) section.

## Upload a new report

After you identify the duplicate column, we recommend that you replace the existing report with a new one. This ensures that the resources created from this tutorial use the latest report data from your organization.

### To upload a new report

1. If you haven't already, refresh your Trusted Advisor checks for the accounts in your organization. See [Refresh Trusted Advisor checks](#).
2. Create and download another JSON report in the Trusted Advisor console. See [Create organizational view reports](#). You must use a JSON file for this tutorial.
3. Sign in to the Amazon Web Services Management Console and open the Amazon S3 console at <https://console.amazonaws.cn/s3/>.
4. Choose your Amazon S3 bucket and choose the **Folder1** folder.
5. Select the previous **resources**.json reports and choose **Delete**.
6. In the **Delete objects** page, under **Permanently delete objects?**, enter **permanently delete**, and then choose **Delete objects**.
7. In your S3 bucket, choose **Upload** and then specify the new report. This action automatically updates your Athena table and Amazon Glue crawler resources with the latest report data. It can take a few minutes to refresh your resources.
8. Enter a new query in the Athena console. See [Query the data in Amazon Athena](#).

#### Note

If you still have issues with this tutorial, you can create a technical support case in the [Amazon Web Services Support Center](#).

# View Amazon Trusted Advisor checks powered by Amazon Config

Amazon Config is a service that continually assesses, audits, and evaluates your resource configurations for your desired settings. Amazon Config provides managed rules, which are predefined, customizable compliance checks that Amazon Config uses to evaluate if your Amazon resources comply with common best practices.

The Amazon Config console guides you through the configuration and activation of managed rules. You can also use the Amazon Command Line Interface (Amazon CLI) or Amazon Config API to pass the JSON code that defines your configuration of a managed rule. You can customize the behavior of a managed rule to suit your needs. You can customize the rule's parameters to define attributes that your resources must have to comply with the rule. To learn more about enabling Amazon Config, see the [Amazon Config Developer Guide](#).

Amazon Config managed rules power a set of Trusted Advisor checks across all categories. When you enable certain managed rules, the corresponding Trusted Advisor checks are automatically enabled. To see which Trusted Advisor checks are powered by specific Amazon Config managed rules, see [Amazon Trusted Advisor check reference](#).

The Amazon Config powered checks are available to customers with an Amazon Business Support +, Amazon Enterprise Support, or Amazon Unified Operations plan. If you enable Amazon Config and you have one of these Amazon Web Services Support plans, then you automatically see recommendations powered by corresponding deployed Amazon Config managed rules.

## Note

Results for these checks are automatically refreshed based on change-triggered updates to Amazon Config managed rules. Refresh requests are not allowed. Currently, you can't exclude resources from these checks.

## Troubleshooting

If you have issues with this integration, see the following troubleshooting information.

## Contents

- [I just enabled recording and managed rules for Amazon Config, but I don't see corresponding Trusted Advisor checks.](#)
- [I deployed the same Amazon Config managed rule twice, what will I see in Trusted Advisor?](#)
- [I turned off recording for Amazon Config in an Amazon Region. What will I see in Trusted Advisor?](#)

## **I just enabled recording and managed rules for Amazon Config, but I don't see corresponding Trusted Advisor checks.**

After the Amazon Config rule generates evalution results, you see the results in Trusted Advisor in near real-time. If you have issues with this feature, create a technical support case in the [Amazon Web Services Support Center](#).

## **I deployed the same Amazon Config managed rule twice, what will I see in Trusted Advisor?**

You see separate entries in the Trusted Advisor check results for each managed rule that you install.

## **I turned off recording for Amazon Config in an Amazon Region. What will I see in Trusted Advisor?**

If you turned off resource recording for Amazon Config in an Amazon Region, then Trusted Advisor no longer receives data for corresponding managed rules and checks in that Region. Existing managed rule results remain in Amazon Config and in Trusted Advisor until Amazon Config expires, based on the recorder retention policy. If you delete a managed rule, then the Trusted Advisor check data usually deletes in near real-time.

## **Viewing Amazon Security Hub CSPM controls in Amazon Trusted Advisor**

After you enable Amazon Security Hub CSPM for your Amazon Web Services account, you can view your security controls and their findings in the Trusted Advisor console. You can use Security Hub CSPM controls to identify security vulnerabilities in your account in the same way that you can use Trusted Advisor checks. You can view the check's status, the list of affected resources, and then follow Security Hub CSPM recommendations to address your security issues. You can use this

feature to find security recommendations from Trusted Advisor and Security Hub CSPM in one convenient location.

## Notes

- From Trusted Advisor, you can view controls in the Amazon Foundational Security Best Practices security standard *except* for controls that have the Category: Recover > Resilience. For a list of supported controls, see [Amazon Foundational Security Best Practices controls](#) in the *Amazon Security Hub CSPM User Guide*.

For more information about the Security Hub CSPM categories, see [Control categories](#).

- Trusted Advisor onboarded Security Hub CSPM controls up to September 26, 2024. Controls released after September 26, 2024 are not yet onboarded to Trusted Advisor. You can find controls released after that date in the [Security Hub CSPM log](#).

## Topics

- [Prerequisites](#)
- [View your Security Hub CSPM findings](#)
- [Refresh your Security Hub CSPM findings](#)
- [Disable Security Hub CSPM from Trusted Advisor](#)
- [Troubleshooting](#)

## Prerequisites

You must meet the following requirements to enable the Security Hub CSPM integration with Trusted Advisor:

- You must have a Amazon Business Support+, Amazon Enterprise Support, or Amazon Unified Operations plan for this feature. You can find your support plan from the [Amazon Web Services Support Center](#) or from the [Support plans](#) page. For more information, see [Compare Amazon Web Services Support plans](#).
- You must enable resource recording in Amazon Config for the Amazon Web Services Regions that you want for your Security Hub CSPM controls. For more information, see [Enabling and configuring Amazon Config](#).

- You must enable Security Hub CSPM and select the **Amazon Foundational Security Best Practices v1.0.0** security standard. If you haven't done so already, see [Setting up Amazon Security Hub CSPM](#) in the *Amazon Security Hub CSPM User Guide*.

 **Note**

If you already completed these prerequisites, you can skip to [View your Security Hub CSPM findings](#).

## About Amazon Organizations accounts

If you already completed the prerequisites for a management account, this integration is enabled automatically for all member accounts in your organization. Individual member accounts don't need to contact Amazon Web Services Support to enable this feature. However, member accounts in your organization must enable Security Hub CSPM if they want to see their findings in Trusted Advisor.

If you want to disable this integration for a specific member account, see [Disable this feature for Amazon Organizations accounts](#).

## View your Security Hub CSPM findings

After you enable Security Hub CSPM for your account, it can take up to 24 hours for your Security Hub CSPM findings to appear in the **Security** page of the Trusted Advisor console.

### To view your Security Hub CSPM findings in Trusted Advisor

1. Navigate to the [Trusted Advisor console](#), and then choose the **Security** category.
2. In the **Search by keyword** field, enter the control name or description in the field.

 **Tip**

For **Source**, you can choose **Amazon Security Hub CSPM** to filter for Security Hub CSPM controls.

3. Choose the Security Hub CSPM control name to view the following information:

- **Description** – Describes how this control checks your account for security vulnerabilities.

- **Source** – Whether the check comes from Amazon Trusted Advisor or Amazon Security Hub CSPM. For Security Hub CSPM controls, you can find the control ID.
- **Alert Criteria** – The status of the control. For example, if Security Hub CSPM detects an important issue, the status might be **Red: Critical or High**.
- **Recommended Action** – Use the Security Hub CSPM documentation link to find the recommended steps to fix the issue.
- **Security Hub CSPM resources** – You can find the resources in your account where Security Hub CSPM has detected an issue.

### Notes

- You must use Security Hub CSPM to exclude resources from your findings. Currently, you can't use the Trusted Advisor console to exclude items from Security Hub CSPM controls. For more information, see [Setting the workflow status for findings](#).
- The organizational view feature supports this integration with Security Hub CSPM. You can view your findings for your Security Hub CSPM controls across your organization, and then create and download reports. For more information, see [Organizational view for Amazon Trusted Advisor](#).

## Refresh your Security Hub CSPM findings

After you enable a security standard, it can take up to two hours for Security Hub CSPM to have findings for your resources. It can then take up to 24 hours for that data to appear in the Trusted Advisor console. If you recently enabled the **Amazon Foundational Security Best Practices v1.0.0** security standard, check the Trusted Advisor console again later.

### Note

- The refresh schedule for each Security Hub CSPM control is *periodic* or *change triggered*. Currently, you can't use the Trusted Advisor console or the Amazon Web Services Support API to refresh your Security Hub CSPM controls. For more information, see [Schedule for running security checks](#).

- You must use Security Hub CSPM if you want to exclude resources from your findings. Currently, you can't use the Trusted Advisor console to exclude items from Security Hub CSPM controls. For more information, see [Setting the workflow status for findings](#).

## Disable Security Hub CSPM from Trusted Advisor

Follow this procedure if you don't want your Security Hub CSPM information to appear in the Trusted Advisor console. This procedure only disables the Security Hub CSPM integration with Trusted Advisor. It won't affect your configurations with Security Hub CSPM. You can continue to use the Security Hub CSPM console to view your security controls, resources, and recommendations.

### To disable the Security Hub CSPM integration

1. Contact [Amazon Web Services Support](#) and request to disable the Security Hub CSPM integration with Trusted Advisor.

After Amazon Web Services Support disables this feature, Security Hub CSPM no longer sends data to Trusted Advisor. Your Security Hub CSPM data will be removed from Trusted Advisor.

2. If you want to enable this integration again, contact [Amazon Web Services Support](#).

### Disable this feature for Amazon Organizations accounts

If you already completed the previous procedure for a management account, Security Hub CSPM integration is automatically removed from all member accounts in your organization. Individual member accounts in your organization don't need to contact Amazon Web Services Support separately.

If you're a member account in an organization, you can contact Amazon Web Services Support to remove this feature from only your account.

## Troubleshooting

If you're having issues with this integration, see the following troubleshooting information.

### Contents

- [I don't see Security Hub CSPM findings in the Trusted Advisor console](#)

- [I configured Security Hub CSPM and Amazon Config correctly, but my findings are still missing](#)
- [I want to disable specific Security Hub CSPM controls](#)
- [I want to find my excluded Security Hub CSPM resources](#)
- [I want to enable or disable this feature for a member account that belongs to an Amazon organization](#)
- [I see multiple Amazon Web Services Regions for the same affected resource for a Security Hub CSPM check](#)
- [I turned off Security Hub CSPM or Amazon Config in a Region](#)
- [My control is archived in Security Hub CSPM, but I still see the findings in Trusted Advisor](#)
- [I still can't view my Security Hub CSPM findings](#)

## I don't see Security Hub CSPM findings in the Trusted Advisor console

Verify that you completed the following steps:

- You have a Amazon Business Support+, Amazon Enterprise Support, or Amazon Unified Operations plan.
- You enabled resource recording in Amazon Config within the same Region as Security Hub CSPM.
- You enabled Security Hub CSPM and selected the **Amazon Foundational Security Best Practices v1.0.0** security standard.
- New controls from Security Hub CSPM are added as checks in Trusted Advisor within two to four weeks. See the [note](#).

For more information, see the [Prerequisites](#).

## I configured Security Hub CSPM and Amazon Config correctly, but my findings are still missing

It can take up to two hours for Security Hub CSPM to have findings for your resources. It can then take up to 24 hours for that data to appear in the Trusted Advisor console. Check the Trusted Advisor console again later.

## Notes

- Only your findings for controls in the Amazon Foundational Security Best Practices security standard will appear in Trusted Advisor *except* for controls that have the **Category: Recover > Resilience**.
- If there's a service issue with Security Hub CSPM or Security Hub CSPM isn't available, it can take up to 24 hours for your findings to appear in Trusted Advisor. Check the Trusted Advisor console again later.

## I want to disable specific Security Hub CSPM controls

Security Hub CSPM sends your data to Trusted Advisor automatically. If you disable a Security Hub CSPM control or no longer have resources for that control, your findings won't appear in Trusted Advisor.

You can sign in to the [Security Hub CSPM console](#) and verify if your control is enabled or disabled.

If you disable a Security Hub CSPM control or disable all controls for the Amazon Foundational Security Best Practices security standard, your findings are archived within the next five days. This five-day period to archive is approximate and best effort only, and isn't guaranteed. When your findings are archived, they are removed from Trusted Advisor.

For more information, see the following topics:

- [Disabling and enabling individual controls](#)
- [Disabling or enabling a security standard](#)

## I want to find my excluded Security Hub CSPM resources

From the Trusted Advisor console, you can choose your Security Hub CSPM control name, and then choose the **Excluded items** option. This option displays all resources that are suppressed in Security Hub CSPM.

If the workflow status for a resource is set to **SUPPRESSED**, then that resource is an excluded item in Trusted Advisor. You can't suppress Security Hub CSPM resources from the Trusted Advisor console. To do so, use the [Security Hub CSPM console](#). For more information, see [Setting the workflow status for findings](#).

## I want to enable or disable this feature for a member account that belongs to an Amazon organization

By default, member accounts inherit the feature from the management account for Amazon Organizations. If the management account has enabled the feature, then all accounts in the organization will also have the feature. If you have a member account and want to make specific changes for your account, you must contact [Amazon Web Services Support](#).

## I see multiple Amazon Web Services Regions for the same affected resource for a Security Hub CSPM check

Some Amazon Web Services services are global and aren't specific to a Region, such as IAM and Amazon CloudFront. By default, global resources such as Amazon S3 buckets appear in the US East (N. Virginia) Region.

For Security Hub CSPM checks that evaluate resources for global services, you might see more than one item for affected resources. For example, if the `Hardware MFA should be enabled` for the `root user` check identifies that your account hasn't activated this feature, then you will see multiple Regions in the table for the same resource.

You can configure Security Hub CSPM and Amazon Config so that multiple Regions won't appear for the same resource. For more information, see [Amazon Foundational Best Practices controls that you might want to disable](#).

## I turned off Security Hub CSPM or Amazon Config in a Region

If you stop resource recording with Amazon Config or disable Security Hub CSPM in an Amazon Web Services Region, Trusted Advisor no longer receives data for any controls in that Region. Trusted Advisor removes your Security Hub CSPM findings within 7-9 days. This time frame is best effort and isn't guaranteed. For more information, see [Disabling Security Hub CSPM](#).

To disable this feature for your account, see [Disable Security Hub CSPM from Trusted Advisor](#).

## My control is archived in Security Hub CSPM, but I still see the findings in Trusted Advisor

When the `RecordState` status changes to `ARCHIVED` for a finding, Trusted Advisor deletes the finding for that Security Hub CSPM control from your account. You might still see the finding in Trusted Advisor for up to 7-9 days before it's deleted. This time frame is best effort and isn't guaranteed.

## I still can't view my Security Hub CSPM findings

If you still have issues with this feature, you can create a technical support case in the [Amazon Web Services Support Center](#).

## Opt in Amazon Compute Optimizer for Trusted Advisor checks

Compute Optimizer is a service that analyzes the configuration and utilization metrics of your Amazon resources. This service reports whether your resources are correctly configured for efficiency and reliability. It also suggests improvements you can implement to improve workload performance. With Compute Optimizer, you view the same recommendations in your Trusted Advisor checks.

You can opt in either your Amazon Web Services account only, or all member accounts that are part of an organization in Amazon Organizations. For more information, see [Getting started](#) in the *Amazon Compute Optimizer User Guide*.

Once you opt in for Compute Optimizer, the following checks receive data from your Lambda functions and Amazon EBS volumes. It can take up to 12 hours to generate the findings and optimization recommendations. It can then take up to 48 hours to view your results in Trusted Advisor for the following checks:

### Cost optimization

- Amazon EBS over-provisioned volumes
- Amazon Lambda over-provisioned functions for memory size

### Performance

- Amazon EBS under-provisioned volumes
- Amazon Lambda under-provisioned functions for memory size

#### Notes

- Results for these check are automatically refreshed at least once daily, and refresh requests are not allowed. It might take a few hours for changes to appear. You can use the Trusted Advisor console to exclude resources from checks that automatically

refresh. You can use the [BatchUpdateRecommendationResourceExclusion](#) API to exclude resources from any check except Trusted Advisor Priority recommendation resources.

- Trusted Advisor already has the Underutilized Amazon EBS Volumes and the Overutilized Amazon EBS Magnetic Volumes checks.

After you opt in with Compute Optimizer, we recommend that you use the new Amazon EBS over-provisioned volumes and Amazon EBS under-provisioned volumes checks instead.

## Related information

For more information, see the following topics:

- [Viewing Amazon EBS volume recommendations](#) in the *Amazon Compute Optimizer User Guide*
- [Viewing Lambda function recommendations](#) in the *Amazon Compute Optimizer User Guide*
- [Configuring Lambda function memory](#) in the *Amazon Lambda Developer Guide*
- [Request modifications to your Amazon EBS volumes](#) in the *Amazon EC2 User Guide*

## Get started with Amazon Trusted Advisor Priority

Trusted Advisor Priority helps you secure and optimize your Amazon Web Services account to follow Amazon Web Services best practices. With Trusted Advisor Priority, your Amazon Web Services account team can proactively monitor your account and create prioritized recommendations when they identify opportunities for you.

For example, your account team can identify if your Amazon account root user lacks multi-factor authentication (MFA). Your account team can create a recommendation so that you can take immediate action on a check, such as MFA on Root Account. The recommendation appears as an active **prioritized recommendation** on the Trusted Advisor Priority page of the Trusted Advisor console. You then follow the recommendations to resolve it.

Trusted Advisor Priority recommendations come from these two sources:

- Amazon Web Services services – Services such as Trusted Advisor, Amazon Security Hub CSPM, and Amazon Well-Architected automatically create recommendations. Your account team shares

these recommendations with you so that those recommendations appear in Trusted Advisor Priority.

- Your account team – Your account team can create manual recommendations.

Trusted Advisor Priority helps you focus on the most important recommendations. You and your account team can monitor the recommendation lifecycle, from the point when your account team shared the recommendation, up to the point when you acknowledge, resolve, or dismiss it. You can use Trusted Advisor Priority to find recommendations for all member accounts in your organization.

## Topics

- [Prerequisites](#)
- [Enable Trusted Advisor Priority](#)
- [View prioritized recommendations](#)
- [Acknowledge a recommendation](#)
- [Dismiss a recommendation](#)
- [Resolve a recommendation](#)
- [Reopen a recommendation](#)
- [Download recommendation details](#)
- [Register delegated administrators](#)
- [Deregister delegated administrators](#)
- [Manage Trusted Advisor Priority notifications](#)
- [Disable Trusted Advisor Priority](#)

## Prerequisites

You must meet the following requirements to use Trusted Advisor Priority:

- You must have an Amazon Enterprise Support or Amazon Unified Operations plan.
- Your account must be part of an organization that has enabled all features in Amazon Organizations. For more information, see [Enabling all features in your organization](#) in the *Amazon Organizations User Guide*.

- Your organization must have enabled trusted access to Trusted Advisor. To enable trusted access, log in as the management account. Open the [Your organization](#) page in the Trusted Advisor console.
- You must be signed in to your Amazon account to view Trusted Advisor Priority recommendations for your account.
- You must be signed in to the organization's management account or a delegated administrator account to view aggregated recommendations across your organization. For instructions on how to register delegated administrator accounts, see [Register delegated administrators](#).
- You must have Amazon Identity and Access Management (IAM) permissions to access Trusted Advisor Priority. For information on how to control access to Trusted Advisor Priority, see [Manage access to Amazon Trusted Advisor](#) and [Amazon Web Services managed policies for Amazon Trusted Advisor](#).

## Enable Trusted Advisor Priority

Ask your account team to enable this feature for you. You must have an Amazon Unified Operations plan and be the management account owner for your organization. If the Trusted Advisor Priority page in the console says that you need trusted access with Amazon Organizations, then choose **Enable trusted access with Amazon Organizations**. For more information, see the [Prerequisites](#) section.

## View prioritized recommendations

After your account team enables Trusted Advisor Priority for you, you can view the latest recommendations for your Amazon account.

### To view your prioritized recommendations

1. Sign in to the Trusted Advisor console at <https://console.amazonaws.cn/trustedadvisor/home>.
2. On the **Trusted Advisor Priority** page, you can view the following items:

If you're using an Amazon Organizations Management or Delegated Administrator account, then switch to the **My Account** tab.

- **Actions needed** – The number of recommendations that are pending a response or are in progress.
- **Overview** – The following information:

- Dismissed recommendations in the last 90 days
- Resolved recommendations in the last 90 days
- Recommendations without an update in over 30 days
- Average time to resolve recommendations

3. On the **Active** tab, the **Active prioritized recommendations** show recommendations that your account team prioritized for you. The **Closed** tab shows resolved or dismissed recommendations.

- To filter your results, use the following options:
  - **Recommendation** – Enter keywords to search by name. This can be a check name, or a custom name that your account team created.
  - **Status** – Whether the recommendation is pending a response, in progress, dismissed, or resolved.
  - **Source** – The origin of a prioritized recommendation. The recommendation can come from Amazon Web Services services, your Amazon Web Services account team, or a planned service event.
  - **Category** – The recommendation category, such as security or cost optimization.
  - **Age** – When your account team shared the recommendation with you.

4. Choose a recommendation to learn more about its details, the affected resources, and the recommended actions. You can then [acknowledge](#) or [dismiss](#) the recommendation.

## To view prioritized recommendations across all accounts in your Amazon organization

Both the management account and the Trusted Advisor Priority delegated administrators can view recommendations aggregated across your organization.

### Note

Member accounts don't have access to aggregated recommendations.

1. Sign in to the Trusted Advisor console at <https://console.amazonaws.cn/trustedadvisor/home>.
2. On the **Trusted Advisor Priority** page, make sure that you're on the **My Organization** tab.

3. To view recommendations for one account, select an account from the **Select an account from your organization** dropdown list. Or, you can view recommendations across all your accounts.

On the **My Organization** tab, you can view the following items:

- **Actions needed:** The number of recommendations across your organization that are pending a response or are in progress.
- **Overview:** Shows the following items:
  - Dismissed recommendations in the last 90 days.
  - Resolved recommendations in the last 90 days.
  - Recommendations without an update in over 30 days.
  - The average time taken to resolve recommendations.

4. Under the **Active** tab, the **Active prioritized recommendations** section shows recommendations that your account team prioritized for you. The **Closed** tab shows resolved or dismissed recommendations.

To filter your results, use the following options:

- **Recommendation** – Enter keywords to search by name. This can be either a check name, or a custom name that your account team created.
- **Status** – Whether the recommendation is pending a response, in progress, dismissed, or resolved.
- **Source** – The origin of a prioritized recommendation. The recommendation can come from Amazon Web Services services, your Amazon Web Services account team, or a planned service event.
- **Category** – The recommendation category, such as security or cost optimization.
- **Age** – When your account team shared the recommendation with you.

5. Choose a recommendation to see additional details, affected accounts and resources, and the recommended actions. You can then [acknowledge](#) or [dismiss](#) the recommendation.

## Acknowledge a recommendation

Under the **Active** tab, you can learn more about the recommendation and then decide if you want to acknowledge it.

## To acknowledge a recommendation

1. Sign in to the Trusted Advisor console at <https://console.amazonaws.cn/trustedadvisor/home>.
2. If you're using an Amazon Organizations Management or Delegated Administrator account, then switch to the **My Account** tab.
3. On the **Trusted Advisor Priority** page, under the **Active** tab, choose a recommendation name.
4. In the **Details** section, you can review the recommended actions to resolve the recommendation.
5. In the **Affected resources** section, you can review the affected resources and filter by *Status*.
6. Choose **Acknowledge**.
7. In the **Acknowledge recommendation** dialog box, choose **Acknowledge**.

The recommendation status changes to **In progress**. Recommendations in progress or pending a response appear in the **Active** tab on the Trusted Advisor Priority page.

8. Follow the recommended actions to resolve the recommendation. For more information, see [Resolve a recommendation](#).

## To acknowledge a recommendation for all accounts in your Amazon organization

The management account or the Trusted Advisor delegated administrators can acknowledge a recommendation for all of the affected accounts.

### Note

Member accounts don't have access to aggregated recommendations.

1. Sign in to the Trusted Advisor console at <https://console.amazonaws.cn/trustedadvisor/home>.
2. On the **Trusted Advisor Priority** page, make sure that you're on the **My organization** tab.
3. In the **Active** tab, select a recommendation name.
4. Choose **Acknowledge**.
5. In the **Acknowledge recommendation** dialog box, choose **Acknowledge**.

The recommendation status changes to **In progress**.

6. Follow the recommended actions to resolve the recommendation. For more information, see [Resolve a recommendation](#).

## 7. To view the recommendation details, choose the recommendation name.

In the **Details** section, you can review the following information about the recommendation:

- An **Overview** of the recommendation and a **Details** section covering the recommendation actions to complete.

A **Status summary** that shows recommendations across all affected accounts.

- In the **Affected accounts** section, you can review the affected resources across all your accounts. You can filter by **Account number** and **Status**.
- In the **Affected resources** section, you can review the affected resources across all your accounts. You can filter by **Account number** and **Status**.

## Dismiss a recommendation

You can also dismiss a recommendation. This means that you acknowledge the recommendation, but you won't address it. You can dismiss a recommendation if it's not relevant to your account. For example, if you have a test Amazon Web Services account that you plan to delete, you don't need to follow the recommended actions.

### To dismiss a recommendation

1. Sign in to the Trusted Advisor console at <https://console.amazonaws.cn/trustedadvisor/home>.
2. If you're using an Amazon Organizations Management or Delegated Administrator account, then switch to the **My Account** tab.
3. On the **Trusted Advisor Priority** page, under the **Active** tab, choose a recommendation name.
4. On the recommendation detail page, review the information about the affected resources.
5. If this recommendation doesn't apply for your account, choose **Dismiss**.
6. In the **Dismiss recommendation** dialog box, select a reason why you won't address the recommendation.
7. (Optional) Enter a note detailing why you're dismissing the recommendation. If you choose **Other**, you must enter a description in the **Note** section.
8. Choose **Dismiss**. The recommendation status changes to **Dismissed** and appears in the **Closed** tab on the Trusted Advisor Priority page.

## To dismiss a recommendation for all the accounts in your Amazon organization

The management account or the delegated administrator of Trusted Advisor Priority can dismiss a recommendation for all of their accounts.

1. Sign in to the Trusted Advisor console at <https://console.amazonaws.cn/trustedadvisor/home>.
2. On the Trusted Advisor Priority page, make sure that you're on the **My Organization** tab.
3. In the **Active** tab, select a recommendation name.
4. If this recommendation doesn't apply for your account, then choose **Dismiss**.
5. In the **Dismiss recommendation** dialog box, select a reason why you won't address the recommendation.
6. (Optional) Enter a note detailing why you're dismissing the recommendation. If you choose **Other**, then you must enter a description in the **Note** section.
7. Choose **Dismiss**. The recommendation status changes to **Dismissed**. The recommendation appears in the **Closed** tab on the Trusted Advisor Priority page.

### Note

You can choose the recommendation name and choose **View note** to find the reason for dismissal. If your account team dismissed the recommendation for you, their email address appears next to the note.

Trusted Advisor Priority also notifies your account team that you dismissed the recommendation.

## Resolve a recommendation

After you acknowledge the recommendation and complete the recommended actions, you can resolve the recommendation.

### Tip

After you resolve a recommendation, you can't reopen it. If you want to revisit the recommendation again later, see [Dismiss a recommendation](#).

## To resolve a recommendation

1. Sign in to the Trusted Advisor console at <https://console.amazonaws.cn/trustedadvisor/home>.
2. On the Trusted Advisor Priority page, make sure that you're on the **My Organization** tab.
3. On the **Trusted Advisor Priority** page, select the recommendation, and then choose **Resolve**.
4. In the **Resolve recommendation** dialog box, choose **Resolve**. Resolved recommendations appear under the **Closed** tab on the Trusted Advisor Priority page. Trusted Advisor Priority notifies your account team that you resolved the recommendation.

## To resolve a recommendation for all accounts in your Amazon organization

The management account or the Trusted Advisor Priority delegated administrators can resolve a recommendation for all their accounts.

### Note

Member accounts don't have access to aggregated recommendations.

1. Sign in to the Trusted Advisor console at <https://console.amazonaws.cn/trustedadvisor/home>.
2. If you're using an Amazon Organizations Management or Delegated Administrator account, switch to the **My Account** tab.
3. In the **Active** tab, select a recommendation name.
4. If the recommendation doesn't apply for your account, choose **Resolve**.
5. In the **Resolve recommendation** dialog box, choose **Resolve**. Resolved recommendations appear under the **Closed** tab on the Trusted Advisor Priority page. Trusted Advisor Priority notifies your account team that you resolved the recommendation.

## Reopen a recommendation

After you dismiss a recommendation, you or your account team can reopen the recommendation.

### To reopen a recommendation

1. Sign in to the Trusted Advisor console at <https://console.amazonaws.cn/trustedadvisor/home>.

2. If you're using an Amazon Organizations Management or Delegated Administrator account, then switch to the **My Account** tab.
3. On the **Trusted Advisor Priority** page, choose the **Closed** tab.
4. Under **Closed recommendations**, select a recommendation that was **Dismissed**, and then choose **Reopen**.
5. In the **Reopen recommendation** dialog box, describe why you're reopening the recommendation.
6. Choose **Reopen**. The recommendation status changes to **In progress** and appears under the **Active** tab.

 **Tip**

You can choose the recommendation name and then choose **View note** to find the reason for reopening. If your account team reopened the recommendation for you, their name appears next to the note.

7. Follow the steps in the recommendation details.

### To reopen a recommendation for all accounts in your Amazon organization

The management account or the Trusted Advisor Priority delegated administrators can reopen a recommendation for all of their accounts.

 **Note**

Member accounts don't have access to aggregated recommendations.

1. Sign in to the Trusted Advisor console at <https://console.amazonaws.cn/trustedadvisor/home>.
2. On the Trusted Advisor Priority page, make sure that you're on the **My Organization** tab.
3. Under **Closed recommendations**, select a recommendation that was **Dismissed**, and then choose **Reopen**.
4. In the **Reopen recommendation** dialog box, describe why you're reopening the recommendation.
5. Choose **Reopen**. The recommendation status changes to **In progress** and appears under the **Active** tab.

**Tip**

You can choose the recommendation name and choose **View note** to find the reason for reopening. If your account team reopened the recommendation for you, their name appears next to the note.

6. Follow the steps in the recommendation details.

## Download recommendation details

You can also download the results of a prioritized recommendation from Trusted Advisor Priority.

**Note**

Currently, you can download only one recommendation at a time.

### To download a recommendation

1. Sign in to the Trusted Advisor console at <https://console.amazonaws.cn/trustedadvisor/home>.
2. On the **Trusted Advisor Priority** page, select the recommendation, and then choose **Download**.
3. Open the file to view the recommendation details.

## Register delegated administrators

You can add member accounts that are part of your organization as delegated administrators. Delegated administrator accounts can review, acknowledge, resolve, dismiss, and reopen recommendations in Trusted Advisor Priority.

After you register an account, you must grant the delegated administrator the required Amazon Identity and Access Management permissions to access Trusted Advisor Priority. For more information, see [Manage access to Amazon Trusted Advisor](#) and [Amazon Web Services managed policies for Amazon Trusted Advisor](#).

You can register up to five member accounts. Only the management account can add delegated administrators for the organization. You must be signed in to the organization's management account to register or deregister a delegated administrator.

## To register a delegated administrator

1. Sign in to the Trusted Advisor console at <https://console.amazonaws.cn/trustedadvisor/home> as the management account.
2. In the navigation pane, under **Preferences**, choose **Your organization**.
3. Under **Delegated administrator**, choose **Register new account**.
4. In the dialog box, enter the member account ID, and then choose **Register**.
5. (Optional) To deregister an account, select an account and choose **Deregister**. In the dialog box, choose **Deregister** again.

## Deregister delegated administrators

When you deregister a member account, that account no longer has the same access to Trusted Advisor Priority as the management account. Accounts that are no longer delegated administrators won't receive email notifications from Trusted Advisor Priority.

## To deregister a delegated administrator

1. Sign in to the Trusted Advisor console at <https://console.amazonaws.cn/trustedadvisor/home> as the management account.
2. In the navigation pane, under **Preferences**, choose **Your organization**.
3. Under **Delegated administrator**, select an account and then choose **Deregister**.
4. In the dialog box, choose **Deregister**.

## Manage Trusted Advisor Priority notifications

Trusted Advisor Priority delivers notifications through email. This email notification includes a summary of the recommendations that your account team prioritized for you. You can specify the frequency that you receive updates from Trusted Advisor Priority.

If you registered member accounts as delegated administrators, they can also set up their accounts to receive Trusted Advisor Priority email notifications.

Trusted Advisor Priority email notifications don't include check results for individual accounts and are separate from the weekly notification for Trusted Advisor Recommendations. For more information, see [Set up notification preferences](#).

 **Note**

Only the management account or delegated administrator can set up Trusted Advisor Priority email notifications.

## To manage your Trusted Advisor Priority notifications

1. Sign in to the Trusted Advisor console at <https://console.amazonaws.cn/trustedadvisor/home> as a management or delegated administrator account.
2. In the navigation pane, under **Preferences**, choose **Notifications**.
3. Under **Priority**, you can select the following options.
  - a. **Daily** – Receive an email notification daily.
  - b. **Weekly** – Receive an email notification once a week.
  - c. Choose the notifications to receive:
    - Summary of prioritized recommendations
    - Resolution dates
4. For **Recipients**, select other contacts that you want to receive the email notifications. You can add and remove contacts from the [Account Settings](#) page in the Amazon Billing and Cost Management console.
5. For **Language**, choose the language for the email notification.
6. Choose **Save your preferences**.

 **Note**

Trusted Advisor Priority sends email notifications from the noreply@notifications.trustedadvisor.us-west-2.amazonaws.com address. You might need to verify that your email client doesn't identify these emails as spam.

## Disable Trusted Advisor Priority

Contact your account team and ask that they disable this feature for you. After this feature is disabled, prioritized recommendations no longer appear in your Trusted Advisor console.

If you disable Trusted Advisor Priority and then enable it again later, you can still view the recommendations that your account team sent before you disabled Trusted Advisor Priority.

## Amazon Trusted Advisor check reference

You can view all Trusted Advisor check names, descriptions, and IDs in the following reference.

You can also sign in to the [Trusted Advisor](#) console to view more information about the checks, recommended actions, and their statuses.

If you have a Amazon Business Support+, Amazon Enterprise Support, or Amazon Unified Operations plan, you can also use the [Amazon Trusted Advisor API](#) and the Amazon Command Line Interface (Amazon CLI) to access your checks. For more information, see the following topics:

- [Get started with the Trusted Advisor API](#)

### Note

If you have a Basic Support or Developer Support plan, you can use the Trusted Advisor console to access all checks in the [Service limits](#) category and the following checks in the Security and Fault Tolerance categories:

- [Amazon S3 Bucket Permissions](#)
- [Security Groups – Specific Ports Unrestricted](#)

### Note

You can use the following checks in the China Regions.

## Cost optimization

You can use the following checks for the cost optimization category.

## Check names

- [Idle Load Balancers](#)
- [Unassociated Elastic IP Addresses](#)

## Idle Load Balancers

### Description

Checks your Elastic Load Balancing configuration for load balancers that are idle.

Any load balancer that is configured accrues charges. If a load balancer has no associated back-end instances, or if network traffic is severely limited, the load balancer is not being used effectively. This check currently only checks for Classic Load Balancer type within ELB service. It does not include other ELB types (Application Load Balancer, Network Load Balancer).

#### Note

This check reports the resources that are flagged by the criteria and the total number of resources evaluated, including OK resources. The resources table lists only the flagged resources.

### Check ID

hjLMh88uM8

### Alert Criteria

- Yellow: A load balancer has no active back-end instances.
- Yellow: A load balancer has no healthy back-end instances.
- Yellow: A load balancer has had less than 100 requests per day for the last 7 days.

### Recommended Action

If your load balancer has no active back-end instances, consider registering instances or deleting your load balancer. See [Registering Your Amazon EC2 Instances with Your Load Balancer](#) or [Delete Your Load Balancer](#).

If your load balancer has no healthy back-end instances, see [Troubleshooting Elastic Load Balancing: Health Check Configuration](#).

If your load balancer has had a low request count, consider deleting your load balancer. See [Delete Your Load Balancer](#).

## Additional Resources

- [Managing Load Balancers](#)
- [Troubleshoot Elastic Load Balancing](#)

## Report columns

- Region
- Load Balancer Name
- Reason
- Estimated Monthly Savings

## Unassociated Elastic IP Addresses

### Description

Checks for Elastic IP addresses (EIPs) that are not associated with a running Amazon Elastic Compute Cloud (Amazon EC2) instance.

EIPs are static IP addresses designed for dynamic cloud computing. Unlike traditional static IP addresses, EIPs mask the failure of an instance or Availability Zone by remapping a public IP address to another instance in your account. A nominal charge is imposed for an EIP that is not associated with a running instance.

#### Note

This check reports the resources that are flagged by the criteria and the total number of resources evaluated, including OK resources. The resources table lists only the flagged resources.

### Check ID

Z4AUBRNSmz

### Alert Criteria

Yellow: An allocated Elastic IP address (EIP) is not associated with a running Amazon EC2 instance.

## Recommended Action

Associate the EIP with a running active instance, or release the unassociated EIP. For more information, see [Associating an Elastic IP Address with a Different Running Instance](#) and [Releasing an Elastic IP Address](#).

## Additional Resources

[Elastic IP Addresses](#)

### Report columns

- Region
- IP Address

## Performance

Improve the performance of your service by checking your service quotas (formerly referred to as limits), so that you can take advantage of provisioned throughput, monitor for overutilized instances, and detect any unused resources.

You can use the following checks for the performance category.

### Check names

- [Amazon DynamoDB Auto Scaling Not Enabled](#)
- [Amazon EBS Optimization Not Enabled](#)
- [Amazon EBS Provisioned IOPS \(SSD\) Volume Attachment Configuration](#)
- [Amazon EBS under-provisioned volumes](#)
- [High CPU Utilization Amazon EC2 Instances](#)
- [Large Number of EC2 Security Group Rules Applied to an Instance](#)
- [Large Number of Rules in an EC2 Security Group](#)
- [Over-utilized Amazon EBS Magnetic Volumes](#)

## Amazon DynamoDB Auto Scaling Not Enabled

### Description

Checks if your Amazon DynamoDB tables and global secondary indexes have auto scaling or on-demand enabled.

Amazon DynamoDB auto scaling uses the Application Auto Scaling service to dynamically adjust provisioned throughput capacity on your behalf in response to actual traffic patterns. This enables a table or a global secondary index to increase its provisioned read and write capacity to handle sudden increases in traffic, without throttling. When the workload decreases, Application Auto Scaling decreases the throughput so that you don't pay for unused provisioned capacity.

You can adjust the check configuration using the parameters in your Amazon Config rules.

For more information, see [Managing throughput capacity automatically with DynamoDB auto scaling](#).

 **Note**

Results for this check are automatically refreshed several times daily, and refresh requests are not allowed. It might take a few hours for changes to appear.

For Business, Enterprise On-Ramp, or Enterprise customers, you can use the [BatchUpdateRecommendationResourceExclusion](#) API to include or exclude one or more resources from your Trusted Advisor results.

## Check ID

c18d2gz136

## Source

Amazon Config Managed Rule: dynamodb-autoscaling-enabled

## Alert Criteria

Yellow: Auto scaling is not enabled for your DynamoDB tables and/or global secondary indexes.

## Recommended Action

Unless you already have a mechanism to automatically scale the provisioned throughput of your DynamoDB table and/or the global secondary indexes based on your workload requirement, consider turning on auto scaling for your Amazon DynamoDB tables.

For more information, see [Using the Amazon Web Services Management Console with DynamoDB auto scaling](#).

## Additional Resources

[Managing throughput capacity automatically with DynamoDB auto scaling](#)

### Report columns

- Status
- Region
- Resource
- Amazon Config Rule
- Input Parameters
- Last Updated Time

## Amazon EBS Optimization Not Enabled

### Description

Checks if Amazon EBS optimization is enabled for your Amazon EC2 instances.

An Amazon EBS-optimized instance uses an optimized configuration stack and provides additional, dedicated capacity for Amazon EBS I/O. This optimization provides the best performance for your Amazon EBS volumes by minimizing contention between Amazon EBS I/O and other traffic from your instance..

For more information, see [Amazon EBS-optimized instances](#).

#### Note

Results for this check are automatically refreshed several times daily, and refresh requests are not allowed. It might take a few hours for changes to appear.

For Business, Enterprise On-Ramp, or Enterprise customers, you can use the [BatchUpdateRecommendationResourceExclusion](#) API to include or exclude one or more resources from your Trusted Advisor results.

### Check ID

c18d2gz142

## Source

Amazon Config Managed Rule: ebs-optimized-instance

## Alert Criteria

Yellow: Amazon EBS optimization is not enabled on supported Amazon EC2 instances.

## Recommended Action

Turn on Amazon EBS optimization on supported instances.

For more information, see [Enable EBS optimization at launch](#).

## Additional Resources

[Amazon EBS-optimized instances](#)

## Report columns

- Status
- Region
- Resource
- Amazon Config Rule
- Input Parameters
- Last Updated Time

# Amazon EBS Provisioned IOPS (SSD) Volume Attachment Configuration

## Description

Checks for Provisioned IOPS (SSD) volumes that are attached to an Amazon EBS optimizable Amazon Elastic Compute Cloud (Amazon EC2) instance that is not EBS-optimized.

Provisioned IOPS (SSD) volumes in the Amazon Elastic Block Store (Amazon EBS) are designed to deliver the expected performance only when they are attached to an EBS-optimized instance.

## Check ID

PPkZrjsH2q

## Alert Criteria

Yellow: An Amazon EC2 instance that can be EBS-optimized has an attached Provisioned IOPS (SSD) volume but the instance is not EBS-optimized.

## Recommended Action

Create a new instance that is EBS-optimized, detach the volume, and reattach the volume to your new instance. For more information, see [Amazon EBS-Optimized Instances](#) and [Attaching an Amazon EBS Volume to an Instance](#).

## Additional Resources

- [Amazon EBS Volume Types](#)
- [Amazon EBS Volume Performance](#)

## Report columns

- Status
- Region/AZ
- Volume ID
- Volume Name
- Volume Attachment
- Instance ID
- Instance Type
- EBS Optimized

## Amazon EBS under-provisioned volumes

### Description

Checks the Amazon Elastic Block Store (Amazon EBS) volumes that were running at any time during the lookback period. This check alerts you if any EBS volumes were under-provisioned for your workloads. Consistent high utilization can indicate optimized, steady performance, but can also indicate that an application does not have enough resources.

#### Note

Results for this check are automatically refreshed several times daily, and refresh requests are not allowed. It might take a few hours for changes to appear.

For Business, Enterprise On-Ramp, or Enterprise customers, you can use the [BatchUpdateRecommendationResourceExclusion](#) API to include or exclude one or more resources from your Trusted Advisor results.

## Check ID

C0r6dfpM04

## Alert Criteria

Yellow: An EBS Volume that was under-provisioned during the lookback period. To determine if a volume is under-provisioned, we consider all default CloudWatch metrics (including IOPS and throughput). The algorithm used to identify under-provisioned EBS volumes follows Amazon Web Services best practices. The algorithm is updated when a new pattern has been identified.

## Recommended Action

Consider upsizing volumes that have high utilization.

For more information, see [Opt in Amazon Compute Optimizer for Trusted Advisor checks](#).

## Report columns

- Status
- Region
- Volume ID
- Volume Type
- Volume Size (GB)
- Volume Baseline IOPS
- Volume Burst IOPS
- Volume Burst Throughput
- Recommended Volume Type
- Recommended Volume Size (GB)
- Recommended Volume Baseline IOPS
- Recommended Volume Burst IOPS
- Recommended Volume Baseline Throughput
- Recommended Volume Burst Throughput
- Lookback Period (days)
- Performance Risk
- Last Updated Time

# High CPU Utilization Amazon EC2 Instances

## Description

Checks the Amazon Elastic Compute Cloud (Amazon EC2) instances that were running at any time during the last 14 days. An alert is sent if daily CPU utilization was greater than 90% on four or more days.

Consistent high utilization can indicate optimized, steady performance. However, it can also indicate that an application does not have enough resources. To get daily CPU utilization data, download the report for this check.

### Note

This check reports the resources that are flagged by the criteria and the total number of resources evaluated, including OK resources. The resources table lists only the flagged resources.

## Check ID

ZRxQ1Psb6c

## Alert Criteria

Yellow: An instance had more than 90% daily average CPU utilization on at least 4 of the previous 14 days.

## Recommended Action

Consider adding more instances. For information about scaling the number of instances based on demand, see [What is Auto Scaling?](#)

## Additional Resources

- [Monitoring Amazon EC2](#)
- [Instance Metadata and User Data](#)
- [Amazon CloudWatch User Guide](#)
- [Amazon EC2 Auto Scaling User Guide](#)

## Report columns

- Region/AZ
- Instance ID

- Instance Type
- Instance Name
- 14-Day Average CPU Utilization
- Number of Days over 90% CPU Utilization

## Large Number of EC2 Security Group Rules Applied to an Instance

### Description

Checks for EC2 instances that have a large number of security group rules. Performance can be degraded if an instance has a large number of rules.

#### Note

This check reports the resources that are flagged by the criteria and the total number of resources evaluated, including OK resources. The resources table lists only the flagged resources.

### Check ID

j3DFqYTe29

### Alert Criteria

Yellow: An EC2-VPC instance has more than 50 security group rules.

Yellow: An EC2-Classic instance has more than 100 security group rules.

### Recommended Action

Reduce the number of rules associated with an instance by deleting unnecessary or overlapping rules. For more information, see [Deleting Rules from a Security Group](#).

### Additional Resources

#### [EC2 Security Groups](#)

### Report columns

- Region
- Instance ID
- Instance Name

- VPC ID
- Total Inbound Rules
- Total Outbound Rules

## Large Number of Rules in an EC2 Security Group

### Description

Checks each Amazon Elastic Compute Cloud (Amazon EC2) security group for an excessive number of rules.

If a security group has a large number of rules, performance can be degraded.

#### Note

This check reports the resources that are flagged by the criteria and the total number of resources evaluated, including OK resources. The resources table lists only the flagged resources.

### Check ID

tfg86AVHAZ

### Alert Criteria

Yellow: An Amazon EC2-VPC security group has more than 50 rules.

Yellow: An Amazon EC2-Classic security group has more than 100 rules.

### Recommended Action

Reduce the number of rules in a security group by deleting unnecessary or overlapping rules. For more information, see [Amazon EC2 security groups for your EC2 instances](#).

### Additional Resources

- [Amazon EC2 Security Groups](#)

### Report columns

- Region
- Security Group Name
- Group ID

- Description
- Instance Count
- VPC ID
- Total Outbound Rules

## Over-utilized Amazon EBS Magnetic Volumes

### Description

Checks for Amazon Elastic Block Store (Amazon EBS) magnetic volumes that are potentially over-utilized and might benefit from a more efficient configuration.

A magnetic volume is designed for applications with moderate or bursty input/output (I/O) requirements, and the IOPS rate is not guaranteed. It delivers approximately 100 IOPS on average, with a best-effort ability to burst to hundreds of IOPS. For consistently higher IOPS, you can use a Provisioned IOPS (SSD) volume. For bursty IOPS, you can use a General Purpose (SSD) volume. For more information, see [Amazon EBS Volume Types](#).

For a list of instance types that support EBS-optimized behavior, see [Amazon EBS-Optimized Instances](#).

To get daily utilization metrics, download the report for this check. The detailed report shows a column for each of the last 14 days. If there is no active EBS volume, the cell is empty. If there is insufficient data to make a reliable measurement, the cell contains N/A. If there is sufficient data, the cell contains the daily median and the percentage of the variance in relation to the median (for example, 256 / 20%).

### Check ID

k3J2hns32g

### Alert Criteria

**Yellow:** An Amazon EBS magnetic volume is attached to an instance that can be EBS-optimized or is part of a cluster compute network with a daily median of more than 95 IOPS, and varies by less than 10% of the median value for at least 7 of the past 14 days.

### Recommended Action

For consistently higher IOPS, you can use a Provisioned IOPS (SSD) volume. For bursty IOPS, you can use a General Purpose (SSD) volume. For more information, see [Amazon EBS Volume Types](#).

## Additional Resources

- [Amazon Elastic Block Store User Guide](#)

## Report columns

- Status
- Region
- Volume ID
- Volume Name
- Number of Days Over
- Max Daily Median
- Total Outbound Rules

## Security

You can use the following checks for the security category.

### Note

If you enabled Security Hub CSPM for your Amazon Web Services account, you can view your findings in the Trusted Advisor console. For information, see [Viewing Amazon Security Hub CSPM controls in Amazon Trusted Advisor](#).

You can view all controls in the Amazon Foundational Security Best Practices security standard *except* for controls that have the **Category: Recover > Resilience**. For a list of supported controls, see [Amazon Foundational Security Best Practices controls](#) in the *Amazon Security Hub CSPM User Guide*.

## Check names

- [Amazon S3 Bucket Permissions](#)
- [ELB Listener Security](#)
- [Classic Load Balancer Security Groups](#)
- [IAM Password Policy](#)
- [Security Groups – Specific Ports Unrestricted](#)
- [Security Groups – Unrestricted Access](#)

# Amazon S3 Bucket Permissions

## Description

Checks buckets in Amazon Simple Storage Service (Amazon S3) that have open access permissions, or that allow access to any authenticated Amazon user.

This check examines explicit bucket permissions, as well as bucket policies that might override those permissions. Granting list access permissions to all users for an Amazon S3 bucket is not recommended. These permissions can lead to unintended users listing objects in the bucket at high frequency, which can result in higher than expected charges. Permissions that grant upload and delete access to everyone can lead to security vulnerabilities in your bucket.

## Check ID

Pfx0RwqBli

## Alert criteria

- Red: The bucket ACL allows List access or Upload/Delete access for **Everyone** or **Any Authenticated Amazon User** and **Block Public Access** settings are not enabled.
- Red: A bucket policy allows public access and **Block Public Access** settings are not enabled.
- Red: Trusted Advisor does not have permission to check the policy, or the policy could not be evaluated for other reasons.
- Yellow: A bucket policy allows public access, but the **Restrict Public Buckets** setting is turned on and restricts access to only authorized users of that account.
- Yellow: The bucket is compliant but does not have full **Block Public Access** protection enabled.
- Green: The bucket is compliant and has full **Block Public Access** protection enabled.

### Note

Public ACL grants are not evaluated when Block Public Access **Ignore Public ACLs** is enabled.

## Recommended action

If a bucket allows open access, determine if open access is truly needed. For example to host a static website, you can use Amazon CloudFront to serve the content hosted on Amazon S3. See

[Restricting access to an Amazon S3 origin](#) in the Amazon CloudFront Developer Guide. When possible, update the bucket permissions to restrict access to the owner or specific users. Use Amazon S3 Block Public Access to control the settings that allow public access to your data. See [Setting Bucket and Object Access Permissions](#).

## Additional resources

[Managing Access Permissions to Your Amazon S3 Resources](#)

[Configuring block public access settings for your Amazon S3 buckets](#)

## Report columns

- Status
- Region Name
- Region API Parameter
- Bucket Name
- ACL Allows List
- ACL Allows Upload/Delete
- Policy Allows Access

## ELB Listener Security

### Description

Checks for classic load balancers with listeners that don't use the recommended security configurations for encrypted communication. Amazon recommends that you use a secure protocol (HTTPS or SSL), up-to-date security policies, and ciphers and protocols that are secure. When you use a secure protocol for a front-end connection (client to load balancer), the requests are encrypted between your clients and the load balancer. This creates a more secure environment. Elastic Load Balancing provides predefined security policies with ciphers and protocols that adhere to Amazon security best practices. New versions of predefined policies are released as new configurations become available.

### Check ID

a2sEc6ILx

### Alert Criteria

- Red: A load balancer has no listeners configured with a secure protocol (HTTPS).

- Yellow: A load balancer HTTPS listener is configured with a Security Policy that contains a weak cipher.
- Yellow: A load balancer HTTPS listener is not configured with the recommended Security Policy.
- Green: A load balancer has at least one HTTPS listener AND all HTTPS listeners are configured with the recommended policy.

## Recommended Action

If the traffic to your load balancer must be secure, use either the HTTPS or the SSL protocol for the front-end connection.

Upgrade your load balancer to the latest version of the predefined SSL security policy.

Use only the recommended ciphers and protocols.

For more information, see [Listener Configurations for Elastic Load Balancing](#).

## Additional Resources

- [Listener Configurations Quick Reference](#)
- [Update SSL Negotiation Configuration of Your Load Balancer](#)
- [SSL Negotiation Configurations for Elastic Load Balancing](#)
- [SSL Security Policy Table](#)

## Report columns

- Status
- Region
- Load Balancer Name
- Load Balancer Port
- Reason

## Classic Load Balancer Security Groups

### Description

Checks for load balancers configured with a security group that allows access to ports that are not configured for the load balancer.

If a security group allows access to ports that are not configured for the load balancer, the risk of loss of data or malicious attacks increases.

## Check ID

xSqX82fQu

## Alert Criteria

- **Yellow:** The inbound rules of an Amazon VPC security group associated with a load balancer allow access to ports that are not defined in the load balancer's listener configuration.
- **Green:** The inbound rules of an Amazon VPC security group associated with a load balancer do not allow access to ports that are not defined in the load balancer's listener configuration.

## Recommended Action

Configure the security group rules to restrict access to only those ports and protocols that are defined in the load balancer listener configuration, plus the ICMP protocol to support Path MTU Discovery. See [Listeners for Your Classic Load Balancer](#) and [Security Groups for Load Balancers in a VPC](#).

If a security group is missing, apply a new security group to the load balancer. Create security group rules that restrict access to only those ports and protocols that are defined in the load balancer listener configuration. See [Security Groups for Load Balancers in a VPC](#).

## Additional Resources

- [Elastic Load Balancing User Guide](#)
- [Migrate your Classic Load Balancer](#)
- [Configure Your Classic Load Balancer](#)

## Report columns

- Status
- Region
- Load Balancer Name
- Security Group IDs
- Reason

## IAM Password Policy

### Description

Checks the password policy for your account and warns when a password policy is not enabled, or if password content requirements have not been enabled.

Password content requirements increase the overall security of your Amazon environment by enforcing the creation of strong user passwords. When you create or change a password policy, the change is enforced immediately for new users but does not require existing users to change their passwords.

### Check ID

Yw2K9puPz1

### Alert Criteria

- Green: A password policy is enabled with recommended content requirement enabled.
- Yellow: A password policy is enabled, but at least one content requirement is not enabled.

### Recommended Action

If some content requirements are not enabled, consider enabling them. If no password policy is enabled, create and configure one. See [Setting an Account Password Policy for IAM Users](#).

To access the Amazon Web Services Management Console, IAM users need passwords. As a best practice, Amazon highly recommends that instead of creating IAM users, you use federation. Federation allows users to use their existing corporate credentials to log into the Amazon Web Services Management Console. Use IAM Identity Center to create or federate the user, and then assume an IAM role into an account.

To learn more about identity providers and federation, see [Identity providers and federation](#) in the IAM User Guide. To learn more about IAM Identity Center, see the [IAM Identity Center User Guide](#).

### Additional Resources

[Managing Passwords](#)

### Report columns

- Password Policy
- Uppercase

- Lowercase
- Number
- Non-alphanumeric

## Security Groups – Specific Ports Unrestricted

### Description

Checks security groups for rules that allow unrestricted access (0.0.0.0/0) to specific ports.

Unrestricted access increases opportunities for malicious activity (hacking, denial-of-service attacks, loss of data). The ports with highest risk are flagged red, and those with less risk are flagged yellow. Ports flagged green are typically used by applications that require unrestricted access, such as HTTP and SMTP.

If you have intentionally configured your security groups in this manner, we recommend using additional security measures to secure your infrastructure (such as IP tables).

#### Note

This check only evaluates security groups that you create and their inbound rules for IPv4 addresses. Security groups created by Amazon Directory Service are flagged as red or yellow, but they don't pose a security risk and can be excluded. For more information, see the [Trusted Advisor FAQ](#).

#### Note

This check reports the resources that are flagged by the criteria and the total number of resources evaluated, including OK resources. The resources table lists only the flagged resources.

### Check ID

HCP4007jGY

### Alert Criteria

- Green: Security Group provides unrestricted access on ports 80, 25, 443, or 465.

- Red: Security Group is attached to a resource and provides unrestricted access to port 20, 21, 22, 1433, 1434, 3306, 3389, 4333, 5432, or 5500.
- Yellow: Security Group provides unrestricted access to any other port.
- Yellow: Security Group is not attached to any resource and provides unrestricted access.

## Recommended Action

Restrict access to only those IP addresses that require it. To restrict access to a specific IP address, set the suffix to /32 (for example, 192.0.2.10/32). Be sure to delete overly permissive rules after creating rules that are more restrictive.

Review and delete unused security groups. You can use Amazon Firewall Manager to centrally configure and manage security groups at scale across Amazon Web Services accounts. For more information, see the [Amazon Firewall Manager documentation](#).

Consider using Systems Manager Sessions Manager for SSH (Port 22) and RDP (Port 3389) access to EC2 instances. With sessions manager, you can access your EC2 instances without enabling port 22 and 3389 in the security group.

## Additional Resources

- [Amazon EC2 Security Groups](#)
- [List of TCP and UDP port numbers](#)
- [Classless Inter-Domain Routing](#)
- [Working with Session Manager](#)
- [Amazon Firewall Manager](#)

## Report columns

- Status
- Region
- Security Group Name
- Security Group ID
- Protocol
- From Port
- To Port
- Association

## Security Groups – Unrestricted Access

### Description

Checks security groups for rules that allow unrestricted access to a resource.

Unrestricted access increases opportunities for malicious activity (hacking, denial-of-service attacks, loss of data).

#### Note

This check evaluates only security groups that you create and their inbound rules for IPv4 addresses. Security groups created by Amazon Directory Service are flagged as red or yellow, but they don't pose a security risk and can be excluded. For more information, see the [Trusted Advisor FAQ](#).

#### Note

This check reports the resources that are flagged by the criteria and the total number of resources evaluated, including OK resources. The resources table lists only the flagged resources.

### Check ID

1iG5NDGVre

### Alert Criteria

- Green: A security group rule has a source IP address with a /0 suffix for ports 25, 80, or 443.
- Yellow: A security group rule has a source IP address with a /0 suffix for ports other than 25, 80, or 443 and security group is attached to a resource.
- Red: A security group rule has a source IP address with a /0 suffix for ports other than 25, 80, or 443 and security group is not attached to a resource.

### Recommended Action

Restrict access to only those IP addresses that require it. To restrict access to a specific IP address, set the suffix to /32 (for example, 192.0.2.10/32). Be sure to delete overly permissive rules after creating rules that are more restrictive.

Review and delete unused security groups. You can use Amazon Firewall Manager to centrally configure and manage security groups at scale across Amazon Web Services accounts. For more information, see the [Amazon Firewall Manager documentation](#).

Consider using Systems Manager Sessions Manager for SSH (Port 22) and RDP (Port 3389) access to EC2 instances. With sessions manager, you can access your EC2 instances without enabling port 22 and 3389 in the security group.

## Additional Resources

- [Amazon EC2 Security Groups](#)
- [Classless Inter-Domain Routing](#)
- [Working with Session Manager](#)
- [Amazon Firewall Manager](#)

## Report columns

- Status
- Region
- Security Group Name
- Security Group ID
- Protocol
- From Port
- To Port
- IP Range
- Association

## Fault tolerance

You can use the following checks for the fault tolerance category.

### Check names

- [Amazon EBS Snapshots](#)
- [Amazon ElastiCache Multi-AZ clusters](#)
- [Amazon MemoryDB Multi-AZ clusters](#)
- [Amazon RDS Backups](#)

- [Amazon S3 Bucket Logging](#)
- [Auto Scaling Group Health Check](#)
- [Auto Scaling Group Resources](#)
- [CLB Connection Draining](#)
- [Load Balancer Optimization](#)

## Amazon EBS Snapshots

### Description

Checks the age of the snapshots for your Amazon EBS volumes (either available or in-use). Failures can occur even if Amazon EBS volumes are replicated. Snapshots are persisted to Amazon S3 for durable storage and point-in-time recovery.

### Check ID

H7IgTzjTYb

### Alert Criteria

- Yellow: The most recent volume snapshot is between 7 and 30 days old.
- Red: The most recent volume snapshot is more than 30 days old.
- Red: The volume does not have a snapshot.

### Recommended Action

Create weekly or monthly snapshots of your volumes. For more information, see [Creating an Amazon EBS Snapshot](#).

To automate the creation of EBS snapshots, you can consider using [Amazon Backup](#) or [Amazon Data Lifecycle Manager](#).

### Additional Resources

[Amazon Elastic Block Store \(Amazon EBS\)](#)

[Amazon EBS Snapshots](#)

[Amazon Backup](#)

[Amazon Data Lifecycle Manager](#)

## Report columns

- Status
- Region
- Volume ID
- Volume Name
- Snapshot ID
- Snapshot Name
- Snapshot Age
- Volume Attachment
- Reason

## Amazon ElastiCache Multi-AZ clusters

### Description

Checks for ElastiCache clusters that deploy in a single Availability Zone (AZ). This check alerts you if Multi-AZ is inactive in a cluster.

Deployments in multiple AZs enhance ElastiCache cluster availability by asynchronously replicating to read-only replicas in a different AZ. When planned cluster maintenance occurs, or a primary node is unavailable, ElastiCache automatically promotes a replica to primary. This failover allows cluster write operations to resume, and doesn't require an administrator to intervene.

#### Note

Results for this check are automatically refreshed several times daily, and refresh requests are not allowed. It might take a few hours for changes to appear.

For Business, Enterprise On-Ramp, or Enterprise customers, you can use the [BatchUpdateRecommendationResourceExclusion](#) API to include or exclude one or more resources from your Trusted Advisor results.

### Check ID

ECHdfsQ402

## Alert criteria

- Green: Multi-AZ is active in the cluster.
- Yellow: Multi-AZ is inactive in the cluster.

## Recommended action

Create at least one replica per shard, in an AZ that is different than the primary.

## Additional resources

For more information, see [Minimizing downtime in ElastiCache \(Redis OSS\) with Multi-AZ](#).

## Report columns

- Status
- Region
- Cluster Name
- Last Updated Time

## Amazon MemoryDB Multi-AZ clusters

### Description

Checks for MemoryDB clusters that deploy in a single Availability Zone (AZ). This check alerts you if Multi-AZ is inactive in a cluster.

Deployments in multiple AZs enhance MemoryDB cluster availability by asynchronously replicating to read-only replicas in a different AZ. When planned cluster maintenance occurs, or a primary node is unavailable, MemoryDB automatically promotes a replica to primary. This failover allows cluster write operations to resume, and doesn't require an administrator to intervene.

#### Note

Results for this check are automatically refreshed several times daily, and refresh requests are not allowed. It might take a few hours for changes to appear.

For Business, Enterprise On-Ramp, or Enterprise customers, you can use the [BatchUpdateRecommendationResourceExclusion](#) API to include or exclude one or more resources from your Trusted Advisor results.

## Check ID

MDBdfsQ401

### Alert Criteria

- Green: Multi-AZ is active in the cluster.
- Yellow: Multi-AZ is inactive in the cluster.

### Recommended Action

Create at least one replica per shard, in an AZ that is different than the primary.

### Additional Resources

For more information, see [Minimizing downtime in MemoryDB with Multi-AZ](#).

### Report columns

- Status
- Region
- Cluster Name
- Last Updated Time

## Amazon RDS Backups

### Description

Checks for automated backups of Amazon RDS DB instances.

By default, backups are enabled with a retention period of one day. Backups reduce the risk of unexpected data loss and allow for point-in-time recovery.

#### Note

This check reports the resources that are flagged by the criteria and the total number of resources evaluated, including OK resources. The resources table lists only the flagged resources.

## Check ID

opQPADkZvH

## Alert Criteria

Red: A DB instance has the backup retention period set to 0 days.

## Recommended Action

Set the retention period for the automated DB instance backup to 1 to 35 days as appropriate to the requirements of your application. See [Working With Automated Backups](#).

## Additional Resources

[Getting Started with Amazon RDS](#)

### Report columns

- Status
- Region/AZ
- DB Instance
- VPC ID
- Backup Retention Period

## Amazon S3 Bucket Logging

### Description

Checks the logging configuration of Amazon Simple Storage Service (Amazon S3) buckets.

When server access logging is enabled, detailed access logs are delivered hourly to a bucket that you choose. An access log record contains details about each request, such as the request type, the resources specified in the request, and the time and date the request was processed. By default, bucket logging is not enabled. You should enable logging if you want to perform security audits or learn more about users and usage patterns.

When logging is initially enabled, the configuration is automatically validated. However, future modifications can result in logging failures. This check examines explicit Amazon S3 bucket permissions, but it does not examine associated bucket policies that might override the bucket permissions.

### Check ID

BueAdJ7NrP

## Alert Criteria

- Yellow: The bucket does not have server access logging enabled.
- Yellow: The target bucket permissions do not include the root account, so Trusted Advisor cannot check it.
- Red: The target bucket does not exist.
- Red: The target bucket and the source bucket have different owners.
- Red: The log deliverer does not have write permissions for the target bucket.

## Recommended Action

Enable bucket logging for most buckets. See [Enabling Logging Using the Console](#) and [Enabling Logging Programmatically](#).

If the target bucket permissions do not include the root account and you want Trusted Advisor to check the logging status, add the root account as a grantee. See [Editing Bucket Permissions](#).

If the target bucket does not exist, select an existing bucket as a target or create a new one and select it. See [Managing Bucket Logging](#).

If the target and source have different owners, change the target bucket to one that has the same owner as the source bucket. See [Managing Bucket Logging](#).

If the log deliverer does not have write permissions for the target (write not enabled), grant Upload/Delete permissions to the Log Delivery group. See [Editing Bucket Permissions](#).

## Additional Resources

- [Working with Buckets](#)
- [Server Access Logging](#)
- [Server Access Log Format](#)
- [Deleting Log Files](#)

## Report columns

- Status
- Region
- Bucket Name
- Target Name
- Target Exists
- Same Owner

- Write Enabled
- Reason

## Auto Scaling Group Health Check

### Description

Examines the health check configuration for Auto Scaling groups.

If Elastic Load Balancing is being used for an Auto Scaling group, the recommended configuration is to enable an Elastic Load Balancing health check. If an Elastic Load Balancing health check is not used, Auto Scaling can only act upon the health of the Amazon Elastic Compute Cloud (Amazon EC2) instance. Auto Scaling will not act on the application running on the instance.

### Check ID

CL0G40CD08

### Alert Criteria

- Yellow: An Auto Scaling group has an associated load balancer, but the Elastic Load Balancing health check is not enabled.
- Yellow: An Auto Scaling group does not have an associated load balancer, but the Elastic Load Balancing health check is enabled.

### Recommended Action

If the Auto Scaling group has an associated load balancer, but the Elastic Load Balancing health check is not enabled, see [Add an Elastic Load Balancing Health Check to your Auto Scaling Group](#).

If the Elastic Load Balancing health check is enabled, but no load balancer is associated with the Auto Scaling group, see [Set Up an Auto-Scaled and Load-Balanced Application](#).

### Additional Resources

[Amazon EC2 Auto Scaling User Guide](#)

### Report columns

- Status
- Region
- Auto Scaling Group Name

- Load Balancer Associated
- Health Check

## Auto Scaling Group Resources

### Description

Checks the availability of resources associated with your launch configurations, launch templates, and your Auto Scaling groups.

Auto Scaling groups that point to unavailable resources cannot launch new Amazon Elastic Compute Cloud (Amazon EC2) instances. When properly configured, Auto Scaling causes the number of Amazon EC2 instances to increase seamlessly during demand spikes, and decrease automatically during demand lulls. Auto Scaling groups and launch configurations/launch templates that point to unavailable resources do not operate as intended.

#### Note

This check reports the resources that are flagged by the criteria and the total number of resources evaluated, including OK resources. The resources table lists only the flagged resources.

### Check ID

8CNS11I5v

### Alert Criteria

- Red: An Auto Scaling group is associated with a deleted load balancer.
- Red: A launch configuration is associated with a deleted Amazon Machine Image (AMI).
- Red: A launch template is associated with a deleted Amazon Machine Image (AMI).

### Recommended Action

If the load balancer has been deleted, either create a new load balancer or target group and then associate it to the Auto Scaling group. or create a new Auto Scaling group without the load balancer. For information about creating a new Auto Scaling group with a new load balancer, see [Set Up an Auto-Scaled and Load-Balanced Application](#). For information about creating a new Auto Scaling group without a load balancer, see Create Auto Scaling Group in [Getting Started With Auto Scaling Using the Console](#).

If the AMI has been deleted, then create a new launch configuration or launch template version using a valid AMI and associate it with an Auto Scaling group. For information on how to create a new launch configuration, see [Create a launch configuration](#) in the *Amazon EC2 Auto Scaling User Guide*. For information on how to create a launch template, see [Create a launch template for an Auto Scaling group](#) in the *Amazon EC2 Auto Scaling User Guide*.

### Note

For security reasons, the check results don't include any resources referenced using Amazon Systems Manager parameters in the launch template.

If your launch templates include an Amazon Systems Manager parameter that include an Amazon Machine Image (AMI) ID, then review the launch template to make sure that the parameters reference a valid AMI ID, or make the appropriate changes in the Amazon Systems Manager parameter store. For more information, see [Use Amazon Systems Manager parameters instead of AMI IDs](#) in the *Amazon EC2 Auto Scaling User Guide*.

## Additional Resources

- [Troubleshooting Auto Scaling: Amazon EC2 AMIs](#)
- [Troubleshooting Auto Scaling: Load Balancer Configuration](#)
- [Amazon EC2 Auto Scaling User Guide](#)
- [Use Amazon Systems Manager parameters instead of AMI IDs](#)

## Report columns

- Status
- Region
- Auto Scaling Group Name
- Launch Type
- Resource Type
- Resource Name

## CLB Connection Draining

### Description

Checks for Classic load balancers that do not have connection draining enabled.

When connection draining is not enabled and you deregister an Amazon EC2 instance from a Classic load balancer, the Classic load balancer stops routing traffic to that instance and closes the connection. When connection draining is enabled, the Classic load balancer stops sending new requests to the deregistered instance but keeps the connection open to serve active requests.

## Check ID

7qGXsKIUw

## Alert Criteria

- Yellow: Connection draining is not enabled for a Classic load balancer.
- Green: Connection draining is enabled for Classic load balancer. .

## Recommended Action

Enable connection draining for the Classic load balancer. For more information, see [Connection Draining](#) and [Enable or Disable Connection Draining for Your Load Balancer](#).

## Additional Resources

[Elastic Load Balancing Concepts](#)

## Report columns

- Status
- Region
- Load Balancer Name
- Reason

# Load Balancer Optimization

## Description

Checks your load balancer configuration.

To help increase the level of fault tolerance in Amazon Elastic Compute Cloud (Amazon EC2) when using Elastic Load Balancing , we recommend running an equal number of instances across multiple Availability Zones in a Region. A load balancer that is configured accrues charges, so this is a cost-optimization check as well.

## Check ID

1qdCTZKCUp

## Alert Criteria

- Yellow: A load balancer is enabled for a single Availability Zone.
- Yellow: A load balancer is enabled for an Availability Zone that has no active instances.
- Yellow: The Amazon EC2 instances that are registered with a load balancer are unevenly distributed across Availability Zones. (The difference between the highest and lowest instance counts in utilized Availability Zones is more than 1, and the difference is more than 20% of the highest count.)

## Recommended Action

Ensure that your load balancer points to active and healthy instances in at least two Availability Zones. For more information, see [Add Availability Zone](#).

If your load balancer is configured for an Availability Zone with no healthy instances, or if there is an imbalance of instances across the Availability Zones, determine if all the Availability Zones are necessary. Omit any unnecessary Availability Zones and ensure there is a balanced distribution of instances across the remaining Availability Zones. For more information, see [Remove Availability Zone](#).

## Additional Resources

- [Availability Zones and Regions](#)
- [Managing Load Balancers](#)
- [Best Practices in Evaluating Elastic Load Balancing](#)

## Report columns

- Status
- Region
- Load Balancer Name
- # of Zones
- Zone a Instances
- Zone b Instances
- Zone c Instances
- Zone d Instances
- Zone e Instances
- Zone f Instances

- Reason

## Service limits

See the following checks for the service limits (also known as quotas) category.

All checks in this category have the following descriptions:

### Alert Criteria

- Yellow: 80% of limit reached.
- Red: 100% of limit reached.
- Blue: Trusted Advisor was unable to retrieve utilization or limits in one or more Amazon Web Services Regions.

### Recommended Action

If you expect to exceed a service limit, request an increase directly from the [Service Quotas](#) console. If Service Quotas doesn't support your service yet, you can open a support case in [Support Center](#).

### Report columns

- Status
- Service
- Region
- Limit Amount
- Current Usage

#### Note

- Values are based on a snapshot, so your current usage might differ. Quota and usage data can take up to 24 hours to reflect any changes. In cases where quotas have been recently increased, you might temporarily see utilization that exceeds the quota.

### Check names

- [DynamoDB Read Capacity](#)

- [DynamoDB Write Capacity](#)
- [EBS Active Snapshots](#)
- [EBS General Purpose SSD \(gp2\) Volume Storage](#)
- [EBS General Purpose SSD \(gp3\) Volume Storage](#)
- [EBS Magnetic \(standard\) Volume Storage](#)
- [EBS Provisioned IOPS SSD \(io1\) Volume Aggregate IOPS](#)
- [EBS Provisioned IOPS SSD \(io1\) Volume Storage](#)
- [EC2 Reserved Instance Leases](#)
- [EC2-VPC Elastic IP Address](#)
- [ELB Classic Load Balancers](#)
- [VPC](#)
- [VPC Internet Gateways](#)

## DynamoDB Read Capacity

### Description

Checks for usage that is more than 80% of the DynamoDB provisioned throughput limit for reads per Amazon Web Services account.

### Check ID

6gtQddfEw6

### Additional Resources

[DynamoDB quotas](#)

## DynamoDB Write Capacity

### Description

Checks for usage that is more than 80% of the DynamoDB provisioned throughput limit for writes per Amazon Web Services account.

### Check ID

c5ftjdfkMr

## Additional Resources

[DynamoDB quotas](#)

## EBS Active Snapshots

### Description

Checks for usage that is more than 80% of the EBS active snapshots quota.

### Check ID

eI7KK017J9

### Additional Resources

[Amazon EBS limits](#)

## EBS General Purpose SSD (gp2) Volume Storage

### Description

Checks for usage that is more than 80% of the EBS General Purpose SSD (gp2) volume storage quota.

### Check ID

dH7RR016J9

### Additional Resources

[Amazon EBS limits](#)

## EBS General Purpose SSD (gp3) Volume Storage

### Description

Checks for usage that is more than 80% of the EBS General Purpose SSD (gp3) volume storage quota.

### Check ID

dH7RR016J3

## Additional Resources

[Amazon EBS limits](#)

## EBS Magnetic (standard) Volume Storage

### Description

Checks for usage that is more than 80% of the EBS Magnetic (standard) volume storage quota.

### Check ID

cG7HH017J9

### Additional Resources

[Amazon EBS limits](#)

## EBS Provisioned IOPS SSD (io1) Volume Aggregate IOPS

### Description

Checks for usage that is more than 80% of the EBS Provisioned IOPS SSD (io1) volume aggregate IOPS quota.

### Check ID

tV7YY017J9

### Additional Resources

[Amazon EBS limits](#)

## EBS Provisioned IOPS SSD (io1) Volume Storage

### Description

Checks for usage that is more than 80% of the EBS Provisioned IOPS SSD (io1) volume storage quota.

### Check ID

gI7MM017J9

## Additional Resources

[Amazon EBS limits](#)

## EC2 Reserved Instance Leases

### Description

Checks for usage that is more than 80% of the EC2 Reserved Instance leases quota.

### Check ID

iH7PP017J9

### Additional Resources

[Amazon EC2 quotas](#)

## EC2-VPC Elastic IP Address

### Description

Checks for usage that is more than 80% of the EC2-VPC Elastic IP address quota.

### Check ID

1N7RR017J9

### Additional Resources

[VPC Elastic IP quotas](#)

## ELB Classic Load Balancers

### Description

Checks for usage that is more than 80% of the ELB Classic Load Balancers quota.

### Check ID

iK700017J9

### Additional Resources

[Elastic Load Balancing quotas](#)

## VPC

### Description

Checks for usage that is more than 80% of the VPC quota.

### Check ID

jL7PP017J9

### Additional Resources

[VPC quotas](#)

## VPC Internet Gateways

### Description

Checks for usage that is more than 80% of the VPC Internet gateways quota.

### Check ID

kM7QQ017J9

### Additional Resources

[VPC quotas](#)

## Change log for Amazon Trusted Advisor

See the following topic for recent changes to Trusted Advisor checks.

### Note

If you use the Trusted Advisor console or the Amazon Web Services Support API, deprecated checks won't appear in check results. If you use a deprecated check, such as specifying the check ID in an Amazon Web Services Support API operation or your code, then you receive API call errors. Remove these checks to avoid errors.

For more information about the available checks, see the [Amazon Trusted Advisor check reference](#).

Change date	Check name	Change description
December 18, 2025	Updated <a href="#">Amazon S3 Bucket Versioning</a>	Added a new <b>Alert criteria</b> : <ul style="list-style-type: none"><li>Yellow: Trusted Advisor doesn't have access to validate versioning</li></ul>
December 17, 2025	Updated <a href="#">Amazon S3 Bucket Permissions</a>	Updated the <b>Alert criteria</b> section.
November 21, 2025	Updated <a href="#">Application Load Balancer security group</a>	Updated the Application Load Balancer security group alerts and recommendations.
November 17, 2025	Updated <a href="#">Amazon STS global endpoint usage across Amazon Web Services Regions check</a> description	Updated the Amazon STS global endpoint usage across Amazon Web Services Regions check description to clarify when check results are refreshed.
October 15, 2025	Updated multiple check descriptions	A note was added to multiple check descriptions to indicate that the check reports all resources that are flagged by the criteria and the total number of resources evaluated, including OK resources. The resources table lists only the flagged resources.
October 10, 2025	Updated check reference	Updated the check reference to show all available checks.

Change date	Check name	Change description
September 11, 2025	<a href="#">L4dfs2Q4C5: Amazon Lambda functions using deprecated runtimes</a>	Updated <b>Yellow</b> alert criterion to indicate that runtimes deprecating within at least 180 are included.
August 19, 2025	<a href="#">Pfx0RwqBli: Amazon S3 Bucket Permissions</a>	Alert criteria updated: <i>Trusted Advisor does not have permission to check the policy or ACL, or the policy or ACL could not be evaluated for other reasons changed from Yellow to Red.</i>
July 03, 2025	<a href="#">Pfx0RwqBli: Amazon S3 Bucket Permissions</a>	The <b>Alert criteria</b> is updated to reflect all Yellow and Red criteria.
July 03, 2025	<a href="#">c1dfprch15: Amazon EC2 instances with Ubuntu LTS end of standard support</a>	Updated the note to indicate that this check refreshes at least once daily.
July 02, 2025	<a href="#">c1dvkm4z6b: Amazon ECS AWSLogs driver in blocking mode</a>	Amazon ECS changed the default setting for awslogs driver logging configuration parameter mode from blocking to non-blocking. The Yellow status description has been updated to reflect this change.
July 02, 2025	<a href="#">7DAFFemoDos: MFA on root account</a>	Added information indicating that member account root user credentials can be deleted centrally, removing the need to manage MFA on root user credentials.

Change date	Check name	Change description
June 9, 2025	<a href="#">c1z7kmr17n: Amazon Aurora cost optimization recommendations for DB cluster storage</a>	New check
June 09, 2025	<a href="#">c15m0mgld3: Amazon STS global endpoint usage across Amazon Web Services Regions</a>	Updated check: This check is now available for all Amazon Web Services Support plans.
April 30, 2025	<ul style="list-style-type: none"> <li><a href="#">N420c450f2: CloudFront Alternate Domain Names</a></li> <li><a href="#">N425c450f2: CloudFront Custom SSL Certificates in the IAM Certificate Store</a></li> </ul>	Added a note indicating that this check applies to classic Amazon CloudFront distributions.
April 30, 2025	<a href="#">N415c450f2: CloudFront Header Forwarding and Cache Hit Ratio</a>	Added a note indicating that this check applies to classic Amazon CloudFront distributions.
April 02, 2025	c1dfprch02: Amazon EFS Throughput Mode Optimization	The description of this check has changed. For more information, see <a href="#">Amazon EC2 instances with Microsoft Windows Server end of support</a> .
April 02, 2025	Qsdfp3A4L4: Amazon EC2 instances with Microsoft Windows Server end of support	The description of this check has changed. For more information, see <a href="#">Amazon EFS Throughput Mode Optimization</a> .

## Older updates

The following Amazon Security Hub CSPM checks are deprecated:

Check name	Check ID
S3.10 - S3 general purpose buckets with versioning enabled should have lifecycle configurations	Hs4Ma3G211
S3.11 - S3 general purpose buckets should have event notifications enabled	Hs4Ma3G212
CodeBuild.5 - CodeBuild project environments should not have privileged mode enabled	Hs4Ma3G218
CloudFormation.1 - CloudFormation stacks should be integrated with Amazon Simple Notification Service (SNS)	Hs4Ma3G245
SNS.2 - Logging of delivery status should be enabled for notification messages sent to a topic	Hs4Ma3G263
Athena.1 - Athena workgroups should be encrypted at rest	Hs4Ma3G294

## Updated the Auto Scaling Group Resources check

Trusted Advisor updated the following check on December 23, 2024.

Check name	Check category	Check ID
Auto Scaling Group Resources	Fault tolerance	8CNS11I5v

The description of this check is updated to include launch configurations and launch templates.

A new alert criteria, Red: A launch template is associated with a deleted Amazon Machine Image (AMI). was added.

For more information, see [Auto Scaling Group Resources](#).

## Added 1 new check

Trusted Advisor added 1 new check on November 22, 2024:

- 8604e947f2 - [Application Load Balancer Security Groups](#)

## Updated 3 checks

Trusted Advisor updated 3 checks on November 7, 2024:

- b92b83d667 - [ELB Target Imbalance](#)
- 8CNsSllI5v - [Auto Scaling Group Resources](#)
- wuy7G1zxql - [Amazon EC2 Availability Zone Balance](#)

## Added 4 checks

Trusted Advisor added 4 new checks on October 11, 2024:

- 07602fcad6 - IAM Access Analyzer - external access
- 528d6f5ee7 - GWLB - Endpoint AZ
- c2vlfg0jp6 - Inactive VPC interface endpoints
- c2vlfg0k35 - Inactive Gateway Load Balancer endpoints

## Updated 3 checks

Trusted Advisor updated 3 checks on October 2, 2024:

- Check ID 7040ea389a moved from Cost Optimization pillar to the Fault Tolerance pillar
- Updated Check ID 7DAFEmoDos
- Updated Check ID Cmsvnj8db2

## Added 9 new checks

Trusted Advisor added 9 new checks on August 23, 2024:

- c2vlfg0p86 - [IAM] - SAML 2.0 Identity Provider
- 7040ea389a - Network Firewall endpoint Cross-AZ Data Transfer
- c2vlfg0bfw - Low utilization Network Firewall
- c2vlfg0gqd - Network Firewall Multi-AZ
- c2vlfg0p1w - Application Load Balancer Target Groups encrypted protocol
- c2vlfg022t - [NAT Gateway] - Underutilized Resource
- c243hjzrh - Amazon Outposts Single Rack deployment
- b92b83d667 - ELB Target Imbalance
- 90046ff5b5 - MSK availability is limited to two zones

For more information, see the [Amazon Trusted Advisor check reference](#).

## Updated 1 Security check and added 1 Security check

Trusted Advisor updated 1 Operational Excellence checks on August 22, 2024:

- c1fd6b96l4

Trusted Advisor added 1 Security checks on August 22, 2024:

- c2vlfg0f4h

For more information, see the [Amazon Trusted Advisor check reference](#).

## Updated 6 Security checks

Trusted Advisor updated 6 Security checks on August 20, 2024:

- nNauJisYIT
- c9D319e7sG
- a2sEc6ILx

- HCP4007jGY
- 1iG5NDGVre
- Yw2K9puPzl

For more information, see the [Amazon Trusted Advisor check reference](#).

## Updated 1 fault tolerance checks

Trusted Advisor updated the 1 fault tolerance check and 1 security on August 12, 2024:

- VPN Tunnel Redundancy
- Amazon RDS engine minor version upgrade is required

For more information, see the [Amazon Trusted Advisor check reference](#).

## Updated 9 checks

Trusted Advisor updated the 9 checks on July 21, 2024:

- 7qGXsKIUw
- ZRxQlPsb6c
- N425c450f2
- 7DAFEmoDos
- Pfx0RwqBli
- H7IgTzjTYb
- C056F80cR3
- Yw2K9puPzl
- xSqX82fQu

For more information, see the [Amazon Trusted Advisor check reference](#).

## Removed 5 checks and added 1 check

Trusted Advisor deprecated 3 Fault Tolerance checks, 1 Performance check, and 1 Security check on May 15, 2024:

- IAM Use
- ELB Cross-Zone Load Balancing
- Overutilized Amazon EBS Magnetic Volumes
- Large Number of EC2 Security Group Rules Applied to an Instance
- Large Number of Rules in an EC2 Security Group

Trusted Advisor added 1 new security check on May 15, 2024:

- Amazon S3 Server Access Logs Enabled

For more information, see the [Amazon Trusted Advisor check reference](#).

## Removed fault tolerance checks

Trusted Advisor deprecated 3 Fault Tolerance check on April 25, 2024:

- Amazon Direct Connect Connection Redundancy
- Amazon Direct Connect Location Redundancy
- Amazon Direct Connect Virtual Interface Redundancy

For more information, see the [Amazon Trusted Advisor check reference](#).

## New fault tolerance check

Trusted Advisor added 1 Fault Tolerance check on February 29, 2024:

- NLB - Internet-facing resource in private subnet

For more information, see the [Amazon Trusted Advisor check reference](#).

## Updated fault tolerance and security checks

Trusted Advisor added 1 new Fault Tolerance check and amended 1 existing Fault tolerance and 1 Security check on March 28 2024:

- Added Amazon Resilience Hub Application Component check

- Updated Amazon Lambda VPC-enabled Functions without Multi-AZ Redundancy
- Updated Amazon Lambda Functions Using Deprecated Runtimes

For more information, see the [Amazon Trusted Advisor check reference](#).

## New fault tolerance check

Trusted Advisor added 1 Fault Tolerance check on January 31, 2024:

- Amazon Direct Connect Location Resiliency

For more information, see the [Amazon Trusted Advisor check reference](#).

## Updated fault tolerance check

Trusted Advisor amended 1 Fault Tolerance check on January 08, 2024:

- Amazon RDS innodb\_flush\_log\_at\_trx\_commit parameter is not 1

For more information, see the [Amazon Trusted Advisor check reference](#).

## Updated security check

Trusted Advisor amended 1 Security check on December 21, 2023:

- Amazon Lambda Functions Using Deprecated Runtimes

For more information, see the [Amazon Trusted Advisor check reference](#).

## New security and performance checks

Trusted Advisor added 2 new Security checks and 2 new Performance checks on December 20, 2023:

- Amazon EFS clients not using data-in-transit encryption
- Amazon Aurora DB cluster under-provisioned for read workload
- Amazon RDS instance under-provisioned for system capacity

- Amazon EC2 instances with Ubuntu LTS end of standard support

For more information, see the [Amazon Trusted Advisor check reference](#).

## New security check

Trusted Advisor added 1 new Security check on December 15, 2023:

- Amazon Route 53 mismatching CNAME records pointing directly to S3 buckets

For more information, see the [Amazon Trusted Advisor check reference](#).

## New fault tolerance and cost optimization checks

Trusted Advisor added 2 new Fault Tolerance checks and 1 new Cost Optimization check on December 07, 2023:

- Amazon DocumentDB Single-AZ clusters
- Amazon S3 Incomplete Multipart Upload Abort Configuration
- Amazon ECS AmazonLogs driver in blocking mode

For more information, see the [Amazon Trusted Advisor check reference](#).

## Trusted Advisor check removal

Check name	Check category	Check ID
EBS volumes should be attached to EC2 instances	Security	Hs4Ma3G119
S3 buckets should have server-side encryption enabled	Security	Hs4Ma3G167
CloudFront distributions should have origin access identity enabled	Security	Hs4Ma3G195

## Updates to the Trusted Advisor integration with Amazon Security Hub CSPM

Trusted Advisor made the following update on November 17, 2022.

If you disable Security Hub CSPM or Amazon Config for an Amazon Web Services Region, Trusted Advisor now removes your control findings for that Amazon Web Services Region within 7-9 days. Previously, the time frame to remove your Security Hub CSPM data from Trusted Advisor was 90 days.

For more information, see the following sections in the [Troubleshooting](#) topic:

- [I turned off Security Hub CSPM or Amazon Config in a Region](#)
- [My control is archived in Security Hub CSPM, but I still see the findings in Trusted Advisor](#)

## Update to the Trusted Advisor console

Trusted Advisor added the following change on November 16, 2022.

The Trusted Advisor Dashboard in the console is now Trusted Advisor Recommendations. The Trusted Advisor Recommendations page still shows the check results and the available checks for each category for your Amazon Web Services account.

This name change only updates the Trusted Advisor console. You can continue to use the Trusted Advisor console and the Trusted Advisor operations in the Amazon Web Services Support API as usual.

For more information, see [Get started with Trusted Advisor Recommendations](#).

## Added Security Hub CSPM checks to Trusted Advisor

As of June 23, 2022, Trusted Advisor only supports Security Hub CSPM controls available through April 7, 2022. This release supports all controls in the Amazon Foundational Security Best Practices security standard except for controls in the Category: Recover > Resilience. For more information, see [Viewing Amazon Security Hub CSPM controls in Amazon Trusted Advisor](#).

For a list of supported controls, see [Amazon Foundational Security Best Practices controls](#) in the [Amazon Security Hub CSPM User Guide](#).

## Added checks from Amazon Compute Optimizer

Trusted Advisor added the following checks on May 4, 2022.

Check name	Check category	Check ID
Amazon EBS over-provisioned volumes	Cost optimization	C0r6dfpM03
Amazon EBS under-provisioned volumes	Performance	C0r6dfpM04
Amazon Lambda over-provisioned functions for memory size	Cost optimization	C0r6dfpM05
Amazon Lambda under-provisioned functions for memory size	Performance	C0r6dfpM06

You must opt in your Amazon Web Services account for Compute Optimizer so that these checks can receive data from your Lambda and Amazon EBS resources. For more information, see [Opt in Amazon Compute Optimizer for Trusted Advisor checks](#).

## Updated checks for Amazon Direct Connect

Trusted Advisor updated the following checks on March 29, 2022.

Check name	Check category	Check ID
Amazon Direct Connect Connection Redundancy	Fault tolerance	0t121N1Ty3
Amazon Direct Connect Location Redundancy	Fault tolerance	8M012Ph3U5
Amazon Direct Connect Virtual Interface Redundancy	Fault tolerance	4g3Nt5M1Th

- The value for the **Region** column now shows the Amazon Web Services Region code instead of the full name. For example, resources in US East (N. Virginia) will now have the `us-east-1` value.
- The value for the **Time Stamp** column now appears in the RFC 3339 format, such as `2022-03-30T01:02:27.000Z`.
- Resources that don't have any detected problems will now appear in the check table. These resources will have a check mark icon  next to them.

Previously, only resources that Trusted Advisor recommended that you investigate appeared in the table. These resources have a warning icon  next to them.

## Updated check name for Amazon OpenSearch Service

Trusted Advisor updated the name for the Amazon OpenSearch Service Reserved Instance Optimization check on September 8, 2021.

The check recommendations, category, and ID are the same.

Check name	Check category	Check ID
Amazon OpenSearch Service Reserved Instance Optimization	Cost optimization	7ujm6yhn5t

### Note

If you use Trusted Advisor for Amazon CloudWatch metrics, the metric name for this check is also updated. For more information, see [Creating Amazon CloudWatch alarms to monitor Amazon Trusted Advisor metrics](#).

## Added checks for Amazon Elastic Block Store volume storage

Trusted Advisor added the following checks on June 8, 2021.

Check name	Check category	Check ID
EBS General Purpose SSD (gp3) Volume Storage	Service limits	dH7RR016J3

## Added checks for Amazon Lambda

Trusted Advisor added the following checks on March 8, 2021.

Check name	Check category	Check ID
Amazon Lambda Functions with Excessive Timeouts	Cost optimization	L4dfs2Q3C3
Amazon Lambda Functions with High Error Rates	Cost optimization	L4dfs2Q3C2
Amazon Lambda Functions Using Deprecated Runtimes	Security	L4dfs2Q4C5
Amazon Lambda VPC-enabled Functions without Multi-AZ Redundancy	Fault tolerance	L4dfs2Q4C6

For more information about how to use these checks with Lambda, see [Example Amazon Trusted Advisor workflow to view recommendations](#) in the *Amazon Lambda Developer Guide*.

## Trusted Advisor check removal

Trusted Advisor removed the following check for the China (Beijing) Region on March 8, 2021.

Check name	Check category	Check ID
EC2 Elastic IP Addresses	Service limits	aW9HH018J6

## Updated checks for Amazon Elastic Block Store

Trusted Advisor updated the unit of Amazon EBS volume from gibibyte (GiB) to tebibyte (TiB) for the following checks on March 5, 2021.

 **Note**

If you use Trusted Advisor for Amazon CloudWatch metrics, the metric names for these five checks are also updated. For more information, see [Creating Amazon CloudWatch alarms to monitor Amazon Trusted Advisor metrics](#).

Check name	Check category	Check ID	Updated CloudWatch metric for ServiceLimit
EBS Cold HDD (sc1) Volume Storage	Service limits	gH5CC0e3J9	Cold HDD (sc1) volume storage (TiB)
EBS General Purpose SSD (gp2) Volume Storage	Service limits	dH7RR016J9	General Purpose SSD (gp2) volume storage (TiB)
EBS Magnetic (standard) Volume Storage	Service limits	cG7HH017J9	Magnetic (standard) volume storage (TiB)
EBS Provisioned IOPS SSD (io1) Volume Storage	Service limits	gI7MM017J9	Provisioned IOPS (SSD) storage (TiB)

Check name	Check category	Check ID	Updated CloudWatch metric for ServiceLimit
EBS Throughput	Service limits	wH7DD013J9	Throughput
Optimized HDD (st1)			Optimized HDD (st1)
Volume Storage			volume storage (TiB)

## Trusted Advisor check removal

 **Note**

Trusted Advisor removed the following checks on November 18, 2020.

Checks removed on November 18, 2020	Check category	Check ID
EC2Config Service for EC2 Windows Instances	Fault tolerance	V77i0L1Bqz
ENA Driver Version for EC2 Windows Instances	Fault tolerance	TyfdMXG69d
NVMe Driver Version for EC2 Windows Instances	Fault tolerance	yHAGQJV9K5
PV Driver Version for EC2 Windows Instances	Fault tolerance	Wnwm9I15bG
EBS Active Volumes	Service limits	fH7LL017J9

Amazon Elastic Block Store no longer has a limit on the number of volumes that you can provision.

You can monitor your Amazon EC2 instances and verify they are up to date by using [Amazon Systems Manager Distributor](#), other third-party tools, or write your own scripts to return driver information for Windows Management Instrumentation (WMI).

## Trusted Advisor check removal

Trusted Advisor removed the following check on February 18, 2020.

Check name	Check category	Check ID
Service Limits	Performance	eW7HH017J9

# Security in Amazon Web Services Support

Cloud security at Amazon is the highest priority. As an Amazon customer, you benefit from a data center and network architecture that is built to meet the requirements of the most security-sensitive organizations.

Security is a shared responsibility between Amazon and you. The [shared responsibility model](#) describes this as security *of* the cloud and security *in* the cloud:

- **Security of the cloud** – Amazon is responsible for protecting the infrastructure that runs Amazon services in the Amazon Cloud. Amazon also provides you with services that you can use securely. Third-party auditors regularly test and verify the effectiveness of our security as part of the [Amazon compliance programs](#). To learn about the compliance programs that apply to Amazon Web Services Support, see [Amazon Web Services in scope by compliance program](#).
- **Security in the cloud** – Your responsibility is determined by the Amazon Web Services service that you use. You are also responsible for other factors including the sensitivity of your data, your company's requirements, and applicable laws and regulations.

This documentation helps you understand how to apply the shared responsibility model when using Amazon Web Services Support. The following topics show you how to configure Amazon Web Services Support to meet your security and compliance objectives. You also learn how to use other Amazon Web Services that help you to monitor and secure your Amazon Web Services Support resources.

## Topics

- [Data protection in Amazon Web Services Support](#)
- [Security for your Amazon Web Services Support cases](#)
- [Identity and access management for Amazon Web Services Support](#)
- [Incident response](#)
- [Logging and monitoring in Amazon Web Services Support and Amazon Trusted Advisor](#)
- [Compliance validation for Amazon Web Services Support](#)
- [Resilience in Amazon Web Services Support](#)
- [Infrastructure security in Amazon Web Services Support](#)
- [Configuration and vulnerability analysis in Amazon Web Services Support](#)

# Data protection in Amazon Web Services Support

The Amazon [shared responsibility model](#) applies to data protection in Amazon Web Services Support. As described in this model, Amazon is responsible for protecting the global infrastructure that runs all of the Amazon Web Services Cloud. You are responsible for maintaining control over your content that is hosted on this infrastructure. You are also responsible for the security configuration and management tasks for the Amazon Web Services services that you use. For more information about data privacy, see the [Data Privacy FAQ](#).

For data protection purposes, we recommend that you protect Amazon Web Services account credentials and set up individual users with Amazon IAM Identity Center or Amazon Identity and Access Management (IAM). That way, each user is given only the permissions necessary to fulfill their job duties. We also recommend that you secure your data in the following ways:

- Use multi-factor authentication (MFA) with each account.
- Use SSL/TLS to communicate with Amazon resources. We require TLS 1.2 and recommend TLS 1.3.
- Set up API and user activity logging with Amazon CloudTrail. For information about using CloudTrail trails to capture Amazon activities, see [Working with CloudTrail trails](#) in the *Amazon CloudTrail User Guide*.
- Use Amazon encryption solutions, along with all default security controls within Amazon Web Services services.
- Use advanced managed security services such as Amazon Macie, which assists in discovering and securing sensitive data that is stored in Amazon S3.
- If you require FIPS 140-3 validated cryptographic modules when accessing Amazon through a command line interface or an API, use a FIPS endpoint. For more information about the available FIPS endpoints, see [Federal Information Processing Standard \(FIPS\) 140-3](#).

We strongly recommend that you never put confidential or sensitive information, such as your customers' email addresses, into tags or free-form text fields such as a **Name** field. This includes when you work with Amazon Web Services Support or other Amazon Web Services services using the console, API, Amazon CLI, or Amazon SDKs. Any data that you enter into tags or free-form text fields used for names may be used for billing or diagnostic logs. If you provide a URL to an external server, we strongly recommend that you do not include credentials information in the URL to validate your request to that server.

**⚠️ Important**

In the case correspondence, never share sensitive information, such as credentials, credit cards, signed URLs, or personally identifiable information.

## Security for your Amazon Web Services Support cases

When you create a support case, you own the information that you include in your support case. Amazon doesn't access your Amazon Web Services account data without your permission. Amazon doesn't share your information with third parties.

When you create a support case, note the following:

- Amazon Web Services Support uses the permissions defined in the `AWSServiceRoleForSupport` service-linked role to call other Amazon Web Services services that troubleshoot customer issues for you. For more information, see [Using service-linked roles for Amazon Web Services Support](#) and [Amazon managed policy: AWSSupportServiceRolePolicy](#).
- You can view API calls to Amazon Web Services Support that occurred in your Amazon Web Services account. For example, you can view log information when someone in your account creates or resolves a support case. For more information, see [Logging Amazon Web Services Support API calls with Amazon CloudTrail](#).
- You can use the Amazon Web Services Support API to call the `DescribeCases` API. This API returns support case information, such as the case ID, the create and resolve date, and correspondences with the support agent. You can view case details for up to 24 months after the case was created. For more information, see [DescribeCases](#) in the *Amazon Web Services Support API Reference*.
- Your support cases follow [Compliance validation for Amazon Web Services Support](#).
- When you create a support case, Amazon doesn't gain access your account. If necessary, support agents use a screen-sharing tool to view your screen remotely and identify and troubleshoot problems. This tool is view-only. Amazon Web Services Support can't act for you during the screen-share session. You must give consent to share a screen with a support agent. For more information, see the [Amazon Web Services Support FAQs](#).
- You can change your Amazon Web Services Support plan to get the help that you need for your account. For more information, see [Compare Amazon Web Services Support Plans](#) and [Changing your Amazon Web Services Support plan](#).

# Identity and access management for Amazon Web Services Support

Amazon Identity and Access Management (IAM) is an Amazon Web Services service that helps an administrator securely control access to Amazon resources. IAM administrators control who can be *authenticated* (signed in) and *authorized* (have permissions) to use Amazon Web Services Support resources. IAM is an Amazon Web Services service that you can use with no additional charge.

## Topics

- [Audience](#)
- [Authenticating with identities](#)
- [Managing access using policies](#)
- [How Amazon Web Services Support works with IAM](#)
- [Amazon Web Services Support identity-based policy examples](#)
- [Using service-linked roles](#)
- [Amazon managed policies for Amazon Web Services Support](#)
- [Manage access to Amazon Web Services Support Center](#)
- [Manage access to Amazon Web Services Support Plans](#)
- [Manage access to Amazon Trusted Advisor](#)
- [Example Service Control Policies for Amazon Trusted Advisor](#)
- [Troubleshooting Amazon Web Services Support identity and access](#)

## Audience

How you use Amazon Identity and Access Management (IAM) differs based on your role:

- **Service user** - request permissions from your administrator if you cannot access features (see [Troubleshooting Amazon Web Services Support identity and access](#))
- **Service administrator** - determine user access and submit permission requests (see [How Amazon Web Services Support works with IAM](#))
- **IAM administrator** - write policies to manage access (see [Amazon Web Services Support identity-based policy examples](#))

# Authenticating with identities

Authentication is how you sign in to Amazon using your identity credentials. You must be authenticated as the Amazon Web Services account root user, an IAM user, or by assuming an IAM role.

For programmatic access, Amazon provides an SDK and CLI to cryptographically sign requests. For more information, see [Amazon Signature Version 4 for API requests](#) in the *IAM User Guide*.

## Amazon account root user

When you create an Amazon Web Services account, you begin with one sign-in identity called the Amazon Web Services account *root user* that has complete access to all Amazon Web Services services and resources. We strongly recommend that you don't use the root user for everyday tasks. For tasks that require root user credentials, see [Tasks that require root user credentials](#) in the *IAM User Guide*.

## IAM users and groups

An [IAM user](#) is an identity with specific permissions for a single person or application. We recommend using temporary credentials instead of IAM users with long-term credentials. For more information, see [Require human users to use federation with an identity provider to access Amazon using temporary credentials](#) in the *IAM User Guide*.

An [IAM group](#) specifies a collection of IAM users and makes permissions easier to manage for large sets of users. For more information, see [Use cases for IAM users](#) in the *IAM User Guide*.

## IAM roles

An [IAM role](#) is an identity with specific permissions that provides temporary credentials. You can assume a role by [switching from a user to an IAM role \(console\)](#) or by calling an Amazon CLI or Amazon API operation. For more information, see [Methods to assume a role](#) in the *IAM User Guide*.

IAM roles are useful for federated user access, temporary IAM user permissions, cross-account access, cross-service access, and applications running on Amazon EC2. For more information, see [Cross account resource access in IAM](#) in the *IAM User Guide*.

## Managing access using policies

You control access in Amazon by creating policies and attaching them to Amazon identities or resources. A policy defines permissions when associated with an identity or resource. Amazon

evaluates these policies when a principal makes a request. Most policies are stored in Amazon as JSON documents. For more information about JSON policy documents, see [Overview of JSON policies](#) in the *IAM User Guide*.

Using policies, administrators specify who has access to what by defining which **principal** can perform **actions** on what **resources**, and under what **conditions**.

By default, users and roles have no permissions. An IAM administrator creates IAM policies and adds them to roles, which users can then assume. IAM policies define permissions regardless of the method used to perform the operation.

## Identity-based policies

Identity-based policies are JSON permissions policy documents that you attach to an identity (user, group, or role). These policies control what actions identities can perform, on which resources, and under what conditions. To learn how to create an identity-based policy, see [Define custom IAM permissions with customer managed policies](#) in the *IAM User Guide*.

Identity-based policies can be *inline policies* (embedded directly into a single identity) or *managed policies* (standalone policies attached to multiple identities). To learn how to choose between managed and inline policies, see [Choose between managed policies and inline policies](#) in the *IAM User Guide*.

## Other policy types

Amazon supports additional policy types that can set the maximum permissions granted by more common policy types:

- **Permissions boundaries** – Set the maximum permissions that an identity-based policy can grant to an IAM entity. For more information, see [Permissions boundaries for IAM entities](#) in the *IAM User Guide*.
- **Service control policies (SCPs)** – Specify the maximum permissions for an organization or organizational unit in Amazon Organizations. For more information, see [Service control policies](#) in the *Amazon Organizations User Guide*.
- **Resource control policies (RCPs)** – Set the maximum available permissions for resources in your accounts. For more information, see [Resource control policies \(RCPs\)](#) in the *Amazon Organizations User Guide*.
- **Session policies** – Advanced policies passed as a parameter when creating a temporary session for a role or federated user. For more information, see [Session policies](#) in the *IAM User Guide*.

## Multiple policy types

When multiple types of policies apply to a request, the resulting permissions are more complicated to understand. To learn how Amazon determines whether to allow a request when multiple policy types are involved, see [Policy evaluation logic](#) in the *IAM User Guide*.

## How Amazon Web Services Support works with IAM

Before you use IAM to manage access to Amazon Web Services Support, you should understand what IAM features are available to use with Amazon Web Services Support. To get a high-level view of how Amazon Web Services Support and other Amazon services work with IAM, see [Amazon services that work with IAM](#) in the *IAM User Guide*.

For information about how to manage access for Amazon Web Services Support using IAM, see [Manage access for Amazon Web Services Support](#).

### Topics

- [Amazon Web Services Support identity-based policies](#)
- [Amazon Web Services Support IAM roles](#)

## Amazon Web Services Support identity-based policies

With IAM identity-based policies, you can specify allowed or denied actions and resources as well as the conditions under which actions are allowed or denied. Amazon Web Services Support supports specific actions. To learn about the elements that you use in a JSON policy, see [IAM JSON policy elements reference](#) in the *IAM User Guide*.

### Actions

Administrators can use Amazon JSON policies to specify who has access to what. That is, which **principal** can perform **actions** on what **resources**, and under what **conditions**.

The Action element of a JSON policy describes the actions that you can use to allow or deny access in a policy. Include actions in a policy to grant permissions to perform the associated operation.

Policy actions in Amazon Web Services Support use the following prefix before the action: support:. For example, to grant someone permission to run an Amazon EC2 instance with the Amazon EC2 RunInstances API operation, you include the ec2:RunInstances action in their

policy. Policy statements must include either an Action or NotAction element. Amazon Web Services Support defines its own set of actions that describe tasks that you can perform with this service.

To specify multiple actions in a single statement, separate them with commas as follows:

```
"Action": [  
    "ec2:action1",  
    "ec2:action2"]
```

You can specify multiple actions using wildcards (\*). For example, to specify all actions that begin with the word Describe, include the following action:

```
"Action": "ec2:Describe*"
```

To see a list of Amazon Web Services Support actions, see [Actions Defined by Amazon Web Services Support](#) in the *IAM User Guide*.

## Examples

To view examples of Amazon Web Services Support identity-based policies, see [Amazon Web Services Support identity-based policy examples](#).

## Amazon Web Services Support IAM roles

An [IAM role](#) is an entity within your Amazon account that has specific permissions.

### Using temporary credentials with Amazon Web Services Support

You can use temporary credentials to sign in with federation, assume an IAM role, or to assume a cross-account role. You obtain temporary security credentials by calling Amazon STS API operations such as [AssumeRole](#) or [GetFederationToken](#).

Amazon Web Services Support supports using temporary credentials.

### Service-linked roles

[Service-linked roles](#) allow Amazon services to access resources in other services to complete an action on your behalf. Service-linked roles appear in your IAM account and are owned by the service. An IAM administrator can view but not edit the permissions for service-linked roles.

Amazon Web Services Support supports service-linked roles. For details about creating or managing Amazon Web Services Support service-linked roles, see [Using service-linked roles for Amazon Web Services Support](#).

## Service roles

This feature allows a service to assume a [service role](#) on your behalf. This role allows the service to access resources in other services to complete an action on your behalf. Service roles appear in your IAM account and are owned by the account. This means that an IAM administrator can change the permissions for this role. However, doing so might break the functionality of the service.

Amazon Web Services Support supports service roles.

## Amazon Web Services Support identity-based policy examples

By default, IAM users and roles don't have permission to create or modify Amazon Web Services Support resources. They also can't perform tasks using the Amazon Web Services Management Console, Amazon CLI, or Amazon API. An IAM administrator must create IAM policies that grant users and roles permission to perform specific API operations on the specified resources they need. The administrator must then attach those policies to the IAM users or groups that require those permissions.

To learn how to create an IAM identity-based policy using these example JSON policy documents, see [Creating policies on the JSON tab](#) in the *IAM User Guide*.

### Topics

- [Policy best practices](#)
- [Using the Amazon Web Services Support console](#)
- [Allow users to view their own permissions](#)

## Policy best practices

Identity-based policies are very powerful. They determine whether someone can create, access, or delete Amazon Web Services Support resources in your account. When you create or edit identity-based policies, follow these guidelines and recommendations:

- **Get Started Using Amazon Managed Policies** – To start using Amazon Web Services Support quickly, use Amazon managed policies to give your employees the permissions they need. These policies are already available in your account and are maintained and updated by Amazon. For

more information, see [Get started using permissions with Amazon managed policies in the \*IAM User Guide\*](#).

- **Grant Least Privilege** – When you create custom policies, grant only the permissions required to perform a task. Start with a minimum set of permissions and grant additional permissions as necessary. Doing so is more secure than starting with permissions that are too lenient and then trying to tighten them later. For more information, see [Grant least privilege](#) in the *IAM User Guide*.
- **Enable MFA for Sensitive Operations** – For extra security, require IAM users to use multi-factor authentication (MFA) to access sensitive resources or API operations. For more information, see [Using multi-factor authentication \(MFA\) in Amazon](#) in the *IAM User Guide*.
- **Use Policy Conditions for Extra Security** – To the extent that it's practical, define the conditions under which your identity-based policies allow access to a resource. For example, you can write conditions to specify a range of allowable IP addresses that a request must come from. You can also write conditions to allow requests only within a specified date or time range, or to require the use of SSL or MFA. For more information, see [IAM JSON policy elements: Condition](#) in the *IAM User Guide*.

## Using the Amazon Web Services Support console

To access the Amazon Web Services Support console, you must have a minimum set of permissions. These permissions must allow you to list and view details about the Amazon Web Services Support resources in your Amazon account. If you create an identity-based policy that is more restrictive than the minimum required permissions, the console won't function as intended for entities (IAM users or roles) with that policy.

To be sure that those entities can still use the Amazon Web Services Support console, also attach the following Amazon managed policy to the entities. For more information, see [Adding permissions to a user](#) in the *IAM User Guide*:

You don't need to allow minimum console permissions for users that are making calls only to the Amazon CLI or the Amazon API. Instead, allow access to only the actions that match the API operation that you're trying to perform.

## Allow users to view their own permissions

This example shows how you might create a policy that allows IAM users to view the inline and managed policies that are attached to their user identity. This policy includes permissions to complete this action on the console or programmatically using the Amazon CLI or Amazon API.

```
{  
  "Version": "2012-10-17",  
  "Statement": [  
    {  
      "Sid": "ViewOwnUserInfo",  
      "Effect": "Allow",  
      "Action": [  
        "iam:GetUserPolicy",  
        "iam>ListGroupsForUser",  
        "iam>ListAttachedUserPolicies",  
        "iam>ListUserPolicies",  
        "iam GetUser"  
      ],  
      "Resource": ["arn:aws-cn:iam::*:user/${aws:username}"]  
    },  
    {  
      "Sid": "NavigateInConsole",  
      "Effect": "Allow",  
      "Action": [  
        "iam:GetGroupPolicy",  
        "iam:GetPolicyVersion",  
        "iam GetPolicy",  
        "iam>ListAttachedGroupPolicies",  
        "iam>ListGroupPolicies",  
        "iam>ListPolicyVersions",  
        "iam>ListPolicies",  
        "iam>ListUsers"  
      ],  
      "Resource": "*"  
    }  
  ]  
}
```

## Using service-linked roles

Amazon Web Services Support and Amazon Trusted Advisor use Amazon Identity and Access Management (IAM) [service-linked roles](#). A service-linked role is a unique IAM role that is linked directly to Amazon Web Services Support and Trusted Advisor. In each case, the service-linked role is a predefined role. This role includes all the permissions that Amazon Web Services Support or Trusted Advisor require to call other Amazon services on your behalf. The following topics explain

what service-linked roles do and how to work with them in Amazon Web Services Support and Trusted Advisor.

## Topics

- [Using service-linked roles for Amazon Web Services Support](#)
- [Using service-linked roles for Trusted Advisor](#)

## Using service-linked roles for Amazon Web Services Support

Amazon Web Services Support tools gather information about your Amazon resources through API calls to provide customer service and technical support. To increase the transparency and auditability of support activities, Amazon Web Services Support uses an Amazon Identity and Access Management (IAM) [service-linked role](#).

The AWSServiceRoleForSupport service-linked role is a unique IAM role that is linked directly to Amazon Web Services Support. This service-linked role is predefined, and it includes the permissions that Amazon Web Services Support requires to call other Amazon services on your behalf.

The AWSServiceRoleForSupport service-linked role trusts the support.amazonaws.com service to assume the role.

To provide these services, the role's predefined permissions give Amazon Web Services Support access to resource metadata, not customer data. Only Amazon Web Services Support tools can assume this role, which exists within your Amazon account.

We redact fields that could contain customer data. For example, the Input and Output fields of the [GetExecutionHistory](#) for the Amazon Step Functions API call aren't visible to Amazon Web Services Support. We use Amazon KMS keys to encrypt sensitive fields. These fields are redacted in the API response and aren't visible to Amazon Web Services Support agents.

 **Note**

Amazon Trusted Advisor uses a separate IAM service-linked role to access Amazon resources for your account to provide best practice recommendations and checks. For more information, see [Using service-linked roles for Trusted Advisor](#).

The `AWSServiceRoleForSupport` service-linked role enables all Amazon Web Services Support API calls to be visible to customers through Amazon CloudTrail. This helps with monitoring and auditing requirements, because it provides a transparent way to understand the actions that Amazon Web Services Support performs on your behalf. For information about CloudTrail, see the [Amazon CloudTrail User Guide](#).

## Service-linked role permissions for Amazon Web Services Support

This role uses the `AWSSupportServiceRolePolicy` Amazon managed policy. This managed policy is attached to the role and allows the role permission to complete actions on your behalf.

These actions might include the following:

- **Billing, administrative, support, and other customer services** – Amazon customer service uses the permissions granted by the managed policy to perform a number of services as part of your support plan. These include investigating and answering account and billing questions, providing administrative support for your account, increasing service quotas, and offering additional customer support.
- **Processing of service attributes and usage data for your Amazon account** – Amazon Web Services Support might use the permissions granted by the managed policy to access service attributes and usage data for your Amazon account. This policy allows Amazon Web Services Support to provide billing, administrative, and technical support for your account. Service attributes include your account's resource identifiers, metadata tags, roles, and permissions. Usage data includes usage policies, usage statistics, and analytics.
- **Maintaining the operational health of your account and its resources** – Amazon Web Services Support uses automated tools to perform actions related to operational and technical support.

For more information about the allowed services and actions, see the

[AWSSupportServiceRolePolicy](#) policy in the IAM console.

### Note

Amazon Web Services Support automatically updates the `AWSSupportServiceRolePolicy` policy once per month to add permissions for new Amazon services and actions.

For more information, see [Amazon managed policies for Amazon Web Services Support](#).

## Creating a service-linked role for Amazon Web Services Support

You don't need to manually create the `AWSServiceRoleForSupport` role. When you create an Amazon account, this role is automatically created and configured for you.

### **Important**

If you used Amazon Web Services Support before it began supporting service-linked roles, then Amazon created the `AWSServiceRoleForSupport` role in your account. For more information, see [A new role appeared in my IAM account](#).

## Editing and deleting a service-linked role for Amazon Web Services Support

You can use IAM to edit the description for the `AWSServiceRoleForSupport` service-linked role. For more information, see [Editing a service-linked role](#) in the *IAM User Guide*.

The `AWSServiceRoleForSupport` role is necessary for Amazon Web Services Support to provide administrative, operational, and technical support for your account. As a result, this role can't be deleted through the IAM console, API, or Amazon Command Line Interface (Amazon CLI). This protects your Amazon account, because you can't inadvertently remove necessary permissions for administering support services.

Customers onboarded to Amazon Organizations and who have an Enterprise Amazon Web Services Support plan can delete the `AWSServiceRoleForSupport` service-linked role. Deleting this role restricts access to your resources by Amazon Web Services Support engineers, limiting their ability to perform actions on your behalf. For more information, or to request to delete the `AWSServiceRoleForSupport` service-linked role, contact your Technical Account Manager (TAM).

For more information about the `AWSServiceRoleForSupport` role or its uses, contact [Amazon Web Services Support](#).

## Using service-linked roles for Trusted Advisor

Amazon Trusted Advisor uses the Amazon Identity and Access Management (IAM) [service-linked role](#). A service-linked role is a unique IAM role that is linked directly to Amazon Trusted Advisor. Service-linked roles are predefined by Trusted Advisor, and they include all the permissions that the service requires to call other Amazon services on your behalf. Trusted Advisor uses this role to check your usage across Amazon and to provide recommendations to improve your Amazon

environment. For example, Trusted Advisor analyzes your Amazon Elastic Compute Cloud (Amazon EC2) instance use to help you reduce costs, increase performance, tolerate failures, and improve security.

### Note

Amazon Web Services Support uses a separate IAM service-linked role for accessing your account's resources to provide billing, administrative, and support services. For more information, see [Using service-linked roles for Amazon Web Services Support](#).

For information about other services that support service-linked roles, see [Amazon services that work with IAM](#). Look for the services that have **Yes** in the **Service-linked role** column. Choose a **Yes** with a link to view the service-linked role documentation for that service.

## Topics

- [Service-linked role permissions for Trusted Advisor](#)
- [Manage permissions for service-linked roles](#)
- [Creating a service-linked role for Trusted Advisor](#)
- [Editing a service-linked role for Trusted Advisor](#)
- [Deleting a service-linked role for Trusted Advisor](#)

## Service-linked role permissions for Trusted Advisor

Trusted Advisor uses two service-linked roles:

- [AWSServiceRoleForTrustedAdvisor](#) – This role trusts the Trusted Advisor service to assume the role to access Amazon services on your behalf. The role permissions policy allows Trusted Advisor read-only access for all Amazon resources. This role simplifies getting started with your Amazon account, because you don't have to add the necessary permissions for Trusted Advisor. When you open an Amazon account, Trusted Advisor creates this role for you. The defined permissions include the trust policy and the permissions policy. You can't attach the permissions policy to any other IAM entity.

For more information about the attached policy, see [AWSTrustedAdvisorServiceRolePolicy](#).

- [AWSServiceRoleForTrustedAdvisorReporting](#) – This role trusts the Trusted Advisor service to assume the role for the organizational view feature. This role enables Trusted Advisor as a

trusted service in your Amazon Organizations organization. Trusted Advisor creates this role for you when you enable organizational view.

For more information about the attached policy, see [AWSTrustedAdvisorReportingServiceRolePolicy](#).

You can use the organizational view to create reports for Trusted Advisor check results for all accounts in your organization. For more information about this feature, see [Organizational view for Amazon Trusted Advisor](#).

## Manage permissions for service-linked roles

You must configure permissions to allow an IAM entity (such as a user, group, or role) to create, edit, or delete a service-linked role. The following examples use the `AWSServiceRoleForTrustedAdvisor` service-linked role.

### Example: Allow an IAM entity to create the `AWSServiceRoleForTrustedAdvisor` service-linked role

This step is necessary only if the Trusted Advisor account is disabled, the service-linked role is deleted, and the user must recreate the role to reenable Trusted Advisor.

You can add the following statement to the permissions policy for the IAM entity to create the service-linked role.

```
{  
  "Effect": "Allow",  
  "Action": [  
    "iam:CreateServiceLinkedRole",  
    "iam:PutRolePolicy"  
,  
    "Resource": "arn:aws:iam::*:role/aws-service-role/trustedadvisor.amazonaws.com/  
AWSServiceRoleForTrustedAdvisor*",  
    "Condition": {"StringLike": {"iam:AWSServiceName": "trustedadvisor.amazonaws.com"}}  
}
```

## Example: Allow an IAM entity to edit the description of the AWSServiceRoleForTrustedAdvisor service-linked role

You can only edit the description for the AWSServiceRoleForTrustedAdvisor role. You can add the following statement to the permissions policy for the IAM entity to edit the description of a service-linked role.

```
{  
    "Effect": "Allow",  
    "Action": [  
        "iam:UpdateRoleDescription"  
    ],  
    "Resource": "arn:aws:iam::*:role/aws-service-role/trustedadvisor.amazonaws.com/  
AWSServiceRoleForTrustedAdvisor*",  
    "Condition": {"StringLike": {"iam:AWSPropertyName": "trustedadvisor.amazonaws.com"}}  
}
```

## Example: Allow an IAM entity to delete the AWSServiceRoleForTrustedAdvisor service-linked role

You can add the following statement to the permissions policy for the IAM entity to delete a service-linked role.

```
{  
    "Effect": "Allow",  
    "Action": [  
        "iam:DeleteServiceLinkedRole",  
        "iam:GetServiceLinkedRoleDeletionStatus"  
    ],  
    "Resource": "arn:aws:iam::*:role/aws-service-role/trustedadvisor.amazonaws.com/  
AWSServiceRoleForTrustedAdvisor*",  
    "Condition": {"StringLike": {"iam:AWSPropertyName": "trustedadvisor.amazonaws.com"}}  
}
```

You can also use an Amazon managed policy, such as [AdministratorAccess](#), to provide full access to Trusted Advisor.

## Creating a service-linked role for Trusted Advisor

You don't need to manually create the AWSServiceRoleForTrustedAdvisor service-linked role. When you open an Amazon account, Trusted Advisor creates the service-linked role for you.

## **⚠️ Important**

If you were using the Trusted Advisor service before it began supporting service-linked roles, then Trusted Advisor already created the `AWSServiceRoleForTrustedAdvisor` role in your account. To learn more, see [A new role appeared in my IAM account](#) in the *IAM User Guide*.

If your account doesn't have the `AWSServiceRoleForTrustedAdvisor` service-linked role, then Trusted Advisor won't work as expected. This can happen if someone in your account disabled Trusted Advisor and then deleted the service-linked role. In this case, you can use IAM to create the `AWSServiceRoleForTrustedAdvisor` service-linked role, and then reenable Trusted Advisor.

### **To enable Trusted Advisor (console)**

1. Use the IAM console, Amazon CLI, or the IAM API to create a service-linked role for Trusted Advisor. For more information, see [Creating a service-linked role](#).
2. Sign in to the Amazon Web Services Management Console, and then navigate to the Trusted Advisor console at <https://console.amazonaws.cn/trustedadvisor>.

The **Disabled Trusted Advisor** status banner appears in the console.

3. Choose **Enable Trusted Advisor Role** from the status banner. If the required `AWSServiceRoleForTrustedAdvisor` isn't detected, the disabled status banner remains.

### **Editing a service-linked role for Trusted Advisor**

You can't change the name of a service-linked role because various entities might reference the role. However, you can use the IAM console, Amazon CLI, or the IAM API to edit the description of the role. For more information, see [Editing a service-linked role](#) in the *IAM User Guide*.

### **Deleting a service-linked role for Trusted Advisor**

If you don't need to use the features or services of Trusted Advisor, you can delete the `AWSServiceRoleForTrustedAdvisor` role. You must disable Trusted Advisor before you can delete this service-linked role. This prevents you from removing permissions required by Trusted Advisor operations. When you disable Trusted Advisor, you disable all service features, including offline processing and notifications. Also, if you disable Trusted Advisor for a member account, then the separate payer account is also affected, which means you won't receive Trusted Advisor

checks that identify ways to save costs. You can't access the Trusted Advisor console. API calls to Trusted Advisor return an access denied error.

You must recreate the `AWSServiceRoleForTrustedAdvisor` service-linked role in the account before you can reenable Trusted Advisor.

You must first disable Trusted Advisor in the console before you can delete the `AWSServiceRoleForTrustedAdvisor` service-linked role.

### To disable Trusted Advisor

1. Sign in to the Amazon Web Services Management Console and navigate to the Trusted Advisor console at <https://console.amazonaws.cn/trustedadvisor>.
2. In the navigation pane, choose **Preferences**.
3. In the **Service Linked Role Permissions** section, choose **Disable Trusted Advisor**.
4. In the confirmation dialog box, choose **OK** to confirm that you want to disable Trusted Advisor.

After you disable Trusted Advisor, all Trusted Advisor functionality is disabled, and the Trusted Advisor console displays only the disabled status banner.

You can then use the IAM console, the Amazon CLI, or the IAM API to delete the Trusted Advisor service-linked role named `AWSServiceRoleForTrustedAdvisor`. For more information, see [Deleting a service-linked role](#) in the *IAM User Guide*.

## Amazon managed policies for Amazon Web Services Support

An Amazon managed policy is a standalone policy that is created and administered by Amazon. Amazon managed policies are designed to provide permissions for many common use cases so that you can start assigning permissions to users, groups, and roles.

Keep in mind that Amazon managed policies might not grant least-privilege permissions for your specific use cases because they're available for all Amazon customers to use. We recommend that you reduce permissions further by defining [customer managed policies](#) that are specific to your use cases.

You cannot change the permissions defined in Amazon managed policies. If Amazon updates the permissions defined in an Amazon managed policy, the update affects all principal identities

(users, groups, and roles) that the policy is attached to. Amazon is most likely to update an Amazon managed policy when a new Amazon Web Services service is launched or new API operations become available for existing services.

For more information, see [Amazon managed policies](#) in the *IAM User Guide*.

## Topics

- [Amazon managed policies for Amazon Web Services Support](#)
- [Amazon Web Services managed policies for Amazon Trusted Advisor](#)
- [Amazon managed policies for Amazon Web Services Support Plans](#)
- [Amazon managed policies for Amazon Partner-Led Support](#)

## Amazon managed policies for Amazon Web Services Support

Amazon Web Services Support has the following managed policies.

## Contents

- [Amazon managed policy: AWSSupportAccess](#)
- [Amazon managed policy: AWSSupportServiceRolePolicy](#)
- [Amazon Web Services Support updates to Amazon managed policies](#)
- [Permission changes for AWSSupportServiceRolePolicy](#)

### Amazon managed policy: AWSSupportAccess

Amazon Web Services Support uses the [AWSSupportAccess](#) Amazon managed policy. This policy manages your support case lifecycle through the Amazon Web Services Support API. Enhanced functionality in the Amazon Support Center Console is provided through the support-console API service. You can attach this policy to your IAM entities. For more information, see [Service-linked role permissions for Amazon Web Services Support](#).

To view the permissions for this policy, see [AWSSupportAccess](#) in the *Amazon Managed Policy Reference*.

### Amazon managed policy: AWSSupportServiceRolePolicy

Amazon Web Services Support uses the [AWSSupportServiceRolePolicy](#) Amazon managed policy. This managed policy is attached to the `AWSServiceRoleForSupport` service-linked role. The

policy allows the service-linked role to complete actions on your behalf. You can't attach this policy to your IAM entities. For more information, see [Service-linked role permissions for Amazon Web Services Support](#).

To view the permissions for this policy, see [AWSSupportServiceRolePolicy](#) in the *Amazon Managed Policy Reference*.

For a list of changes to the policy, see [Amazon Web Services Support updates to Amazon managed policies](#) and [Permission changes for AWSSupportServiceRolePolicy](#).

## Amazon Web Services Support updates to Amazon managed policies

View details about updates to Amazon managed policies for Amazon Web Services Support since these services began tracking these changes. For automatic alerts about changes to this page, subscribe to the RSS feed on the [Document history](#) page.

The following table describes important updates to the Amazon Web Services Support managed policies since February 17, 2022.

### Amazon Web Services Support

Change	Description	Date
<a href="#">AWSSupportServiceRolePolicy</a> – Update to an existing policy	<p>Added 105 new permissions to the following services to perform actions that help troubleshoot customer issues related to billing, administrative, and technical support:</p> <ul style="list-style-type: none"><li>• Amazon Bedrock – To troubleshoot issues related to Amazon Bedrock.</li><li>• Amazon Braket – To debug issues related to Amazon Braket.</li></ul>	January 29, 2026

Change	Description	Date
	<ul style="list-style-type: none"><li>• Amazon Connect – To debug issues related to Amazon Connect.</li><li>• Amazon Aurora DSQL – To troubleshoot issues related to Amazon Aurora DSQL.</li><li>• Amazon Compute Optimizer – To debug issues related to Amazon Compute Optimizer.</li><li>• Amazon Connect – To debug issues related to Amazon Connect.</li><li>• Amazon EBS – To debug issues related to Amazon EBS.</li><li>• Amazon EC2 – To troubleshoot issues related to Amazon EC2.</li><li>• Amazon EKS – To debug issues related to Amazon EKS.</li><li>• Amazon Elastic Beanstalk – To debug issues related to Amazon Elastic Beanstalk.</li><li>• Amazon Glue – To troubleshoot issues related to Amazon Glue.</li><li>• Amazon IoT Greengrass – To debug issues related to Amazon IoT Greengrass.</li><li>• Amazon Web Services Invoicing – To debug issues</li></ul>	

Change	Description	Date
	<p>related to Amazon Web Services Invoicing.</p> <ul style="list-style-type: none"><li>• Amazon Kinesis Video Streams – To debug issues related to Amazon Kinesis Video Streams.</li><li>• Amazon License Manager – To debug issues related to Amazon License Manager.</li><li>• Amazon MemoryDB – To troubleshoot issues related to Amazon MemoryDB.</li><li>• Multi-party approval – To debug issues related to Multi-party approval.</li><li>• Amazon MQ – To troubleshoot issues related to Amazon MQ.</li><li>• Oracle Database@Amazon – To troubleshoot issues related to Oracle Database@Amazon.</li><li>• Amazon Payment Cryptography – To debug issues related to Amazon Payment Cryptography.</li><li>• Amazon RDS – To debug issues related to Amazon RDS.</li><li>• Amazon Tax Settings – To troubleshoot issues related to Amazon Tax Settings.</li></ul>	

Change	Description	Date
<p><a href="#"><u>AWSSupportServiceRolePolicy</u></a> – Update to an existing policy</p>	<p>Added 145 new permissions to the following services to perform actions that help troubleshoot customer issues related to billing, administrative, and technical support:</p> <ul style="list-style-type: none"><li>• Amazon Amplify – To troubleshoot issues related to Amazon Amplify.</li><li>• Amazon AppSync – To debug issues related to Amazon AppSync.</li><li>• Amazon Outposts – To debug issues related to Amazon Outposts.</li><li>• Amazon Clean Rooms – To troubleshoot issues related to Amazon Clean Rooms.</li><li>• Amazon Compute Optimizer – To debug issues related to Amazon Compute Optimizer.</li><li>• Amazon Connect – To debug issues related to Amazon Connect.</li><li>• Amazon DynamoDB – To debug issues related to Amazon DynamoDB.</li><li>• Amazon EMR – To troubleshoot issues related to Amazon EMR.</li></ul>	December 08, 2025

Change	Description	Date
	<ul style="list-style-type: none"><li>• Amazon Location Service – To troubleshoot issues related to Amazon Location Service.</li><li>• Amazon GuardDuty – To debug issues related to Amazon GuardDuty.</li><li>• Amazon Network Firewall – To debug issues related to Amazon Network Firewall.</li><li>• Amazon HealthOmics – To troubleshoot issues related to Amazon HealthOmics.</li><li>• Amazon Organizations – To debug issues related to Amazon Organizations.</li><li>• Amazon S3 – To debug issues related to Amazon S3.</li><li>• Amazon S3 Tables – To debug issues related to Amazon S3 Tables.</li><li>• Amazon S3 Vectors – To debug issues related to Amazon S3 Vectors.</li><li>• Amazon SageMaker AI – To troubleshoot issues related to Amazon SageMaker AI.</li><li>• Amazon Security Hub CSPM – To troubleshoot issues related to Amazon Security Hub CSPM.</li></ul>	

Change	Description	Date
	<ul style="list-style-type: none"><li>• Amazon SES – To debug issues related to Amazon SES.</li><li>• Amazon Signer – To debug issues related to Amazon Signer.</li><li>• Amazon STS – To troubleshoot issues related to Amazon STS.</li></ul>	

Change	Description	Date
<a href="#"><u>AWSSupportServiceRolePolicy</u></a> – Update to an existing policy	<p>Added 125 new permissions to the following services to perform actions that help troubleshoot customer issues related to billing, administrative, and technical support:</p> <ul style="list-style-type: none"><li>• Artificial intelligence for IT operations(AIOps) – To debug issues related to Artificial intelligence for IT operations(AIOps).</li><li>• Amazon Backup gateway – To troubleshoot issues related to Amazon Backup gateway.</li><li>• Amazon CloudFormation – To debug issues related to Amazon CloudFormation.</li><li>• Amazon Cognito Identity – To debug issues related to Amazon Cognito Identity.</li><li>• Amazon Cognito – To troubleshoot issues related to Amazon Cognito.</li><li>• Amazon Backup – To debug issues related to Amazon Backup.</li><li>• Amazon Directory Service – To debug issues related to Amazon Directory Service.</li></ul>	Sep 30, 2025

Change	Description	Date
	<ul style="list-style-type: none"><li>• Amazon EC2 – To debug issues related to Amazon EC2.</li><li>• Amazon FIS – To troubleshoot issues related to Amazon FIS.</li><li>• Amazon FSx – To troubleshoot issues related to Amazon FSx.</li><li>• Amazon Global Accelerator – To debug issues related to Amazon Global Accelerator.</li><li>• Amazon Identity Store – To debug issues related to Amazon Identity Store.</li><li>• Amazon Web Services Invoicing – To debug issues related to Amazon Web Services Invoicing.</li><li>• Amazon Lake Formation – To troubleshoot issues related to Amazon Lake Formation.</li><li>• Amazon Network Firewall – To debug issues related to Amazon Network Firewall.</li><li>• Oracle Database@Amazon – To troubleshoot issues related to Oracle Database@Amazon.</li><li>• Amazon S3 – To debug issues related to Amazon S3.</li></ul>	

Change	Description	Date
	<ul style="list-style-type: none"><li>• Amazon SES – To troubleshoot issues related to Amazon SES.</li><li>• Amazon IAM Identity Center – To troubleshoot issues related to Amazon IAM Identity Center.</li></ul>	
<a href="#"><u>AWSSupportAccess</u></a> – Update to an existing policy	Added permissions for the support-console API to the AWSSupportAccess managed policy.	July 18, 2025

Change	Description	Date
<p><a href="#"><u>AWSSupportServiceRolePolicy</u></a> – Update to an existing policy</p>	<p>Added 25 new permissions to the following services to perform actions that help troubleshoot customer issues related to billing, administrative, and technical support:</p> <ul style="list-style-type: none"><li>• Amazon CloudFormation – To debug issues related to Amazon CloudFormation.</li><li>• Amazon Config – To troubleshoot issues related to Amazon Config.</li><li>• Amazon OpenSearch Service – To debug issues related to Amazon OpenSearch Service.</li><li>• Amazon Glue – To debug issues related to Amazon Glue.</li><li>• Amazon IAM – To troubleshoot issues related to Amazon IAM.</li><li>• Amazon Pinpoint – To troubleshoot issues related to Amazon Pinpoint.</li><li>• Amazon Outposts – To debug issues related to Amazon Outposts.</li><li>• Amazon STS – To debug issues related to Amazon STS.</li></ul>	Jul 15, 2025

Change	Description	Date
	<p>For more information, see <a href="#"><u>Permission changes for AWSSupportServiceRolePolicy</u></a></p> <p>.</p>	

Change	Description	Date
<p><a href="#"><u>AWSSupportServiceRolePolicy</u></a></p> <p>– Update to an existing policy</p>	<p>Added 257 new permissions to the following services to perform actions that help troubleshoot customer issues related to billing, administrative, and technical support:</p> <ul style="list-style-type: none"><li>• Amazon App Runner – To debug issues related to Amazon App Runner.</li><li>• Amazon AppSync – To troubleshoot issues related to Amazon AppSync.</li><li>• Amazon Batch – To debug issues related to Amazon Batch.</li><li>• Amazon Bedrock – To troubleshoot issues related to Amazon Bedrock.</li><li>• Amazon CloudFront – To debug issues related to Amazon CloudFront.</li><li>• Amazon CodePipeline – To troubleshoot issues related to Amazon CodePipeline.</li><li>• Amazon Config – To troubleshoot issues related to Amazon Config.</li><li>• Amazon Connect – To debug issues related to Amazon Connect.</li></ul>	Jun 17, 2025

Change	Description	Date
	<ul style="list-style-type: none"><li>• Amazon DataSync – To debug issues related to Amazon DataSync.</li><li>• Amazon Direct Connect – To troubleshoot issues related to the Amazon Direct Connect.</li><li>• Amazon EC2 – To troubleshoot issues related to the Amazon EC2.</li><li>• Amazon Fault Injection Service – To debug issues related to the Amazon Fault Injection Service.</li><li>• Amazon Firewall Manager – To troubleshoot issues related to the Amazon Firewall Manager.</li><li>• Amazon Glue – To debug issues related to the Amazon Glue.</li><li>• Amazon GuardDuty – To debug issues related to the Amazon GuardDuty.</li><li>• EC2 Image Builder – To troubleshoot issues related to the EC2 Image Builder.</li><li>• Amazon IoT – To troubleshoot issues related to the Amazon IoT.</li><li>• Amazon IoT FleetWise – To debug issues related to the Amazon IoT FleetWise.</li></ul>	

Change	Description	Date
	<ul style="list-style-type: none"><li>• Amazon CloudWatch Logs<ul style="list-style-type: none"><li>– To debug issues related to the Amazon CloudWatch Logs.</li></ul></li><li>• AWS Elemental MediaLive<ul style="list-style-type: none"><li>– To debug issues related to the AWS Elemental MediaLive.</li></ul></li><li>• Network Flow Monitor<ul style="list-style-type: none"><li>– To troubleshoot issues related to the Network Flow Monitor.</li></ul></li><li>• Amazon Network Manager<ul style="list-style-type: none"><li>– To troubleshoot issues related to Amazon Network Manager.</li></ul></li><li>• Amazon CloudWatch Observability Admin Service – To troubleshoot issues related to the Amazon CloudWatch Observability Admin Service.</li><li>• Amazon Parallel Computing Service – To debug issues related to the Amazon Parallel Computing Service.</li><li>• Amazon Redshift Serverless – To troubleshoot issues related to the Amazon Redshift Serverless.</li></ul>	

Change	Description	Date
	<ul style="list-style-type: none"><li>• Amazon Redshift – To troubleshoot issues related to the Amazon Redshift.</li><li>• Amazon Resilience Hub – To debug issues related to the Amazon Resilience Hub.</li><li>• Amazon Identity and Access Management Roles Anywhere– To debug issues related to the Amazon Identity and Access Management Roles Anywhere.</li><li>• Amazon S3 on Outposts – To troubleshoot issues related to the Amazon S3 on Outposts.</li><li>• Amazon S3 – To troubleshoot issues related to the Amazon S3.</li><li>• Amazon S3 Tables– To troubleshoot issues related to the Amazon S3 Tables.</li><li>• Amazon SageMaker AI – To debug issues related to the Amazon SageMaker AI.</li><li>• Amazon Security Hub CSPM – To debug issues related to the Amazon Security Hub CSPM.</li><li>• Amazon SQS – To debug issues related to the Amazon SQS.</li></ul>	

Change	Description	Date
	<ul style="list-style-type: none"><li>• Amazon Systems Manager Incident Manager – To troubleshoot issues related to the Amazon Systems Manager Incident Manager.</li><li>• Amazon Systems Manager Quick Setup – To debug issues related to the Amazon Systems Manager Quick Setup.</li><li>• Amazon Systems Manager – To debug issues related to the Amazon Systems Manager.</li><li>• Amazon WorkSpaces Thin Client – To troubleshoot issues related to the Amazon WorkSpaces Thin Client.</li><li>• Amazon Timestream – To debug issues related to the Amazon Timestream.</li><li>• Amazon Telco Network Builder – To troubleshoot issues related to the Amazon Telco Network Builder.</li><li>• Amazon Transfer Family – To debug issues related to the Amazon Transfer Family.</li></ul>	

Change	Description	Date
	<ul style="list-style-type: none"><li>• Amazon VPC Lattice – To troubleshoot issues related to the Amazon VPC Lattice.</li></ul>	

Change	Description	Date
<p><a href="#"><u>AWSSupportServiceRolePolicy</u></a></p> <p>– Update to an existing policy</p>	<p>Added 88 new permissions to the following services to perform actions that help troubleshoot customer issues related to billing, administrative, and technical support:</p> <ul style="list-style-type: none"><li>• Amazon Bedrock – To troubleshoot issues related to Amazon Bedrock.</li><li>• Amazon Connect – To debug issues related to Amazon Connect.</li><li>• Amazon DataZone – To debug issues related to Amazon DataZone.</li><li>• Amazon EC2 – To troubleshoot issues related to the Amazon EC2.</li><li>• Amazon EKS – To debug issues related to the Amazon EKS.</li><li>• Amazon Glue – To troubleshoot issues related to Amazon Glue.</li><li>• Amazon Managed Service for Apache Flink – To troubleshoot issues related to the Amazon Managed Service for Apache Flink.</li><li>• Amazon Lambda – To debug issues related to the Amazon Lambda.</li></ul>	Nov 25, 2024

Change	Description	Date
<p><a href="#"><u>AWSSupportServiceRolePolicy</u></a> – Update to an existing policy</p>	<p>Added 79 new permissions to the following services to perform actions that help troubleshoot customer issues related to billing, administrative, and technical support:</p> <ul style="list-style-type: none"><li>• Amazon OpenSearch Serverless – To troubleshoot issues related to Amazon OpenSearch Serverless.</li><li>• Amazon AppConfig – To debug issues related to Amazon AppConfig.</li><li>• Application Signals – To debug issues related to Application Signals.</li><li>• Amazon Athena – To troubleshoot issues related to the Amazon Athena.</li><li>• Amazon CloudWatch – To debug issues related to the Amazon CloudWatch.</li><li>• Amazon DynamoDB – To troubleshoot issues related to Amazon DynamoDB.</li><li>• Amazon EC2 – To troubleshoot issues related to the Amazon EC2.</li><li>• Amazon IoT – To debug issues related to the Amazon IoT.</li></ul>	Oct 8, 2024

Change	Description	Date
	<ul style="list-style-type: none"><li>• Amazon Lambda – To troubleshoot issues related to the Amazon Lambda.</li><li>• Amazon Launch Wizard – To troubleshoot issues related to the Amazon Launch Wizard.</li><li>• Amazon Security Hub CSPM – To debug issues related to Amazon Security Hub CSPM.</li><li>• Amazon WorkSpaces – To debug issues related to the Amazon WorkSpaces.</li></ul>	

Change	Description	Date
<a href="#"><u>AWSSupportServiceRolePolicy</u></a> – Update to an existing policy	<p>Added 79 new permissions to the following services to perform actions that help troubleshoot customer issues related to billing, administrative, and technical support:</p> <ul style="list-style-type: none"><li>• Amazon Web Services account – To troubleshoot issues related to the Amazon Web Services account.</li><li>• Amazon Auto Scaling – To debug issues related to Amazon Auto Scaling.</li><li>• Amazon Bedrock – To debug issues related to Amazon Bedrock.</li><li>• Amazon CodeConnections – To troubleshoot issues related to the Amazon CodeConnections.</li><li>• Amazon Deadline Cloud – To debug issues related to the Amazon Deadline Cloud.</li><li>• Amazon Elastic Kubernetes Service – To troubleshoot issues related to Amazon Elastic Kubernetes Service.</li><li>• Elastic Load Balancing – To troubleshoot issues related to the Elastic Load Balancing.</li></ul>	Aug 5, 2024

Change	Description	Date
	<ul style="list-style-type: none"><li>• Amazon Free Tier – To debug issues related to the Amazon Free Tier.</li><li>• Amazon Inspector – To troubleshoot issues related to the Amazon Inspector.</li><li>• Amazon OpenSearch Ingestion – To troubleshoot issues related to the Amazon OpenSearch Ingestion.</li><li>• Amazon WorkSpaces – To debug issues related to Amazon WorkSpaces.</li><li>• Amazon X-Ray – To debug issues related to the Amazon X-Ray.</li></ul>	

Change	Description	Date
<a href="#"><u>AWSSupportServiceRolePolicy</u></a> – Update to an existing policy	<p>Added 17 new permissions to the following services to perform actions that help troubleshoot customer issues related to billing, administrative, and technical support:</p> <ul style="list-style-type: none"><li>• Amazon CloudWatch Network Monitor – To troubleshoot issues related to the Network Monitor service.</li><li>• Amazon CloudWatch Logs – To debug issues related to Amazon CloudWatch Logs.</li><li>• Amazon Managed Streaming for Apache Kafka – To debug issues related to Amazon Managed Streaming for Apache Kafka.</li><li>• Amazon Managed Service for Prometheus – To troubleshoot issues related to the Amazon Managed Service for Prometheus.</li></ul>	Mar 22, 2024

Change	Description	Date
<a href="#"><u>AWSSupportServiceRolePolicy</u></a> – Update to an existing policy	<p>Added 63 new permissions to the following services to perform actions that help troubleshoot customer issues related to billing, administrative, and technical support:</p> <ul style="list-style-type: none"><li>• Amazon Clean Rooms – To troubleshoot issues related to the Amazon Clean Rooms.</li><li>• CodeConnections – To troubleshoot issues related to CodeConnections.</li><li>• Amazon EKS – To debug issues related to Amazon EKS.</li><li>• Image Builder – To debug issues related to the Image Builder.</li><li>• Amazon Inspector2 – To troubleshoot issues related to Amazon Inspector2.</li><li>• Amazon Inspector Scan – To debug issues related to the Amazon Inspector Scan.</li><li>• Amazon CloudWatch Logs – To troubleshoot issues related to Amazon CloudWatch Logs.</li><li>• Amazon Outposts – To troubleshoot issues related to the Amazon Outposts.</li></ul>	Jan 17, 2024

Change	Description	Date
	<ul style="list-style-type: none"><li>• Amazon RDS – To debug issues related to Amazon RDS.</li><li>• Amazon IAM Identity Center – To troubleshoot issues related to Amazon IAM Identity Center.</li><li>• Amazon S3 Express – To debug issues related to Amazon S3 Express.</li><li>• Amazon Trusted Advisor – To troubleshoot issues related to Amazon Trusted Advisor.</li></ul>	

Change	Description	Date
<p><a href="#"><u>AWSSupportServiceRolePolicy</u></a></p> <p>– Update to an existing policy</p>	<p>Added 126 new permissions to the following services to perform actions that help troubleshoot customer issues related to billing, administrative, and technical support:</p> <ul style="list-style-type: none"><li>• Amazon Direct Connect<ul style="list-style-type: none"><li>– To troubleshoot issues related to the Amazon Direct Connect service.</li></ul></li><li>• Amazon SageMaker AI – To troubleshoot issues related to Amazon SageMaker AI service.</li><li>• Amazon AppStream – To debug issues related to Amazon AppStream.</li><li>• Amazon Resource Explorer<ul style="list-style-type: none"><li>– To debug issues related to the Amazon Resource Explorer.</li></ul></li><li>• Amazon Redshift serverless – To troubleshoot issues related to Amazon Redshift serverless.</li><li>• Amazon ElastiCache – To debug issues related to the Amazon ElastiCache.</li><li>• Amazon Comprehend – To troubleshoot issues related to Amazon Comprehend.</li></ul>	Dec 6, 2023

Change	Description	Date
	<ul style="list-style-type: none"><li>• Amazon EC2 – To troubleshoot issues related to the Amazon EC2.</li><li>• Amazon Elastic Kubernetes Service – To debug issues related to Amazon Elastic Kubernetes Service.</li><li>• Amazon Elastic Disaster Recovery – To troubleshoot issues related to Amazon Elastic Disaster Recovery.</li><li>• Amazon AppSync – To debug issues related to Amazon AppSync.</li><li>• Amazon CloudWatch Logs – To troubleshoot issues related to Amazon CloudWatch Logs.</li><li>• Amazon Health – To debug issues related to the Amazon Health Service.</li><li>• Amazon Connect – To debug issues related to the Amazon Connect.</li><li>• Amazon Snowball Edge – To troubleshoot issues related to Amazon Snowball Edge.</li><li>• Amazon HealthImaging – To troubleshoot issues related to Amazon HealthImaging.</li></ul>	

Change	Description	Date
<a href="#"><u>AWSSupportServiceRolePolicy</u></a> – Update to an existing policy	<p>Added 163 new permissions to the following services to perform actions that help troubleshoot customer issues related to billing, administrative, and technical support:</p> <ul style="list-style-type: none"><li>• Amazon CloudFront – To troubleshoot issues related to the CloudFront service.</li><li>• Amazon EC2 – To troubleshoot issues related to the Amazon EC2 service.</li><li>• Amazon AppStream – To debug issues related to Amazon AppStream.</li><li>• Amazon WAF – To debug issues related to the Amazon Web Application Firewall.</li><li>• Amazon Connect – To troubleshoot issues related to Amazon Connect.</li><li>• Amazon IoT – To debug issues related to the Amazon IoT.</li><li>• Amazon Route 53 – To troubleshoot issues related to Amazon Route 53.</li><li>• Amazon Verified Access – To troubleshoot issues related to the Amazon Verified Access service.</li></ul>	Oct 27, 2023

Change	Description	Date
	<ul style="list-style-type: none"><li>• Amazon Simple Email Service – To debug issues related to Amazon Simple Email Service.</li><li>• Amazon Elastic Beanstalk – To troubleshoot issues related to Amazon Elastic Beanstalk.</li><li>• Amazon DynamoDB – To debug issues related to Amazon DynamoDB.</li><li>• Amazon EC2 Image Builder – To troubleshoot issues related to Amazon EC2 Image Builder.</li><li>• Amazon Outposts – To debug issues related to the Amazon Outposts Service.</li><li>• Amazon Glue – To debug issues related to the Amazon Glue.</li><li>• Amazon Directory Service – To troubleshoot issues related to Amazon Directory Service.</li><li>• Amazon Elastic Disaster Recovery – To troubleshoot issues related to Amazon Elastic Disaster Recovery.</li><li>• Amazon Step Functions – To debug issues related to Amazon Step Functions.</li></ul>	

Change	Description	Date
	<ul style="list-style-type: none"><li>• Amazon EMR – To troubleshoot issues related to Amazon EMR.</li><li>• Amazon Relational Database Service – To troubleshoot issues related to Amazon Relational Database Service.</li><li>• Amazon EC2 Systems Manager – To debug issues related to Amazon EC2 Systems Manager.</li></ul>	

Change	Description	Date
<p><a href="#"><u>AWSSupportServiceRolePolicy</u></a> – Update to an existing policy</p>	<p>Added 176 new permissions to the following services to perform actions that help troubleshoot customer issues related to billing, administrative, and technical support:</p> <ul style="list-style-type: none"><li>• Amazon Glue – To troubleshoot issues related to the Amazon Glue service</li><li>• Amazon EMR – To troubleshoot issues related to the Amazon EMR service.</li><li>• Amazon Security Lake – To debug issues related to Amazon Security Lake.</li><li>• Amazon Systems Manager – To debug issues related to the Systems Manager service.</li><li>• Amazon Verified Permissions – To troubleshoot issues related to Amazon Verified Permissions.</li><li>• Amazon IAM Access Analyzer – To debug issues related to the IAM Access Analyzer service.</li><li>• Amazon Backup – To troubleshoot issues related to Amazon Backup.</li><li>• Amazon Database Migration Service – To</li></ul>	Aug 28, 2023

Change	Description	Date
	<p>troubleshoot issues related to the DMS service.</p> <ul style="list-style-type: none"><li>• Amazon DynamoDB – To debug issues related to Dynamo DB.</li><li>• Amazon Elastic Container Registry (Amazon ECR) – To troubleshoot issues related to Amazon Elastic Container Registry (Amazon ECR).</li><li>• Amazon Elastic Container Service – To debug issues related to Amazon Elastic Container Service.</li><li>• Amazon Elastic Kubernetes Service – To troubleshoot issues related to Amazon Elastic Kubernetes Service.</li><li>• Amazon EMR Serverless – To debug issues related to the Amazon EMR Serverless Service.</li><li>• Amazon Identity and Access Management – To troubleshoot issues related to Amazon Identity and Access Management.</li><li>• Amazon Network Firewall – To troubleshoot issues related to Amazon Network Firewall.</li></ul>	

Change	Description	Date
	<ul style="list-style-type: none"><li>• Amazon HealthOmics – To debug issues related to Amazon HealthOmics.</li><li>• Amazon Quick Suite – To debug issues related to Amazon Quick Suite.</li><li>• Amazon Relational Database Service – To troubleshoot issues related to Amazon Relational Database Service.</li><li>• Amazon Redshift – To troubleshoot issues related to Amazon Redshift.</li><li>• Amazon Redshift Serverless – To debug issues related to Amazon Redshift Serverles s.</li><li>• Amazon SageMaker AI – To debug issues related to Amazon SageMaker AI.</li></ul>	

Change	Description	Date
<p><a href="#"><u>AWSSupportServiceRolePolicy</u></a></p> <p>– Update to an existing policy</p>	<p>Added 141 new permissions to the following services to perform actions that help troubleshoot customer issues related to billing, administrative, and technical support:</p> <ul style="list-style-type: none"><li>• Lambda – To troubleshoot issues related to Lambda service.</li><li>• Amazon Lex – To troubleshoot issues related to Amazon Lex service.</li><li>• Amazon Transfer – To debug issues related to Transfer service.</li><li>• Amazon Amplify – To debug issues related to Amplify service.</li><li>• Amazon EventBridge Pipes – To troubleshoot permissions and billing issues related to Pipes.</li><li>• Amazon EventBridge – To debug issues related to Amazon EventBridge</li><li>• Amazon CloudWatch Logs – To troubleshoot issues related to Amazon CloudWatch Logs.</li><li>• Amazon Systems Manager – To troubleshoot issues</li></ul>	June 26, 2023

Change	Description	Date
	<p>related to Systems Manager.</p> <ul style="list-style-type: none"><li>• Amazon CloudWatch – To debug issues related to CloudWatch.</li><li>• Amazon ElastiCache – To troubleshoot issues related to Amazon ElastiCache.</li><li>• Amazon Athena – To debug issues related to Athena.</li><li>• Amazon Elastic Disaster Recovery – To troubleshoot issues related to Elastic Disaster Recovery.</li><li>• Amazon CloudWatch – To troubleshoot configurations of Amazon CloudWatch.</li><li>• Amazon EC2 – To debug issues related to the EC2 service.</li><li>• Amazon Certificate Manager – To troubleshoot issues related to Certificate Manager.</li><li>• Amazon EventBridge Scheduler – To troubleshoot issues related to EventBridge Scheduler.</li><li>• Amazon OpenSearch Service – To troubleshoot issues related to OpenSearch.</li></ul>	

Change	Description	Date
	<ul style="list-style-type: none"><li>• Amazon EventBridge Schemas – To debug issues related to EventBridge Schemas.</li><li>• Amazon User Notifications – To troubleshoot issues related to User Notifications.</li><li>• Amazon CloudWatch Application Insights – To troubleshoot issues related to CloudWatch Application Insights.</li><li>• Amazon DynamoDB – To troubleshoot issues related to DynamoDB.</li><li>• Amazon DocumentDB Elastic Clusters – To troubleshoot issues related to DocumentDB Elastic Clusters.</li></ul>	

Change	Description	Date
<p><a href="#"><u>AWSSupportServiceRolePolicy</u></a> – Update to an existing policy</p>	<p>Added 53 new permissions to the following services to perform actions that help troubleshoot customer issues related to billing, administrative, and technical support:</p> <ul style="list-style-type: none"><li>• Auto Scaling – To troubleshoot issues related to Auto Scaling service.</li><li>• Amazon CloudWatch – To troubleshoot issues related to Amazon CloudWatch.</li><li>• Amazon Compute Optimizer – To troubleshoot issues related to Compute Optimizer.</li><li>• Amazon CloudWatch Evidently – To troubleshoot issues related to Evidently.</li><li>• EC2 Image Builder – To troubleshoot issues related to Image Builder service.</li><li>• Amazon IoT TwinMaker – To troubleshoot issues related to Amazon IoT TwinMaker.</li><li>• Amazon CloudWatch Logs – To troubleshoot issues related to Amazon CloudWatch Logs.</li><li>• Amazon Pinpoint – To troubleshoot issues related to Amazon Pinpoint.</li></ul>	May 02, 2023

Change	Description	Date
	<ul style="list-style-type: none"><li>• Amazon OAM Link – To debug issues related to OAM resources.</li><li>• Amazon Outposts – To troubleshoot issues related to Amazon Outposts.</li><li>• Amazon RDS – To debug issues related to Amazon RDS.</li><li>• Amazon Resource Explorer – To troubleshoot issues related to Resource Explorer.</li><li>• Amazon CloudWatch RUM – To troubleshoot configurations of RUM service resources.</li><li>• Amazon SNS – To troubleshoot issues related to Amazon SNS.</li><li>• Amazon CloudWatch Synthetics – To troubleshoot issues related to CloudWatch Synthetics.</li></ul>	

Change	Description	Date
<p><a href="#"><u>AWSSupportServiceRolePolicy</u></a> – Update to an existing policy</p>	<p>Added 52 new permissions to the following services to perform actions that help troubleshoot customer issues related to billing, administrative, and technical support:</p> <ul style="list-style-type: none"><li>• Amazon Backup gateway – To troubleshoot issues related to Backup gateway.</li><li>• Amazon S3 – To debug issues related to Amazon S3.</li><li>• Amazon Application Migration Service – To troubleshoot issues related to Application Migration Service.</li><li>• Amazon Clean Rooms – To debug issues related to Amazon Clean Rooms;</li><li>• Amazon Systems Manager for SAP – To troubleshoot issues related to Amazon Systems Manager for SAP.</li><li>• Amazon VPC Lattice – To debug issues related to Amazon VPC Lattice.</li></ul>	March 16, 2023

Change	Description	Date
<p><a href="#"><u>AWSSupportServiceRolePolicy</u></a> – Update to an existing policy</p>	<p>Added 220 new permissions to the following services to perform actions that help troubleshoot customer issues related to billing, administrative, and technical support:</p> <ul style="list-style-type: none"><li>• Amazon Athena – To enable Amazon Web Services Support to develop tools that can be used to help customers with their queries related to Athena.</li><li>• Amazon Chime – To troubleshoot issues related to Amazon Chime.</li><li>• Amazon CloudWatch Internet Monitor – To debug issues related to Internet Monitor.</li><li>• Amazon Comprehend – To troubleshoot issues related to Amazon Comprehend.</li><li>• Amazon Elastic Compute Cloud – To debug issues related to Transit Gateway Connect and multicast features.</li><li>• Amazon EventBridge Pipes – To troubleshoot issues related to EventBridge Pipes.</li><li>• Amazon Interactive Video Service – To enable Amazon</li></ul>	January 10, 2023

Change	Description	Date
	<p>Web Services Support to query Amazon IVS resources to troubleshoot customer issues.</p> <ul style="list-style-type: none"><li>• Amazon FSx – To enable Amazon Web Services Support to develop tools to support importing and exporting for an Amazon FSx data repository.</li><li>• Amazon GameLift Servers – To troubleshoot issues related to Amazon GameLift Servers.</li><li>• Amazon Glue – To troubleshoot issues related to Amazon Glue Data Quality.</li><li>• Amazon Kinesis Video Streams – To troubleshoot issues related to Kinesis Video Streams.</li><li>• Amazon Managed Service for Prometheus – To troubleshoot issues related to Amazon Managed Service for Prometheus.</li><li>• Amazon Managed Streaming for Apache Kafka – To troubleshoot issues related to Amazon MSK Connect.</li><li>• Amazon Network Manager – To troubleshoot issues</li></ul>	

Change	Description	Date
	<p>related to Network Manager.</p> <ul style="list-style-type: none"><li>• Amazon Nimble Studio – To debug issues related to Nimble Studio.</li><li>• Amazon Personalize – To debug issues related to Amazon Personalize.</li><li>• Amazon Pinpoint – To troubleshoot issues related to Amazon Pinpoint.</li><li>• Amazon HealthOmics – To troubleshoot issues related to HealthOmics.</li><li>• Amazon Transcribe – To debug issues related to Amazon Transcribe.</li></ul>	

Change	Description	Date
<p><a href="#"><u>AWSSupportServiceRolePolicy</u></a> – Update to an existing policy</p>	<p>Added 47 new permissions to the following services to perform actions that help troubleshoot customer issues related to billing, administrative, and technical support:</p> <ul style="list-style-type: none"><li>• Amazon Application Migration Service – To troubleshoot replication and launch issues.</li><li>• Amazon CloudFormation hooks – To enable Amazon Web Services Support to develop automation tools that can help resolve issues.</li><li>• Amazon Elastic Kubernetes Service – To troubleshoot issues related to Amazon EKS.</li><li>• Amazon IoT FleetWise – To troubleshoot issues related to Amazon IoT FleetWise.</li><li>• Amazon Mainframe Modernization – To debug issues related to Amazon Mainframe Modernization.</li><li>• Amazon Outposts – To help Amazon Web Services Support get a list of dedicated hosts and assets.</li><li>• Amazon Private 5G – To troubleshoot issues related to Private 5G.</li></ul>	October 4, 2022

Change	Description	Date
	<ul style="list-style-type: none"><li>• Amazon Tiros – To debug issues related to Tiros.</li></ul>	

Change	Description	Date
<p><a href="#"><u>AWSSupportServiceRolePolicy</u></a> – Update to an existing policy</p>	<p>Added 46 new permissions to the following services to perform actions that help troubleshoot customer issues related to billing, administrative, and technical support:</p> <ul style="list-style-type: none"><li>• Amazon Managed Streaming for Apache Kafka – To troubleshoot issues related to Amazon MSK.</li><li>• Amazon DataSync – To troubleshoot issues related to DataSync.</li><li>• Amazon Elastic Disaster Recovery – To troubleshoot replication and launch issues.</li><li>• Amazon GameSparks – To troubleshoot issues related to GameSparks.</li><li>• Amazon IoT TwinMaker – To debug issues related to Amazon IoT TwinMaker.</li><li>• Amazon Lambda – To view the configuration of a function URL to troubleshoot issues.</li><li>• Amazon Lookout for Equipment – To troubleshoot issues related to Lookout for Equipment.</li></ul>	August 17, 2022

Change	Description	Date
	<ul style="list-style-type: none"><li>• Amazon Route 53 and Amazon Route 53 Resolver<ul style="list-style-type: none"><li>– To get resolver configurations so that Amazon Web Services Support can check the DNS resolution behavior of a VPC.</li></ul></li></ul>	

Change	Description	Date
<p><a href="#"><u>AWSSupportServiceRolePolicy</u></a> – Update to an existing policy</p>	<p>Added new permissions to the following services to perform actions that help troubleshoot customer issues related to billing, administrative, and technical support:</p> <ul style="list-style-type: none"><li>• Amazon CloudWatch Logs – To help troubleshoot CloudWatch Logs related issues.</li><li>• Amazon Interactive Video Service – To help Amazon Web Services Support check existing Amazon IVS resources for support cases regarding fraud or compromised accounts.</li><li>• Amazon Inspector – To troubleshoot Amazon Inspector related issues.</li></ul> <p>Removed permissions for services, such as Amazon WorkLink. Amazon WorkLink was deprecated on April 19, 2022.</p>	June 23, 2022

Change	Description	Date
<p><a href="#"><u>AWSSupportServiceRolePolicy</u></a> – Update to an existing policy</p>	<p>Added 25 new permissions to the following services to perform actions that help troubleshoot customer issues related to billing, administrative, and technical support:</p> <ul style="list-style-type: none"><li>• Amazon Amplify UI Builder – To troubleshoot issues related to component and theme generation.</li><li>• Amazon AppStream – To troubleshoot issues by retrieving resources for features that launched recently.</li><li>• Amazon Backup – To troubleshoot issues related to backup jobs.</li><li>• Amazon CloudFormation – To perform diagnostics on issues related to IAM, extension, and versioning.</li><li>• Amazon Kinesis – To troubleshoot issues related to Kinesis.</li><li>• Amazon Transfer Family – To troubleshoot issues related to Transfer Family.</li></ul>	April 27, 2022

Change	Description	Date
<a href="#"><u>AWSSupportServiceRolePolicy</u></a> – Update to an existing policy	<p>Added 54 new permissions to the following services to perform actions that help troubleshoot customer issues related to billing, administrative, and technical support:</p> <ul style="list-style-type: none"><li>• Amazon Elastic Compute Cloud<ul style="list-style-type: none"><li>• To troubleshoot issues related to customer and Amazon-managed prefixed lists.</li></ul></li><li>• To troubleshoot issues related to Amazon VPC IP Address Manager (IPAM).</li><li>• Amazon Network Manager<ul style="list-style-type: none"><li>– To troubleshoot issues related to Network Manager.</li></ul></li><li>• Savings Plans – To get metadata about outstanding Savings Plans commitments.</li><li>• Amazon Serverless Application Repository – To improve and support response actions as part of researching and resolving support cases.</li><li>• Amazon WorkSpaces Web<ul style="list-style-type: none"><li>– To debug and troubleshoot</li></ul></li></ul>	March 14, 2022

Change	Description	Date
	OOT issues with WorkSpaces Web services.	

Change	Description	Date
<p><a href="#"><u>AWSSupportServiceRolePolicy</u></a> – Update to an existing policy</p>	<p>Added 74 new permissions to the following services to perform actions that help troubleshoot customer issues related to billing, administrative, and technical support:</p> <ul style="list-style-type: none"><li>• Amazon Application Migration Service – To support agentless replication in the Application Migration Service.</li><li>• Amazon CloudFormation – To perform diagnostics on IAM, extension, and versioning related issues.</li><li>• Amazon CloudWatch Logs – To validate resource policies.</li><li>• Amazon EC2 Recycle Bin – To get metadata about Recycle Bin retention rules.</li><li>• Amazon Elastic Disaster Recovery – To troubleshoot replication and launch problems in customer accounts.</li><li>• Amazon FSx – To view the description of Amazon FSx snapshots.</li><li>• Amazon Lightsail – To view metadata and configurations details for Lightsail buckets.</li></ul>	February 17, 2022

Change	Description	Date
	<ul style="list-style-type: none"> <li>• Amazon Macie – To view Macie configurations, such as classification jobs, custom data identifiers, regular expressions and findings.</li> <li>• Amazon S3 – To gather metadata and configurations for Amazon S3 buckets.</li> <li>• Amazon Storage Gateway – To view metadata about customers' automatic tape creation policies.</li> <li>• Elastic Load Balancing – To view the description of resource limits when using the Service Quotas console.</li> </ul> <p>For more information, see <a href="#">Permission changes for AWSSupportServiceRolePolicy</a></p>	
Change log published	Change log for the Amazon Web Services Support managed policies.	February 17, 2022

## Permission changes for AWSSupportServiceRolePolicy

Most permissions added to `AWSSupportServiceRolePolicy` allow Amazon Web Services Support to call an API operation with the same name. However, some API operations require permissions that have a different name.

The following table only lists the API operations that require permissions with a different name. This table describes these differences beginning on February 17, 2022.

Date	API operation name	Required policy permission
Added permissions on February 17, 2022	s3.GetBucketAnalyticsConfiguration	s3:GetAnalyticsConfiguration
	s3.ListBucketAnalyticsConfiguration	
	s3.GetBucketNotificationConfiguration	s3:GetBucketNotification
	s3.GetBucketEncryption	s3:GetEncryptionCo
	s3.GetBucketIntelligentTieringConfiguration	s3:GetIntelligentTi
	s3.ListBucketIntelligentTieringConfiguration	eringConfiguration
	s3.GetBucketInventoryConfiguration	s3:GetInventoryCon
	s3.ListBucketInventoryConfiguration	figuration
	s3.GetBucketLifecycleConfiguration	s3:GetLifecycleCon
	s3.GetBucketMetricsConfiguration	figuration
	s3.ListBucketMetricsConfiguration	

Date	API operation name	Required policy permission
	s3.GetBucketReplication	s3:GetReplicationConfiguration
	s3.HeadBucket	s3>ListBucket
	s3.ListObjects	
	s3.ListBuckets	s3>ListAllMyBuckets
	s3.ListMultipartUploads	s3>ListBucketMultipartUploads
	s3.ListObjectVersions	s3>ListBucketVersions
	s3.ListParts	s3>ListMultipartUploadParts
Added permissions on July 15, 2025	cloudcontrolapi:GetResource	cloudformation:GetResource
	cloudcontrolapi:ListResources	cloudformation>ListResources

## Amazon Web Services managed policies for Amazon Trusted Advisor

Trusted Advisor has the following Amazon Web Services managed policies.

### Contents

- [Amazon managed policy: AWSTrustedAdvisorPriorityFullAccess](#)
- [Amazon managed policy: AWSTrustedAdvisorPriorityReadOnlyAccess](#)
- [Amazon managed policy: AWSTrustedAdvisorServiceRolePolicy](#)
- [Amazon managed policy: AWSTrustedAdvisorReportingServiceRolePolicy](#)
- [Trusted Advisor updates to Amazon managed policies](#)

## Amazon managed policy: AWSTrustedAdvisorPriorityFullAccess

The [AWSTrustedAdvisorPriorityFullAccess](#) policy grants full access to Trusted Advisor Priority. This policy also allows the user to add Trusted Advisor as a trusted service with Amazon Organizations and to specify the delegated administrator accounts for Trusted Advisor Priority.

### Permissions details

In the first statement, the policy includes the following permissions for `trustedadvisor`:

- Describes your account and organization.
- Describes identified risks from Trusted Advisor Priority. The permissions allow you to download and update the risk status.
- Describes your configurations for Trusted Advisor Priority email notifications. The permissions allow you to configure the email notifications and disable them for your delegated administrators.
- Sets up Trusted Advisor so that your account can enable Amazon Organizations.

In the second statement, the policy includes the following permissions for `organizations`:

- Describes your Trusted Advisor account and organization.
- Lists the Amazon Web Services services that you enabled to use Organizations.

In the third statement, the policy includes the following permissions for `organizations`:

- Lists the delegated administrators for Trusted Advisor Priority.
- Enables and disables trusted access with Organizations.

In the fourth statement, the policy includes the following permissions for `iam`:

- Creates the `AWSServiceRoleForTrustedAdvisorReporting` service-linked role.

In the fifth statement, the policy includes the following permissions for `organizations`:

- Allows you to register and deregister delegated administrators for Trusted Advisor Priority.

## JSON

```
{  
  "Version": "2012-10-17",  
  "Statement": [  
    {  
      "Sid": "AWSTrustedAdvisorPriorityFullAccess",  
      "Effect": "Allow",  
      "Action": [  
        "trustedadvisor:DescribeAccount*",  
        "trustedadvisor:DescribeOrganization",  
        "trustedadvisor:DescribeRisk*",  
        "trustedadvisor:DownloadRisk",  
        "trustedadvisor:UpdateRiskStatus",  
        "trustedadvisor:DescribeNotificationConfigurations",  
        "trustedadvisor:UpdateNotificationConfigurations",  
        "trustedadvisor:DeleteNotificationConfigurationForDelegatedAdmin",  
        "trustedadvisor:SetOrganizationAccess"  
      ],  
      "Resource": "*"  
    },  
    {  
      "Sid": "AllowAccessForOrganization",  
      "Effect": "Allow",  
      "Action": [  
        "organizations:DescribeAccount",  
        "organizations:DescribeOrganization",  
        "organizations>ListAWSAccessForOrganization"  
      ],  
      "Resource": "*"  
    },  
    {  
      "Sid": "AllowListDelegatedAdministrators",  
      "Effect": "Allow",  
      "Action": [  
        "organizations>ListDelegatedAdministrators",  
        "organizations:EnableAWSAccess",  
        "organizations:DisableAWSAccess"  
      ],  
      "Resource": "*",  
      "Condition": {  
        "StringEquals": {  
          "organizations:ServicePrincipal": [  
            "aws:iam::123456789012:root"  
          ]  
        }  
      }  
    }  
  ]  
}
```

```
        "reporting.trustedadvisor.amazonaws.com"
    ]
}
}
},
{
  "Sid": "AllowCreateServiceLinkedRole",
  "Effect": "Allow",
  "Action": "iam:CreateServiceLinkedRole",
  "Resource": "arn:aws:iam::*:role/aws-service-role/
reporting.trustedadvisor.amazonaws.com/AWSServiceRoleForTrustedAdvisorReporting",
  "Condition": {
    "StringLike": {
      "iam:AWSServiceName": "reporting.trustedadvisor.amazonaws.com"
    }
  }
},
{
  "Sid": "AllowRegisterDelegatedAdministrators",
  "Effect": "Allow",
  "Action": [
    "organizations:RegisterDelegatedAdministrator",
    "organizations:DeregisterDelegatedAdministrator"
  ],
  "Resource": "arn:aws:organizations::*:*",
  "Condition": {
    "StringEquals": {
      "organizations:ServicePrincipal": [
        "reporting.trustedadvisor.amazonaws.com"
      ]
    }
  }
}
]
```

## Amazon managed policy: AWSTrustedAdvisorPriorityReadOnlyAccess

The [AWSTrustedAdvisorPriorityReadOnlyAccess](#) policy grants read-only permissions to Trusted Advisor Priority, including permission to view the delegated administrator accounts.

### Permissions details

In the first statement, the policy includes the following permissions for `trustedadvisor`:

- Describes your Trusted Advisor account and organization.
- Describes the identified risks from Trusted Advisor Priority and allows you to download them.
- Describes the configurations for Trusted Advisor Priority email notifications.

In the second and third statement, the policy includes the following permissions for organizations:

- Describes your organization with Organizations.
- Lists the Amazon Web Services services that you enabled to use Organizations.
- Lists the delegated administrators for Trusted Advisor Priority

JSON

```
{  
  "Version": "2012-10-17",  
  "Statement": [  
    {  
      "Sid": "AWSTrustedAdvisorPriorityReadOnlyAccess",  
      "Effect": "Allow",  
      "Action": [  
        "trustedadvisor:DescribeAccount*",  
        "trustedadvisor:DescribeOrganization",  
        "trustedadvisor:DescribeRisk*",  
        "trustedadvisor:DownloadRisk",  
        "trustedadvisor:DescribeNotificationConfigurations"  
      ],  
      "Resource": "*"  
    },  
    {  
      "Sid": "AllowAccessForOrganization",  
      "Effect": "Allow",  
      "Action": [  
        "organizations:DescribeOrganization",  
        "organizations>ListAWSAccessForOrganization"  
      ],  
      "Resource": "*"  
    },  
  ]}
```

```
{  
  "Sid": "AllowListDelegatedAdministrators",  
  "Effect": "Allow",  
  "Action": [  
    "organizations>ListDelegatedAdministrators"  
,  
    "Resource": "*",  
    "Condition": {  
      "StringEquals": {  
        "organizations:ServicePrincipal": [  
          "reporting.trustedadvisor.amazonaws.com"  
        ]  
      }  
    }  
  }  
}  
]
```

## Amazon managed policy: AWSTrustedAdvisorServiceRolePolicy

This policy is attached to the `AWSServiceRoleForTrustedAdvisor` service-linked role. It allows the service-linked role to perform actions for you. You can't attach the [AWSTrustedAdvisorServiceRolePolicy](#) to your Amazon Identity and Access Management (IAM) entities. For more information, see [Using service-linked roles for Trusted Advisor](#).

This policy grants administrative permissions that allow the service-linked role to access Amazon Web Services services. These permissions allow the checks for Trusted Advisor to evaluate your account.

### Permissions details

This policy includes the following permissions.

- `accessanalyzer` – Describes Amazon Identity and Access Management Access Analyzer resources
- `Auto Scaling` – Describes Amazon EC2 Auto Scaling account quotas and resources

- **cloudformation** – Describes Amazon CloudFormation (CloudFormation) account quotas and stacks
- **cloudfront** – Describes Amazon CloudFront distributions
- **cloudtrail** – Describes Amazon CloudTrail (CloudTrail) trails
- **dynamodb** – Describes Amazon DynamoDB account quotas and resources
- **dynamodbaccelerator** – Describes DynamoDB Accelerator resources
- **ec2** – Describes Amazon Elastic Compute Cloud (Amazon EC2) account quotas and resources
- **elasticloadbalancing** – Describes Elastic Load Balancing (ELB) account quotas and resources
- **iam** – Gets IAM resources, such as credentials, password policy, and certificates
- **networkfirewall** – Describes Amazon Network Firewall resources
- **kinesis** – Describes Amazon Kinesis (Kinesis) account quotas
- **rds** – Describes Amazon Relational Database Service (Amazon RDS) resources
- **redshift** – Describes Amazon Redshift resources
- **route53** – Describes Amazon Route 53 account quotas and resources
- **s3** – Describes Amazon Simple Storage Service (Amazon S3) resources
- **ses** – Gets Amazon Simple Email Service (Amazon SES) send quotas
- **sqs** – Lists Amazon Simple Queue Service (Amazon SQS) queues
- **cloudwatch** – Gets Amazon CloudWatch Events (CloudWatch Events) metric statistics
- **ce** – Gets Cost Explorer Service (Cost Explorer) recommendations
- **route53resolver** – Gets Amazon Route 53 Resolver Resolver Endpoints and resources
- **kafka** – Gets Amazon Managed Streaming for Apache Kafka resources
- **ecs** – Gets Amazon ECS resources
- **outposts** – Gets Amazon Outposts resources

## JSON

```
{  
  "Version": "2012-10-17",  
  "Statement": [  
    {  
      "Sid": "TrustedAdvisorServiceRolePermissions",  
      "Effect": "Allow",  
      "Action": "cloudwatch:PutMetricData",  
      "Resource": "arn:aws:cloudwatch:us-east-1:123456789012:metric/<metric>"  
    }  
  ]  
}
```

```
"Effect": "Allow",
"Action": [
    "access-analyzer>ListAnalyzers",
    "autoscaling>DescribeAccountLimits",
    "autoscaling>DescribeAutoScalingGroups",
    "autoscaling>DescribeLaunchConfigurations",
    "ce:GetReservationPurchaseRecommendation",
    "ce:GetSavingsPlansPurchaseRecommendation",
    "cloudformation>DescribeAccountLimits",
    "cloudformation>DescribeStacks",
    "cloudformation>ListStacks",
    "cloudfront>ListDistributions",
    "cloudtrail>DescribeTrails",
    "cloudtrail>GetTrailStatus",
    "cloudtrail>GetTrail",
    "cloudtrail>ListTrails",
    "cloudtrail>GetEventSelectors",
    "cloudwatch>GetMetricStatistics",
    "cloudwatch>ListMetrics",
    "dax>DescribeClusters",
    "dynamodb>DescribeLimits",
    "dynamodb>DescribeTable",
    "dynamodb>ListTables",
    "ec2>DescribeAddresses",
    "ec2>DescribeReservedInstances",
    "ec2>DescribeInstances",
    "ec2>DescribeVpcs",
    "ec2>DescribeInternetGateways",
    "ec2>DescribeImages",
    "ec2>DescribeNatGateways",
    "ec2>DescribeVolumes",
    "ec2>DescribeSecurityGroups",
    "ec2>DescribeSubnets",
    "ec2>DescribeRegions",
    "ec2>DescribeReservedInstancesOfferings",
    "ec2>DescribeRouteTables",
    "ec2>DescribeSnapshots",
    "ec2>DescribeVpcEndpoints",
    "ec2>DescribeVpnConnections",
    "ec2>DescribeVpnGateways",
    "ec2>DescribeLaunchTemplateVersions",
    "ec2>GetManagedPrefixListEntries",
    "ecs>DescribeTaskDefinition",
    "ecs>ListTaskDefinitions",
```

```
"elasticloadbalancing:DescribeAccountLimits",
"elasticloadbalancing:DescribeInstanceHealth",
"elasticloadbalancing:DescribeLoadBalancerAttributes",
"elasticloadbalancing:DescribeLoadBalancerPolicies",
"elasticloadbalancing:DescribeLoadBalancerPolicyTypes",
"elasticloadbalancing:DescribeLoadBalancers",
"elasticloadbalancing:DescribeListeners",
"elasticloadbalancing:DescribeRules",
"elasticloadbalancing:DescribeTargetGroups",
"elasticloadbalancing:DescribeTargetHealth",
"iam:GenerateCredentialReport",
"iam:GetAccountPasswordPolicy",
"iam:GetAccountSummary",
"iam:GetCredentialReport",
"iam:GetServerCertificate",
"iam>ListServerCertificates",
"iam>ListSAMLProviders",
"kinetics:DescribeLimits",
"kafka:DescribeClusterV2",
"kafka>ListClustersV2",
"kafka>ListNodes",
"network-firewall>ListFirewalls",
"network-firewall:DescribeFirewall",
"outposts:GetOutpost",
"outposts>ListAssets",
"outposts>ListOutposts",
"rds:DescribeAccountAttributes",
"rds:DescribeDBClusters",
"rds:DescribeDBEngineVersions",
"rds:DescribeDBInstances",
"rds:DescribeDBParameterGroups",
"rds:DescribeDBParameters",
"rds:DescribeDBSecurityGroups",
"rds:DescribeDBSnapshots",
"rds:DescribeDBSubnetGroups",
"rds:DescribeEngineDefaultParameters",
"rds:DescribeEvents",
"rds:DescribeOptionGroupOptions",
"rds:DescribeOptionGroups",
"rds:DescribeOrderableDBInstanceOptions",
"rds:DescribeReservedDBInstances",
"rds:DescribeReservedDBInstancesOfferings",
"rds>ListTagsForResource",
"redshift:DescribeClusters",
```

```
        "redshift:DescribeReservedNodeOfferings",
        "redshift:DescribeReservedNodes",
        "route53:GetAccountLimit",
        "route53:GetHealthCheck",
        "route53:GetHostedZone",
        "route53>ListHealthChecks",
        "route53>ListHostedZones",
        "route53>ListHostedZonesByName",
        "route53>ListResourceRecordSets",
        "route53resolver>ListResolverEndpoints",
        "route53resolver>ListResolverEndpointIpAddresses",
        "s3:GetAccountPublicAccessBlock",
        "s3:GetBucketAcl",
        "s3:GetBucketPolicy",
        "s3:GetBucketPolicyStatus",
        "s3:GetBucketLocation",
        "s3:GetBucketLogging",
        "s3:GetBucketVersioning",
        "s3:GetBucketPublicAccessBlock",
        "s3:GetLifecycleConfiguration",
        "s3>ListBucket",
        "s3>ListAllMyBuckets",
        "ses:GetSendQuota",
        "sns:GetQueueAttributes",
        "sns>ListQueues"
    ],
    "Resource": "*"
}
]
}
```

## Amazon managed policy: [AWSTrustedAdvisorReportingServiceRolePolicy](#)

This policy is attached to the `AWSServiceRoleForTrustedAdvisorReporting` service-linked role that allows Trusted Advisor to perform actions for the organizational view feature. You can't attach the [AWSTrustedAdvisorReportingServiceRolePolicy](#) to your IAM entities. For more information, see [Using service-linked roles for Trusted Advisor](#).

This policy grants administrative permissions that allow the service-linked role to perform Amazon Organizations actions.

## Permissions details

This policy includes the following permissions.

- organizations – Describes your organization and lists the service access, accounts, parents, children, and organizational units

JSON

```
{  
    "Version": "2012-10-17",  
    "Statement": [  
        {  
            "Action": [  
                "organizations:DescribeOrganization",  
                "organizations>ListAWSAccessForOrganization",  
                "organizations>ListAccounts",  
                "organizations>ListAccountsForParent",  
                "organizations>ListDelegatedAdministrators",  
                "organizations>ListOrganizationalUnitsForParent",  
                "organizations>ListChildren",  
                "organizations>ListParents",  
                "organizations:DescribeOrganizationalUnit",  
                "organizations:DescribeAccount"  
            ],  
            "Effect": "Allow",  
            "Resource": "*"  
        }  
    ]  
}
```

## Trusted Advisor updates to Amazon managed policies

View details about updates to Amazon managed policies for Amazon Web Services Support and Trusted Advisor since these services began tracking these changes. For automatic alerts about changes to this page, subscribe to the RSS feed on the [Document history](#) page.

The following table describes important updates to the Trusted Advisor managed policies since August 10, 2021.

## Trusted Advisor

Change	Description	Date
<a href="#"><u>AWSTrustedAdvisorServiceRolePolicy</u></a> Update to an existing policy.	Trusted Advisor added new actions to grant the <code>elasticloadbalancing:DescribeListeners</code> , and <code>elasticloadbalancing:DescribeRules</code> permissions.	October 30, 2024
<a href="#"><u>AWSTrustedAdvisorServiceRolePolicy</u></a> Update to an existing policy.	Trusted Advisor added new actions to grant the <code>access-analyzer&gt;ListAnalyzers</code> , <code>cloudwatchMetrics&gt;ListMetrics</code> , <code>dax:DescribeClusters</code> , <code>ec2:DescribeNatGateways</code> , <code>ec2:DescribeRouteTables</code> , <code>ec2:DescribeVpcEndpoints</code> , <code>ec2:GetManagedPrefixListEntries</code> , <code>elasticloadbalancing:DescribeTargetHealth</code> , <code>iam&gt;ListSAMLProviders</code> , <code>kafka:DescribeClusterV2</code> , <code>network-firewall&gt;ListFirewalls</code> , <code>network-firewall:DescribeFirewall</code> and <code>sqs:GetQueue</code>	June 11, 2024

Change	Description	Date
	Trusted Advisor added new actions to grant the <code>cloudtrail:DescribeAttributes</code> permission.	
<a href="#">AWSTrustedAdvisorServiceRolePolicy</a> Update to an existing policy.	Trusted Advisor added new actions to grant the <code>cloudtrail:DescribeAttributes</code> , <code>cloudtrail:ListTrails</code> , <code>cloudtrail:ListTrails</code> , <code>cloudtrail:ListEventSelectors</code> , <code>outposts:DescribeOutpost</code> , <code>outposts:ListAssets</code> and <code>outposts:ListOutposts</code> permissions.	January 18, 2024
<a href="#">AWSTrustedAdvisorPriorityFullAccess</a> Update to an existing policy.	Trusted Advisor updated the <code>AWSTrustedAdvisorPriorityFullAccess</code> Amazon managed policy to include statement IDs.	December 6, 2023
<a href="#">AWSTrustedAdvisorPriorityReadOnlyAccess</a> Update to an existing policy.	Trusted Advisor updated the <code>AWSTrustedAdvisorPriorityReadOnlyAccess</code> Amazon managed policy to include statement IDs.	December 6, 2023
<a href="#">AWSTrustedAdvisorServiceRolePolicy</a> – Update to an existing policy	Trusted Advisor added new actions to grant the <code>ec2:DescribeRegions</code> , <code>s3:DescribeLifecycleConfiguration</code> , <code>ecs:DescribeTaskDefinition</code> and <code>ecs:ListTaskDefinitions</code> permissions.	November 9, 2023

Change	Description	Date
<a href="#">AWSTrustedAdvisorServiceRolePolicy</a> – Update to an existing policy	Trusted Advisor added new IAM actions route53resolver:ListResolveEndpoints , route53resolver:ListResolveEndpointIpAddress , ec2:DescribeSubnets , kafka:ListClustersV2 and kafka:ListNodes to onboard new resilience checks.	September 14, 2023
<a href="#">AWSTrustedAdvisorReportingServiceRolePolicy</a>  V2 of managed policy attached on Trusted Advisor AWSServiceRoleForTrustedAdvisorReporting service-linked role	Upgrade Amazon managed policy to V2 for the Trusted Advisor AWSServiceRoleForTrustedAdvisorReporting service-linked role. The V2 will add one more IAM action organizations>ListDelegatedAdministrators	Feb 28, 2023
<a href="#">AWSTrustedAdvisorPriorityFullAccess</a> and <a href="#">AWSTrustedAdvisorPriorityReadOnlyAccess</a>  New Amazon managed policies for the Trusted Advisor	Trusted Advisor added two new managed policies that you can use to control access to Trusted Advisor Priority.	August 17, 2022

Change	Description	Date
<a href="#"><u>AWSTrustedAdvisorServiceRolePolicy</u></a> – Update to an existing policy	<p>Trusted Advisor added new actions to grant the <code>DescribeTargetGroups</code> and <code>GetAccountPublicAccessBlock</code> permissions.</p> <p>The <code>DescribeTargetGroups</code> permission is required for the <b>Auto Scaling Group Health Check</b> to retrieve non-Classic Load Balancers that are attached to an Auto Scaling group.</p> <p>The <code>GetAccountPublicAccessBlock</code> permission is required for the <b>Amazon S3 Bucket Permissions</b> check to retrieve the block public access settings for an Amazon Web Services account.</p>	August 10, 2021
Change log published	Trusted Advisor started tracking changes for its Amazon managed policies.	August 10, 2021

## Amazon managed policies for Amazon Web Services Support Plans

Amazon Web Services Support Plans has the following managed policies.

### Contents

- [Amazon managed policy: AWSSupportPlansFullAccess](#)
- [Amazon managed policy: AWSSupportPlansReadOnlyAccess](#)
- [Amazon Web Services Support Plans updates to Amazon managed policies](#)

## Amazon managed policy: AWSSupportPlansFullAccess

Amazon Web Services Support Plans uses the [AWSSupportPlansFullAccess](#) Amazon managed policy. The IAM entity uses this policy to complete the following Support Plans actions for you:

- View your support plan for your Amazon Web Services account
- View details about the status for a request to change your support plan
- Change the support plan for your Amazon Web Services account
- Create support plan schedules for your Amazon Web Services account
- View a list of all support plan modifiers for your Amazon Web Services account

### JSON

```
{  
    "Version": "2012-10-17",  
    "Statement": [  
        {  
            "Effect": "Allow",  
            "Action": [  
                "supportplans:GetSupportPlan",  
                "supportplans:GetSupportPlanUpdateStatus",  
                "supportplans:StartSupportPlanUpdate",  
                "supportplans:CreateSupportPlanSchedule",  
                "supportplans>ListSupportPlanModifiers"  
            ],  
            "Resource": "*"  
        }  
    ]  
}
```

For a list of changes to the policies, see [Amazon Web Services Support Plans updates to Amazon managed policies](#).

## Amazon managed policy: AWSSupportPlansReadOnlyAccess

Amazon Web Services Support Plans uses the [AWSSupportPlansReadOnlyAccess](#) Amazon managed policy. The IAM entity uses this policy to complete the following read-only Support Plans actions for you:

- View your support plan for your Amazon Web Services account
- View details about the status for a request to change your support plan
- View a list of all support plan modifiers for your Amazon Web Services account

## JSON

```
{  
    "Version": "2012-10-17",  
    "Statement": [  
        {  
            "Effect": "Allow",  
            "Action": [  
                "supportplans:GetSupportPlan",  
                "supportplans:GetSupportPlanUpdateStatus",  
                "supportplans>ListSupportPlanModifiers"  
            ],  
            "Resource": "*"  
        }  
    ]  
}
```

For a list of changes to the policies, see [Amazon Web Services Support Plans updates to Amazon managed policies](#).

### **Amazon Web Services Support Plans updates to Amazon managed policies**

View details about updates to Amazon managed policies for Support Plans since these services began tracking these changes. For automatic alerts about changes to this page, subscribe to the RSS feed on the [Document history](#) page.

The following table describes important updates to the Support Plans managed policies since September 29, 2022.

## Amazon Web Services Support

Change	Description	Date
<a href="#"><u>AWSSupportPlansReadOnlyAccess</u></a> - Update to an existing policy	Add ListSupportPlanModifiers action to AWSSupportPlansFullAccess and AWSSupportPlansReadOnlyAccess managed policies.	September 9, 2024
<a href="#"><u>AWSSupportPlansFullAccess</u></a> - Update to an existing policy	Add CreateSupportPlanSchedule action to AWSSupportPlansFullAccess managed policy.	May 8, 2023
Change log published	Change log for the Support Plans managed policies.	September 29, 2022

## Amazon managed policies for Amazon Partner-Led Support

An Amazon managed policy is a standalone policy that is created and administered by Amazon. Amazon managed policies are designed to provide permissions for many common use cases so that you can start assigning permissions to users, groups, and roles.

Keep in mind that Amazon managed policies might not grant least-privilege permissions for your specific use cases because they're available for all Amazon customers to use. We recommend that you reduce permissions further by defining [customer managed policies](#) that are specific to your use cases.

You cannot change the permissions defined in Amazon managed policies. If Amazon updates the permissions defined in an Amazon managed policy, the update affects all principal identities (users, groups, and roles) that the policy is attached to. Amazon is most likely to update an Amazon managed policy when a new Amazon Web Services service is launched or new API operations become available for existing services.

For more information, see [Amazon managed policies](#) in the *IAM User Guide*.

## Amazon managed policy: AWSPartnerLedSupportReadOnlyAccess

You can attach `AWSPartnerLedSupportReadOnlyAccess` to your users, groups, and roles.

This policy can be used to grant read-only access to APIs that can read service metadata for services in your Amazon account. You can use this policy to provide your partners in the Amazon Partner-Led Support Program with access to the services specified in the following permissions details section.

### **Important**

Although `AWSPartnerLedSupportReadOnlyAccess` is a managed policy provided by Amazon, you're responsible for reviewing the services and permissions that are included in the policy to verify that they meet your specific support requirements. Don't assume that this managed policy automatically includes all existing or new Amazon Web Services services. You might need to create and maintain additional custom policies to cover services outside the scope of this managed policy.

## Permissions details

This policy includes the following permissions.

- `acm` – Allow principals to troubleshoot technical support cases related to Amazon Certificate Manager.
- `acm-pca` – Allow principals to troubleshoot technical support cases related to Amazon Private Certificate Authority.
- `apigateway` – Allow principals to troubleshoot technical support cases related to Amazon API Gateway.
- `athena` – Allow principals to troubleshoot technical support cases related to Amazon Athena.
- `backup` – Allow principals to troubleshoot technical support cases related to Amazon Backup.
- `backup-gateway` – Allow principals to troubleshoot technical support cases related to Amazon Backup Gateway.
- `cloudformation` – Allow principals to troubleshoot technical support cases related to Amazon CloudFormation.

- `cloudfront` – Allow principals to troubleshoot technical support cases related to Amazon CloudFront.
- `cloudtrail` – Allow principals to troubleshoot technical support cases related to Amazon CloudTrail.
- `cloudwatch` – Allow principals to troubleshoot technical support cases related to Amazon CloudWatch.
- `codepipeline` – Allow principals to troubleshoot technical support cases related to Amazon CodePipeline.
- `cognito-identity` – Allow principals to troubleshoot technical support cases related to Amazon Cognito Identity.
- `cognito-idp` – Allow principals to troubleshoot technical support cases related to Amazon Cognito user pools.
- `cognito-sync` – Allow principals to troubleshoot technical support cases related to Amazon Cognito Sync.
- `connect` – Allow principals to troubleshoot technical support cases related to Amazon Connect.
- `directconnect` – Allow principals to troubleshoot technical support cases related to Amazon Direct Connect.
- `dms` – Allow principals to troubleshoot technical support cases related to Amazon Database Migration Service.
- `ds` – Allow principals to troubleshoot technical support cases related to Amazon Directory Service.
- `ec2` – Allow principals to troubleshoot technical support cases related to Amazon Elastic Compute Cloud. This include technical support categories in EC2 (Windows and Linux), Virtual Private Cloud (VPC) and VPC.
- `ecs` – Allow principals to troubleshoot technical support cases related to Amazon Elastic Container Service.
- `eks` – Allow principals to troubleshoot technical support cases related to Amazon Elastic Kubernetes Service.
- `elasticache` – Allow principals to troubleshoot technical support cases related to Amazon ElastiCache.
- `elasticbeanstalk` – Allow principals to troubleshoot technical support cases related to Amazon Elastic Beanstalk.

- `elasticfilesystem` – Allow principals to troubleshoot technical support cases related to Amazon Elastic File System.
- `elasticloadbalancing` – Allow principals to troubleshoot technical support cases related to Elastic Load Balancing.
- `emr-containers` – Allow principals to troubleshoot technical support cases related to Amazon EMR on EKS.
- `emr-serverless` – Allow principals to troubleshoot technical support cases related to Amazon EMR Serverless.
- `es` – Allow principals to troubleshoot technical support cases related to Amazon OpenSearch Service. This includes technical support categories such as OpenSearch Service Managed Cluster.
- `events` – Allow principals to troubleshoot technical support cases related to Amazon EventBridge.
- `fsx` – Allow principals to troubleshoot technical support cases related to Amazon FSx. This includes technical support categories such as FSX for Windows File Server.
- `glue` – Allow principals to troubleshoot technical support cases related to Amazon Glue.
- `guardduty` – Allow principals to troubleshoot technical support cases related to Amazon GuardDuty.
- `iam` – Allow principals to troubleshoot technical support cases related to Amazon Identity and Access Management.
- `kafka` – Allow principals to troubleshoot technical support cases related to Amazon Managed Streaming for Apache Kafka.
- `kafkaconnect` – Allow principals to troubleshoot technical support cases related to Amazon Managed Streaming for Apache Kafka Connect.
- `lambda` – Allow principals to troubleshoot technical support cases related to Amazon Lambda.
- `logs` – Allow principals to troubleshoot technical support cases related to Amazon CloudWatch Logs.
- `medialive` – Allow principals to troubleshoot technical support cases related to AWS Elemental MediaLive.
- `mobiletargeting` – Allow principals to troubleshoot technical support cases related to Amazon Pinpoint.
- `pipes` – Allow principals to troubleshoot technical support cases related to Amazon EventBridge Pipes.

- `polly` – Allow principals to troubleshoot technical support cases related to Amazon Polly.
- `quicksight` – Allow principals to troubleshoot technical support cases related to Amazon Quick Suite.
- `rds` – Allow principals to troubleshoot technical support cases related to Amazon Relational Database Service. This includes technical support categories such as: Relational Database Service (Aurora - MySQL-Compat), Relational Database Service (Aurora - PostgreSQL-c), Relational Database Service (PostgreSQL), Relational Database Service (SQL Server), Relational Database Service (MySQL) and Relational Database Service (Oracle).
- `redshift` – Allow principals to troubleshoot technical support cases related to Amazon Redshift.
- `redshift-data` – Allow principals to troubleshoot technical support cases related to Amazon Redshift Data API.
- `redshift-serverless` – Allow principals to troubleshoot technical support cases related to Amazon Redshift Serverless.
- `route53` – Allow principals to troubleshoot technical support cases related to Amazon Route 53.
- `route53domains` – Allow principals to troubleshoot technical support cases related to Amazon Route 53 Domains.
- `route53-recovery-cluster` – Allow principals to troubleshoot technical support cases related to Amazon Route 53 Recovery Cluster.
- `route53-recovery-control-config` – Allow principals to troubleshoot technical support cases related to Amazon Route 53 Recovery Controls.
- `route53-recovery-readiness` – Allow principals to troubleshoot technical support cases related to Amazon Route 53 Recovery Readiness.
- `route53resolver` – Allow principals to troubleshoot technical support cases related to Amazon Route 53 Resolver.
- `s3` – Allow principals to troubleshoot technical support cases related to Amazon Simple Storage Service.
- `s3express` – Allow principals to troubleshoot technical support cases related to Amazon S3 Express.
- `sagemaker` – Allow principals to troubleshoot technical support cases related to Amazon SageMaker AI.
- `scheduler` – Allow principals to troubleshoot technical support cases related to Amazon EventBridge Scheduler.

- `servicequotas` – Allow principals to troubleshoot technical support cases related to Service Quotas.
- `ses` – Allow principals to troubleshoot technical support cases related to Amazon Simple Email Service.
- `sns` – Allow principals to troubleshoot technical support cases related to Amazon Simple Notification Service.
- `ssm` – Allow principals to troubleshoot technical support cases related to Amazon Systems Manager.
- `ssm-contacts` – Allow principals to troubleshoot technical support cases related to Amazon Systems Manager Incident Manager Contacts.
- `ssm-incidents` – Allow principals to troubleshoot technical support cases related to Amazon Systems Manager Incident Manager.
- `ssm-sap` – Allow principals to troubleshoot technical support cases related to Amazon Systems Manager for SAP.
- `swf` – Allow principals to troubleshoot technical support cases related to Amazon Simple Workflow Service.
- `vpc-lattice` – Allow principals to troubleshoot technical support cases related to Amazon VPC Lattice. This includes technical support categories such as VPC - Transit Gateway.
- `waf` – Allow principals to troubleshoot technical support cases related to Amazon WAF.
- `waf-regional` – Allow principals to troubleshoot technical support cases related to Amazon WAF Regional.
- `wafv2` – Allow principals to troubleshoot technical support cases related to Amazon WAF V2.
- `workspaces` – Allow principals to troubleshoot technical support cases related to Amazon WorkSpaces. This includes technical support categories such as Workspaces (Windows).
- `workspaces-web` – Allow principals to troubleshoot technical support cases related to Amazon WorkSpaces Secure Browser. This includes technical support categories such as Workspaces (Windows).

To view the permissions for this policy, see [AWSPartnerLedSupportReadOnlyAccess](#) in the *Amazon Managed Policy Reference*.

## Amazon Partner-Led Support updates to Amazon managed policies

View details about updates to Amazon managed policies for Amazon Partner-Led Support since this service began tracking these changes. For automatic alerts about changes to this page, subscribe to the RSS feed on the [Amazon Partner-Led Support Document history page](#).

Change	Description	Date
<a href="#">AWSPartnerLedSupportReadOnlyAccess</a> – New policy	Added a new Amazon managed policy that contains permissions that can read service metadata for services in your Amazon account.	November 22, 2024
Amazon Partner-Led Support started tracking changes	Amazon Partner-Led Support started tracking changes for its Amazon managed policies.	November 22, 2024

## Manage access to Amazon Web Services Support Center

You must have permissions to access Support Center and to [create a support case](#).

You can use one of the following options to access Support Center:

- Use Amazon Identity and Access Management (IAM).
- Use the email address and password associated with your Amazon account. This identity is called the Amazon account *root user* (not recommended).

If you have a Amazon Business Support+, Amazon Enterprise Support, or Amazon Unified Operations plan, you can also use the [Amazon Web Services Support API](#) to access Amazon Web Services Support and Trusted Advisor operations programmatically. For more information, see the [Amazon Web Services Support API Reference](#).

 **Note**

If you can't sign in to Support Center, you can use the [Contact Us](#) page instead. You can use this page to get help with billing and account issues.

For information about the Support Center Console API operations and how to add them to your IAM policies, see [Adding IAM policies for the Support Center Console API operations](#).

## Amazon account (not recommended)

You can sign in to the Amazon Web Services Management Console and access the Support Center by using your Amazon account email address and password. This identity is called the Amazon account *root user*. However, we strongly recommend that you don't use the root user for your everyday tasks, even the administrative ones. Instead, we recommend that you use IAM, which lets you control who can perform certain tasks in your account.

## Amazon support actions

You can perform the following Amazon Web Services Support actions in the console. You can also specify these Amazon Web Services Support actions in an IAM policy to allow or deny specific actions.

### Note

Denying any of the following actions in your IAM policies, might result in unintended behavior in Support Center when creating or interacting with a support case.

Action	Description
AddAttachmentsToSet	Grants permission to add one or more attachments to an attachment set. An attachment set is a temporary container for attachments that you add to a case or case communication. The set is available for 1 hour after it's created. The expiryTime returned in the response is when the set expires.
AddCommunicationToCase	Grants permission to add additional customer communication to an Amazon Web Services Support case, including a set of email addresses to copy on the communication.
CreateCase	Grants permission to create a case.

Action	Description
DescribeAttachment	Grants permission to retrieve an attachment on a case.
DescribeCaseAttributes	Grants permission to allow secondary services to read Amazon Web Services Support case attributes. <b>*This is used internally by Amazon Web Services Support Center to get attributes tagged on your case.</b>
DescribeCases	Grants permission to return a list of Amazon Web Services Support cases that matches a case ID or case IDs.
DescribeCommunication	Grants permission to get a single communication and attachments for a single Amazon Web Services Support case.
DescribeCommunications	Grants permission to return communications and attachments for one or more Amazon Web Services Support cases.
DescribeCreateCaseOptions	Grants permission to return a list of CreateCaseOption types along with the corresponding supported hours and language availability.
DescribeIssueTypes	Grants permission to return issue types for Amazon Web Services Support cases. This is used internally by Amazon Web Services Support Center to get available issue types for your account.
DescribeServices	Grants permission to return the current list of Amazon services and a list of service categories for each service. You then use service names and categories to create a case. Each Amazon service has its own set of categories.

Action	Description
DescribeSeverityLevels	Grants permission to return the list of severity levels that you can assign to a Amazon Web Services Support case.
DescribeSupportedLanguages	Grants permission to return a list of supported languages for a specified categoryCode, issueType and serviceCode.
DescribeSupportLevel	Grants permission to return the support level for an Amazon account identifier. This is used internally by Amazon Web Services Support Center to identify your support level.
DescribeTrustedAdvisorCheckRefreshStatuses	Grants permission to return the refresh status of the Amazon Trusted Advisor checks that have the specified check IDs.
DescribeTrustedAdvisorCheckResult	Grants permission to return the results of the Amazon Trusted Advisor check that has the specified check ID.
DescribeTrustedAdvisorChecks	Grants permission to return information about all available Amazon Trusted Advisor checks, including the name, ID, category, description, and metadata.
DescribeTrustedAdvisorCheckSummaries	Grants permission to return the results for the Amazon Trusted Advisor check summaries for the check IDs that you specified.
GetInteraction	Grants permission to retrieve details about a specific interaction by its unique identifier. This is used internally by Amazon Web Services Support Center to retrieve personalized recommendations.

Action	Description
InitiateCallForCase	Grants permission to initiate a call on Amazon Web Services Support Center. This is used internally by Amazon Web Services Support Center to start a call on your behalf.
ListInteractionEntries	Grants permission to retrieve a list of entries within a specific interaction, including messages, status updates, or other relevant data points. This is used internally by Amazon Web Services Support Center to track the detailed trail of an interaction.
ListInteractions	Grants permission to retrieve a list of interactions, potentially with filters or pagination. This is used internally by Amazon Web Services Support Center to manage and overview multiple interactions.
InitiateChatForCase	Grants permission to initiate a chat on Amazon Web Services Support Center. This is used internally by Amazon Web Services Support Center to start a chat on your behalf.
PutCaseAttributes	Grants permission to allow secondary services to attach attributes to Amazon Web Services Support cases. This is used internally by Amazon Web Services Support Center to add operational tags to your Amazon Web Services Support cases.
RateCaseCommunication	Grants permission to rate a Amazon Web Services Support case communication.
RefreshTrustedAdvisorCheck	Grants permission to refresh the Amazon Trusted Advisor check that you specify using the check ID.

Action	Description
ResolveCase	Grants permission to resolve a Amazon Web Services Support case.
ResolveInteraction	Grants permission to mark an interaction as resolved using its unique identifier, indicating that the issue has been fully addressed and requires no further action. Once resolved, the interaction's status is set to CLOSED and becomes accessible to all users within the same account.
SearchForCases	Grants permission to return a list of Amazon Web Services Support cases that matches the given inputs. This is used internally by Amazon Web Services Support Center to find searched cases.
StartInteraction	Grants permission to initiate a new interaction to receive personalized troubleshooting assistance for account and technical issues. This is used internally by Amazon Web Services Support Center to initiate the troubleshooting process.
UpdateInteraction	Grants permission to update a specific interaction by its unique identifier with another message. This is used internally by Amazon Web Services Support Center to update the troubleshooting process.

## IAM

By default, IAM users can't access the Support Center. You can use IAM to create individual users or groups. Then, you attach IAM policies to these entities, so that they have permission to perform

actions and access resources, such as to open Support Center cases and use the Amazon Web Services Support API.

After you create IAM users, you can give those users individual passwords and an account-specific sign-in page. They can then sign in to your Amazon Web Services account and work in the Support Center. IAM users who have Amazon Web Services Support access can see all cases that are created for the account.

For more information, see [Sign in to the Amazon Web Services Management Console as an IAM user](#) in the *IAM User Guide*.

The easiest way to grant permissions is to attach the Amazon managed policy [AWSSupportAccess](#) to the user, group, or role. Amazon Web Services Support allows action-level permissions to control access to specific Amazon Web Services Support operations. Amazon Web Services Support doesn't provide resource-level access, so the Resource element is always set to \*. You can't allow or deny access to specific support cases.

### Example: Allow access to all Amazon Web Services Support actions

The Amazon managed policy [AWSSupportAccess](#) grants an IAM user access to Amazon Web Services Support. An IAM user with this policy can access all Amazon Web Services Support operations and resources.

JSON

```
{  
  "Version": "2012-10-17",  
  "Statement": [  
    {  
      "Effect": "Allow",  
      "Action": ["support:*"],  
      "Resource": "*"  
    }  
  ]  
}
```

For more information about how to attach the AWSSupportAccess policy to your entities, see [Adding IAM identity permissions \(console\)](#) in the *IAM User Guide*.

## Example: Allow access to all actions except the ResolveCase action

You can also create *customer managed policies* in IAM to specify what actions to allow or deny. The following policy statement allows an IAM user to perform all actions in Amazon Web Services Support except resolve a case.

JSON

```
{  
  "Version": "2012-10-17",  
  "Statement": [  
    {  
      "Effect": "Allow",  
      "Action": "support:*",  
      "Resource": "*"  
    },  
    {  
      "Effect": "Deny",  
      "Action": "support:ResolveCase",  
      "Resource": "*"  
    }]  
}
```

For more information about how to create a customer managed IAM policy, see [Creating IAM policies \(console\)](#) in the *IAM User Guide*.

If the user or group already has a policy, you can add the Amazon Web Services Support-specific policy statement to that policy.

### **Important**

- If you can't view cases in the Support Center, make sure that you have the required permissions. You might need to contact your IAM administrator. For more information, see [Identity and access management for Amazon Web Services Support](#).

## Access to Amazon Trusted Advisor

In the Amazon Web Services Management Console, a separate `trustedadvisor` IAM namespace controls access to Trusted Advisor. In the Amazon Web Services Support API, the `support` IAM namespace controls access to Trusted Advisor. For more information, see [Manage access to Amazon Trusted Advisor](#).

# Manage access to Amazon Web Services Support Plans

## Topics

- [Permissions for the Support Plans console](#)
- [Support Plans actions](#)
- [Example IAM policies for Support Plans](#)
- [Troubleshooting](#)

## Permissions for the Support Plans console

To access the Support Plans console, a user must have a minimum set of permissions. These permissions must allow the user to list and view details about the Support Plans resources in your Amazon Web Services account.

You can create an Amazon Identity and Access Management (IAM) policy with the `supportplans` namespace. You can use this policy to specify permissions for actions and resources.

When you create a policy, you can specify the namespace of the service to allow or deny an action. The namespace for Support Plans is `supportplans`.

You can use Amazon managed policies and attach them to your IAM entities. For more information, see [Amazon managed policies for Amazon Web Services Support Plans](#).

## Support Plans actions

You can perform the following Support Plans actions in the console. You can also specify these Support Plans actions in an IAM policy to allow or deny specific actions.

Action	Description
GetSupportPlan	Grants permission to view details about the current support plan for this Amazon Web Services account.
GetSupportPlanUpdateStatus	Grants permission to view details about the status for a request to update a support plan.
StartSupportPlanUpdate	Grants permission to start the request to update the support plan for this Amazon Web Services account.
CreateSupportPlanSchedule	Grants permission to create support plan schedules for this Amazon Web Services account.
ListSupportPlanModifiers	Grants permission to view a list of all support plan modifiers for this Amazon Web Services account.

## Example IAM policies for Support Plans

You can use the following example policies to manage access to Support Plans.

### Full access to Support Plans

The following policy allows users full access to Support Plans.

JSON

```
{  
  "Version": "2012-10-17",  
  "Statement": [  
    {  
      "Effect": "Allow",  
      "Action": "supportplans:*",  
      "Resource": "*"  
    }  
  ]}
```

```
]  
}
```

## Read-only access to Support Plans

The following policy allows read-only access to Support Plans.

JSON

```
{  
    "Version": "2012-10-17",  
    "Statement": [  
        {  
            "Effect": "Allow",  
            "Action": "supportplans:Get*",  
            "Resource": "*"  
        },  
        {  
            "Effect": "Allow",  
            "Action": "supportplans>List*",  
            "Resource": "*"  
        }  
    ]  
}
```

## Deny access to Support Plans

The following policy doesn't allow users access to Support Plans.

JSON

```
{  
    "Version": "2012-10-17",  
    "Statement": [  
        {  
            "Effect": "Deny",  
            "Action": "supportplans:*",  
            "Resource": "*"  
        }  
    ]  
}
```

}

## Troubleshooting

See the following topics to manage access to Support Plans.

### **When I try to view or change my support plan, the Support Plans console says that I'm missing the `GetSupportPlan` permission**

IAM users must have the required permissions to access the Support Plans console. You can update your IAM policy to include the missing permission or use an Amazon managed policy, such as `AWSSupportPlansFullAccess` or `AWSSupportPlansReadOnlyAccess`. For more information, see [Amazon managed policies for Amazon Web Services Support Plans](#).

If you don't have access to update your IAM policies, contact your Amazon Web Services account administrator.

### **Related information**

For more information, see the following topics in the *IAM User Guide*:

- [Testing IAM policies with the IAM policy simulator](#)
- [Troubleshooting access denied error messages](#)

### **I have the correct Support Plans permissions, but I still get the same error**

If your Amazon Web Services account is a member account that's part of Amazon Organizations, the service control policy (SCP) might need to be updated. SCPs are a type of policy that manages permissions in an organization.

Because Support Plans is a *global* service, policies that restrict Amazon Web Services Regions might prevent member accounts from viewing or changing their support plan. To allow global services for your organization, such as IAM and Support Plans, you must add the service to the exclusion list in any applicable SCP. This means that accounts in the organization can access these services, even if the SCP denies a specified Amazon Web Services Region.

To add Support Plans as an exception, enter "supportplans: \*" to the "NotAction" list in the SCP.

```
"supportplans:*,
```

Your SCP might appear as the following policy snippet.

### Example: SCP that allows Support Plans access in an organization

```
{ "Version": "2012-10-17",
  "Statement": [
    { "Sid": "GRREGIONDENY",
      "Effect": "Deny",
      "NotAction": [
        "aws-portal:*",
        "budgets:*",
        "chime:*",
        "iam:*",
        "supportplans:*,",
        ....
```

If you have a member account and can't update the SCP, contact your Amazon Web Services account administrator. The management account might need to update the SCP so that all member accounts can access Support Plans.

#### Notes for Amazon Control Tower

- If your organization uses an SCP with Amazon Control Tower, you can update the **Deny access to Amazon based on the requested Amazon Web Services Region control** (commonly referred to as the Region deny control).
- If you update the SCP for Amazon Control Tower to allow supportplans, repairing the drift will remove your update to the SCP. For more information, see [Detect and resolve drift in Amazon Control Tower](#).

## Related information

For more information, see the following topics:

- [Service control policies \(SCPs\)](#) in the *Amazon Organizations User Guide*.
- [Configure the Region deny control](#) in the *Amazon Control Tower User Guide*

- [Deny access to Amazon based on the requested Amazon Web Services Region](#) in the *Amazon Control Tower User Guide*

## Manage access to Amazon Trusted Advisor

You can access Amazon Trusted Advisor from the Amazon Web Services Management Console. All Amazon Web Services accounts have access to a select core [Trusted Advisor checks](#). If you have a Amazon Business Support+, Amazon Enterprise Support, or Amazon Unified Operations plan, you can access all checks. for more information, see [Amazon Trusted Advisor check reference](#).

You can use Amazon Identity and Access Management (IAM) to control access to Trusted Advisor.

### Topics

- [Permissions for the Trusted Advisor console](#)
- [Trusted Advisor actions](#)
- [IAM policy examples](#)
- [See also](#)

### Permissions for the Trusted Advisor console

To access the Trusted Advisor console, a user must have a minimum set of permissions. These permissions must allow the user to list and view details about the Trusted Advisor resources in your Amazon Web Services account.

You can use the following options to control access to Trusted Advisor:

- Use the tag filter feature of the Trusted Advisor console. The user or role must have permissions associated with the tags.

You can use Amazon managed policies or custom policies to assign permissions by tags. For more information, see [Controlling access to and for IAM users and roles using tags](#).

- Create an IAM policy with the `trustedadvisor` namespace. You can use this policy to specify permissions for actions and resources.

When you create a policy, you can specify the namespace of the service to allow or deny an action. The namespace for Trusted Advisor is `trustedadvisor`. However, you can't use the

`trustedadvisor` namespace to allow or deny Trusted Advisor API operations in the Amazon Web Services Support API. You must use the `support` namespace for Amazon Web Services Support instead.

 **Note**

If you have permissions to the [Amazon Web Services Support](#) API, the Trusted Advisor widget in the Amazon Web Services Management Console shows a summary view of your Trusted Advisor results. To view your results in the Trusted Advisor console, you must have permission to the `trustedadvisor` namespace.

## Trusted Advisor actions

You can perform the following Trusted Advisor actions in the console. You can also specify these Trusted Advisor actions in an IAM policy to allow or deny specific actions.

Action	Description
DescribeAccount	Grants permission to view the Amazon Web Services Support plan and various Trusted Advisor preferences.
DescribeAccountAccess	Grants permission to view if the Amazon Web Services account has enabled or disabled Trusted Advisor.
DescribeCheckItems	Grants permission to view details for the check items.
DescribeCheckRefreshStatuses	Grants permission to view the refresh statuses for Trusted Advisor checks.
DescribeCheckSummaries	Grants permission to view Trusted Advisor check summaries.
DescribeChecks	Grants permission to view details for Trusted Advisor checks.

Action	Description
DescribeNotificationPreferences	Grants permission to view the notification preferences for the Amazon account.
ExcludeCheckItems	Grants permission to exclude recommendations for Trusted Advisor checks.
IncludeCheckItems	Grants permission to include recommendations for Trusted Advisor checks.
RefreshCheck	Grants permission to refresh a Trusted Advisor check.
SetAccountAccess	Grants permission to enable or disable Trusted Advisor for the account.
UpdateNotificationPreferences	Grants permission to update notification preferences for Trusted Advisor.
DescribeCheckStatusHistoryChanges	Grants permission to view the results and changed statuses for checks in the last 30 days.

## Trusted Advisor actions for organizational view

The following Trusted Advisor actions are for the organizational view feature. For more information, see [Organizational view for Amazon Trusted Advisor](#).

Action	Description
DescribeOrganization	Grants permission to view if the Amazon Web Services account meets the requirements to enable the organizational view feature.
DescribeOrganizationAccounts	Grants permission to view the linked Amazon accounts that are in the organization.

Action	Description
DescribeReports	Grants permission to view details for organizational view reports, such as the report name, runtime, date created, status, and format.
DescribeServiceMetadata	Grants permission to view information about organizational view reports, such as the Amazon Web Services Regions, check categories, check names, and resource statuses.
GenerateReport	Grants permission to create a report for Trusted Advisor checks in your organization.
ListAccountsForParent	Grants permission to view, in the Trusted Advisor console, all of the accounts in an Amazon organization that are contained by a root or organizational unit (OU).
ListOrganizationalUnitsForParent	Grants permission to view, in the Trusted Advisor console, all of the organizational units (OUs) in a parent organizational unit or root.
ListRoots	Grants permission to view, in the Trusted Advisor console, all of the roots that are defined in an Amazon organization.
SetOrganizationAccess	Grants permission to enable the organizational view feature for Trusted Advisor.

## Trusted Advisor Priority actions

If you have Trusted Advisor Priority enabled for your account, you can perform the following Trusted Advisor actions in the console. You can also add these Trusted Advisor actions in an IAM policy to allow or deny specific actions. For more information, see [Example IAM policies for Trusted Advisor Priority](#).

**Note**

The risks that appear in Trusted Advisor Priority are recommendations that your technical account manager (TAM) has identified for your account. Recommendations from a service, such as a Trusted Advisor check, are created for you automatically. Recommendations from your TAM are created for you manually. Next, your TAM sends these recommendations so that they appear in Trusted Advisor Priority for your account.

For more information, see [Get started with Amazon Trusted Advisor Priority](#).

Action	Description
DescribeRisks	Grants permission to view risks in Trusted Advisor Priority.
DescribeRisk	Grants permission to view risk details in Trusted Advisor Priority.
DescribeRiskResources	Grants permission to view affected resources for a risk in Trusted Advisor Priority.
DownloadRisk	Grants permission to download a file that contains details about the risk in Trusted Advisor Priority.
UpdateRiskStatus	Grants permission to update the risk status in Trusted Advisor Priority.
DescribeNotificationConfigurations	Grants permission to get your email notification preferences for Trusted Advisor Priority.
UpdateNotificationConfigurations	Grants permission to create or update your email notification preferences for Trusted Advisor Priority.
DeleteNotificationConfigurationForDelegatedAdmin	Grants permission to the organization management account to delete email notificat

Action	Description
	ion preferences from a delegated administrator account for Trusted Advisor Priority.

## IAM policy examples

The following policies show you how to allow and deny access to Trusted Advisor. You can use one of the following policies to create a *customer managed policy* in the IAM console. For example, you can copy an example policy, and then paste it into the [JSON tab](#) of the IAM console. Then, you attach the policy to your IAM user, group, or role.

For more information about how to create an IAM policy, see [Creating IAM policies \(console\)](#) in the *IAM User Guide*.

### Examples

- [Full access to Trusted Advisor](#)
- [Read-only access to Trusted Advisor](#)
- [Deny access to Trusted Advisor](#)
- [Allow and deny specific actions](#)
- [Control access to the Amazon Web Services Support API operations for Trusted Advisor](#)
- [Example IAM policies for Trusted Advisor Priority](#)

### Full access to Trusted Advisor

The following policy allows users to view and take all actions on all Trusted Advisor checks in the Trusted Advisor console.

#### JSON

```
{  
  "Version": "2012-10-17",  
  "Statement": [  
    {  
      "Effect": "Allow",  
      "Action": "trustedadvisor:*",  
      "Resource": "*"  
    }  
  ]  
}
```

```
        "Resource": "*"
    }
]
}
```

## Read-only access to Trusted Advisor

The following policy allows users read-only access to the Trusted Advisor console. Users can't make changes, such as refresh checks or change notification preferences.

JSON

```
{
    "Version": "2012-10-17",
    "Statement": [
        {
            "Effect": "Allow",
            "Action": [
                "trustedadvisor:Describe*",
                "trustedadvisor:Get*",
                "trustedadvisor>List*"
            ],
            "Resource": "*"
        }
    ]
}
```

## Deny access to Trusted Advisor

The following policy doesn't allow users to view or take actions for Trusted Advisor checks in the Trusted Advisor console.

JSON

```
{
    "Version": "2012-10-17",
    "Statement": [
        {
            "Effect": "Deny",

```

```
        "Action": "trustedadvisor:*",
        "Resource": "*"
    }
]
}
```

## Allow and deny specific actions

The following policy allows users to view all Trusted Advisor checks in the Trusted Advisor console, but doesn't allow them to refresh any checks.

JSON

```
{
    "Version": "2012-10-17",
    "Statement": [
        {
            "Effect": "Allow",
            "Action": "trustedadvisor:*",
            "Resource": "*"
        },
        {
            "Effect": "Deny",
            "Action": "trustedadvisor:RefreshCheck",
            "Resource": "*"
        }
    ]
}
```

## Control access to the Amazon Web Services Support API operations for Trusted Advisor

In the Amazon Web Services Management Console, a separate `trustedadvisor` IAM namespace controls access to Trusted Advisor. You can't use the `trustedadvisor` namespace to allow or deny Trusted Advisor API operations in the Amazon Web Services Support API. Instead, you use the `support` namespace. You must have permissions to the Amazon Web Services Support API to call Trusted Advisor programmatically.

For example, if you want to call the [RefreshTrustedAdvisorCheck](#) operation, you must have permissions to this action in the policy.

## Example: Allow Trusted Advisor API operations only

The following policy allows users access to the Amazon Web Services Support API operations for Trusted Advisor, but not the rest of the Amazon Web Services Support API operations. For example, users can use the API to view and refresh checks. They can't create, view, update, or resolve Amazon Web Services Support cases.

You can use this policy to call the Trusted Advisor API operations programmatically, but you can't use this policy to view or refresh checks in the Trusted Advisor console.

JSON

```
{  
  "Version": "2012-10-17",  
  "Statement": [  
    {  
      "Effect": "Allow",  
      "Action": [  
        "support:DescribeTrustedAdvisorCheckRefreshStatuses",  
        "support:DescribeTrustedAdvisorCheckResult",  
        "support:DescribeTrustedAdvisorChecks",  
        "support:DescribeTrustedAdvisorCheckSummaries",  
        "support:RefreshTrustedAdvisorCheck",  
        "trustedadvisor:Describe*"  
      ],  
      "Resource": "*"  
    },  
    {  
      "Effect": "Deny",  
      "Action": [  
        "support:AddAttachmentsToSet",  
        "support:AddCommunicationToCase",  
        "support>CreateCase",  
        "support:DescribeAttachment",  
        "support:DescribeCases",  
        "support:DescribeCommunications",  
        "support:DescribeServices",  
        "support:DescribeSeverityLevels",  
        "support:ResolveCase"  
      ],  
      "Resource": "*"  
    }  
  ]  
}
```



For more information about how IAM works with Amazon Web Services Support and Trusted Advisor, see [Actions](#).

## Example IAM policies for Trusted Advisor Priority

You can use the following Amazon managed policies to control access to Trusted Advisor Priority. For more information, see [Amazon Web Services managed policies for Amazon Trusted Advisor](#) and [Get started with Amazon Trusted Advisor Priority](#).

## See also

For more information about Trusted Advisor permissions, see the following resources:

- [Actions defined by Amazon Trusted Advisor](#) in the *IAM User Guide*.
- [Controlling Access to the Trusted Advisor Console](#)

## Example Service Control Policies for Amazon Trusted Advisor

Amazon Trusted Advisor supports service control policies (SCPs). SCPs are policies that you attach to elements in an organization to manage permissions within that organization. An SCP applies to all Amazon Web Services accounts [under the element to which you attach the SCP](#). SCPs offer central control over the maximum available permissions for all accounts in your organization. They can help you to ensure your Amazon Web Services accounts stay within your organization's access control guidelines. For more information, see [Service control policies](#) in the *Amazon Organizations User Guide*.

## Topics

- [Prerequisites](#)
- [Example Service Control Policies](#)

## Prerequisites

To use SCPs, you must first do the following:

- Enable all features in your organization. For more information, see [Enabling all features in your organization](#) in the *Amazon Organizations User Guide*.
- Enable SCPs for use within your organization. For more information, see [Enabling and disabling policy types](#) in the *Amazon Organizations User Guide*.
- Create the SCPs that you need. For more information about creating SCPs, see [Creating, updating, and deleting service control policies](#) in the *Amazon Organizations User Guide*.

## Example Service Control Policies

The following examples show how you can control various aspects of resource sharing in an organization.

### Example: Prevent users from creating or editing engagements in Trusted Advisor Engage

The following SCP prevents users from creating new engagements or editing existing engagements.

JSON

```
{  
  "Version": "2012-10-17",  
  "Statement": [  
    {  
      "Effect": "Deny",  
      "Action": [  
        "trustedadvisor:CreateEngagement",  
        "trustedadvisor:UpdateEngagement*"  
      ],  
      "Resource": [  
        "*"  
      ]  
    }  
  ]  
}
```

### Example: Deny Trusted Advisor Engage and Trusted Advisor Priority Access

The following SCP prevents users from accessing or performing any actions within Trusted Advisor Engage and Trusted Advisor Priority.

## JSON

```
{  
  "Version": "2012-10-17",  
  "Statement": [  
    {  
      "Effect": "Deny",  
      "Action": [  
        "trustedadvisor>ListEngagement*",  
        "trustedadvisor:GetEngagement*",  
        "trustedadvisor>CreateEngagement*",  
        "trustedadvisor:UpdateEngagement*",  
        "trustedadvisor:DescribeRisk*",  
        "trustedadvisor:UpdateRisk*",  
        "trustedadvisor:DownloadRisk"  
      ],  
      "Resource": [  
        "*"  
      ]  
    }  
  ]  
}
```

## Troubleshooting Amazon Web Services Support identity and access

Use the following information to help you diagnose and fix common issues that you might encounter when working with Amazon Web Services Support and IAM.

### Topics

- [I'm not authorized to perform iam:PassRole](#)
- [I want to view my access keys](#)
- [I'm an administrator and want to allow others to access Amazon Web Services Support](#)
- [I want to allow people outside of my Amazon account to access my Amazon Web Services Support resources](#)

## I'm not authorized to perform iam:PassRole

If you receive an error that you're not authorized to perform the `iam:PassRole` action, your policies must be updated to allow you to pass a role to Amazon Web Services Support.

Some Amazon Web Services services allow you to pass an existing role to that service instead of creating a new service role or service-linked role. To do this, you must have permissions to pass the role to the service.

The following example error occurs when an IAM user named `marymajor` tries to use the console to perform an action in Amazon Web Services Support. However, the action requires the service to have permissions that are granted by a service role. Mary does not have permissions to pass the role to the service.

```
User: arn:aws-cn:iam::123456789012:user/marymajor is not authorized to perform:  
iam:PassRole
```

In this case, Mary's policies must be updated to allow her to perform the `iam:PassRole` action.

If you need help, contact your Amazon administrator. Your administrator is the person who provided you with your sign-in credentials.

## I want to view my access keys

After you create your IAM user access keys, you can view your access key ID at any time. However, you can't view your secret access key again. If you lose your secret key, you must create a new access key pair.

Access keys consist of two parts: an access key ID (for example, `AKIAIOSFODNN7EXAMPLE`) and a secret access key (for example, `wJalrXUtnFEMI/K7MDENG/bPxRfiCYEXAMPLEKEY`). Like a user name and password, you must use both the access key ID and secret access key together to authenticate your requests. Manage your access keys as securely as you do your user name and password.

### **Important**

Do not provide your access keys to a third party, even to help [find your canonical user ID](#). By doing this, you might give someone permanent access to your Amazon Web Services account.

When you create an access key pair, you are prompted to save the access key ID and secret access key in a secure location. The secret access key is available only at the time you create it. If you lose your secret access key, you must add new access keys to your IAM user. You can have a maximum of two access keys. If you already have two, you must delete one key pair before creating a new one. To view instructions, see [Managing access keys](#) in the *IAM User Guide*.

## I'm an administrator and want to allow others to access Amazon Web Services Support

To allow others to access Amazon Web Services Support, you must grant permission to the people or applications that need access. If you are using Amazon IAM Identity Center to manage people and applications, you assign permission sets to users or groups to define their level of access. Permission sets automatically create and assign IAM policies to IAM roles that are associated with the person or application. For more information, see [Permission sets](#) in the *Amazon IAM Identity Center User Guide*.

If you are not using IAM Identity Center, you must create IAM entities (users or roles) for the people or applications that need access. You must then attach a policy to the entity that grants them the correct permissions in Amazon Web Services Support. After the permissions are granted, provide the credentials to the user or application developer. They will use those credentials to access Amazon. To learn more about creating IAM users, groups, policies, and permissions, see [IAM Identities](#) and [Policies and permissions in IAM](#) in the *IAM User Guide*.

## I want to allow people outside of my Amazon account to access my Amazon Web Services Support resources

You can create a role that users in other accounts or people outside of your organization can use to access your resources. You can specify who is trusted to assume the role. For services that support resource-based policies or access control lists (ACLs), you can use those policies to grant people access to your resources.

To learn more, consult the following:

- To learn whether Amazon Web Services Support supports these features, see [How Amazon Web Services Support works with IAM](#).
- To learn how to provide access to your resources across Amazon Web Services accounts that you own, see [Providing access to an IAM user in another Amazon Web Services account that you own](#) in the *IAM User Guide*.

- To learn how to provide access to your resources to third-party Amazon Web Services accounts, see [Providing access to Amazon Web Services accounts owned by third parties](#) in the *IAM User Guide*.
- To learn how to provide access through identity federation, see [Providing access to externally authenticated users \(identity federation\)](#) in the *IAM User Guide*.
- To learn the difference between using roles and resource-based policies for cross-account access, see [Cross account resource access in IAM](#) in the *IAM User Guide*.

## Incident response

Incident response for Amazon Web Services Support is an Amazon responsibility. Amazon has a formal, documented policy and program that governs incident response. For more information, see the [Amazon Security Incident Response Technical Guide](#).

Use the following options to inform yourself about operational issues:

- View Amazon operational issues with broad impact on the [Amazon Service Health Dashboard](#). For example, events that affect a service or Region that isn't specific to your account.
- View operational issues for individual accounts in the [Amazon Health Dashboard](#). For example, events that affect services or resources in your account. For more information, see [Getting started with the Amazon Health Dashboard](#) in the *Amazon Health User Guide*.

## Logging and monitoring in Amazon Web Services Support and Amazon Trusted Advisor

Monitoring is an important part of maintaining the reliability, availability, and performance of Amazon Web Services Support and Amazon Trusted Advisor and your other Amazon solutions. Amazon provides the following monitoring tools to watch Amazon Web Services Support and Amazon Trusted Advisor, report when something is wrong, and take actions when appropriate:

- *Amazon CloudWatch* monitors your Amazon resources and the applications that you run on Amazon in real time. You can collect and track metrics, create customized dashboards, and set alarms that notify you or take actions when a specified metric reaches a threshold that you specify. For example, you can have CloudWatch track CPU usage or other metrics of your Amazon Elastic Compute Cloud (Amazon EC2) instances and automatically launch new instances when needed. For more information, see the [Amazon CloudWatch User Guide](#).

- *Amazon EventBridge* delivers a near real-time stream of system events that describe changes in Amazon resources. EventBridge enables automated event-driven computing, as you can write rules that watch for certain events and trigger automated actions in other Amazon services when these events happen. For more information, see the [Amazon EventBridge User Guide](#).
- *Amazon CloudTrail* captures API calls and related events made by or on behalf of your Amazon account and delivers the log files to an Amazon Simple Storage Service (Amazon S3) bucket that you specify. You can identify which users and accounts called Amazon, the source IP address from which the calls were made, and when the calls occurred. For more information, see the [Amazon CloudTrail User Guide](#).

For more information, see [Monitoring and logging for Amazon Web Services Support](#) and [Monitoring and logging for Amazon Trusted Advisor](#).

## Compliance validation for Amazon Web Services Support

To learn whether an Amazon Web Services service is within the scope of specific compliance programs, see [Amazon Web Services services in Scope by Compliance Program](#) and choose the compliance program that you are interested in. For general information, see [Amazon Web Services Compliance Programs](#).

You can download third-party audit reports using Amazon Artifact. For more information, see [Downloading Reports in Amazon Artifact](#).

Your compliance responsibility when using Amazon Web Services services is determined by the sensitivity of your data, your company's compliance objectives, and applicable laws and regulations. For more information about your compliance responsibility when using Amazon Web Services services, see [Amazon Security Documentation](#).

## Resilience in Amazon Web Services Support

The Amazon global infrastructure is built around Amazon Regions and Availability Zones. Amazon Regions provide multiple physically separated and isolated Availability Zones, which are connected with low-latency, high-throughput, and highly redundant networking. With Availability Zones, you can design and operate applications and databases that automatically fail over between zones without interruption. Availability Zones are more highly available, fault tolerant, and scalable than traditional single or multiple data center infrastructures.

For more information about Amazon Regions and Availability Zones, see [Amazon global infrastructure](#).

## Infrastructure security in Amazon Web Services Support

As a managed service, Amazon Web Services Support is protected by the Amazon global network security procedures that are described in the [Amazon Web Services: Overview of security processes](#) whitepaper.

You use Amazon published API calls to access Amazon Web Services Support through the network. Clients must support Transport Layer Security (TLS) 1.0 or later. We recommend TLS 1.2 or later. Clients must also support cipher suites with perfect forward secrecy (PFS) such as Ephemeral Diffie-Hellman (DHE) or Elliptic Curve Ephemeral Diffie-Hellman (ECDHE). Most modern systems such as Java 7 and later support these modes.

Additionally, requests must be signed by using an access key ID and a secret access key that is associated with an IAM principal. Or you can use the [Amazon Security Token Service](#) (Amazon STS) to generate temporary security credentials to sign requests.

## Configuration and vulnerability analysis in Amazon Web Services Support

For Amazon Trusted Advisor, Amazon handles basic security tasks such as guest operating system (OS) and database patching, firewall configuration, and disaster recovery.

Configuration and IT controls are a shared responsibility between Amazon and you, our customer. For more information, see the Amazon [shared responsibility model](#).

# Code examples for Amazon Web Services Support using Amazon SDKs

The following code examples show how to use Amazon Web Services Support with an Amazon software development kit (SDK).

*Basics* are code examples that show you how to perform the essential operations within a service.

*Actions* are code excerpts from larger programs and must be run in context. While actions show you how to call individual service functions, you can see actions in context in their related scenarios.

For a complete list of Amazon SDK developer guides and code examples, see [Using Amazon Web Services Support with an Amazon SDK](#). This topic also includes information about getting started and details about previous SDK versions.

## Code examples

- [Basic examples for Amazon Web Services Support using Amazon SDKs](#)
  - [Hello Amazon Web Services Support](#)
  - [Learn the basics of Amazon Web Services Support with an Amazon SDK](#)
  - [Actions for Amazon Web Services Support using Amazon SDKs](#)
    - [Use AddAttachmentsToSet with an Amazon SDK or CLI](#)
    - [Use AddCommunicationToCase with an Amazon SDK or CLI](#)
    - [Use CreateCase with an Amazon SDK or CLI](#)
    - [Use DescribeAttachment with an Amazon SDK or CLI](#)
    - [Use DescribeCases with an Amazon SDK or CLI](#)
    - [Use DescribeCommunications with an Amazon SDK or CLI](#)
    - [Use DescribeServices with an Amazon SDK or CLI](#)
    - [Use DescribeSeverityLevels with an Amazon SDK or CLI](#)
    - [Use DescribeTrustedAdvisorCheckRefreshStatuses with a CLI](#)
    - [Use DescribeTrustedAdvisorCheckResult with a CLI](#)
    - [Use DescribeTrustedAdvisorCheckSummaries with a CLI](#)
    - [Use DescribeTrustedAdvisorChecks with a CLI](#)
    - [Use RefreshTrustedAdvisorCheck with a CLI](#)

- [Use ResolveCase with an Amazon SDK or CLI](#)

## Basic examples for Amazon Web Services Support using Amazon SDKs

The following code examples show how to use the basics of Amazon Web Services Support with Amazon SDKs.

### Examples

- [Hello Amazon Web Services Support](#)
- [Learn the basics of Amazon Web Services Support with an Amazon SDK](#)
- [Actions for Amazon Web Services Support using Amazon SDKs](#)
- [Use AddAttachmentsToSet with an Amazon SDK or CLI](#)
- [Use AddCommunicationToCase with an Amazon SDK or CLI](#)
- [Use CreateCase with an Amazon SDK or CLI](#)
- [Use DescribeAttachment with an Amazon SDK or CLI](#)
- [Use DescribeCases with an Amazon SDK or CLI](#)
- [Use DescribeCommunications with an Amazon SDK or CLI](#)
- [Use DescribeServices with an Amazon SDK or CLI](#)
- [Use DescribeSeverityLevels with an Amazon SDK or CLI](#)
- [Use DescribeTrustedAdvisorCheckRefreshStatuses with a CLI](#)
- [Use DescribeTrustedAdvisorCheckResult with a CLI](#)
- [Use DescribeTrustedAdvisorCheckSummaries with a CLI](#)
- [Use DescribeTrustedAdvisorChecks with a CLI](#)
- [Use RefreshTrustedAdvisorCheck with a CLI](#)
- [Use ResolveCase with an Amazon SDK or CLI](#)

## Hello Amazon Web Services Support

The following code examples show how to get started using Amazon Web Services Support.

## .NET

### Amazon SDK for .NET

#### Note

There's more on GitHub. Find the complete example and learn how to set up and run in the [Amazon Code Examples Repository](#).

```
using Amazon.AWSSupport;
using Microsoft.Extensions.DependencyInjection;
using Microsoft.Extensions.Hosting;

public static class HelloSupport
{
    static async Task Main(string[] args)
    {
        // Use the AWS .NET Core Setup package to set up dependency injection for
        // the AWS Support service.
        // Use your AWS profile name, or leave it blank to use the default
        // profile.
        // You must have one of the following AWS Support plans: Business,
        // Enterprise On-Ramp, or Enterprise. Otherwise, an exception will be thrown.
        using var host = Host.CreateDefaultBuilder(args)
            .ConfigureServices((_, services) =>
                services.AddAWSService<IAmazonAWSSupport>()
            .Build();

        // Now the client is available for injection.
        var supportClient =
            host.Services.GetRequiredService<IAmazonAWSSupport>();

        // You can use await and any of the async methods to get a response.
        var response = await supportClient.DescribeServicesAsync();
        Console.WriteLine($"\\tHello AWS Support! There are
{response.Services.Count} services available.");
    }
}
```

- For API details, see [DescribeServices](#) in *Amazon SDK for .NET API Reference*.

## Java

### SDK for Java 2.x

 **Note**

There's more on GitHub. Find the complete example and learn how to set up and run in the [Amazon Code Examples Repository](#).

```
import software.amazon.awssdk.regions.Region;
import software.amazon.awssdk.services.support.SupportClient;
import software.amazon.awssdk.services.support.model.Category;
import software.amazon.awssdk.services.support.model.DescribeServicesRequest;
import software.amazon.awssdk.services.support.model.DescribeServicesResponse;
import software.amazon.awssdk.services.support.model.Service;
import software.amazon.awssdk.services.support.model.SupportException;
import java.util.ArrayList;
import java.util.List;

/**
 * Before running this Java (v2) code example, set up your development
 * environment, including your credentials.
 *
 * For more information, see the following documentation topic:
 *
 * https://docs.aws.amazon.com/sdk-for-java/latest/developer-guide/get-started.html
 *
 * In addition, you must have the AWS Business Support Plan to use the AWS
 * Support Java API. For more information, see:
 *
 * https://aws.amazon.com/premiumsupport/plans/
 *
 * This Java example performs the following task:
 *
 * 1. Gets and displays available services.
 *
 *
 * NOTE: To see multiple operations, see SupportScenario.
```

```
*/\n\npublic class HelloSupport {\n    public static void main(String[] args) {\n        Region region = Region.US_WEST_2;\n        SupportClient supportClient = SupportClient.builder()\n            .region(region)\n            .build();\n\n        System.out.println("***** Step 1. Get and display available services.");\n        displayServices(supportClient);\n    }\n\n    // Return a List that contains a Service name and Category name.\n    public static void displayServices(SupportClient supportClient) {\n        try {\n            DescribeServicesRequest servicesRequest =\n            DescribeServicesRequest.builder()\n                .language("en")\n                .build();\n\n            DescribeServicesResponse response =\n            supportClient.describeServices(servicesRequest);\n            List<Service> services = response.services();\n\n            System.out.println("Get the first 10 services");\n            int index = 1;\n            for (Service service : services) {\n                if (index == 11)\n                    break;\n\n                System.out.println("The Service name is: " + service.name());\n\n                // Display the Categories for this service.\n                List<Category> categories = service.categories();\n                for (Category cat : categories) {\n                    System.out.println("The category name is: " + cat.name());\n                }\n                index++;\n            }\n\n        } catch (SupportException e) {\n            System.out.println(e.getLocalizedMessage());\n            System.exit(1);\n        }\n    }\n}
```

```
    }
}
}
```

- For API details, see [DescribeServices](#) in *Amazon SDK for Java 2.x API Reference*.

## JavaScript

### SDK for JavaScript (v3)

 **Note**

There's more on GitHub. Find the complete example and learn how to set up and run in the [Amazon Code Examples Repository](#).

Invoke `main()` to run the example.

```
import {
  DescribeServicesCommand,
  SupportClient,
} from "@aws-sdk/client-support";

// Change the value of 'region' to your preferred AWS Region.
const client = new SupportClient({ region: "us-east-1" });

const getServiceCount = async () => {
  try {
    const { services } = await client.send(new DescribeServicesCommand({}));
    return services.length;
  } catch (err) {
    if (err.name === "SubscriptionRequiredException") {
      throw new Error(
        "You must be subscribed to the AWS Support plan to use this feature."
      );
    }
    throw err;
  }
};

export const main = async () => {
```

```
try {
  const count = await getServiceCount();
  console.log(`Hello, AWS Support! There are ${count} services available.`);
} catch (err) {
  console.error("Failed to get service count: ", err.message);
}
};
```

- For API details, see [DescribeServices](#) in *Amazon SDK for JavaScript API Reference*.

## Kotlin

### SDK for Kotlin

#### Note

There's more on GitHub. Find the complete example and learn how to set up and run in the [Amazon Code Examples Repository](#).

```
/**
```

Before running this Kotlin code example, set up your development environment, including your credentials.

For more information, see the following documentation topic:

<https://docs.aws.amazon.com/sdk-for-kotlin/latest/developer-guide/setup.html>

In addition, you must have the AWS Business Support Plan to use the AWS Support Java API. For more information, see:

<https://aws.amazon.com/premiumsupport/plans/>

This Kotlin example performs the following task:

1. Gets and displays available services.

```
 */
```

```
suspend fun main() {
    displaySomeServices()
}
```

```
// Return a List that contains a Service name and Category name.
suspend fun displaySomeServices() {
    val servicesRequest =
        DescribeServicesRequest {
            language = "en"
    }

    SupportClient.fromEnvironment { region = "us-west-2" }.use { supportClient ->
        val response = supportClient.describeServices(servicesRequest)
        println("Get the first 10 services")
        var index = 1

        response.services?.forEach { service ->
            if (index == 11) {
                return@forEach
            }

            println("The Service name is: " + service.name)

            // Get the categories for this service.
            service.categories?.forEach { cat ->
                println("The category name is ${cat.name}")
                index++
            }
        }
    }
}
```

- For API details, see [DescribeServices](#) in *Amazon SDK for Kotlin API reference*.

## Python

### SDK for Python (Boto3)

 **Note**

There's more on GitHub. Find the complete example and learn how to set up and run in the [Amazon Code Examples Repository](#).

```
import logging
import boto3
from botocore.exceptions import ClientError

logger = logging.getLogger(__name__)

def hello_support(support_client):
    """
    Use the AWS SDK for Python (Boto3) to create an AWS Support client and count
    the available services in your account.
    This example uses the default settings specified in your shared credentials
    and config files.

    :param support_client: A Boto3 Support Client object.
    """
    try:
        print("Hello, AWS Support! Let's count the available Support services:")
        response = support_client.describe_services()
        print(f"There are {len(response['services'])} services available.")
    except ClientError as err:
        if err.response["Error"]["Code"] == "SubscriptionRequiredException":
            logger.info(
                "You must have a Business, Enterprise On-Ramp, or Enterprise
Support"
                "plan to use the AWS Support API. \n\tPlease upgrade your
subscription to run these "
                "examples."
            )
        else:
            logger.error(
                "Couldn't count services. Here's why: %s: %s",
                err.response["Error"]["Code"],
                err.response["Error"]["Message"],
            )
            raise
    if __name__ == "__main__":
        hello_support(boto3.client("support"))
```

- For API details, see [DescribeServices](#) in *Amazon SDK for Python (Boto3) API Reference*.

For a complete list of Amazon SDK developer guides and code examples, see [Using Amazon Web Services Support with an Amazon SDK](#). This topic also includes information about getting started and details about previous SDK versions.

## Learn the basics of Amazon Web Services Support with an Amazon SDK

The following code examples show how to:

- Get and display available services and severity levels for cases.
- Create a support case using a selected service, category, and severity level.
- Get and display a list of open cases for the current day.
- Add an attachment set and a communication to the new case.
- Describe the new attachment and communication for the case.
- Resolve the case.
- Get and display a list of resolved cases for the current day.

### .NET

#### Amazon SDK for .NET

 **Note**

There's more on GitHub. Find the complete example and learn how to set up and run in the [Amazon Code Examples Repository](#).

Run an interactive scenario at a command prompt.

```
/// <summary>
/// Hello AWS Support example.
/// </summary>
public static class SupportCaseScenario
{
    /*
        Before running this .NET code example, set up your development environment,
        including your credentials.
        To use the AWS Support API, you must have one of the following AWS Support
        plans: Business, Enterprise On-Ramp, or Enterprise.
    
```

```
This .NET example performs the following tasks:
1. Get and display services. Select a service from the list.
2. Select a category from the selected service.
3. Get and display severity levels and select a severity level from the
list.
4. Create a support case using the selected service, category, and severity
level.
5. Get and display a list of open support cases for the current day.
6. Create an attachment set with a sample text file to add to the case.
7. Add a communication with the attachment to the support case.
8. List the communications of the support case.
9. Describe the attachment set.
10. Resolve the support case.
11. Get a list of resolved cases for the current day.
*/
private static SupportWrapper _supportWrapper = null!;

static async Task Main(string[] args)
{
    // Set up dependency injection for the AWS Support service.
    // Use your AWS profile name, or leave it blank to use the default
profile.
    using var host = Host.CreateDefaultBuilder(args)
        .ConfigureLogging(logging =>
            logging.AddFilter("System", LogLevel.Debug)
                .AddFilter<DebugLoggerProvider>("Microsoft",
LogLevel.Information)
                .AddFilter<ConsoleLoggerProvider>("Microsoft",
LogLevel.Trace))
        .ConfigureServices((_, services) =>
            services.AddAWSService<IAmazonAWSSupport>(new AWSOptions()
{ Profile = "default" })
                .AddTransient<SupportWrapper>()
        )
        .Build();

    var logger = LoggerFactory.Create(builder =>
    {
        builder.AddConsole();
    }).CreateLogger(typeof(SupportCaseScenario));

    _supportWrapper = host.Services.GetRequiredService<SupportWrapper>();
```

```
Console.WriteLine(new string('-', 80));
Console.WriteLine("Welcome to the AWS Support case example scenario.");
Console.WriteLine(new string('-', 80));

try
{
    var apiSupported = await _supportWrapper.VerifySubscription();
    if (!apiSupported)
    {
        logger.LogError("You must have a Business, Enterprise On-Ramp, or
Enterprise Support " +
                        "plan to use the AWS Support API. \n\tPlease
upgrade your subscription to run these examples.");
        return;
    }

    var service = await DisplayAndSelectServices();

    var category = DisplayAndSelectCategories(service);

    var severityLevel = await DisplayAndSelectSeverity();

    var caseId = await CreateSupportCase(service, category,
severityLevel);

    await DescribeTodayOpenCases();

    var attachmentSetId = await CreateAttachmentSet();

    await AddCommunicationToCase(attachmentSetId, caseId);

    var attachmentId = await ListCommunicationsForCase(caseId);

    await DescribeCaseAttachment(attachmentId);

    await ResolveCase(caseId);

    await DescribeTodayResolvedCases();

    Console.WriteLine(new string('-', 80));
    Console.WriteLine("AWS Support case example scenario complete.");
    Console.WriteLine(new string('-', 80));
}
```

```
        catch (Exception ex)
        {
            logger.LogError(ex, "There was a problem executing the scenario.");
        }
    }

    /// <summary>
    /// List some available services from AWS Support, and select a service for
    the example.
    /// </summary>
    /// <returns>The selected service.</returns>
private static async Task<Service> DisplayAndSelectServices()
{
    Console.WriteLine(new string('-', 80));
    var services = await _supportWrapper.DescribeServices();
    Console.WriteLine($"AWS Support client returned {services.Count}
services.");

    Console.WriteLine($"1. Displaying first 10 services:");
    for (int i = 0; i < 10 && i < services.Count; i++)
    {
        Console.WriteLine($" \t{i + 1}. {services[i].Name}");
    }

    var choiceNumber = 0;
    while (choiceNumber < 1 || choiceNumber > services.Count)
    {
        Console.WriteLine(
            "Select an example support service by entering a number from the
preceding list:");
        var choice = Console.ReadLine();
        Int32.TryParse(choice, out choiceNumber);
    }
    Console.WriteLine(new string('-', 80));

    return services[choiceNumber - 1];
}

    /// <summary>
    /// List the available categories for a service and select a category for the
example.
    /// </summary>
    /// <param name="service">Service to use for displaying categories.</param>
    /// <returns>The selected category.</returns>
```

```
private static Category DisplayAndSelectCategories(Service service)
{
    Console.WriteLine(new string('-', 80));

    Console.WriteLine($"2. Available support categories for Service
\"{service.Name}\":");
    for (int i = 0; i < service.Categories.Count; i++)
    {
        Console.WriteLine($"\\t{i + 1}. {service.Categories[i].Name}");
    }

    var choiceNumber = 0;
    while (choiceNumber < 1 || choiceNumber > service.Categories.Count)
    {
        Console.WriteLine(
            "Select an example support category by entering a number from the
preceding list:");
        var choice = Console.ReadLine();
        Int32.TryParse(choice, out choiceNumber);
    }

    Console.WriteLine(new string('-', 80));

    return service.Categories[choiceNumber - 1];
}

/// <summary>
/// List available severity levels from AWS Support, and select a level for
the example.
/// </summary>
/// <returns>The selected severity level.</returns>
private static async Task<SeverityLevel> DisplayAndSelectSeverity()
{
    Console.WriteLine(new string('-', 80));
    var severityLevels = await _supportWrapper.DescribeSeverityLevels();

    Console.WriteLine($"3. Get and display available severity levels:");
    for (int i = 0; i < 10 && i < severityLevels.Count; i++)
    {
        Console.WriteLine($"\\t{i + 1}. {severityLevels[i].Name}");
    }

    var choiceNumber = 0;
    while (choiceNumber < 1 || choiceNumber > severityLevels.Count)
```

```
{  
    Console.WriteLine(  
        "Select an example severity level by entering a number from the  
preceding list:");  
    var choice = Console.ReadLine();  
    Int32.TryParse(choice, out choiceNumber);  
}  
Console.WriteLine(new string('-', 80));  
  
    return severityLevels[choiceNumber - 1];  
}  
  
/// <summary>  
/// Create an example support case.  
/// </summary>  
/// <param name="service">Service to use for the new case.</param>  
/// <param name="category">Category to use for the new case.</param>  
/// <param name="severity">Severity to use for the new case.</param>  
/// <returns>The caseId of the new support case.</returns>  
private static async Task<string> CreateSupportCase(Service service,  
    Category category, SeverityLevel severity)  
{  
    Console.WriteLine(new string('-', 80));  
    Console.WriteLine($"4. Create an example support case" +  
        $" with the following settings:" +  
        $" \n\tService: {service.Name}, Category:  
{category.Name} " +  
        $" and Severity Level: {severity.Name}.");  
    var caseId = await _supportWrapper.CreateCase(service.Code,  
category.Code, severity.Code,  
    "Example case for testing, ignore.", "This is my example support  
case.");  
  
    Console.WriteLine($"\\tNew case created with ID {caseId}");  
  
    Console.WriteLine(new string('-', 80));  
  
    return caseId;  
}  
  
/// <summary>  
/// List open cases for the current day.  
/// </summary>  
/// <returns>Async task.</returns>
```

```
private static async Task DescribeTodayOpenCases()
{
    Console.WriteLine($"5. List the open support cases for the current
day.");
    // Describe the cases. If it is empty, try again and allow time for the
    // new case to appear.
    List<CaseDetails> currentOpenCases = null!;
    while (currentOpenCases == null || currentOpenCases.Count == 0)
    {
        Thread.Sleep(1000);
        currentOpenCases = await _supportWrapper.DescribeCases(
            new List<string>(),
            null,
            false,
            false,
            DateTime.UtcNow.Date,
            DateTime.UtcNow);
    }

    foreach (var openCase in currentOpenCases)
    {
        Console.WriteLine($"\\tCase: {openCase.CaseId} created
{openCase.TimeCreated}");
    }

    Console.WriteLine(new string('-', 80));
}

/// <summary>
/// Create an attachment set for a support case.
/// </summary>
/// <returns>The attachment set id.</returns>
private static async Task<string> CreateAttachmentSet()
{
    Console.WriteLine(new string('-', 80));
    Console.WriteLine($"6. Create an attachment set for a support case.");
    var fileName = "example_attachment.txt";

    // Create the file if it does not already exist.
    if (!File.Exists(fileName))
    {
        await using StreamWriter sw = File.CreateText(fileName);
        await sw.WriteLineAsync(
            "This is a sample file for attachment to a support case.");
    }
}
```

```
        }

        await using var ms = new MemoryStream(await
File.ReadAllBytesAsync(fileName));

        var attachmentSetId = await _supportWrapper.AddAttachmentToSet(
            ms,
            fileName);

        Console.WriteLine($"\\tNew attachment set created with id: \\n
\\t{attachmentSetId.Substring(0, 65)}...");

        Console.WriteLine(new string('-', 80));

        return attachmentSetId;
    }

/// <summary>
/// Add an attachment set and communication to a case.
/// </summary>
/// <param name="attachmentSetId">Id of the attachment set.</param>
/// <param name="caseId">Id of the case to receive the attachment set.</
param>
/// <returns>Async task.</returns>
private static async Task AddCommunicationToCase(string attachmentSetId,
string caseId)
{
    Console.WriteLine(new string('-', 80));
    Console.WriteLine($"7. Add attachment set and communication to
{caseId}.");

    await _supportWrapper.AddCommunicationToCase(
        caseId,
        "This is an example communication added to a support case.",
        attachmentSetId);

    Console.WriteLine($"\\tNew attachment set and communication added to
{caseId}...");

    Console.WriteLine(new string('-', 80));
}

/// <summary>
/// List the communications for a case.

```

```
/// </summary>
/// <param name="caseId">Id of the case to describe.</param>
/// <returns>An attachment id.</returns>
private static async Task<string> ListCommunicationsForCase(string caseId)
{
    Console.WriteLine(new string('-', 80));
    Console.WriteLine($"8. List communications for case {caseId}.");

    var communications = await
_supportWrapper.DescribeCommunications(caseId);
    var attachmentId = "";
    foreach (var communication in communications)
    {
        Console.WriteLine(
            $"\\tCommunication created on: {communication.TimeCreated} has
{communication.AttachmentSet.Count} attachments.");
        if (communication.AttachmentSet.Any())
        {
            attachmentId = communication.AttachmentSet.First().AttachmentId;
        }
    }

    Console.WriteLine(new string('-', 80));
    return attachmentId;
}

/// <summary>
/// Describe an attachment by id.
/// </summary>
/// <param name="attachmentId">Id of the attachment to describe.</param>
/// <returns>Async task.</returns>
private static async Task DescribeCaseAttachment(string attachmentId)
{
    Console.WriteLine(new string('-', 80));
    Console.WriteLine($"9. Describe the attachment set.");

    var attachment = await _supportWrapper.DescribeAttachment(attachmentId);
    var data = Encoding.ASCII.GetString(attachment.Data.ToArray());
    Console.WriteLine($"\\tAttachment includes {attachment.FileName} with
data: \\n\\t{data}");

    Console.WriteLine(new string('-', 80));
}
```

```
/// <summary>
/// Resolve the support case.
/// </summary>
/// <param name="caseId">Id of the case to resolve.</param>
/// <returns>Async task.</returns>
private static async Task ResolveCase(string caseId)
{
    Console.WriteLine(new string('-', 80));
    Console.WriteLine($"10. Resolve case {caseId}.");

    var status = await _supportWrapper.ResolveCase(caseId);
    Console.WriteLine($"\\tCase {caseId} has final status {status}");

    Console.WriteLine(new string('-', 80));
}

/// <summary>
/// List resolved cases for the current day.
/// </summary>
/// <returns>Async Task.</returns>
private static async Task DescribeTodayResolvedCases()
{
    Console.WriteLine(new string('-', 80));
    Console.WriteLine($"11. List the resolved support cases for the current
day.");
    var currentCases = await _supportWrapper.DescribeCases(
        new List<string>(),
        null,
        false,
        true,
        DateTime.UtcNow.Date,
        DateTime.UtcNow);

    foreach (var currentCase in currentCases)
    {
        if (currentCase.Status == "resolved")
        {
            Console.WriteLine(
                $"\\tCase: {currentCase.CaseId}: status
{currentCase.Status}");
        }
    }

    Console.WriteLine(new string('-', 80));
}
```

```
    }  
}
```

Wrapper methods used by the scenario for Amazon Web Services Support actions.

```
/// <summary>  
/// Wrapper methods to use AWS Support for working with support cases.  
/// </summary>  
public class SupportWrapper  
{  
    private readonly IAmazonAWSSupport _amazonSupport;  
    public SupportWrapper(IAmazonAWSSupport amazonSupport)  
    {  
        _amazonSupport = amazonSupport;  
    }  
  
    /// <summary>  
    /// Get the descriptions of AWS services.  
    /// </summary>  
    /// <param name="name">Optional language for services.  
    /// Currently Chinese ("zh"), English ("en"), Japanese ("ja") and Korean  
    /// ("ko") are supported.</param>  
    /// <returns>The list of AWS service descriptions.</returns>  
    public async Task<List<Service>> DescribeServices(string language = "en")  
    {  
        var response = await _amazonSupport.DescribeServicesAsync(  
            new DescribeServicesRequest()  
            {  
                Language = language  
            });  
        return response.Services;  
    }  
  
    /// <summary>  
    /// Get the descriptions of support severity levels.  
    /// </summary>  
    /// <param name="name">Optional language for severity levels.
```

```
    ///> Currently Chinese ("zh"), English ("en"), Japanese ("ja") and Korean ("ko") are supported.</param>
    ///> The list of support severity levels.</returns>
    public async Task<List<SeverityLevel>> DescribeSeverityLevels(string language = "en")
    {
        var response = await _amazonSupport.DescribeSeverityLevelsAsync(
            new DescribeSeverityLevelsRequest()
            {
                Language = language
            });
        return response.SeverityLevels;
    }

    ///> <summary>
    ///> Create a new support case.
    ///> </summary>
    ///> <param name="serviceCode">Service code for the new case.</param>
    ///> <param name="categoryCode">Category for the new case.</param>
    ///> <param name="severityCode">Severity code for the new case.</param>
    ///> <param name="subject">Subject of the new case.</param>
    ///> <param name="body">Body text of the new case.</param>
    ///> <param name="language">Optional language support for your case.
    ///> Currently Chinese ("zh"), English ("en"), Japanese ("ja") and Korean ("ko") are supported.</param>
    ///> <param name="attachmentSetId">Optional Id for an attachment set for the new case.</param>
    ///> <param name="issueType">Optional issue type for the new case. Options are "customer-service" or "technical".</param>
    ///> <returns>The caseId of the new support case.</returns>
    public async Task<string> CreateCase(string serviceCode, string categoryCode, string severityCode, string subject, string body, string language = "en", string? attachmentSetId = null, string issueType = "customer-service")
    {
        var response = await _amazonSupport.CreateCaseAsync(
            new CreateCaseRequest()
            {
                ServiceCode = serviceCode,
                CategoryCode = categoryCode,
                SeverityCode = severityCode,
                Subject = subject,
```

```
        Language = language,
        AttachmentSetId = attachmentSetId,
        IssueType = issueType,
        CommunicationBody = body
    });
    return response.CaseId;
}

/// <summary>
/// Add an attachment to a set, or create a new attachment set if one does
not exist.
/// </summary>
/// <param name="data">The data for the attachment.</param>
/// <param name="fileName">The file name for the attachment.</param>
/// <param name="attachmentSetId">Optional setId for the attachment. Creates
a new attachment set if empty.</param>
/// <returns>The setId of the attachment.</returns>
public async Task<string> AddAttachmentToSet(MemoryStream data, string
fileName, string? attachmentSetId = null)
{
    var response = await _amazonSupport.AddAttachmentsToSetAsync(
        new AddAttachmentsToSetRequest
    {
        AttachmentSetId = attachmentSetId,
        Attachments = new List<Attachment>
    {
        new Attachment
    {
        Data = data,
        FileName = fileName
    }
    }
});
    return response.AttachmentSetId;
}

/// <summary>
/// Get description of a specific attachment.
/// </summary>
```

```
/// <param name="attachmentId">Id of the attachment, usually fetched by
describing the communications of a case.</param>
/// <returns>The attachment object.</returns>
public async Task<Attachment> DescribeAttachment(string attachmentId)
{
    var response = await _amazonSupport.DescribeAttachmentAsync(
        new DescribeAttachmentRequest()
    {
        AttachmentId = attachmentId
    });
    return response.Attachment;
}

/// <summary>
/// Add communication to a case, including optional attachment set ID and CC
email addresses.
/// </summary>
/// <param name="caseId">Id for the support case.</param>
/// <param name="body">Body text of the communication.</param>
/// <param name="attachmentSetId">Optional Id for an attachment set.</param>
/// <param name="ccEmailAddresses">Optional list of CC email addresses.</param>
/// <returns>True if successful.</returns>
public async Task<bool> AddCommunicationToCase(string caseId, string body,
    string? attachmentSetId = null, List<string>? ccEmailAddresses = null)
{
    var response = await _amazonSupport.AddCommunicationToCaseAsync(
        new AddCommunicationToCaseRequest()
    {
        CaseId = caseId,
        CommunicationBody = body,
        AttachmentSetId = attachmentSetId,
        CcEmailAddresses = ccEmailAddresses
    });
    return response.Result;
}

/// <summary>
/// Describe the communications for a case, optionally with a date filter.
/// </summary>
```

```
/// <param name="caseId">The ID of the support case.</param>
/// <param name="afterTime">The optional start date for a filtered search.</
param>
/// <param name="beforeTime">The optional end date for a filtered search.</
param>
/// <returns>The list of communications for the case.</returns>
public async Task<List<Communication>> DescribeCommunications(string caseId,
DateTime? afterTime = null, DateTime? beforeTime = null)
{
    var results = new List<Communication>();
    var paginateCommunications =
_amazonSupport.Paginator.DescribeCommunications(
    new DescribeCommunicationsRequest()
    {
        CaseId = caseId,
        AfterTime = afterTime?.ToString("s"),
        BeforeTime = beforeTime?.ToString("s")
    });
    // Get the entire list using the paginator.
    await foreach (var communications in
paginateCommunications.Communications)
    {
        results.Add(communications);
    }
    return results;
}

/// <summary>
/// Get case details for a list of case ids, optionally with date filters.
/// </summary>
/// <param name="caseIds">The list of case IDs.</param>
/// <param name="displayId">Optional display ID.</param>
/// <param name="includeCommunication">True to include communication.
Defaults to true.</param>
/// <param name="includeResolvedCases">True to include resolved cases.
Defaults to false.</param>
/// <param name="afterTime">The optional start date for a filtered search.</
param>
/// <param name="beforeTime">The optional end date for a filtered search.</
param>
/// <param name="language">Optional language support for your case.
```

```
/// Currently Chinese ("zh"), English ("en"), Japanese ("ja") and Korean
("ko") are supported.</param>
/// <returns>A list of CaseDetails.</returns>
public async Task<List<CaseDetails>> DescribeCases(List<string> caseIds,
string? displayId = null, bool includeCommunication = true,
bool includeResolvedCases = false, DateTime? afterTime = null, DateTime?
beforeTime = null,
string language = "en")
{
    var results = new List<CaseDetails>();
    var paginateCases = _amazonSupport.Paginator.DescribeCases(
        new DescribeCasesRequest()
    {
        CaseIdList = caseIds,
        DisplayId = displayId,
        IncludeCommunications = includeCommunication,
        IncludeResolvedCases = includeResolvedCases,
        AfterTime = afterTime?.ToString("s"),
        BeforeTime = beforeTime?.ToString("s"),
        Language = language
    });
    // Get the entire list using the paginator.
    await foreach (var cases in paginateCases.Cases)
    {
        results.Add(cases);
    }
    return results;
}

/// <summary>
/// Resolve a support case by caseId.
/// </summary>
/// <param name="caseId">Id for the support case.</param>
/// <returns>The final status of the case after resolving.</returns>
public async Task<string> ResolveCase(string caseId)
{
    var response = await _amazonSupport.ResolveCaseAsync(
        new ResolveCaseRequest()
    {
        CaseId = caseId
    });
    return response.FinalCaseStatus;
```

```
}

/// <summary>
/// Verify the support level for AWS Support API access.
/// </summary>
/// <returns>True if the subscription level supports API access.</returns>
public async Task<bool> VerifySubscription()
{
    try
    {
        var response = await _amazonSupport.DescribeServicesAsync(
            new DescribeServicesRequest()
            {
                Language = "en"
            });
        return response.HttpStatusCode == HttpStatusCode.OK;
    }
    catch (Amazon.AWSSupport.AmazonAWSSupportException ex)
    {
        if (ex.ErrorCode == "SubscriptionRequiredException")
        {
            return false;
        }
        else throw;
    }
}
}
```

- For API details, see the following topics in *Amazon SDK for .NET API Reference*.
  - [AddAttachmentsToSet](#)
  - [AddCommunicationToCase](#)
  - [CreateCase](#)
  - [DescribeAttachment](#)
  - [DescribeCases](#)
  - [DescribeCommunications](#)
  - [DescribeServices](#)
  - [DescribeSeverityLevels](#)
  - [ResolveCase](#)

## SDK for Java 2.x

### Note

There's more on GitHub. Find the complete example and learn how to set up and run in the [Amazon Code Examples Repository](#).

Run various Amazon Web Services Support operations.

```
import software.amazon.awssdk.core.SdkBytes;
import software.amazon.awssdk.regions.Region;
import software.amazon.awssdk.services.support.SupportClient;
import software.amazon.awssdk.services.support.model.AddAttachmentsToSetResponse;
import
software.amazon.awssdk.services.support.model.AddCommunicationToCaseRequest;
import
software.amazon.awssdk.services.support.model.AddCommunicationToCaseResponse;
import software.amazon.awssdk.services.support.model.Attachment;
import software.amazon.awssdk.services.support.model.AttachmentDetails;
import software.amazon.awssdk.services.support.model.CaseDetails;
import software.amazon.awssdk.services.support.model.Category;
import software.amazon.awssdk.services.support.model.Communication;
import software.amazon.awssdk.services.support.model.CreateCaseRequest;
import software.amazon.awssdk.services.support.model.CreateCaseResponse;
import software.amazon.awssdk.services.support.model.DescribeAttachmentRequest;
import software.amazon.awssdk.services.support.model.DescribeAttachmentResponse;
import software.amazon.awssdk.services.support.model.DescribeCasesRequest;
import software.amazon.awssdk.services.support.model.DescribeCasesResponse;
import
software.amazon.awssdk.services.support.model.DescribeCommunicationsRequest;
import
software.amazon.awssdk.services.support.model.DescribeCommunicationsResponse;
import software.amazon.awssdk.services.support.model.DescribeServicesRequest;
import software.amazon.awssdk.services.support.model.DescribeServicesResponse;
import
software.amazon.awssdk.services.support.model.DescribeSeverityLevelsRequest;
import
software.amazon.awssdk.services.support.model.DescribeSeverityLevelsResponse;
import software.amazon.awssdk.services.support.model.ResolveCaseRequest;
import software.amazon.awssdk.services.support.model.ResolveCaseResponse;
```

```
import software.amazon.awssdk.services.support.model.Service;
import software.amazon.awssdk.services.support.model.SeverityLevel;
import software.amazon.awssdk.services.support.model.SupportException;
import software.amazon.awssdk.services.support.model.AddAttachmentsToSetRequest;
import java.io.File;
import java.io.FileInputStream;
import java.io.FileNotFoundException;
import java.io.InputStream;
import java.time.Instant;
import java.time.temporal.ChronoUnit;
import java.util.ArrayList;
import java.util.List;

/**
 * Before running this Java (v2) code example, set up your development
 * environment, including your credentials.
 *
 * For more information, see the following documentation topic:
 *
 * https://docs.aws.amazon.com/sdk-for-java/latest/developer-guide/get-started.html
 *
 * In addition, you must have the AWS Business Support Plan to use the AWS
 * Support Java API. For more information, see:
 *
 * https://aws.amazon.com/premiumsupport/plans/
 *
 * This Java example performs the following tasks:
 *
 * 1. Gets and displays available services.
 * 2. Gets and displays severity levels.
 * 3. Creates a support case by using the selected service, category, and
 * severity level.
 * 4. Gets a list of open cases for the current day.
 * 5. Creates an attachment set with a generated file.
 * 6. Adds a communication with the attachment to the support case.
 * 7. Lists the communications of the support case.
 * 8. Describes the attachment set included with the communication.
 * 9. Resolves the support case.
 * 10. Gets a list of resolved cases for the current day.
 */
public class SupportScenario {
```

```
public static final String DASHES = new String(new char[80]).replace("\0", "-");

public static void main(String[] args) {
    final String usage = """

        Usage:
            <fileAttachment>Where:
                fileAttachment - The file can be a simple saved .txt file to
use as an email attachment.\s
            """;

    // if (args.length != 1) {
    //     System.out.println(usage);
    //     System.exit(1);
    // }

    String fileAttachment = "C:\\AWS\\test.txt" ; //args[0];
    Region region = Region.US_WEST_2;
    SupportClient supportClient = SupportClient.builder()
        .region(region)
        .build();

    System.out.println(DASHES);
    System.out.println("***** Welcome to the AWS Support case example
scenario.");
    System.out.println(DASHES);

    System.out.println(DASHES);
    System.out.println("1. Get and display available services.");
    List<String> sevCatList = displayServices(supportClient);
    System.out.println(DASHES);

    System.out.println(DASHES);
    System.out.println("2. Get and display Support severity levels.");
    String sevLevel = displaySevLevels(supportClient);
    System.out.println(DASHES);

    System.out.println(DASHES);
    System.out.println("3. Create a support case using the selected service,
category, and severity level.");
    String caseId = createSupportCase(supportClient, sevCatList, sevLevel);
    if (caseId.compareTo("") == 0) {
        System.out.println("A support case was not successfully created!");
    }
}
```

```
        System.exit(1);
    } else
        System.out.println("Support case " + caseId + " was successfully
created!");
    System.out.println(DASHES);

    System.out.println(DASHES);
    System.out.println("4. Get open support cases.");
    getOpenCase(supportClient);
    System.out.println(DASHES);

    System.out.println(DASHES);
    System.out.println("5. Create an attachment set with a generated file to
add to the case.");
    String attachmentSetId = addAttachment(supportClient, fileAttachment);
    System.out.println("The Attachment Set id value is" + attachmentSetId);
    System.out.println(DASHES);

    System.out.println(DASHES);
    System.out.println("6. Add communication with the attachment to the
support case.");
    addAttachSupportCase(supportClient, caseId, attachmentSetId);
    System.out.println(DASHES);

    System.out.println(DASHES);
    System.out.println("7. List the communications of the support case.");
    String attachId = listCommunications(supportClient, caseId);
    System.out.println("The Attachment id value is" + attachId);
    System.out.println(DASHES);

    System.out.println(DASHES);
    System.out.println("8. Describe the attachment set included with the
communication.");
    describeAttachment(supportClient, attachId);
    System.out.println(DASHES);

    System.out.println(DASHES);
    System.out.println("9. Resolve the support case.");
    resolveSupportCase(supportClient, caseId);
    System.out.println(DASHES);

    System.out.println(DASHES);
    System.out.println("10. Get a list of resolved cases for the current
day.");
}
```

```
        getResolvedCase(supportClient);
        System.out.println(DASHES);

        System.out.println(DASHES);
        System.out.println("***** This Scenario has successfully completed");
        System.out.println(DASHES);
    }

    public static void getResolvedCase(SupportClient supportClient) {
        try {
            // Specify the start and end time.
            Instant now = Instant.now();
            java.time.LocalDate.now();
            Instant yesterday = now.minus(1, ChronoUnit.DAYS);

            DescribeCasesRequest describeCasesRequest =
DescribeCasesRequest.builder()
                .maxResults(30)
                .afterTime(yesterday.toString())
                .beforeTime(now.toString())
                .includeResolvedCases(true)
                .build();

            DescribeCasesResponse response =
supportClient.describeCases(describeCasesRequest);
            List<CaseDetails> cases = response.cases();
            for (CaseDetails sinCase : cases) {
                if (sinCase.status().compareTo("resolved") == 0)
                    System.out.println("The case status is " + sinCase.status());
            }
        } catch (SupportException e) {
            System.out.println(e.getLocalizedMessage());
            System.exit(1);
        }
    }

    public static void resolveSupportCase(SupportClient supportClient, String
caseId) {
        try {
            ResolveCaseRequest caseRequest = ResolveCaseRequest.builder()
                .caseId(caseId)
                .build();
        }
    }
}
```

```
        ResolveCaseResponse response =
supportClient.resolveCase(caseRequest);
        System.out.println("The status of case " + caseId + " is " +
response.finalCaseStatus());

    } catch (SupportException e) {
        System.out.println(e.getLocalizedMessage());
        System.exit(1);
    }
}

public static void describeAttachment(SupportClient supportClient, String
attachId) {
    try {
        DescribeAttachmentRequest attachmentRequest =
DescribeAttachmentRequest.builder()
            .attachmentId(attachId)
            .build();

        DescribeAttachmentResponse response =
supportClient.describeAttachment(attachmentRequest);
        System.out.println("The name of the file is " +
response.attachment().fileName());

    } catch (SupportException e) {
        System.out.println(e.getLocalizedMessage());
        System.exit(1);
    }
}

public static String listCommunications(SupportClient supportClient, String
caseId) {
    try {
        String attachId = null;
        DescribeCommunicationsRequest communicationsRequest =
DescribeCommunicationsRequest.builder()
            .caseId(caseId)
            .maxResults(10)
            .build();

        DescribeCommunicationsResponse response =
supportClient.describeCommunications(communicationsRequest);
        List<Communication> communications = response.communications();
        for (Communication comm : communications) {
```

```
        System.out.println("the body is: " + comm.body());

        // Get the attachment id value.
        List<AttachmentDetails> attachments = comm.attachmentSet();
        for (AttachmentDetails detail : attachments) {
            attachId = detail.attachmentId();
        }
    }
    return attachId;

} catch (SupportException e) {
    System.out.println(e.getLocalizedMessage());
    System.exit(1);
}
return "";
}

public static void addAttachSupportCase(SupportClient supportClient, String
caseId, String attachmentSetId) {
try {
    AddCommunicationToCaseRequest caseRequest =
AddCommunicationToCaseRequest.builder()
        .caseId(caseId)
        .attachmentSetId(attachmentSetId)
        .communicationBody("Please refer to attachment for details.")
        .build();

    AddCommunicationToCaseResponse response =
supportClient.addCommunicationToCase(caseRequest);
    if (response.result())
        System.out.println("You have successfully added a communication
to an AWS Support case");
    else
        System.out.println("There was an error adding the communication
to an AWS Support case");

} catch (SupportException e) {
    System.out.println(e.getLocalizedMessage());
    System.exit(1);
}
}

public static String addAttachment(SupportClient supportClient, String
fileAttachment) {
```

```
try {
    File myFile = new File(fileAttachment);
    InputStream sourceStream = new FileInputStream(myFile);
    SdkBytes sourceBytes = SdkBytes.fromInputStream(sourceStream);

    Attachment attachment = Attachment.builder()
        .fileName(myFile.getName())
        .data(sourceBytes)
        .build();

    AddAttachmentsToSetRequest setRequest =
    AddAttachmentsToSetRequest.builder()
        .attachments(attachment)
        .build();

    AddAttachmentsToSetResponse response =
    supportClient.addAttachmentsToSet(setRequest);
    return response.attachmentSetId();

} catch (SupportException | FileNotFoundException e) {
    System.out.println(e.getLocalizedMessage());
    System.exit(1);
}
return "";
}

public static void getOpenCase(SupportClient supportClient) {
    try {
        // Specify the start and end time.
        Instant now = Instant.now();
        java.time.LocalDate.now();
        Instant yesterday = now.minus(1, ChronoUnit.DAYS);

        DescribeCasesRequest describeCasesRequest =
        DescribeCasesRequest.builder()
            .maxResults(20)
            .afterTime(yesterday.toString())
            .beforeTime(now.toString())
            .build();

        DescribeCasesResponse response =
        supportClient.describeCases(describeCasesRequest);
        List<CaseDetails> cases = response.cases();
        for (CaseDetails sinCase : cases) {
```

```
        System.out.println("The case status is " + sinCase.status());
        System.out.println("The case Id is " + sinCase.caseId());
        System.out.println("The case subject is " + sinCase.subject());
    }

} catch (SupportException e) {
    System.out.println(e.getLocalizedMessage());
    System.exit(1);
}

}

public static String createSupportCase(SupportClient supportClient,
List<String> sevCatList, String sevLevel) {
    try {
        String serviceCode = sevCatList.get(0);
        String caseCat = sevCatList.get(1);
        CreateCaseRequest caseRequest = CreateCaseRequest.builder()
            .categoryCode(caseCat.toLowerCase())
            .serviceCode(serviceCode.toLowerCase())
            .severityCode(sevLevel.toLowerCase())
            .communicationBody("Test issue with " +
serviceCode.toLowerCase())
            .subject("Test case, please ignore")
            .language("en")
            .issueType("technical")
            .build();

        CreateCaseResponse response = supportClient.createCase(caseRequest);
        return response.caseId();

    } catch (SupportException e) {
        System.out.println(e.getLocalizedMessage());
        System.exit(1);
    }
    return "";
}

public static String displaySevLevels(SupportClient supportClient) {
    try {
        DescribeSeverityLevelsRequest severityLevelsRequest =
DescribeSeverityLevelsRequest.builder()
            .language("en")
            .build();
    }
}
```

```
        DescribeSeverityLevelsResponse response =
supportClient.describeSeverityLevels(severityLevelsRequest);
        List<SeverityLevel> severityLevels = response.severityLevels();
        String levelName = null;
        for (SeverityLevel sevLevel : severityLevels) {
            System.out.println("The severity level name is: " +
sevLevel.name());
            if (sevLevel.name().compareTo("High") == 0)
                levelName = sevLevel.name();
        }
        return levelName;

    } catch (SupportException e) {
        System.out.println(e.getLocalizedMessage());
        System.exit(1);
    }
    return "";
}

// Return a List that contains a Service name and Category name.
public static List<String> displayServices(SupportClient supportClient) {
    try {
        DescribeServicesRequest servicesRequest =
DescribeServicesRequest.builder()
            .language("en")
            .build();

        DescribeServicesResponse response =
supportClient.describeServices(servicesRequest);
        String serviceCode = null;
        String catName = null;
        List<String> sevCatList = new ArrayList<>();
        List<Service> services = response.services();

        System.out.println("Get the first 10 services");
        int index = 1;
        for (Service service : services) {
            if (index == 11)
                break;

            System.out.println("The Service name is: " + service.name());
            if (service.name().compareTo("Account") == 0)
                serviceCode = service.code();
```

```
// Get the Categories for this service.
List<Category> categories = service.categories();
for (Category cat : categories) {
    System.out.println("The category name is: " + cat.name());
    if (cat.name().compareTo("Security") == 0)
        catName = cat.name();
}
index++;
}

// Push the two values to the list.
sevCatList.add(serviceCode);
sevCatList.add(catName);
return sevCatList;

} catch (SupportException e) {
    System.out.println(e.getLocalizedMessage());
    System.exit(1);
}
return null;
}
}
```

- For API details, see the following topics in *Amazon SDK for Java 2.x API Reference*.
  - [AddAttachmentsToSet](#)
  - [AddCommunicationToCase](#)
  - [CreateCase](#)
  - [DescribeAttachment](#)
  - [DescribeCases](#)
  - [DescribeCommunications](#)
  - [DescribeServices](#)
  - [DescribeSeverityLevels](#)
  - [ResolveCase](#)

## JavaScript

### SDK for JavaScript (v3)

 **Note**

There's more on GitHub. Find the complete example and learn how to set up and run in the [Amazon Code Examples Repository](#).

Run an interactive scenario in the terminal.

```
import {
  AddAttachmentsToSetCommand,
  AddCommunicationToCaseCommand,
  CreateCaseCommand,
  DescribeAttachmentCommand,
  DescribeCasesCommand,
  DescribeCommunicationsCommand,
  DescribeServicesCommand,
  DescribeSeverityLevelsCommand,
  ResolveCaseCommand,
  SupportClient,
} from "@aws-sdk/client-support";
import * as inquirer from "@inquirer/prompts";
import { retry } from "@aws-doc-sdk-examples/lib/utils/util-timers.js";

const wrapText = (text, char = "=") => {
  const rule = char.repeat(80);
  return `${rule}\n    ${text}\n${rule}\n`;
};

const client = new SupportClient({ region: "us-east-1" });

// Verify that the account has a Support plan.
export const verifyAccount = async () => {
  const command = new DescribeServicesCommand({});

  try {
    await client.send(command);
  } catch (err) {
    if (err.name === "SubscriptionRequiredException") {
      throw new Error(
        `The account does not have a Support plan. Please contact AWS Support to
        request a plan. You can do this by visiting the AWS Support Center at
        https://aws.amazon.com/support/ or by calling 1-866-433-3382.
        Error: ${err.message}`
      );
    }
  }
};
```

```
        "You must be subscribed to the AWS Support plan to use this feature.",
    );
}
throw err;
}
};

/***
 * Select a service from the list returned from DescribeServices.
 */
export const getService = async () => {
const { services } = await client.send(new DescribeServicesCommand({}));
const selectedService = await inquirer.select({
    message:
        "Select a service. Your support case will be created for this service. The
list of services is truncated for readability.",
    choices: services.slice(0, 10).map((s) => ({ name: s.name, value: s })),
});
return selectedService;
};

/***
 * @param {{ categories: import('@aws-sdk/client-support').Category[]}} service
 */
export const getCategory = async (service) => {
const selectedCategory = await inquirer.select({
    message: "Select a category.",
    choices: service.categories.map((c) => ({ name: c.name, value: c })),
});
return selectedCategory;
};

// Get the available severity levels for the account.
export const getSeverityLevel = async () => {
const command = new DescribeSeverityLevelsCommand({});
const { severityLevels } = await client.send(command);
const selectedSeverityLevel = await inquirer.select({
    message: "Select a severity level.",
    choices: severityLevels.map((s) => ({ name: s.name, value: s })),
});
return selectedSeverityLevel;
};

/***
```

```
* Create a new support case
* @param {{
*   selectedService: import('@aws-sdk/client-support').Service
*   selectedCategory: import('@aws-sdk/client-support').Category
*   selectedSeverityLevel: import('@aws-sdk/client-support').SeverityLevel
* }} selections
* @returns
*/
export const createCase = async ({
  selectedService,
  selectedCategory,
  selectedSeverityLevel,
}) => {
  const command = new CreateCaseCommand({
    subject: "IGNORE: Test case",
    communicationBody: "This is a test. Please ignore.",
    serviceCode: selectedService.code,
    categoryCode: selectedCategory.code,
    severityCode: selectedSeverityLevel.code,
  });
  const { caseId } = await client.send(command);
  return caseId;
};

// Get a list of open support cases created today.
export const getTodaysOpenCases = async () => {
  const d = new Date();
  const startOfToday = new Date(d.getFullYear(), d.getMonth(), d.getDate());
  const command = new DescribeCasesCommand({
    includeCommunications: false,
    afterTime: startOfToday.toISOString(),
  });

  const { cases } = await client.send(command);

  if (cases.length === 0) {
    throw new Error(
      "Unexpected number of cases. Expected more than 0 open cases.",
    );
  }
  return cases;
};

// Create an attachment set.
```

```
export const createAttachmentSet = async () => {
  const command = new AddAttachmentsToSetCommand({
    attachments: [
      {
        fileName: "example.txt",
        data: new TextEncoder().encode("some example text"),
      },
    ],
  });
  const { attachmentSetId } = await client.send(command);
  return attachmentSetId;
};

export const linkAttachmentSetToCase = async (attachmentSetId, caseId) => {
  const command = new AddCommunicationToCaseCommand({
    attachmentSetId,
    caseId,
    communicationBody: "Adding attachment set to case.",
  });
  await client.send(command);
};

// Get all communications for a support case.
export const getCommunications = async (caseId) => {
  const command = new DescribeCommunicationsCommand({
    caseId,
  });
  const { communications } = await client.send(command);
  return communications;
};

/**
 * @param {import('@aws-sdk/client-support').Communication[]} communications
 */
export const getFirstAttachment = (communications) => {
  const firstCommWithAttachment = communications.find(
    (c) => c.attachmentSet.length > 0,
  );
  return firstCommWithAttachment?.attachmentSet[0].attachmentId;
};

// Get an attachment.
export const getAttachment = async (attachmentId) => {
  const command = new DescribeAttachmentCommand({
```

```
        attachmentId,
    });
    const { attachment } = await client.send(command);
    return attachment;
};

// Resolve the case matching the given case ID.
export const resolveCase = async (caseId) => {
    const shouldResolve = await inquirer.confirm({
        message: `Do you want to resolve ${caseId}?`,
    });

    if (shouldResolve) {
        const command = new ResolveCaseCommand({
            caseId: caseId,
        });

        await client.send(command);
        return true;
    }
    return false;
};

/**
 * Find a specific case in the list of provided cases by case ID.
 * If the case is not found, and the results are paginated, continue
 * paging through the results.
 * @param {{
 *     caseId: string,
 *     cases: import('@aws-sdk/client-support').CaseDetails[]
 *     nextToken: string
 * }} options
 * @returns
 */
export const findCase = async ({ caseId, cases, nextToken }) => {
    const foundCase = cases.find((c) => c.caseId === caseId);

    if (foundCase) {
        return foundCase;
    }

    if (nextToken) {
        const response = await client.send(
            new DescribeCasesCommand({
```

```
        nextToken,
        includeResolvedCases: true,
    }),
);
return findCase({
    caseId,
    cases: response.cases,
    nextToken: response.nextToken,
});
}

throw new Error(`#${caseId} not found.`);
};

// Get all cases created today.
export const getTodaysResolvedCases = async (caseIdToWaitFor) => {
    const d = new Date("2023-01-18");
    const startOfToday = new Date(d.getFullYear(), d.getMonth(), d.getDate());
    const command = new DescribeCasesCommand({
        includeCommunications: false,
        afterTime: startOfToday.toISOString(),
        includeResolvedCases: true,
    });
    const { cases, nextToken } = await client.send(command);
    await findCase({ cases, caseId: caseIdToWaitFor, nextToken });
    return cases.filter((c) => c.status === "resolved");
};

const main = async () => {
    let caseId;
    try {
        console.log(wrapText("Welcome to the AWS Support basic usage scenario."));

        // Verify that the account is subscribed to support.
        await verifyAccount();

        // Provided a truncated list of services and prompt the user to select one.
        const selectedService = await getService();

        // Provided the categories for the selected service and prompt the user to
        // select one.
        const selectedCategory = await getCategory(selectedService);
    }
}
```

```
// Provide the severity available severity levels for the account and prompt
// the user to select one.
const selectedSeverityLevel = await getSeverityLevel();

// Create a support case.
console.log("\nCreating a support case.");
caseId = await createCase({
  selectedService,
  selectedCategory,
  selectedSeverityLevel,
});
console.log(`Support case created: ${caseId}`);

// Display a list of open support cases created today.
const todaysOpenCases = await retry(
  { intervalInMs: 1000, maxRetries: 15 },
  getTodaysOpenCases,
);
console.log(
  `\nOpen support cases created today: ${todaysOpenCases.length}`,
);
console.log(todaysOpenCases.map((c) => `${c.caseId}`).join("\n"));

// Create an attachment set.
console.log("\nCreating an attachment set.");
const attachmentSetId = await createAttachmentSet();
console.log(`Attachment set created: ${attachmentSetId}`);

// Add the attachment set to the support case.
console.log(`\nAdding attachment set to ${caseId}`);
await linkAttachmentSetToCase(attachmentSetId, caseId);
console.log(`Attachment set added to ${caseId}`);

// List the communications for a support case.
console.log(`\nListing communications for ${caseId}`);
const communications = await getCommunications(caseId);
console.log(
  communications
    .map(
      (c) =>
        `Communication created on ${c.timeCreated}. Has
        ${c.attachmentSet.length} attachments.`,
    )
    .join("\n"),
```

```
);

// Describe the first attachment.
console.log(`\nDescribing attachment ${attachmentSetId}`);
const attachmentId = getFirstAttachment(communications);
const attachment = await getAttachment(attachmentId);
console.log(
  `Attachment is the file ${{
    attachment.fileName
  }} with data: \n${new TextDecoder().decode(attachment.data)}`,
);

// Confirm that the support case should be resolved.
const isResolved = await resolveCase(caseId);
if (isResolved) {
  // List the resolved cases and include the one previously created.
  // Resolved cases can take a while to appear.
  console.log(
    "\nWaiting for case status to be marked as resolved. This can take some
time.",
  );
  const resolvedCases = await retry(
    { intervalInMs: 20000, maxRetries: 15 },
    () => getTodaysResolvedCases(caseId),
  );
  console.log("Resolved cases:");
  console.log(resolvedCases.map((c) => c.caseId).join("\n"));
}
} catch (err) {
  console.error(err);
}
};
```

- For API details, see the following topics in *Amazon SDK for JavaScript API Reference*.
  - [AddAttachmentsToSet](#)
  - [AddCommunicationToCase](#)
  - [CreateCase](#)
  - [DescribeAttachment](#)
  - [DescribeCases](#)
  - [DescribeCommunications](#)

- [DescribeServices](#)
- [DescribeSeverityLevels](#)
- [ResolveCase](#)

## Kotlin

### SDK for Kotlin

 **Note**

There's more on GitHub. Find the complete example and learn how to set up and run in the [Amazon Code Examples Repository](#).

```
/**
```

Before running this Kotlin code example, set up your development environment, including your credentials.

For more information, see the following documentation topic:

<https://docs.aws.amazon.com/sdk-for-kotlin/latest/developer-guide/setup.html>

In addition, you must have the AWS Business Support Plan to use the AWS Support Java API. For more information, see:

<https://aws.amazon.com/premiumsupport/plans/>

This Kotlin example performs the following tasks:

1. Gets and displays available services.
2. Gets and displays severity levels.
3. Creates a support case by using the selected service, category, and severity level.
4. Gets a list of open cases for the current day.
5. Creates an attachment set with a generated file.
6. Adds a communication with the attachment to the support case.
7. Lists the communications of the support case.
8. Describes the attachment set included with the communication.
9. Resolves the support case.
10. Gets a list of resolved cases for the current day.

```
*/
```

```
suspend fun main(args: Array<String>) {
    val usage = """
Usage:
    <fileAttachment>
Where:
    fileAttachment - The file can be a simple saved .txt file to use as an
email attachment.

"""

    if (args.size != 1) {
        println(usage)
        exitProcess(0)
    }

    val fileAttachment = args[0]
    println("***** Welcome to the AWS Support case example scenario.")
    println("***** Step 1. Get and display available services.")
    val sevCatList = displayServices()

    println("***** Step 2. Get and display Support severity levels.")
    val sevLevel = displaySevLevels()

    println("***** Step 3. Create a support case using the selected service,
category, and severity level.")
    val caseIdVal = createSupportCase(sevCatList, sevLevel)
    if (caseIdVal != null) {
        println("Support case $caseIdVal was successfully created!")
    } else {
        println("A support case was not successfully created!")
        exitProcess(1)
    }

    println("***** Step 4. Get open support cases.")
    getOpenCase()

    println("***** Step 5. Create an attachment set with a generated file to add
to the case.")
    val attachmentSetId = addAttachment(fileAttachment)
    println("The Attachment Set id value is $attachmentSetId")

    println("***** Step 6. Add communication with the attachment to the support
case.")
    addAttachSupportCase(caseIdVal, attachmentSetId)
```

```
    println("***** Step 7. List the communications of the support case.")
    val attachId = listCommunications(caseIdVal)
    println("The Attachment id value is $attachId")

    println("***** Step 8. Describe the attachment set included with the
communication.")
    describeAttachment(attachId)

    println("***** Step 9. Resolve the support case.")
    resolveSupportCase(caseIdVal)

    println("***** Step 10. Get a list of resolved cases for the current day.")
    getResolvedCase()
    println("***** This Scenario has successfully completed")
}

suspend fun getResolvedCase() {
    // Specify the start and end time.
    val now = Instant.now()
    LocalDate.now()
    val yesterday = now.minus(1, ChronoUnit.DAYS)
    val describeCasesRequest =
        DescribeCasesRequest {
            maxResults = 30
            afterTime = yesterday.toString()
            beforeTime = now.toString()
            includeResolvedCases = true
        }

    SupportClient.fromEnvironment { region = "us-west-2" }.use { supportClient ->
        val response = supportClient.describeCases(describeCasesRequest)
        response.cases?.forEach { sinCase ->
            println("The case status is ${sinCase.status}")
            println("The case Id is ${sinCase.caseId}")
            println("The case subject is ${sinCase.subject}")
        }
    }
}

suspend fun resolveSupportCase(caseIdVal: String) {
    val caseRequest =
        ResolveCaseRequest {
            caseId = caseIdVal
        }
}
```

```
SupportClient.fromEnvironment { region = "us-west-2" }.use { supportClient ->
    val response = supportClient.resolveCase(caseRequest)
    println("The status of case $caseIdVal is ${response.finalCaseStatus}")
}
}

suspend fun describeAttachment(attachId: String?) {
    val attachmentRequest =
        DescribeAttachmentRequest {
            attachmentId = attachId
        }

    SupportClient.fromEnvironment { region = "us-west-2" }.use { supportClient ->
        val response = supportClient.describeAttachment(attachmentRequest)
        println("The name of the file is ${response.attachment?.fileName}")
    }
}

suspend fun listCommunications(caseIdVal: String?): String? {
    val communicationsRequest =
        DescribeCommunicationsRequest {
            caseId = caseIdVal
            maxResults = 10
        }

    SupportClient.fromEnvironment { region = "us-west-2" }.use { supportClient ->
        val response =
            supportClient.describeCommunications(communicationsRequest)
        response.communications?.forEach { comm ->
            println("the body is: " + comm.body)
            comm.attachmentSet?.forEach { detail ->
                return detail.attachmentId
            }
        }
        return ""
    }
}

suspend fun addAttachSupportCase(
    caseIdVal: String?,
    attachmentSetIdVal: String?,
) {
    val caseRequest =
        AddCommunicationToCaseRequest {
```

```
        caseId = caseIdVal
        attachmentSetId = attachmentSetIdVal
        communicationBody = "Please refer to attachment for details."
    }

SupportClient.fromEnvironment { region = "us-west-2" }.use { supportClient ->
    val response = supportClient.addCommunicationToCase(caseRequest)
    if (response.result) {
        println("You have successfully added a communication to an AWS
Support case")
    } else {
        println("There was an error adding the communication to an AWS
Support case")
    }
}

suspend fun addAttachment(fileAttachment: String): String? {
    val myFile = File(fileAttachment)
    val sourceBytes = (File(fileAttachment).readBytes())
    val attachmentVal =
        Attachment {
            fileName = myFile.name
            data = sourceBytes
        }

    val setRequest =
        AddAttachmentsToSetRequest {
            attachments = listOf(attachmentVal)
        }

    SupportClient.fromEnvironment { region = "us-west-2" }.use { supportClient ->
        val response = supportClient.addAttachmentsToSet(setRequest)
        return response.attachmentSetId
    }
}

suspend fun getOpenCase() {
    // Specify the start and end time.
    val now = Instant.now()
    LocalDate.now()
    val yesterday = now.minus(1, ChronoUnit.DAYS)
    val describeCasesRequest =
        DescribeCasesRequest {
```

```
        maxResults = 20
        afterTime = yesterday.toString()
        beforeTime = now.toString()
    }

SupportClient.fromEnvironment { region = "us-west-2" }.use { supportClient ->
    val response = supportClient.describeCases(describeCasesRequest)
    response.cases?.forEach { sinCase ->
        println("The case status is ${sinCase.status}")
        println("The case Id is ${sinCase.caseId}")
        println("The case subject is ${sinCase.subject}")
    }
}

suspend fun createSupportCase(
    sevCatListVal: List<String>,
    sevLevelVal: String,
): String? {
    val serCode = sevCatListVal[0]
    val caseCategory = sevCatListVal[1]
    val caseRequest =
        CreateCaseRequest {
            categoryCode = caseCategory.lowercase(Locale.getDefault())
            serviceCode = serCode.lowercase(Locale.getDefault())
            severityCode = sevLevelVal.lowercase(Locale.getDefault())
            communicationBody = "Test issue with
${serCode.lowercase(Locale.getDefault())}"
            subject = "Test case, please ignore"
            language = "en"
            issueType = "technical"
        }
}

SupportClient.fromEnvironment { region = "us-west-2" }.use { supportClient ->
    val response = supportClient.createCase(caseRequest)
    return response.caseId
}

suspend fun displaySevLevels(): String {
    var levelName = ""
    val severityLevelsRequest =
        DescribeSeverityLevelsRequest {
            language = "en"
        }
}
```

```
    }

    SupportClient.fromEnvironment { region = "us-west-2" }.use { supportClient ->
        val response =
    supportClient.describeSeverityLevels(severityLevelsRequest)
        response.severityLevels?.forEach { sevLevel ->
            println("The severity level name is: ${sevLevel.name}")
            if (sevLevel.name == "High") {
                levelName = sevLevel.name!!
            }
        }
        return levelName
    }
}

// Return a List that contains a Service name and Category name.
suspend fun displayServices(): List<String> {
    var serviceCode = ""
    var catName = ""
    val sevCatList = mutableListOf<String>()
    val servicesRequest =
        DescribeServicesRequest {
            language = "en"
        }

    SupportClient.fromEnvironment { region = "us-west-2" }.use { supportClient ->
        val response = supportClient.describeServices(servicesRequest)
        println("Get the first 10 services")
        var index = 1

        response.services?.forEach { service ->
            if (index == 11) {
                return@forEach
            }

            println("The Service name is ${service.name}")
            if (service.name == "Account") {
                serviceCode = service.code.toString()
            }
        }

        // Get the categories for this service.
        service.categories?.forEach { cat ->
            println("The category name is ${cat.name}")
            if (cat.name == "Security") {

```

```
        catName = cat.name!!
    }
}
index++
}
}

// Push the two values to the list.
serviceCode.let { sevCatList.add(it) }
catName.let { sevCatList.add(it) }
return sevCatList
}
```

- For API details, see the following topics in *Amazon SDK for Kotlin API reference*.
  - [AddAttachmentsToSet](#)
  - [AddCommunicationToCase](#)
  - [CreateCase](#)
  - [DescribeAttachment](#)
  - [DescribeCases](#)
  - [DescribeCommunications](#)
  - [DescribeServices](#)
  - [DescribeSeverityLevels](#)
  - [ResolveCase](#)

## Python

### SDK for Python (Boto3)

 **Note**

There's more on GitHub. Find the complete example and learn how to set up and run in the [Amazon Code Examples Repository](#).

Run an interactive scenario at a command prompt.

```
class SupportCasesScenario:
```

```
"""Runs an interactive scenario that shows how to get started using AWS
Support."""

def __init__(self, support_wrapper):
    """
    :param support_wrapper: An object that wraps AWS Support actions.
    """
    self.support_wrapper = support_wrapper

def display_and_select_service(self):
    """
    Lists support services and prompts the user to select one.

    :return: The support service selected by the user.
    """
    print("-" * 88)
    services_list = self.support_wrapper.describe_services("en")
    print(f"AWS Support client returned {len(services_list)} services.")
    print("Displaying first 10 services:")

    service_choices = [svc["name"] for svc in services_list[:10]]
    selected_index = q.choose(
        "Select an example support service by entering a number from the
preceding list:",
        service_choices,
    )
    selected_service = services_list[selected_index]
    print("-" * 88)
    return selected_service

def display_and_select_category(self, service):
    """
    Lists categories for a support service and prompts the user to select
one.

    :param service: The service of the categories.
    :return: The selected category.
    """
    print("-" * 88)
    print(
        f"Available support categories for Service {service['name']}
{len(service['categories'])}:"
    )
```

```
categories_choices = [category["name"] for category in
service["categories"]]
selected_index = q.choose(
    "Select an example support category by entering a number from the
preceding list:",
    categories_choices,
)
selected_category = service["categories"][selected_index]
print("-" * 88)
return selected_category

def display_and_select_severity(self):
    """
    Lists available severity levels and prompts the user to select one.

    :return: The selected severity level.
    """
    print("-" * 88)
    severity_levels_list =
self.support_wrapper.describe_severity_levels("en")
    print(f"Available severity levels:")
    severity_choices = [level["name"] for level in severity_levels_list]
    selected_index = q.choose(
        "Select an example severity level by entering a number from the
preceding list:",
        severity_choices,
)
    selected_severity = severity_levels_list[selected_index]
    print("-" * 88)
    return selected_severity

def create_example_case(self, service, category, severity_level):
    """
    Creates an example support case with the user's selections.

    :param service: The service for the new case.
    :param category: The category for the new case.
    :param severity_level: The severity level for the new case.
    :return: The caseId of the new support case.
    """
    print("-" * 88)
    print(f"Creating new case for service {service['name']}.")
    case_id = self.support_wrapper.create_case(service, category,
severity_level)
```

```
        print(f"\tNew case created with ID {case_id}.")  
        print("-" * 88)  
        return case_id  
  
    def list_open_cases(self):  
        """  
        List the open cases for the current day.  
        """  
        print("-" * 88)  
        print("Let's list the open cases for the current day.")  
        start_time = str(datetime.utcnow().date())  
        end_time = str(datetime.utcnow().date() + timedelta(days=1))  
        open_cases = self.support_wrapper.describe_cases(start_time, end_time,  
        False)  
        for case in open_cases:  
            print(f"\tCase: {case['caseId']}: status {case['status']}")  
            print("-" * 88)  
  
    def create_attachment_set(self):  
        """  
        Create an attachment set with a sample file.  
  
        :return: The attachment set ID of the new attachment set.  
        """  
        print("-" * 88)  
        print("Creating attachment set with a sample file.")  
        attachment_set_id = self.support_wrapper.add_attachment_to_set()  
        print(f"\tNew attachment set created with ID {attachment_set_id}.")  
        print("-" * 88)  
        return attachment_set_id  
  
    def add_communication(self, case_id, attachment_set_id):  
        """  
        Add a communication with an attachment set to the case.  
  
        :param case_id: The ID of the case for the communication.  
        :param attachment_set_id: The ID of the attachment set to  
        add to the communication.  
        """  
        print("-" * 88)  
        print(f"Adding a communication and attachment set to the case.")  
        self.support_wrapper.add_communication_to_case(attachment_set_id,  
        case_id)  
        print()
```

```
f"Added a communication and attachment set {attachment_set_id} to the
case {case_id}."
)
print("-" * 88)

def list_communications(self, case_id):
    """
    List the communications associated with a case.

    :param case_id: The ID of the case.
    :return: The attachment ID of an attachment.
    """
    print("-" * 88)
    print("Let's list the communications for our case.")
    attachment_id = ""
    communications =
self.support_wrapper.describe_all_case_communications(case_id)
    for communication in communications:
        print(
            f"\tCommunication created on {communication['timeCreated']} "
            f"has {len(communication['attachmentSet'])} attachments."
        )
        if len(communication["attachmentSet"]) > 0:
            attachment_id = communication["attachmentSet"][0]["attachmentId"]
print("-" * 88)
return attachment_id

def describe_case_attachment(self, attachment_id):
    """
    Describe an attachment associated with a case.

    :param attachment_id: The ID of the attachment.
    """
    print("-" * 88)
    print("Let's list the communications for our case.")
    attached_file = self.support_wrapper.describe_attachment(attachment_id)
    print(f"\tAttachment includes file {attached_file}.")
    print("-" * 88)

def resolve_case(self, case_id):
    """
    Shows how to resolve an AWS Support case by its ID.

    :param case_id: The ID of the case to resolve.

```

```
"""
print("-" * 88)
print(f"Resolving case with ID {case_id}.")
case_status = self.support_wrapper.resolve_case(case_id)
print(f"\tFinal case status is {case_status}.")
print("-" * 88)

def list_resolved_cases(self):
"""
List the resolved cases for the current day.
"""
print("-" * 88)
print("Let's list the resolved cases for the current day.")
start_time = str(datetime.utcnow().date())
end_time = str(datetime.utcnow().date() + timedelta(days=1))
resolved_cases = self.support_wrapper.describe_cases(start_time,
end_time, True)
for case in resolved_cases:
    print(f"\tCase: {case['caseId']}: status {case['status']}.")
print("-" * 88)

def run_scenario(self):
    logging.basicConfig(level=logging.INFO, format="%(levelname)s:
%(message)s")

    print("-" * 88)
    print("Welcome to the AWS Support get started with support cases demo.")
    print("-" * 88)

    selected_service = self.display_and_select_service()
    selected_category = self.display_and_select_category(selected_service)
    selected_severity = self.display_and_select_severity()
    new_case_id = self.create_example_case(
        selected_service, selected_category, selected_severity
    )
    wait(10)
    self.list_open_cases()
    new_attachment_set_id = self.create_attachment_set()
    self.add_communication(new_case_id, new_attachment_set_id)
    new_attachment_id = self.list_communications(new_case_id)
    self.describe_case_attachment(new_attachment_id)
    self.resolve_case(new_case_id)
    wait(10)
    self.list_resolved_cases()
```

```
print("\nThanks for watching!")
print("-" * 88)

if __name__ == "__main__":
    try:
        scenario = SupportCasesScenario(SupportWrapper.from_client())
        scenario.run_scenario()
    except Exception:
        logging.exception("Something went wrong with the demo.")
```

Define a class that wraps support client actions.

```
class SupportWrapper:
    """Encapsulates Support actions."""

    def __init__(self, support_client):
        """
        :param support_client: A Boto3 Support client.
        """
        self.support_client = support_client

    @classmethod
    def from_client(cls):
        """
        Instantiates this class from a Boto3 client.
        """
        support_client = boto3.client("support")
        return cls(support_client)

    def describe_services(self, language):
        """
        Get the descriptions of AWS services available for support for a
        language.

        :param language: The language for support services.
        Currently, only "en" (English) and "ja" (Japanese) are supported.
        :return: The list of AWS service descriptions.
        """
        try:
```

```
        response = self.support_client.describe_services(language=language)
        services = response["services"]
    except ClientError as err:
        if err.response["Error"]["Code"] == "SubscriptionRequiredException":
            logger.info(
                "You must have a Business, Enterprise On-Ramp, or Enterprise
Support "
                "plan to use the AWS Support API. \n\tPlease upgrade your
subscription to run these "
                "examples."
            )
        else:
            logger.error(
                "Couldn't get Support services for language %s. Here's why:
%s: %s",
                language,
                err.response["Error"]["Code"],
                err.response["Error"]["Message"],
            )
        raise
    else:
        return services

def describe_severity_levels(self, language):
    """
    Get the descriptions of available severity levels for support cases for a
    language.

    :param language: The language for support severity levels.
    Currently, only "en" (English) and "ja" (Japanese) are supported.
    :return: The list of severity levels.
    """
    try:
        response =
self.support_client.describe_severity_levels(language=language)
        severity_levels = response["severityLevels"]
    except ClientError as err:
        if err.response["Error"]["Code"] == "SubscriptionRequiredException":
            logger.info(
                "You must have a Business, Enterprise On-Ramp, or Enterprise
Support "
                "plan to use the AWS Support API. \n\tPlease upgrade your
subscription to run these "
            )

```

```
        "examples."
    )
else:
    logger.error(
        "Couldn't get severity levels for language %s. Here's why:
%s: %s",
        language,
        err.response["Error"]["Code"],
        err.response["Error"]["Message"],
    )
    raise
else:
    return severity_levels

def create_case(self, service, category, severity):
    """
    Create a new support case.

    :param service: The service to use for the new case.
    :param category: The category to use for the new case.
    :param severity: The severity to use for the new case.
    :return: The caseId of the new case.
    """
    try:
        response = self.support_client.create_case(
            subject="Example case for testing, ignore.",
            serviceCode=service["code"],
            severityCode=severity["code"],
            categoryCode=category["code"],
            communicationBody="Example support case body.",
            language="en",
            issueType="customer-service",
        )
        case_id = response["caseId"]
    except ClientError as err:
        if err.response["Error"]["Code"] == "SubscriptionRequiredException":
            logger.info(
                "You must have a Business, Enterprise On-Ramp, or Enterprise
Support "
                "plan to use the AWS Support API. \n\tPlease upgrade your
subscription to run these "
                "examples."
            )

```

```
        else:
            logger.error(
                "Couldn't create case. Here's why: %s: %s",
                err.response["Error"]["Code"],
                err.response["Error"]["Message"],
            )
            raise
    else:
        return case_id

def add_attachment_to_set(self):
    """
    Add an attachment to a set, or create a new attachment set if one does
    not exist.

    :return: The attachment set ID.
    """
    try:
        response = self.support_client.add_attachments_to_set(
            attachments=[
                {
                    "fileName": "attachment_file.txt",
                    "data": b"This is a sample file for attachment to a
support case.",
                }
            ]
        )
        new_set_id = response["attachmentSetId"]
    except ClientError as err:
        if err.response["Error"]["Code"] == "SubscriptionRequiredException":
            logger.info(
                "You must have a Business, Enterprise On-Ramp, or Enterprise
Support "
                "plan to use the AWS Support API. \n\tPlease upgrade your
subscription to run these "
                "examples."
            )
        else:
            logger.error(
                "Couldn't add attachment. Here's why: %s: %s",
                err.response["Error"]["Code"],
                err.response["Error"]["Message"],
            )
    
```

```
        raise
    else:
        return new_set_id

def add_communication_to_case(self, attachment_set_id, case_id):
    """
    Add a communication and an attachment set to a case.

    :param attachment_set_id: The ID of an existing attachment set.
    :param case_id: The ID of the case.
    """
    try:
        self.support_client.add_communication_to_case(
            caseId=case_id,
            communicationBody="This is an example communication added to a
support case.",
            attachmentSetId=attachment_set_id,
        )
    except ClientError as err:
        if err.response["Error"]["Code"] == "SubscriptionRequiredException":
            logger.info(
                "You must have a Business, Enterprise On-Ramp, or Enterprise
Support "
                "plan to use the AWS Support API. \n\tPlease upgrade your
subscription to run these "
                "examples."
            )
        else:
            logger.error(
                "Couldn't add communication. Here's why: %s: %s",
                err.response["Error"]["Code"],
                err.response["Error"]["Message"],
            )
    raise

def describe_all_case_communications(self, case_id):
    """
    Describe all the communications for a case using a paginator.

    :param case_id: The ID of the case.
    :return: The communications for the case.
    """

```

```
try:
    communications = []
    paginator =
self.support_client.getPaginator("describe_communications")
    for page in paginator.paginate(caseId=case_id):
        communications += page["communications"]
except ClientError as err:
    if err.response["Error"]["Code"] == "SubscriptionRequiredException":
        logger.info(
            "You must have a Business, Enterprise On-Ramp, or Enterprise
Support "
            "plan to use the AWS Support API. \n\tPlease upgrade your
subscription to run these "
            "examples."
        )
    else:
        logger.error(
            "Couldn't describe communications. Here's why: %s: %s",
            err.response["Error"]["Code"],
            err.response["Error"]["Message"],
        )
        raise
else:
    return communications

def describe_attachment(self, attachment_id):
    """
    Get information about an attachment by its attachmentID.

    :param attachment_id: The ID of the attachment.
    :return: The name of the attached file.
    """
try:
    response = self.support_client.describe_attachment(
        attachmentId=attachment_id
    )
    attached_file = response["attachment"]["fileName"]
except ClientError as err:
    if err.response["Error"]["Code"] == "SubscriptionRequiredException":
        logger.info(
            "You must have a Business, Enterprise On-Ramp, or Enterprise
Support "
```

```
                "plan to use the AWS Support API. \n\tPlease upgrade your
subscription to run these "
                "examples."
            )
        else:
            logger.error(
                "Couldn't get attachment description. Here's why: %s: %s",
                err.response["Error"]["Code"],
                err.response["Error"]["Message"],
            )
            raise
    else:
        return attached_file

def resolve_case(self, case_id):
    """
    Resolve a support case by its caseId.

    :param case_id: The ID of the case to resolve.
    :return: The final status of the case.
    """
    try:
        response = self.support_client.resolve_case(caseId=case_id)
        final_status = response["finalCaseStatus"]
    except ClientError as err:
        if err.response["Error"]["Code"] == "SubscriptionRequiredException":
            logger.info(
                "You must have a Business, Enterprise On-Ramp, or Enterprise
Support "
                "plan to use the AWS Support API. \n\tPlease upgrade your
subscription to run these "
                "examples."
            )
        else:
            logger.error(
                "Couldn't resolve case. Here's why: %s: %s",
                err.response["Error"]["Code"],
                err.response["Error"]["Message"],
            )
            raise
    else:
        return final_status
```

```
def describe_cases(self, after_time, before_time, resolved):
    """
    Describe support cases over a period of time, optionally filtering
    by status.

    :param after_time: The start time to include for cases.
    :param before_time: The end time to include for cases.
    :param resolved: True to include resolved cases in the results,
                     otherwise results are open cases.
    :return: The final status of the case.
    """

    try:
        cases = []
        paginator = self.support_client.getPaginator("describe_cases")
        for page in paginator.paginate(
            afterTime=after_time,
            beforeTime=before_time,
            includeResolvedCases=resolved,
            language="en",
        ):
            cases += page["cases"]
    except ClientError as err:
        if err.response["Error"]["Code"] == "SubscriptionRequiredException":
            logger.info(
                "You must have a Business, Enterprise On-Ramp, or Enterprise
Support "
                "plan to use the AWS Support API. \n\tPlease upgrade your
subscription to run these "
                "examples."
            )
        else:
            logger.error(
                "Couldn't describe cases. Here's why: %s: %s",
                err.response["Error"]["Code"],
                err.response["Error"]["Message"],
            )
            raise
    else:
        if resolved:
            cases = filter(lambda case: case["status"] == "resolved", cases)
    return cases
```

- For API details, see the following topics in *Amazon SDK for Python (Boto3) API Reference*.
  - [AddAttachmentsToSet](#)
  - [AddCommunicationToCase](#)
  - [CreateCase](#)
  - [DescribeAttachment](#)
  - [DescribeCases](#)
  - [DescribeCommunications](#)
  - [DescribeServices](#)
  - [DescribeSeverityLevels](#)
  - [ResolveCase](#)

For a complete list of Amazon SDK developer guides and code examples, see [Using Amazon Web Services Support with an Amazon SDK](#). This topic also includes information about getting started and details about previous SDK versions.

## Actions for Amazon Web Services Support using Amazon SDKs

The following code examples demonstrate how to perform individual Amazon Web Services Support actions with Amazon SDKs. Each example includes a link to GitHub, where you can find instructions for setting up and running the code.

The following examples include only the most commonly used actions. For a complete list, see the [Amazon Web Services Support API Reference](#).

### Examples

- [Use AddAttachmentsToSet with an Amazon SDK or CLI](#)
- [Use AddCommunicationToCase with an Amazon SDK or CLI](#)
- [Use CreateCase with an Amazon SDK or CLI](#)
- [Use DescribeAttachment with an Amazon SDK or CLI](#)
- [Use DescribeCases with an Amazon SDK or CLI](#)
- [Use DescribeCommunications with an Amazon SDK or CLI](#)
- [Use DescribeServices with an Amazon SDK or CLI](#)

- [Use DescribeSeverityLevels with an Amazon SDK or CLI](#)
- [Use DescribeTrustedAdvisorCheckRefreshStatuses with a CLI](#)
- [Use DescribeTrustedAdvisorCheckResult with a CLI](#)
- [Use DescribeTrustedAdvisorCheckSummaries with a CLI](#)
- [Use DescribeTrustedAdvisorChecks with a CLI](#)
- [Use RefreshTrustedAdvisorCheck with a CLI](#)
- [Use ResolveCase with an Amazon SDK or CLI](#)

## Use AddAttachmentsToSet with an Amazon SDK or CLI

The following code examples show how to use AddAttachmentsToSet.

Action examples are code excerpts from larger programs and must be run in context. You can see this action in context in the following code example:

- [Learn the basics](#)

.NET

### Amazon SDK for .NET

 **Note**

There's more on GitHub. Find the complete example and learn how to set up and run in the [Amazon Code Examples Repository](#).

```
/// <summary>
/// Add an attachment to a set, or create a new attachment set if one does
/// not exist.
/// </summary>
/// <param name="data">The data for the attachment.</param>
/// <param name="fileName">The file name for the attachment.</param>
/// <param name="attachmentSetId">Optional setId for the attachment. Creates
/// a new attachment set if empty.</param>
/// <returns>The setId of the attachment.</returns>
```

```
public async Task<string> AddAttachmentToSet(MemoryStream data, string
fileName, string? attachmentSetId = null)
{
    var response = await _amazonSupport.AddAttachmentsToSetAsync(
        new AddAttachmentsToSetRequest
    {
        AttachmentSetId = attachmentSetId,
        Attachments = new List<Attachment>
    {
        new Attachment
    {
        Data = data,
        FileName = fileName
    }
    }
    });
    return response.AttachmentSetId;
}
```

- For API details, see [AddAttachmentsToSet](#) in *Amazon SDK for .NET API Reference*.

## CLI

### Amazon CLI

#### To add an attachment to a set

The following add-attachments-to-set example adds an image to a set that you can then specify for a support case in your Amazon account.

```
aws support add-attachments-to-set \
--attachment-set-id "as-2f5a6faa2a4a1e600-mu-nk5xQ1Br70-
G1cUos5LZkd38K0AHZa9BMDVzNEXAMPLE" \
--attachments fileName=troubleshoot-screenshot.png,data=base64-encoded-string
```

#### Output:

```
{  
    "attachmentSetId": "as-2f5a6faa2a4a1e600-mu-nk5xQ1Br70-
G1cUos5LZkd38K0AHZa9BMDVzNEXAMPLE",
```

```
        "expiryTime": "2020-05-14T17:04:40.790+0000"  
    }
```

For more information, see [Case management](#) in the *Amazon Support User Guide*.

- For API details, see [AddAttachmentsToSet](#) in *Amazon CLI Command Reference*.

Java

## SDK for Java 2.x

### Note

There's more on GitHub. Find the complete example and learn how to set up and run in the [Amazon Code Examples Repository](#).

```
public static String addAttachment(SupportClient supportClient, String  
fileAttachment) {  
    try {  
        File myFile = new File(fileAttachment);  
        InputStream sourceStream = new FileInputStream(myFile);  
        SdkBytes sourceBytes = SdkBytes.fromInputStream(sourceStream);  
  
        Attachment attachment = Attachment.builder()  
            .fileName(myFile.getName())  
            .data(sourceBytes)  
            .build();  
  
        AddAttachmentsToSetRequest setRequest =  
        AddAttachmentsToSetRequest.builder()  
            .attachments(attachment)  
            .build();  
  
        AddAttachmentsToSetResponse response =  
supportClient.addAttachmentsToSet(setRequest);  
        return response.attachmentSetId();  
  
    } catch (SupportException | FileNotFoundException e) {  
        System.out.println(e.getLocalizedMessage());  
        System.exit(1);  
    }  
}
```

```
        return "";
    }
```

- For API details, see [AddAttachmentsToSet](#) in *Amazon SDK for Java 2.x API Reference*.

## JavaScript

### SDK for JavaScript (v3)

#### Note

There's more on GitHub. Find the complete example and learn how to set up and run in the [Amazon Code Examples Repository](#).

```
import { AddAttachmentsToSetCommand } from "@aws-sdk/client-support";

import { client } from "../libs/client.js";

export const main = async () => {
    try {
        // Create a new attachment set or add attachments to an existing set.
        // Provide an 'attachmentSetId' value to add attachments to an existing set.
        // Use AddCommunicationToCase or CreateCase to associate an attachment set
        // with a support case.
        const response = await client.send(
            new AddAttachmentsToSetCommand({
                // You can add up to three attachments per set. The size limit is 5 MB
                // per attachment.
                attachments: [
                    {
                        fileName: "example.txt",
                        data: new TextEncoder().encode("some example text"),
                    },
                ],
            }),
        );
        // Use this ID in AddCommunicationToCase or CreateCase.
        console.log(response.attachmentSetId);
        return response;
    } catch (err) {
```

```
        console.error(err);
    }
};
```

- For API details, see [AddAttachmentsToSet](#) in *Amazon SDK for JavaScript API Reference*.

## Kotlin

### SDK for Kotlin

 **Note**

There's more on GitHub. Find the complete example and learn how to set up and run in the [Amazon Code Examples Repository](#).

```
suspend fun addAttachment(fileAttachment: String): String? {
    val myFile = File(fileAttachment)
    val sourceBytes = (File(fileAttachment).readBytes())
    val attachmentVal =
        Attachment {
            fileName = myFile.name
            data = sourceBytes
        }

    val setRequest =
        AddAttachmentsToSetRequest {
            attachments = listOf(attachmentVal)
        }

    SupportClient.fromEnvironment { region = "us-west-2" }.use { supportClient ->
        val response = supportClient.addAttachmentsToSet(setRequest)
        return response.attachmentSetId
    }
}
```

- For API details, see [AddAttachmentsToSet](#) in *Amazon SDK for Kotlin API reference*.

## Python

### SDK for Python (Boto3)

#### Note

There's more on GitHub. Find the complete example and learn how to set up and run in the [Amazon Code Examples Repository](#).

```
class SupportWrapper:
    """Encapsulates Support actions."""

    def __init__(self, support_client):
        """
        :param support_client: A Boto3 Support client.
        """
        self.support_client = support_client

    @classmethod
    def from_client(cls):
        """
        Instantiates this class from a Boto3 client.
        """
        support_client = boto3.client("support")
        return cls(support_client)

    def add_attachment_to_set(self):
        """
        Add an attachment to a set, or create a new attachment set if one does
        not exist.

        :return: The attachment set ID.
        """
        try:
            response = self.support_client.add_attachments_to_set(
                attachments=[
                    {
                        "fileName": "attachment_file.txt",
                        "data": b"This is a sample file for attachment to a
support case.",
                ],
            )
            return response["attachmentSetId"]
        except ClientError as error:
            self._logger.error(error)
            raise

    def get_attachment_set(self, attachment_set_id):
        """
        Get an attachment set by ID.

        :param attachment_set_id: The attachment set ID.
        :return: The attachment set.
        """
        try:
            response = self.support_client.get_attachment_set(
                attachmentSetId=attachment_set_id
            )
            return response["attachmentSet"]
        except ClientError as error:
            self._logger.error(error)
            raise

    def get_attachment(self, attachment_id):
        """
        Get an attachment by ID.

        :param attachment_id: The attachment ID.
        :return: The attachment.
        """
        try:
            response = self.support_client.get_attachment(
                attachmentId=attachment_id
            )
            return response["attachment"]
        except ClientError as error:
            self._logger.error(error)
            raise

    def list_attachments(self, attachment_set_id):
        """
        List attachments in an attachment set.

        :param attachment_set_id: The attachment set ID.
        :return: A list of attachments.
        """
        try:
            response = self.support_client.list_attachments(
                attachmentSetId=attachment_set_id
            )
            return response["attachments"]
        except ClientError as error:
            self._logger.error(error)
            raise

    def list_attachment_sets(self):
        """
        List attachment sets.

        :return: A list of attachment sets.
        """
        try:
            response = self.support_client.list_attachment_sets()
            return response["attachmentSets"]
        except ClientError as error:
            self._logger.error(error)
            raise

    def update_attachment(self, attachment_id, file_name, file_content):
        """
        Update an attachment.

        :param attachment_id: The attachment ID.
        :param file_name: The file name.
        :param file_content: The file content.
        """
        try:
            self.support_client.update_attachment(
                attachmentId=attachment_id,
                fileName=file_name,
                data=file_content
            )
        except ClientError as error:
            self._logger.error(error)
            raise
```

```
        }
    ]
)
new_set_id = response["attachmentSetId"]
except ClientError as err:
    if err.response["Error"]["Code"] == "SubscriptionRequiredException":
        logger.info(
            "You must have a Business, Enterprise On-Ramp, or Enterprise
Support "
            "plan to use the AWS Support API. \n\tPlease upgrade your
subscription to run these "
            "examples."
        )
    else:
        logger.error(
            "Couldn't add attachment. Here's why: %s: %s",
            err.response["Error"]["Code"],
            err.response["Error"]["Message"],
        )
        raise
else:
    return new_set_id
```

- For API details, see [AddAttachmentsToSet](#) in *Amazon SDK for Python (Boto3) API Reference*.

For a complete list of Amazon SDK developer guides and code examples, see [Using Amazon Web Services Support with an Amazon SDK](#). This topic also includes information about getting started and details about previous SDK versions.

## Use AddCommunicationToCase with an Amazon SDK or CLI

The following code examples show how to use AddCommunicationToCase.

Action examples are code excerpts from larger programs and must be run in context. You can see this action in context in the following code example:

- [Learn the basics](#)

## Amazon SDK for .NET

### Note

There's more on GitHub. Find the complete example and learn how to set up and run in the [Amazon Code Examples Repository](#).

```
/// <summary>
/// Add communication to a case, including optional attachment set ID and CC
email addresses.
/// </summary>
/// <param name="caseId">Id for the support case.</param>
/// <param name="body">Body text of the communication.</param>
/// <param name="attachmentSetId">Optional Id for an attachment set.</param>
/// <param name="ccEmailAddresses">Optional list of CC email addresses.</
param>
/// <returns>True if successful.</returns>
public async Task<bool> AddCommunicationToCase(string caseId, string body,
    string? attachmentSetId = null, List<string>? ccEmailAddresses = null)
{
    var response = await _amazonSupport.AddCommunicationToCaseAsync(
        new AddCommunicationToCaseRequest()
    {
        CaseId = caseId,
        CommunicationBody = body,
        AttachmentSetId = attachmentSetId,
        CcEmailAddresses = ccEmailAddresses
    });
    return response.Result;
}
```

- For API details, see [AddCommunicationToCase](#) in *Amazon SDK for .NET API Reference*.

## CLI

### Amazon CLI

#### To add communication to a case

The following add-communication-to-case example adds communications to a support case in your Amazon account.

```
aws support add-communication-to-case \
  --case-id "case-12345678910-2013-c4c1d2bf33c5cf47" \
  --communication-body "I'm attaching a set of images to this case." \
  --cc-email-addresses "myemail@example.com" \
  --attachment-set-id "as-2f5a6faa2a4a1e600-mu-nk5xQLBr70-
  G1cUos5LZkd38K0AHZa9BMDVzNEXAMPLE"
```

Output:

```
{  
  "result": true  
}
```

For more information, see [Case management](#) in the *Amazon Support User Guide*.

- For API details, see [AddCommunicationToCase](#) in *Amazon CLI Command Reference*.

## Java

### SDK for Java 2.x

 **Note**

There's more on GitHub. Find the complete example and learn how to set up and run in the [Amazon Code Examples Repository](#).

```
public static void addAttachSupportCase(SupportClient supportClient, String
caseId, String attachmentSetId) {
    try {
        AddCommunicationToCaseRequest caseRequest =
        AddCommunicationToCaseRequest.builder()
```

```
        .caseId(caseId)
        .attachmentSetId(attachmentSetId)
        .communicationBody("Please refer to attachment for details.")
        .build();

    AddCommunicationToCaseResponse response =
supportClient.addCommunicationToCase(caseRequest);
    if (response.result())
        System.out.println("You have successfully added a communication
to an AWS Support case");
    else
        System.out.println("There was an error adding the communication
to an AWS Support case");

} catch (SupportException e) {
    System.out.println(e.getLocalizedMessage());
    System.exit(1);
}
}
```

- For API details, see [AddCommunicationToCase](#) in *Amazon SDK for Java 2.x API Reference*.

## JavaScript

### SDK for JavaScript (v3)

 **Note**

There's more on GitHub. Find the complete example and learn how to set up and run in the [Amazon Code Examples Repository](#).

```
import { AddCommunicationToCaseCommand } from "@aws-sdk/client-support";

import { client } from "../libs/client.js";

export const main = async () => {
    let attachmentSetId;

    try {
        // Add a communication to a case.
```

```
const response = await client.send(
  new AddCommunicationToCaseCommand({
    communicationBody: "Adding an attachment.",
    // Set value to an existing support case id.
    caseId: "CASE_ID",
    // Optional. Set value to an existing attachment set id to add
    attachments to the case.
    attachmentSetId,
  }),
);
console.log(response);
return response;
} catch (err) {
  console.error(err);
}
};
```

- For API details, see [AddCommunicationToCase](#) in *Amazon SDK for JavaScript API Reference*.

## Kotlin

### SDK for Kotlin

 **Note**

There's more on GitHub. Find the complete example and learn how to set up and run in the [Amazon Code Examples Repository](#).

```
suspend fun addAttachSupportCase(
  caseIdVal: String?,
  attachmentSetIdVal: String?,
) {
  val caseRequest =
    AddCommunicationToCaseRequest {
      caseId = caseIdVal
      attachmentSetId = attachmentSetIdVal
      communicationBody = "Please refer to attachment for details."
    }
}

SupportClient.fromEnvironment { region = "us-west-2" }.use { supportClient ->
```

```
    val response = supportClient.addCommunicationToCase(caseRequest)
    if (response.result) {
        println("You have successfully added a communication to an AWS
Support case")
    } else {
        println("There was an error adding the communication to an AWS
Support case")
    }
}
```

- For API details, see [AddCommunicationToCase](#) in *Amazon SDK for Kotlin API reference*.

## PowerShell

### Tools for PowerShell V4

#### Example 1: Adds the body of an email communication to the specified case.

```
Add-ASACommunicationToCase -CaseId "case-12345678910-2013-c4c1d2bf33c5cf47" -
CommunicationBody "Some text about the case"
```

#### Example 2: Adds the body of an email communication to the specified case plus one or more email addresses contained in the CC line of the email.

```
Add-ASACommunicationToCase -CaseId "case-12345678910-2013-c4c1d2bf33c5cf47" -
CcEmailAddress @("email1@address.com", "email2@address.com") -CommunicationBody
"Some text about the case"
```

- For API details, see [AddCommunicationToCase](#) in *Amazon Tools for PowerShell Cmdlet
Reference (V4)*.

### Tools for PowerShell V5

#### Example 1: Adds the body of an email communication to the specified case.

```
Add-ASACommunicationToCase -CaseId "case-12345678910-2013-c4c1d2bf33c5cf47" -
CommunicationBody "Some text about the case"
```

#### Example 2: Adds the body of an email communication to the specified case plus one or more email addresses contained in the CC line of the email.

```
Add-ASACommunicationToCase -CaseId "case-12345678910-2013-c4c1d2bf33c5cf47" -  
CcEmailAddress @("email1@address.com", "email2@address.com") -CommunicationBody  
"Some text about the case"
```

- For API details, see [AddCommunicationToCase](#) in *Amazon Tools for PowerShell Cmdlet Reference (V5)*.

## Python

### SDK for Python (Boto3)

#### Note

There's more on GitHub. Find the complete example and learn how to set up and run in the [Amazon Code Examples Repository](#).

```
class SupportWrapper:  
    """Encapsulates Support actions."""  
  
    def __init__(self, support_client):  
        """  
        :param support_client: A Boto3 Support client.  
        """  
        self.support_client = support_client  
  
    @classmethod  
    def from_client(cls):  
        """  
        Instantiates this class from a Boto3 client.  
        """  
        support_client = boto3.client("support")  
        return cls(support_client)  
  
    def add_communication_to_case(self, attachment_set_id, case_id):  
        """  
        Add a communication and an attachment set to a case.  
  
        :param attachment_set_id: The ID of an existing attachment set.  
        :param case_id: The ID of the case.
```

```
"""
try:
    self.support_client.add_communication_to_case(
        caseId=case_id,
        communicationBody="This is an example communication added to a
support case.",
        attachmentSetId=attachment_set_id,
    )
except ClientError as err:
    if err.response["Error"]["Code"] == "SubscriptionRequiredException":
        logger.info(
            "You must have a Business, Enterprise On-Ramp, or Enterprise
Support "
            "plan to use the AWS Support API. \n\tPlease upgrade your
subscription to run these "
            "examples."
    )
else:
    logger.error(
        "Couldn't add communication. Here's why: %s: %s",
        err.response["Error"]["Code"],
        err.response["Error"]["Message"],
    )
raise
```

- For API details, see [AddCommunicationToCase](#) in *Amazon SDK for Python (Boto3) API Reference*.

For a complete list of Amazon SDK developer guides and code examples, see [Using Amazon Web Services Support with an Amazon SDK](#). This topic also includes information about getting started and details about previous SDK versions.

## Use `CreateCase` with an Amazon SDK or CLI

The following code examples show how to use `CreateCase`.

Action examples are code excerpts from larger programs and must be run in context. You can see this action in context in the following code example:

- [Learn the basics](#)

## Amazon SDK for .NET

### Note

There's more on GitHub. Find the complete example and learn how to set up and run in the [Amazon Code Examples Repository](#).

```
/// <summary>
/// Create a new support case.
/// </summary>
/// <param name="serviceCode">Service code for the new case.</param>
/// <param name="categoryCode">Category for the new case.</param>
/// <param name="severityCode">Severity code for the new case.</param>
/// <param name="subject">Subject of the new case.</param>
/// <param name="body">Body text of the new case.</param>
/// <param name="language">Optional language support for your case.
/// Currently Chinese ("zh"), English ("en"), Japanese ("ja") and Korean
/// ("ko") are supported.</param>
/// <param name="attachmentSetId">Optional Id for an attachment set for the
/// new case.</param>
/// <param name="issueType">Optional issue type for the new case. Options are
/// "customer-service" or "technical".</param>
/// <returns>The caseId of the new support case.</returns>
public async Task<string> CreateCase(string serviceCode, string categoryCode,
string severityCode, string subject,
string body, string language = "en", string? attachmentSetId = null,
string issueType = "customer-service")
{
    var response = await _amazonSupport.CreateCaseAsync(
        new CreateCaseRequest()
    {
        ServiceCode = serviceCode,
        CategoryCode = categoryCode,
        SeverityCode = severityCode,
        Subject = subject,
        Language = language,
        AttachmentSetId = attachmentSetId,
        IssueType = issueType,
```

```
        CommunicationBody = body
    });
    return response.CaseId;
}
```

- For API details, see [CreateCase](#) in *Amazon SDK for .NET API Reference*.

## CLI

### Amazon CLI

#### To create a case

The following create-case example creates a support case for your Amazon account.

```
aws support create-case \
--category-code "using-aws" \
--cc-email-addresses "myemail@example.com" \
--communication-body "I want to learn more about an AWS service." \
--issue-type "technical" \
--language "en" \
--service-code "general-info" \
--severity-code "low" \
--subject "Question about my account"
```

Output:

```
{
    "caseId": "case-12345678910-2013-c4c1d2bf33c5cf47"
}
```

For more information, see [Case management](#) in the *Amazon Support User Guide*.

- For API details, see [CreateCase](#) in *Amazon CLI Command Reference*.

## Java

## SDK for Java 2.x

 Note

There's more on GitHub. Find the complete example and learn how to set up and run in the [Amazon Code Examples Repository](#).

```
public static String createSupportCase(SupportClient supportClient,
List<String> sevCatList, String sevLevel) {
    try {
        String serviceCode = sevCatList.get(0);
        String caseCat = sevCatList.get(1);
        CreateCaseRequest caseRequest = CreateCaseRequest.builder()
            .categoryCode(caseCat.toLowerCase())
            .serviceCode(serviceCode.toLowerCase())
            .severityCode(sevLevel.toLowerCase())
            .communicationBody("Test issue with " +
serviceCode.toLowerCase())
            .subject("Test case, please ignore")
            .language("en")
            .issueType("technical")
            .build();

        CreateCaseResponse response = supportClient.createCase(caseRequest);
        return response.caseId();

    } catch (SupportException e) {
        System.out.println(e.getLocalizedMessage());
        System.exit(1);
    }
    return "";
}
```

- For API details, see [CreateCase](#) in *Amazon SDK for Java 2.x API Reference*.

## JavaScript

### SDK for JavaScript (v3)

 **Note**

There's more on GitHub. Find the complete example and learn how to set up and run in the [Amazon Code Examples Repository](#).

```
import { CreateCaseCommand } from "@aws-sdk/client-support";

import { client } from "../libs/client.js";

export const main = async () => {
  try {
    // Create a new case and log the case id.
    // Important: This creates a real support case in your account.
    const response = await client.send(
      new CreateCaseCommand({
        // The subject line of the case.
        subject: "IGNORE: Test case",
        // Use DescribeServices to find available service codes for each service.
        serviceCode: "service-quicksight-end-user",
        // Use DescribeSecurityLevels to find available severity codes for your
        support plan.
        severityCode: "low",
        // Use DescribeServices to find available category codes for each
        service.
        categoryCode: "end-user-support",
        // The main description of the support case.
        communicationBody: "This is a test. Please ignore.",
      }),
    );
    console.log(response.caseId);
    return response;
  } catch (err) {
    console.error(err);
  }
};
```

- For API details, see [CreateCase in Amazon SDK for JavaScript API Reference](#).

## Kotlin

### SDK for Kotlin

#### Note

There's more on GitHub. Find the complete example and learn how to set up and run in the [Amazon Code Examples Repository](#).

```
suspend fun createSupportCase(
    sevCatListVal: List<String>,
    sevLevelVal: String,
): String? {
    val serCode = sevCatListVal[0]
    val caseCategory = sevCatListVal[1]
    val caseRequest =
        CreateCaseRequest {
            categoryCode = caseCategory.lowercase(Locale.getDefault())
            serviceCode = serCode.lowercase(Locale.getDefault())
            severityCode = sevLevelVal.lowercase(Locale.getDefault())
            communicationBody = "Test issue with
${serCode.lowercase(Locale.getDefault())}"
            subject = "Test case, please ignore"
            language = "en"
            issueType = "technical"
        }
    SupportClient.fromEnvironment { region = "us-west-2" }.use { supportClient ->
        val response = supportClient.createCase(caseRequest)
        return response.caseId
    }
}
```

- For API details, see [CreateCase in Amazon SDK for Kotlin API reference](#).

## PowerShell

### Tools for PowerShell V4

**Example 1: Creates a new case in the Amazon Support Center. Values for the -ServiceCode and -CategoryCode parameters can be obtained using the Get-ASAService cmdlet. The value for the -SeverityCode parameter can be obtained using the Get-ASASeverityLevel cmdlet. The -IssueType parameter value can be either "customer-service" or "technical". If successful the Amazon Support case number is output. By default the case will be handled in English, to use Japanese add the -Language "ja" parameter. The -ServiceCode, -CategoryCode, -Subject and -CommunicationBody parameters are mandatory.**

```
New-ASACase -ServiceCode "amazon-cloudfront" -CategoryCode "APIs" -SeverityCode "low" -Subject "subject text" -CommunicationBody "description of the case" -CcEmailAddress @("email1@domain.com", "email2@domain.com") -IssueType "technical"
```

- For API details, see [CreateCase in Amazon Tools for PowerShell Cmdlet Reference \(V4\)](#).

### Tools for PowerShell V5

**Example 1: Creates a new case in the Amazon Support Center. Values for the -ServiceCode and -CategoryCode parameters can be obtained using the Get-ASAService cmdlet. The value for the -SeverityCode parameter can be obtained using the Get-ASASeverityLevel cmdlet. The -IssueType parameter value can be either "customer-service" or "technical". If successful the Amazon Support case number is output. By default the case will be handled in English, to use Japanese add the -Language "ja" parameter. The -ServiceCode, -CategoryCode, -Subject and -CommunicationBody parameters are mandatory.**

```
New-ASACase -ServiceCode "amazon-cloudfront" -CategoryCode "APIs" -SeverityCode "low" -Subject "subject text" -CommunicationBody "description of the case" -CcEmailAddress @("email1@domain.com", "email2@domain.com") -IssueType "technical"
```

- For API details, see [CreateCase in Amazon Tools for PowerShell Cmdlet Reference \(V5\)](#).

## Python

### SDK for Python (Boto3)

#### Note

There's more on GitHub. Find the complete example and learn how to set up and run in the [Amazon Code Examples Repository](#).

```
class SupportWrapper:
    """Encapsulates Support actions."""

    def __init__(self, support_client):
        """
        :param support_client: A Boto3 Support client.
        """
        self.support_client = support_client

    @classmethod
    def from_client(cls):
        """
        Instantiates this class from a Boto3 client.
        """
        support_client = boto3.client("support")
        return cls(support_client)

    def create_case(self, service, category, severity):
        """
        Create a new support case.

        :param service: The service to use for the new case.
        :param category: The category to use for the new case.
        :param severity: The severity to use for the new case.
        :return: The caseId of the new case.
        """
        try:
            response = self.support_client.create_case(
                subject="Example case for testing, ignore.",
                serviceCode=service["code"],
                severityCode=severity["code"],
                type="Standard"
            )
            return response["caseId"]
        except ClientError as e:
            print(f"An error occurred: {e}")
            return None
```

```
        categoryCode=category["code"],
        communicationBody="Example support case body.",
        language="en",
        issueType="customer-service",
    )
    case_id = response["caseId"]
except ClientError as err:
    if err.response["Error"]["Code"] == "SubscriptionRequiredException":
        logger.info(
            "You must have a Business, Enterprise On-Ramp, or Enterprise
Support "
            "plan to use the AWS Support API. \n\tPlease upgrade your
subscription to run these "
            "examples."
    )
else:
    logger.error(
        "Couldn't create case. Here's why: %s: %s",
        err.response["Error"]["Code"],
        err.response["Error"]["Message"],
    )
    raise
else:
    return case_id
```

- For API details, see [CreateCase in Amazon SDK for Python \(Boto3\) API Reference](#).

For a complete list of Amazon SDK developer guides and code examples, see [Using Amazon Web Services Support with an Amazon SDK](#). This topic also includes information about getting started and details about previous SDK versions.

## Use `DescribeAttachment` with an Amazon SDK or CLI

The following code examples show how to use `DescribeAttachment`.

Action examples are code excerpts from larger programs and must be run in context. You can see this action in context in the following code example:

- [Learn the basics](#)

## .NET

### Amazon SDK for .NET

#### Note

There's more on GitHub. Find the complete example and learn how to set up and run in the [Amazon Code Examples Repository](#).

```
/// <summary>
/// Get description of a specific attachment.
/// </summary>
/// <param name="attachmentId">Id of the attachment, usually fetched by
describing the communications of a case.</param>
/// <returns>The attachment object.</returns>
public async Task<Attachment> DescribeAttachment(string attachmentId)
{
    var response = await _amazonSupport.DescribeAttachmentAsync(
        new DescribeAttachmentRequest()
    {
        AttachmentId = attachmentId
    });
    return response.Attachment;
}
```

- For API details, see [DescribeAttachment](#) in *Amazon SDK for .NET API Reference*.

## CLI

### Amazon CLI

#### To describe an attachment

The following `describe-attachment` example returns information about the attachment with the specified ID.

```
aws support describe-attachment \
```

```
--attachment-id "attachment-KBnjRNrePd9D6Jx0-Mm00xZuDEaL2JAj_0-gJv9qqDooTipsz3V1Nb19rCfkZneeQeDPgp8X1iVJyHH7UuhZDdNeqGoduZsPrAhyMakqlc60-iJjL5HqyYGiT1FG8EXAMPLE"
```

Output:

```
{  
  "attachment": {  
    "fileName": "troubleshoot-screenshot.png",  
    "data": "base64-blob"  
  }  
}
```

For more information, see [Case management](#) in the *Amazon Support User Guide*.

- For API details, see [DescribeAttachment](#) in *Amazon CLI Command Reference*.

## Java

### SDK for Java 2.x

 **Note**

There's more on GitHub. Find the complete example and learn how to set up and run in the [Amazon Code Examples Repository](#).

```
public static void describeAttachment(SupportClient supportClient, String attachId) {  
    try {  
        DescribeAttachmentRequest attachmentRequest =  
DescribeAttachmentRequest.builder()  
            .attachmentId(attachId)  
            .build();  
  
        DescribeAttachmentResponse response =  
supportClient.describeAttachment(attachmentRequest);  
        System.out.println("The name of the file is " +  
response.attachment().fileName());  
  
    } catch (SupportException e) {
```

```
        System.out.println(e.getLocalizedMessage());
        System.exit(1);
    }
}
```

- For API details, see [DescribeAttachment](#) in *Amazon SDK for Java 2.x API Reference*.

## JavaScript

### SDK for JavaScript (v3)

#### Note

There's more on GitHub. Find the complete example and learn how to set up and run in the [Amazon Code Examples Repository](#).

```
import { DescribeAttachmentCommand } from "@aws-sdk/client-support";

import { client } from "../libs/client.js";

export const main = async () => {
  try {
    // Get the metadata and content of an attachment.
    const response = await client.send(
      new DescribeAttachmentCommand({
        // Set value to an existing attachment id.
        // Use DescribeCommunications or DescribeCases to find an attachment id.
        attachmentId: "ATTACHMENT_ID",
      }),
    );
    console.log(response.attachment?.fileName);
    return response;
  } catch (err) {
    console.error(err);
  }
};
```

- For API details, see [DescribeAttachment](#) in *Amazon SDK for JavaScript API Reference*.

## Kotlin

### SDK for Kotlin

 **Note**

There's more on GitHub. Find the complete example and learn how to set up and run in the [Amazon Code Examples Repository](#).

```
suspend fun describeAttachment(attachId: String?) {  
    val attachmentRequest =  
        DescribeAttachmentRequest {  
            attachmentId = attachId  
        }  
  
    SupportClient.fromEnvironment { region = "us-west-2" }.use { supportClient ->  
        val response = supportClient.describeAttachment(attachmentRequest)  
        println("The name of the file is ${response.attachment?.fileName}")  
    }  
}
```

- For API details, see [DescribeAttachment](#) in *Amazon SDK for Kotlin API reference*.

## Python

### SDK for Python (Boto3)

 **Note**

There's more on GitHub. Find the complete example and learn how to set up and run in the [Amazon Code Examples Repository](#).

```
class SupportWrapper:  
    """Encapsulates Support actions."""  
  
    def __init__(self, support_client):  
        """
```

```
:param support_client: A Boto3 Support client.
"""
self.support_client = support_client

@classmethod
def from_client(cls):
    """
    Instantiates this class from a Boto3 client.
    """
    support_client = boto3.client("support")
    return cls(support_client)

def describe_attachment(self, attachment_id):
    """
    Get information about an attachment by its attachmentID.

    :param attachment_id: The ID of the attachment.
    :return: The name of the attached file.
    """
    try:
        response = self.support_client.describe_attachment(
            attachmentId=attachment_id
        )
        attached_file = response["attachment"]["fileName"]
    except ClientError as err:
        if err.response["Error"]["Code"] == "SubscriptionRequiredException":
            logger.info(
                "You must have a Business, Enterprise On-Ramp, or Enterprise Support "
                "plan to use the AWS Support API. \n\tPlease upgrade your subscription to run these "
                "examples."
            )
        else:
            logger.error(
                "Couldn't get attachment description. Here's why: %s: %s",
                err.response["Error"]["Code"],
                err.response["Error"]["Message"],
            )
            raise
    else:
        return attached_file
```

- For API details, see [DescribeAttachment](#) in *Amazon SDK for Python (Boto3) API Reference*.

For a complete list of Amazon SDK developer guides and code examples, see [Using Amazon Web Services Support with an Amazon SDK](#). This topic also includes information about getting started and details about previous SDK versions.

## Use `DescribeCases` with an Amazon SDK or CLI

The following code examples show how to use `DescribeCases`.

Action examples are code excerpts from larger programs and must be run in context. You can see this action in context in the following code example:

- [Learn the basics](#)

.NET

### Amazon SDK for .NET

#### Note

There's more on GitHub. Find the complete example and learn how to set up and run in the [Amazon Code Examples Repository](#).

```
/// <summary>
/// Get case details for a list of case ids, optionally with date filters.
/// </summary>
/// <param name="caseIds">The list of case IDs.</param>
/// <param name="displayId">Optional display ID.</param>
/// <param name="includeCommunication">True to include communication.
/// Defaults to true.</param>
/// <param name="includeResolvedCases">True to include resolved cases.
/// Defaults to false.</param>
/// <param name="afterTime">The optional start date for a filtered search.</param>
```

```
/// <param name="beforeTime">The optional end date for a filtered search.</param>
/// <param name="language">Optional language support for your case.
/// Currently Chinese ("zh"), English ("en"), Japanese ("ja") and Korean ("ko") are supported.</param>
/// <returns>A list of CaseDetails.</returns>
public async Task<List<CaseDetails>> DescribeCases(List<string> caseIds,
string? displayId = null, bool includeCommunication = true,
bool includeResolvedCases = false, DateTime? afterTime = null, DateTime?
beforeTime = null,
string language = "en")
{
    var results = new List<CaseDetails>();
    var paginateCases = _amazonSupport.Paginator.DescribeCases(
        new DescribeCasesRequest()
    {
        CaseIdList = caseIds,
        DisplayId = displayId,
        IncludeCommunications = includeCommunication,
        IncludeResolvedCases = includeResolvedCases,
        AfterTime = afterTime?.ToString("s"),
        BeforeTime = beforeTime?.ToString("s"),
        Language = language
    });
    // Get the entire list using the paginator.
    await foreach (var cases in paginateCases.Cases)
    {
        results.Add(cases);
    }
    return results;
}
```

- For API details, see [DescribeCases](#) in *Amazon SDK for .NET API Reference*.

## CLI

### Amazon CLI

#### To describe a case

The following `describe-cases` example returns information about the specified support case in your Amazon account.

```
aws support describe-cases \
--display-id "1234567890" \
--after-time "2020-03-23T21:31:47.774Z" \
--include-resolved-cases \
--language "en" \
--no-include-communications \
--max-item 1
```

Output:

```
{
  "cases": [
    {
      "status": "resolved",
      "ccEmailAddresses": [],
      "timeCreated": "2020-03-23T21:31:47.774Z",
      "caseId": "case-12345678910-2013-c4c1d2bf33c5cf47",
      "severityCode": "low",
      "language": "en",
      "categoryCode": "using-aws",
      "serviceCode": "general-info",
      "submittedBy": "myemail@example.com",
      "displayId": "1234567890",
      "subject": "Question about my account"
    }
  ]
}
```

For more information, see [Case management](#) in the *Amazon Support User Guide*.

- For API details, see [DescribeCases](#) in *Amazon CLI Command Reference*.

## SDK for Java 2.x

### Note

There's more on GitHub. Find the complete example and learn how to set up and run in the [Amazon Code Examples Repository](#).

```
public static void getOpenCase(SupportClient supportClient) {
    try {
        // Specify the start and end time.
        Instant now = Instant.now();
        java.time.LocalDate.now();
        Instant yesterday = now.minus(1, ChronoUnit.DAYS);

        DescribeCasesRequest describeCasesRequest =
DescribeCasesRequest.builder()
    .maxResults(20)
    .afterTime(yesterday.toString())
    .beforeTime(now.toString())
    .build();

        DescribeCasesResponse response =
supportClient.describeCases(describeCasesRequest);
        List<CaseDetails> cases = response.cases();
        for (CaseDetails sinCase : cases) {
            System.out.println("The case status is " + sinCase.status());
            System.out.println("The case Id is " + sinCase.caseId());
            System.out.println("The case subject is " + sinCase.subject());
        }

    } catch (SupportException e) {
        System.out.println(e.getLocalizedMessage());
        System.exit(1);
    }
}
```

- For API details, see [DescribeCases](#) in *Amazon SDK for Java 2.x API Reference*.

## JavaScript

### SDK for JavaScript (v3)

 **Note**

There's more on GitHub. Find the complete example and learn how to set up and run in the [Amazon Code Examples Repository](#).

```
import { DescribeCasesCommand } from "@aws-sdk/client-support";

import { client } from "../libs/client.js";

export const main = async () => {
  try {
    // Get all of the unresolved cases in your account.
    // Filter or expand results by providing parameters to the
    DescribeCasesCommand. Refer
    // to the TypeScript definition and the API doc for more information on
    possible parameters.
    // https://docs.aws.amazon.com/AWSJavaScriptSDK/v3/latest/clients/client-
    support/interfaces/describecasescommandinput.html
    const response = await client.send(new DescribeCasesCommand({}));
    const caseIds = response.cases.map((supportCase) => supportCase.caseId);
    console.log(caseIds);
    return response;
  } catch (err) {
    console.error(err);
  }
};
```

- For API details, see [DescribeCases](#) in *Amazon SDK for JavaScript API Reference*.

## Kotlin

### SDK for Kotlin

#### Note

There's more on GitHub. Find the complete example and learn how to set up and run in the [Amazon Code Examples Repository](#).

```
suspend fun getOpenCase() {  
    // Specify the start and end time.  
    val now = Instant.now()  
    LocalDate.now()  
    val yesterday = now.minus(1, ChronoUnit.DAYS)  
    val describeCasesRequest =  
        DescribeCasesRequest {  
            maxResults = 20  
            afterTime = yesterday.toString()  
            beforeTime = now.toString()  
        }  
  
    SupportClient.fromEnvironment { region = "us-west-2" }.use { supportClient ->  
        val response = supportClient.describeCases(describeCasesRequest)  
        response.cases?.forEach { sinCase ->  
            println("The case status is ${sinCase.status}")  
            println("The case Id is ${sinCase.caseId}")  
            println("The case subject is ${sinCase.subject}")  
        }  
    }  
}
```

- For API details, see [DescribeCases](#) in *Amazon SDK for Kotlin API reference*.

## PowerShell

### Tools for PowerShell V4

#### Example 1: Returns the details of all support cases.

```
Get-ASACase
```

**Example 2: Returns the details of all support cases since the specified date and time.**

```
Get-ASACase -AfterTime "2013-09-10T03:06Z"
```

**Example 3: Returns the details of the first 10 support cases, including those that have been resolved.**

```
Get-ASACase -MaxResult 10 -IncludeResolvedCases $true
```

**Example 4: Returns the details of the single specified support case.**

```
Get-ASACase -CaseIdList "case-12345678910-2013-c4c1d2bf33c5cf47"
```

**Example 5: Returns the details of specified support cases.**

```
Get-ASACase -CaseIdList @("case-12345678910-2013-c4c1d2bf33c5cf47",  
"case-18929034710-2011-c4fdeabf33c5cf47")
```

- For API details, see [DescribeCases](#) in *Amazon Tools for PowerShell Cmdlet Reference (V4)*.

## Tools for PowerShell V5

**Example 1: Returns the details of all support cases.**

```
Get-ASACase
```

**Example 2: Returns the details of all support cases since the specified date and time.**

```
Get-ASACase -AfterTime "2013-09-10T03:06Z"
```

**Example 3: Returns the details of the first 10 support cases, including those that have been resolved.**

```
Get-ASACase -MaxResult 10 -IncludeResolvedCases $true
```

## Example 4: Returns the details of the single specified support case.

```
Get-ASACase -CaseIdList "case-12345678910-2013-c4c1d2bf33c5cf47"
```

## Example 5: Returns the details of specified support cases.

```
Get-ASACase -CaseIdList @("case-12345678910-2013-c4c1d2bf33c5cf47",  
"case-18929034710-2011-c4fdeabf33c5cf47")
```

- For API details, see [DescribeCases](#) in *Amazon Tools for PowerShell Cmdlet Reference (V5)*.

## Python

### SDK for Python (Boto3)

#### Note

There's more on GitHub. Find the complete example and learn how to set up and run in the [Amazon Code Examples Repository](#).

```
class SupportWrapper:  
    """Encapsulates Support actions."""  
  
    def __init__(self, support_client):  
        """  
        :param support_client: A Boto3 Support client.  
        """  
        self.support_client = support_client  
  
    @classmethod  
    def from_client(cls):  
        """  
        Instantiates this class from a Boto3 client.  
        """  
        support_client = boto3.client("support")  
        return cls(support_client)  
  
    def describe_cases(self, after_time, before_time, resolved):
```

```
"""
Describe support cases over a period of time, optionally filtering
by status.

:param after_time: The start time to include for cases.
:param before_time: The end time to include for cases.
:param resolved: True to include resolved cases in the results,
    otherwise results are open cases.
:return: The final status of the case.
"""

try:
    cases = []
    paginator = self.support_client.getPaginator("describe_cases")
    for page in paginator.paginate(
        afterTime=after_time,
        beforeTime=before_time,
        includeResolvedCases=resolved,
        language="en",
    ):
        cases += page["cases"]
except ClientError as err:
    if err.response["Error"]["Code"] == "SubscriptionRequiredException":
        logger.info(
            "You must have a Business, Enterprise On-Ramp, or Enterprise
Support "
            "plan to use the AWS Support API. \n\tPlease upgrade your
subscription to run these "
            "examples."
        )
    else:
        logger.error(
            "Couldn't describe cases. Here's why: %s: %s",
            err.response["Error"]["Code"],
            err.response["Error"]["Message"],
        )
        raise
else:
    if resolved:
        cases = filter(lambda case: case["status"] == "resolved", cases)
return cases
```

- For API details, see [DescribeCases](#) in *Amazon SDK for Python (Boto3) API Reference*.

For a complete list of Amazon SDK developer guides and code examples, see [Using Amazon Web Services Support with an Amazon SDK](#). This topic also includes information about getting started and details about previous SDK versions.

## Use `DescribeCommunications` with an Amazon SDK or CLI

The following code examples show how to use `DescribeCommunications`.

Action examples are code excerpts from larger programs and must be run in context. You can see this action in context in the following code example:

- [Learn the basics](#)

.NET

### Amazon SDK for .NET

 **Note**

There's more on GitHub. Find the complete example and learn how to set up and run in the [Amazon Code Examples Repository](#).

```
/// <summary>
/// Describe the communications for a case, optionally with a date filter.
/// </summary>
/// <param name="caseId">The ID of the support case.</param>
/// <param name="afterTime">The optional start date for a filtered search.</param>
/// <param name="beforeTime">The optional end date for a filtered search.</param>
/// <returns>The list of communications for the case.</returns>
public async Task<List<Communication>> DescribeCommunications(string caseId,
DateTime? afterTime = null, DateTime? beforeTime = null)
{
    var results = new List<Communication>();
    var paginateCommunications =
_amazonSupport.Paginator.DescribeCommunications(
    new DescribeCommunicationsRequest()
    {
```

```
        CaseId = caseId,
        AfterTime = afterTime?.ToString("s"),
        BeforeTime = beforeTime?.ToString("s")
    );
    // Get the entire list using the paginator.
    await foreach (var communications in
paginateCommunications.Communications)
    {
        results.Add(communications);
    }
    return results;
}
```

- For API details, see [DescribeCommunications](#) in *Amazon SDK for .NET API Reference*.

## CLI

### Amazon CLI

#### To describe the latest communication for a case

The following describe-communications example returns the latest communication for the specified support case in your Amazon account.

```
aws support describe-communications \
  --case-id "case-12345678910-2013-c4c1d2bf33c5cf47" \
  --after-time "2020-03-23T21:31:47.774Z" \
  --max-item 1
```

Output:

```
{
    "communications": [
        {
            "body": "I want to learn more about an AWS service.",
            "attachmentSet": [],
            "caseId": "case-12345678910-2013-c4c1d2bf33c5cf47",
            "timeCreated": "2020-05-12T23:12:35.000Z",
            "submittedBy": "Amazon Web Services"
        }
    ]
}
```

```
],
"NextToken":  
"eyJJuZXh0VG9rZW4iOiBudWxsLCAiYm90b190cnVuY2F0ZV9hbW91bnQEXAMPLE=="  
}
```

For more information, see [Case management](#) in the *Amazon Support User Guide*.

- For API details, see [DescribeCommunications](#) in *Amazon CLI Command Reference*.

## Java

### SDK for Java 2.x

#### Note

There's more on GitHub. Find the complete example and learn how to set up and run in the [Amazon Code Examples Repository](#).

```
public static String listCommunications(SupportClient supportClient, String  
caseId) {  
    try {  
        String attachId = null;  
        DescribeCommunicationsRequest communicationsRequest =  
DescribeCommunicationsRequest.builder()  
            .caseId(caseId)  
            .maxResults(10)  
            .build();  
  
        DescribeCommunicationsResponse response =  
supportClient.describeCommunications(communicationsRequest);  
        List<Communication> communications = response.communications();  
        for (Communication comm : communications) {  
            System.out.println("the body is: " + comm.body());  
  
            // Get the attachment id value.  
            List<AttachmentDetails> attachments = comm.attachmentSet();  
            for (AttachmentDetails detail : attachments) {  
                attachId = detail.attachmentId();  
            }  
        }  
        return attachId;  
    }  
}
```

```
        } catch (SupportException e) {
            System.out.println(e.getLocalizedMessage());
            System.exit(1);
        }
        return "";
    }
}
```

- For API details, see [DescribeCommunications](#) in *Amazon SDK for Java 2.x API Reference*.

## JavaScript

### SDK for JavaScript (v3)

#### Note

There's more on GitHub. Find the complete example and learn how to set up and run in the [Amazon Code Examples Repository](#).

```
import { DescribeCommunicationsCommand } from "@aws-sdk/client-support";

import { client } from "../libs/client.js";

export const main = async () => {
    try {
        // Get all communications for the support case.
        // Filter results by providing parameters to the
        DescribeCommunicationsCommand. Refer
        // to the TypeScript definition and the API doc for more information on
        possible parameters.
        // https://docs.aws.amazon.com/AWSJavaScriptSDK/v3/latest/clients/client-
        support/interfaces/describecommunicationscommandinput.html
        const response = await client.send(
            new DescribeCommunicationsCommand({
                // Set value to an existing case id.
                caseId: "CASE_ID",
            }),
        );
        const text = response.communications.map((item) => item.body).join("\n");
        console.log(text);
    }
}
```

```
        return response;
    } catch (err) {
        console.error(err);
    }
};
```

- For API details, see [DescribeCommunications](#) in *Amazon SDK for JavaScript API Reference*.

## Kotlin

### SDK for Kotlin

 **Note**

There's more on GitHub. Find the complete example and learn how to set up and run in the [Amazon Code Examples Repository](#).

```
suspend fun listCommunications(caseIdVal: String?): String? {
    val communicationsRequest =
        DescribeCommunicationsRequest {
            caseId = caseIdVal
            maxResults = 10
        }

    SupportClient.fromEnvironment { region = "us-west-2" }.use { supportClient ->
        val response =
            supportClient.describeCommunications(communicationsRequest)
        response.communications?.forEach { comm ->
            println("the body is: " + comm.body)
            comm.attachmentSet?.forEach { detail ->
                return detail.attachmentId
            }
        }
    }
    return ""
}
```

- For API details, see [DescribeCommunications](#) in *Amazon SDK for Kotlin API reference*.

## PowerShell

### Tools for PowerShell V4

#### Example 1: Returns all communications for the specified case.

```
Get-ASACommunication -CaseId "case-12345678910-2013-c4c1d2bf33c5cf47"
```

#### Example 2: Returns all communications since midnight UTC on January 1st 2012 for the specified case.

```
Get-ASACommunication -CaseId "case-12345678910-2013-c4c1d2bf33c5cf47" -AfterTime "2012-01-10T00:00Z"
```

- For API details, see [DescribeCommunications](#) in *Amazon Tools for PowerShell Cmdlet Reference (V4)*.

### Tools for PowerShell V5

#### Example 1: Returns all communications for the specified case.

```
Get-ASACommunication -CaseId "case-12345678910-2013-c4c1d2bf33c5cf47"
```

#### Example 2: Returns all communications since midnight UTC on January 1st 2012 for the specified case.

```
Get-ASACommunication -CaseId "case-12345678910-2013-c4c1d2bf33c5cf47" -AfterTime "2012-01-10T00:00Z"
```

- For API details, see [DescribeCommunications](#) in *Amazon Tools for PowerShell Cmdlet Reference (V5)*.

## Python

### SDK for Python (Boto3)

#### Note

There's more on GitHub. Find the complete example and learn how to set up and run in the [Amazon Code Examples Repository](#).

```
class SupportWrapper:
    """Encapsulates Support actions."""

    def __init__(self, support_client):
        """
        :param support_client: A Boto3 Support client.
        """
        self.support_client = support_client

    @classmethod
    def from_client(cls):
        """
        Instantiates this class from a Boto3 client.
        """
        support_client = boto3.client("support")
        return cls(support_client)

    def describe_all_case_communications(self, case_id):
        """
        Describe all the communications for a case using a paginator.

        :param case_id: The ID of the case.
        :return: The communications for the case.
        """
        try:
            communications = []
            paginator =
                self.support_client.getPaginator("describe_communications")
            for page in paginator.paginate(caseId=case_id):
                communications += page["communications"]
        except ClientError as err:
            if err.response["Error"]["Code"] == "SubscriptionRequiredException":
                logger.info(
                    "You must have a Business, Enterprise On-Ramp, or Enterprise Support "
                    "plan to use the AWS Support API. \n\tPlease upgrade your subscription to run these "
                    "examples."
                )
            else:
                logger.error(
                    "Couldn't describe communications. Here's why: %s: %s",

```

```
        err.response["Error"]["Code"],
        err.response["Error"]["Message"],
    )
    raise
else:
    return communications
```

- For API details, see [DescribeCommunications](#) in *Amazon SDK for Python (Boto3) API Reference*.

For a complete list of Amazon SDK developer guides and code examples, see [Using Amazon Web Services Support with an Amazon SDK](#). This topic also includes information about getting started and details about previous SDK versions.

## Use `DescribeServices` with an Amazon SDK or CLI

The following code examples show how to use `DescribeServices`.

Action examples are code excerpts from larger programs and must be run in context. You can see this action in context in the following code example:

- [Learn the basics](#)

.NET

### Amazon SDK for .NET

 **Note**

There's more on GitHub. Find the complete example and learn how to set up and run in the [Amazon Code Examples Repository](#).

```
/// <summary>
/// Get the descriptions of AWS services.
/// </summary>
```

```
/// <param name="name">Optional language for services.
/// Currently Chinese ("zh"), English ("en"), Japanese ("ja") and Korean
("ko") are supported.</param>
/// <returns>The list of AWS service descriptions.</returns>
public async Task<List<Service>> DescribeServices(string language = "en")
{
    var response = await _amazonSupport.DescribeServicesAsync(
        new DescribeServicesRequest()
    {
        Language = language
    });
    return response.Services;
}
```

- For API details, see [DescribeServices](#) in *Amazon SDK for .NET API Reference*.

## CLI

### Amazon CLI

#### To list Amazon services and service categories

The following describe-services example lists the available service categories for requesting general information.

```
aws support describe-services \
--service-code-list "general-info"
```

Output:

```
{
    "services": [
        {
            "code": "general-info",
            "name": "General Info and Getting Started",
            "categories": [
                {
                    "code": "charges",
                    "name": "How Will I Be Charged?"
                },
            ]
        }
    ]
}
```

```
{  
    "code": "gdpr-queries",  
    "name": "Data Privacy Query"  
},  
{  
    "code": "reserved-instances",  
    "name": "Reserved Instances"  
},  
{  
    "code": "resource",  
    "name": "Where is my Resource?"  
},  
{  
    "code": "using-aws",  
    "name": "Using AWS & Services"  
},  
{  
    "code": "free-tier",  
    "name": "Free Tier"  
},  
{  
    "code": "security-and-compliance",  
    "name": "Security & Compliance"  
},  
{  
    "code": "account-structure",  
    "name": "Account Structure"  
}  
]  
]  
}
```

For more information, see [Case management](#) in the *Amazon Support User Guide*.

- For API details, see [DescribeServices](#) in *Amazon CLI Command Reference*.

## Java

## SDK for Java 2.x

**Note**

There's more on GitHub. Find the complete example and learn how to set up and run in the [Amazon Code Examples Repository](#).

```
// Return a List that contains a Service name and Category name.
public static List<String> displayServices(SupportClient supportClient) {
    try {
        DescribeServicesRequest servicesRequest =
DescribeServicesRequest.builder()
            .language("en")
            .build();

        DescribeServicesResponse response =
supportClient.describeServices(servicesRequest);
        String serviceCode = null;
        String catName = null;
        List<String> sevCatList = new ArrayList<>();
        List<Service> services = response.services();

        System.out.println("Get the first 10 services");
        int index = 1;
        for (Service service : services) {
            if (index == 11)
                break;

            System.out.println("The Service name is: " + service.name());
            if (service.name().compareTo("Account") == 0)
                serviceCode = service.code();

            // Get the Categories for this service.
            List<Category> categories = service.categories();
            for (Category cat : categories) {
                System.out.println("The category name is: " + cat.name());
                if (cat.name().compareTo("Security") == 0)
                    catName = cat.name();
            }
        }
    }
}
```

```
        index++;
    }

    // Push the two values to the list.
    sevCatList.add(serviceCode);
    sevCatList.add(catName);
    return sevCatList;

} catch (SupportException e) {
    System.out.println(e.getLocalizedMessage());
    System.exit(1);
}
return null;
}
```

- For API details, see [DescribeServices](#) in *Amazon SDK for Java 2.x API Reference*.

## Kotlin

### SDK for Kotlin

#### Note

There's more on GitHub. Find the complete example and learn how to set up and run in the [Amazon Code Examples Repository](#).

```
// Return a List that contains a Service name and Category name.
suspend fun displayServices(): List<String> {
    var serviceCode = ""
    var catName = ""
    val sevCatList = mutableListOf<String>()
    val servicesRequest =
        DescribeServicesRequest {
            language = "en"
        }

    SupportClient.fromEnvironment { region = "us-west-2" }.use { supportClient ->
        val response = supportClient.describeServices(servicesRequest)
        println("Get the first 10 services")
        var index = 1
```

```
response.services?.forEach { service ->
    if (index == 11) {
        return@forEach
    }

    println("The Service name is ${service.name}")
    if (service.name == "Account") {
        serviceCode = service.code.toString()
    }

    // Get the categories for this service.
    service.categories?.forEach { cat ->
        println("The category name is ${cat.name}")
        if (cat.name == "Security") {
            catName = cat.name!!
        }
    }
    index++
}

// Push the two values to the list.
serviceCode.let { sevCatList.add(it) }
catName.let { sevCatList.add(it) }
return sevCatList
}
```

- For API details, see [DescribeServices](#) in *Amazon SDK for Kotlin API reference*.

## PowerShell

### Tools for PowerShell V4

#### Example 1: Returns all available service codes, names and categories.

```
Get-ASAService
```

#### Example 2: Returns the name and categories for the service with the specified code.

```
Get-ASAService -ServiceCodeList "amazon-cloudfront"
```

**Example 3: Returns the name and categories for the specified service codes.**

```
Get-ASAService -ServiceCodeList @("amazon-cloudfront", "amazon-cloudwatch")
```

**Example 4: Returns the name and categories (in Japanese) for the specified service codes. Currently English ("en") and Japanese ("ja") language codes are supported.**

```
Get-ASAService -ServiceCodeList @("amazon-cloudfront", "amazon-cloudwatch") -  
Language "ja"
```

- For API details, see [DescribeServices](#) in *Amazon Tools for PowerShell Cmdlet Reference (V4)*.

**Tools for PowerShell V5****Example 1: Returns all available service codes, names and categories.**

```
Get-ASAService
```

**Example 2: Returns the name and categories for the service with the specified code.**

```
Get-ASAService -ServiceCodeList "amazon-cloudfront"
```

**Example 3: Returns the name and categories for the specified service codes.**

```
Get-ASAService -ServiceCodeList @("amazon-cloudfront", "amazon-cloudwatch")
```

**Example 4: Returns the name and categories (in Japanese) for the specified service codes. Currently English ("en") and Japanese ("ja") language codes are supported.**

```
Get-ASAService -ServiceCodeList @("amazon-cloudfront", "amazon-cloudwatch") -  
Language "ja"
```

- For API details, see [DescribeServices](#) in *Amazon Tools for PowerShell Cmdlet Reference (V5)*.

## Python

### SDK for Python (Boto3)

#### Note

There's more on GitHub. Find the complete example and learn how to set up and run in the [Amazon Code Examples Repository](#).

```
class SupportWrapper:
    """Encapsulates Support actions."""

    def __init__(self, support_client):
        """
        :param support_client: A Boto3 Support client.
        """
        self.support_client = support_client

    @classmethod
    def from_client(cls):
        """
        Instantiates this class from a Boto3 client.
        """
        support_client = boto3.client("support")
        return cls(support_client)

    def describe_services(self, language):
        """
        Get the descriptions of AWS services available for support for a
        language.

        :param language: The language for support services.
        Currently, only "en" (English) and "ja" (Japanese) are supported.
        :return: The list of AWS service descriptions.
        """
        try:
            response = self.support_client.describe_services(language=language)
            services = response["services"]
        except ClientError as err:
            if err.response["Error"]["Code"] == "SubscriptionRequiredException":
```

```
        logger.info(
            "You must have a Business, Enterprise On-Ramp, or Enterprise
Support "
            "plan to use the AWS Support API. \n\tPlease upgrade your
subscription to run these "
            "examples."
        )
    else:
        logger.error(
            "Couldn't get Support services for language %s. Here's why:
%s: %s",
            language,
            err.response["Error"]["Code"],
            err.response["Error"]["Message"],
        )
        raise
else:
    return services
```

- For API details, see [DescribeServices](#) in *Amazon SDK for Python (Boto3) API Reference*.

For a complete list of Amazon SDK developer guides and code examples, see [Using Amazon Web Services Support with an Amazon SDK](#). This topic also includes information about getting started and details about previous SDK versions.

## Use **DescribeSeverityLevels** with an Amazon SDK or CLI

The following code examples show how to use **DescribeSeverityLevels**.

Action examples are code excerpts from larger programs and must be run in context. You can see this action in context in the following code example:

- [Learn the basics](#)

## .NET

### Amazon SDK for .NET

#### Note

There's more on GitHub. Find the complete example and learn how to set up and run in the [Amazon Code Examples Repository](#).

```
/// <summary>
/// Get the descriptions of support severity levels.
/// </summary>
/// <param name="name">Optional language for severity levels.
/// Currently Chinese ("zh"), English ("en"), Japanese ("ja") and Korean
/// ("ko") are supported.</param>
/// <returns>The list of support severity levels.</returns>
public async Task<List<SeverityLevel>> DescribeSeverityLevels(string language
= "en")
{
    var response = await _amazonSupport.DescribeSeverityLevelsAsync(
        new DescribeSeverityLevelsRequest()
    {
        Language = language
    });
    return response.SeverityLevels;
}
```

- For API details, see [DescribeSeverityLevels](#) in *Amazon SDK for .NET API Reference*.

## CLI

### Amazon CLI

#### To list the available severity levels

The following `describe-severity-levels` example lists the available severity levels for a support case.

```
aws support describe-severity-levels
```

Output:

```
{  
    "severityLevels": [  
        {  
            "code": "low",  
            "name": "Low"  
        },  
        {  
            "code": "normal",  
            "name": "Normal"  
        },  
        {  
            "code": "high",  
            "name": "High"  
        },  
        {  
            "code": "urgent",  
            "name": "Urgent"  
        },  
        {  
            "code": "critical",  
            "name": "Critical"  
        }  
    ]  
}
```

For more information, see [Choosing a severity](#) in the *Amazon Support User Guide*.

- For API details, see [DescribeSeverityLevels](#) in *Amazon CLI Command Reference*.

Java

## SDK for Java 2.x

### Note

There's more on GitHub. Find the complete example and learn how to set up and run in the [Amazon Code Examples Repository](#).

```
public static String displaySevLevels(SupportClient supportClient) {
    try {
        DescribeSeverityLevelsRequest severityLevelsRequest =
DescribeSeverityLevelsRequest.builder()
            .language("en")
            .build();

        DescribeSeverityLevelsResponse response =
supportClient.describeSeverityLevels(severityLevelsRequest);
        List<SeverityLevel> severityLevels = response.severityLevels();
        String levelName = null;
        for (SeverityLevel sevLevel : severityLevels) {
            System.out.println("The severity level name is: " +
sevLevel.name());
            if (sevLevel.name().compareTo("High") == 0)
                levelName = sevLevel.name();
        }
        return levelName;

    } catch (SupportException e) {
        System.out.println(e.getLocalizedMessage());
        System.exit(1);
    }
    return "";
}
```

- For API details, see [DescribeSeverityLevels](#) in *Amazon SDK for Java 2.x API Reference*.

## JavaScript

### SDK for JavaScript (v3)

 **Note**

There's more on GitHub. Find the complete example and learn how to set up and run in the [Amazon Code Examples Repository](#).

```
import { DescribeSeverityLevelsCommand } from "@aws-sdk/client-support";
```

```
import { client } from "../libs/client.js";

export const main = async () => {
  try {
    // Get the list of severity levels.
    // The available values depend on the support plan for the account.
    const response = await client.send(new DescribeSeverityLevelsCommand({}));
    console.log(response.severityLevels);
    return response;
  } catch (err) {
    console.error(err);
  }
};
```

- For API details, see [DescribeSeverityLevels](#) in *Amazon SDK for JavaScript API Reference*.

## Kotlin

### SDK for Kotlin

#### Note

There's more on GitHub. Find the complete example and learn how to set up and run in the [Amazon Code Examples Repository](#).

```
suspend fun displaySevLevels(): String {
  var levelName = ""
  val severityLevelsRequest =
    DescribeSeverityLevelsRequest {
      language = "en"
    }

  SupportClient.fromEnvironment { region = "us-west-2" }.use { supportClient ->
    val response =
    supportClient.describeSeverityLevels(severityLevelsRequest)
    response.severityLevels?.forEach { sevLevel ->
      println("The severity level name is: ${sevLevel.name}")
      if (sevLevel.name == "High") {
        levelName = sevLevel.name!!
      }
    }
  }
}
```

```
        }
        return levelName
    }
}
```

- For API details, see [DescribeSeverityLevels](#) in *Amazon SDK for Kotlin API reference*.

## PowerShell

### Tools for PowerShell V4

**Example 1: Returns the list of severity levels that can be assigned to an Amazon Support case.**

```
Get-ASASeverityLevel
```

**Example 2: Returns the list of severity levels that can be assigned to an Amazon Support case. The names of the levels are returned in Japanese.**

```
Get-ASASeverityLevel -Language "ja"
```

- For API details, see [DescribeSeverityLevels](#) in *Amazon Tools for PowerShell Cmdlet Reference (V4)*.

### Tools for PowerShell V5

**Example 1: Returns the list of severity levels that can be assigned to an Amazon Support case.**

```
Get-ASASeverityLevel
```

**Example 2: Returns the list of severity levels that can be assigned to an Amazon Support case. The names of the levels are returned in Japanese.**

```
Get-ASASeverityLevel -Language "ja"
```

- For API details, see [DescribeSeverityLevels](#) in *Amazon Tools for PowerShell Cmdlet Reference (V5)*.

## Python

### SDK for Python (Boto3)

#### Note

There's more on GitHub. Find the complete example and learn how to set up and run in the [Amazon Code Examples Repository](#).

```
class SupportWrapper:
    """Encapsulates Support actions."""

    def __init__(self, support_client):
        """
        :param support_client: A Boto3 Support client.
        """
        self.support_client = support_client

    @classmethod
    def from_client(cls):
        """
        Instantiates this class from a Boto3 client.
        """
        support_client = boto3.client("support")
        return cls(support_client)

    def describe_severity_levels(self, language):
        """
        Get the descriptions of available severity levels for support cases for a
        language.

        :param language: The language for support severity levels.
        Currently, only "en" (English) and "ja" (Japanese) are supported.
        :return: The list of severity levels.
        """
        try:
            response =
self.support_client.describe_severity_levels(language=language)
            severity_levels = response["severityLevels"]
        except ClientError as err:
```

```
        if err.response["Error"]["Code"] == "SubscriptionRequiredException":
            logger.info(
                "You must have a Business, Enterprise On-Ramp, or Enterprise
Support "
                "subscription to run these "
                "examples."
            )
        else:
            logger.error(
                "Couldn't get severity levels for language %s. Here's why:
%s: %s",
                language,
                err.response["Error"]["Code"],
                err.response["Error"]["Message"],
            )
            raise
    else:
        return severity_levels
```

- For API details, see [DescribeSeverityLevels](#) in *Amazon SDK for Python (Boto3) API Reference*.

For a complete list of Amazon SDK developer guides and code examples, see [Using Amazon Web Services Support with an Amazon SDK](#). This topic also includes information about getting started and details about previous SDK versions.

## Use `DescribeTrustedAdvisorCheckRefreshStatuses` with a CLI

The following code examples show how to use `DescribeTrustedAdvisorCheckRefreshStatuses`.

### CLI

#### Amazon CLI

##### To list the refresh statuses of Amazon Trusted Advisor checks

The following `describe-trusted-advisor-check-refresh-statuses` example lists the refresh statuses for two Trusted Advisor checks: Amazon S3 Bucket Permissions and IAM Use.

```
aws support describe-trusted-advisor-check-refresh-statuses \
  --check-id "Pfx0RwqBli" "zXCKfM1nI3"
```

Output:

```
{  
  "statuses": [  
    {  
      "checkId": "Pfx0RwqBli",  
      "status": "none",  
      "millisUntilNextRefreshable": 0  
    },  
    {  
      "checkId": "zXCKfM1nI3",  
      "status": "none",  
      "millisUntilNextRefreshable": 0  
    }  
  ]  
}
```

For more information, see [Amazon Trusted Advisor](#) in the *Amazon Support User Guide*.

- For API details, see [DescribeTrustedAdvisorCheckRefreshStatuses](#) in *Amazon CLI Command Reference*.

## PowerShell

### Tools for PowerShell V4

**Example 1: Returns the current status of refresh requests for the specified checks.**

**Request-ASATrustedAdvisorCheckRefresh** can be used to request that the status information of the checks be refreshed.

```
Get-ASATrustedAdvisorCheckRefreshStatus -CheckId @("checkid1", "checkid2")
```

- For API details, see [DescribeTrustedAdvisorCheckRefreshStatuses](#) in *Amazon Tools for PowerShell Cmdlet Reference (V4)*.

## Tools for PowerShell V5

**Example 1: Returns the current status of refresh requests for the specified checks.**  
**Request-ASATrustedAdvisorCheckRefresh** can be used to request that the status information of the checks be refreshed.

```
Get-ASATrustedAdvisorCheckRefreshStatus -CheckId @("checkid1", "checkid2")
```

- For API details, see [DescribeTrustedAdvisorCheckRefreshStatuses](#) in *Amazon Tools for PowerShell Cmdlet Reference (V5)*.

For a complete list of Amazon SDK developer guides and code examples, see [Using Amazon Web Services Support with an Amazon SDK](#). This topic also includes information about getting started and details about previous SDK versions.

## Use **DescribeTrustedAdvisorCheckResult** with a CLI

The following code examples show how to use **DescribeTrustedAdvisorCheckResult**.

### CLI

#### Amazon CLI

##### To list the results of an Amazon Trusted Advisor check

The following `describe-trusted-advisor-check-result` example lists the results of the IAM Use check.

```
aws support describe-trusted-advisor-check-result \
  --check-id "zXCKfM1nI3"
```

Output:

```
{
  "result": {
    "checkId": "zXCKfM1nI3",
    "timestamp": "2020-05-13T21:38:05Z",
    "status": "ok",
    "resourcesSummary": {
```

```
        "resourcesProcessed": 1,
        "resourcesFlagged": 0,
        "resourcesIgnored": 0,
        "resourcesSuppressed": 0
    },
    "categorySpecificSummary": {
        "costOptimizing": {
            "estimatedMonthlySavings": 0.0,
            "estimatedPercentMonthlySavings": 0.0
        }
    },
    "flaggedResources": [
        {
            "status": "ok",
            "resourceId": "47DEQpj8HBSa-_TImW-5JCeuQeRkm5NMpJWZEXAMPLE",
            "isSuppressed": false
        }
    ]
}
```

For more information, see [Amazon Trusted Advisor](#) in the *Amazon Support User Guide*.

- For API details, see [DescribeTrustedAdvisorCheckResult](#) in *Amazon CLI Command Reference*.

## PowerShell

### Tools for PowerShell V4

**Example 1: Returns the results of a Trusted Advisor check. The list of available Trusted Advisor checks can be obtained using `Get-ASATrustedAdvisorChecks`. The output is the overall status of the check, the timestamp at which the check was last run and the unique checkid for the specific check. To have the results output in Japanese, add the `-Language "ja"` parameter.**

```
Get-ASATrustedAdvisorCheckResult -CheckId "checkid1"
```

- For API details, see [DescribeTrustedAdvisorCheckResult](#) in *Amazon Tools for PowerShell Cmdlet Reference (V4)*.

## Tools for PowerShell V5

**Example 1: Returns the results of a Trusted Advisor check. The list of available Trusted Advisor checks can be obtained using `Get-ASATrustedAdvisorChecks`. The output is the overall status of the check, the timestamp at which the check was last run and the unique checkid for the specific check. To have the results output in Japanese, add the `-Language "ja"` parameter.**

```
Get-ASATrustedAdvisorCheckResult -CheckId "checkid1"
```

- For API details, see [DescribeTrustedAdvisorCheckResult](#) in *Amazon Tools for PowerShell Cmdlet Reference (V5)*.

For a complete list of Amazon SDK developer guides and code examples, see [Using Amazon Web Services Support with an Amazon SDK](#). This topic also includes information about getting started and details about previous SDK versions.

## Use `DescribeTrustedAdvisorCheckSummaries` with a CLI

The following code examples show how to use `DescribeTrustedAdvisorCheckSummaries`.

CLI

### Amazon CLI

#### To list the summaries of Amazon Trusted Advisor checks

The following `describe-trusted-advisor-check-summaries` example lists the results for two Trusted Advisor checks: Amazon S3 Bucket Permissions and IAM Use.

```
aws support describe-trusted-advisor-check-summaries \
  --check-ids "Pfx0RwqBli" "zXCKfM1nI3"
```

Output:

```
{
  "summaries": [
    {
      "checkId": "Pfx0RwqBli",
```

```
        "timestamp": "2020-05-13T21:38:12Z",
        "status": "ok",
        "hasFlaggedResources": true,
        "resourcesSummary": {
            "resourcesProcessed": 44,
            "resourcesFlagged": 0,
            "resourcesIgnored": 0,
            "resourcesSuppressed": 0
        },
        "categorySpecificSummary": {
            "costOptimizing": {
                "estimatedMonthlySavings": 0.0,
                "estimatedPercentMonthlySavings": 0.0
            }
        }
    },
    {
        "checkId": "zXCKfM1nI3",
        "timestamp": "2020-05-13T21:38:05Z",
        "status": "ok",
        "hasFlaggedResources": true,
        "resourcesSummary": {
            "resourcesProcessed": 1,
            "resourcesFlagged": 0,
            "resourcesIgnored": 0,
            "resourcesSuppressed": 0
        },
        "categorySpecificSummary": {
            "costOptimizing": {
                "estimatedMonthlySavings": 0.0,
                "estimatedPercentMonthlySavings": 0.0
            }
        }
    }
]
```

For more information, see [Amazon Trusted Advisor](#) in the *Amazon Support User Guide*.

- For API details, see [DescribeTrustedAdvisorCheckSummaries](#) in *Amazon CLI Command Reference*.

## PowerShell

### Tools for PowerShell V4

**Example 1: Returns the latest summary for the specified Trusted Advisor check.**

```
Get-ASATrustedAdvisorCheckSummary -CheckId "checkid1"
```

**Example 2: Returns the latest summaries for the specified Trusted Advisor checks.**

```
Get-ASATrustedAdvisorCheckSummary -CheckId @("checkid1", "checkid2")
```

- For API details, see [DescribeTrustedAdvisorCheckSummaries](#) in *Amazon Tools for PowerShell Cmdlet Reference (V4)*.

### Tools for PowerShell V5

**Example 1: Returns the latest summary for the specified Trusted Advisor check.**

```
Get-ASATrustedAdvisorCheckSummary -CheckId "checkid1"
```

**Example 2: Returns the latest summaries for the specified Trusted Advisor checks.**

```
Get-ASATrustedAdvisorCheckSummary -CheckId @("checkid1", "checkid2")
```

- For API details, see [DescribeTrustedAdvisorCheckSummaries](#) in *Amazon Tools for PowerShell Cmdlet Reference (V5)*.

For a complete list of Amazon SDK developer guides and code examples, see [Using Amazon Web Services Support with an Amazon SDK](#). This topic also includes information about getting started and details about previous SDK versions.

## Use **DescribeTrustedAdvisorChecks** with a CLI

The following code examples show how to use **DescribeTrustedAdvisorChecks**.

### CLI

#### Amazon CLI

**To list the available Amazon Trusted Advisor checks**

The following `describe-trusted-advisor-checks` example lists the available Trusted Advisor checks in your Amazon account. This information includes the check name, ID, description, category, and metadata. Note that the output is shortened for readability.

```
aws support describe-trusted-advisor-checks \
  --language "en"
```

Output:

```
{
  "checks": [
    {
      "id": "zXCKfM1nI3",
      "name": "IAM Use",
      "description": "Checks for your use of AWS Identity and Access Management (IAM). You can use IAM to create users, groups, and roles in AWS, and you can use permissions to control access to AWS resources. \n<br>\n<br>\n<b>Alert Criteria</b><br>\nYellow: No IAM users have been created for this account.\n<br>\n<br>\n<b>Recommended Action</b><br>\nCreate one or more IAM users and groups in your account. You can then create additional users whose permissions are limited to perform specific tasks in your AWS environment. For more information, see <a href=\"https://docs.aws.amazon.com/IAM/latest/UserGuide/IAMGettingStarted.html\" target=\"_blank\">Getting Started</a>. \n<br><br>\n<b>Additional Resources</b><br>\n<a href=\"https://docs.aws.amazon.com/IAM/latest/UserGuide/IAM_Introduction.html\" target=\"_blank\">What Is IAM?</a>",
      "category": "security",
      "metadata": []
    }
  ]
}
```

For more information, see [Amazon Trusted Advisor](#) in the *Amazon Support User Guide*.

- For API details, see [DescribeTrustedAdvisorChecks](#) in *Amazon CLI Command Reference*.

## PowerShell

### Tools for PowerShell V4

**Example 1: Returns the collection of Trusted Advisor checks. You must specify the Language parameter which can accept either "en" for English output or "ja" for Japanese output.**

```
Get-ASATrustedAdvisorCheck -Language "en"
```

- For API details, see [DescribeTrustedAdvisorChecks](#) in *Amazon Tools for PowerShell Cmdlet Reference (V4)*.

### Tools for PowerShell V5

**Example 1: Returns the collection of Trusted Advisor checks. You must specify the Language parameter which can accept either "en" for English output or "ja" for Japanese output.**

```
Get-ASATrustedAdvisorCheck -Language "en"
```

- For API details, see [DescribeTrustedAdvisorChecks](#) in *Amazon Tools for PowerShell Cmdlet Reference (V5)*.

For a complete list of Amazon SDK developer guides and code examples, see [Using Amazon Web Services Support with an Amazon SDK](#). This topic also includes information about getting started and details about previous SDK versions.

## Use RefreshTrustedAdvisorCheck with a CLI

The following code examples show how to use RefreshTrustedAdvisorCheck.

### CLI

#### Amazon CLI

##### To refresh an Amazon Trusted Advisor check

The following `refresh-trusted-advisor-check` example refreshes the Amazon S3 Bucket Permissions Trusted Advisor check in your Amazon account.

```
aws support refresh-trusted-advisor-check \
--check-id "Pfx0RwqBli"
```

Output:

```
{
  "status": {
    "checkId": "Pfx0RwqBli",
    "status": "enqueued",
    "millisUntilNextRefreshable": 3599992
  }
}
```

For more information, see [Amazon Trusted Advisor](#) in the *Amazon Support User Guide*.

- For API details, see [RefreshTrustedAdvisorCheck](#) in *Amazon CLI Command Reference*.

PowerShell

## Tools for PowerShell V4

**Example 1: Requests a refresh for the specified Trusted Advisor check.**

```
Request-ASATrustedAdvisorCheckRefresh -CheckId "checkid1"
```

- For API details, see [RefreshTrustedAdvisorCheck](#) in *Amazon Tools for PowerShell Cmdlet Reference (V4)*.

## Tools for PowerShell V5

**Example 1: Requests a refresh for the specified Trusted Advisor check.**

```
Request-ASATrustedAdvisorCheckRefresh -CheckId "checkid1"
```

- For API details, see [RefreshTrustedAdvisorCheck](#) in *Amazon Tools for PowerShell Cmdlet Reference (V5)*.

For a complete list of Amazon SDK developer guides and code examples, see [Using Amazon Web Services Support with an Amazon SDK](#). This topic also includes information about getting started and details about previous SDK versions.

## Use ResolveCase with an Amazon SDK or CLI

The following code examples show how to use `ResolveCase`.

Action examples are code excerpts from larger programs and must be run in context. You can see this action in context in the following code example:

- [Learn the basics](#)

.NET

### Amazon SDK for .NET

 **Note**

There's more on GitHub. Find the complete example and learn how to set up and run in the [Amazon Code Examples Repository](#).

```
/// <summary>
/// Resolve a support case by caseId.
/// </summary>
/// <param name="caseId">Id for the support case.</param>
/// <returns>The final status of the case after resolving.</returns>
public async Task<string> ResolveCase(string caseId)
{
    var response = await _amazonSupport.ResolveCaseAsync(
        new ResolveCaseRequest()
    {
        CaseId = caseId
    });
    return response.FinalCaseStatus;
}
```

- For API details, see [ResolveCase](#) in *Amazon SDK for .NET API Reference*.

## CLI

### Amazon CLI

#### To resolve a support case

The following `resolve-case` example resolves a support case in your Amazon account.

```
aws support resolve-case \
  --case-id "case-12345678910-2013-c4c1d2bf33c5cf47"
```

Output:

```
{
  "finalCaseStatus": "resolved",
  "initialCaseStatus": "work-in-progress"
}
```

For more information, see [Case management](#) in the *Amazon Support User Guide*.

- For API details, see [ResolveCase](#) in *Amazon CLI Command Reference*.

## Java

### SDK for Java 2.x

#### Note

There's more on GitHub. Find the complete example and learn how to set up and run in the [Amazon Code Examples Repository](#).

```
public static void resolveSupportCase(SupportClient supportClient, String
caseId) {
    try {
        ResolveCaseRequest caseRequest = ResolveCaseRequest.builder()
            .caseId(caseId)
            .build();

        ResolveCaseResponse response =
supportClient.resolveCase(caseRequest);
```

```
        System.out.println("The status of case " + caseId + " is " +  
response.finalCaseStatus());  
  
    } catch (SupportException e) {  
        System.out.println(e.getLocalizedMessage());  
        System.exit(1);  
    }  
}
```

- For API details, see [ResolveCase](#) in *Amazon SDK for Java 2.x API Reference*.

## JavaScript

### SDK for JavaScript (v3)

 **Note**

There's more on GitHub. Find the complete example and learn how to set up and run in the [Amazon Code Examples Repository](#).

```
import { ResolveCaseCommand } from "@aws-sdk/client-support";  
  
import { client } from "../libs/client.js";  
  
const main = async () => {  
    try {  
        const response = await client.send(  
            new ResolveCaseCommand({  
                caseId: "CASE_ID",  
            }),  
        );  
  
        console.log(response.finalCaseStatus);  
        return response;  
    } catch (err) {  
        console.error(err);  
    }  
};
```

- For API details, see [ResolveCase](#) in *Amazon SDK for JavaScript API Reference*.

## Kotlin

### SDK for Kotlin

#### Note

There's more on GitHub. Find the complete example and learn how to set up and run in the [Amazon Code Examples Repository](#).

```
suspend fun resolveSupportCase(caseIdVal: String) {  
    val caseRequest =  
        ResolveCaseRequest {  
            caseId = caseIdVal  
        }  
    SupportClient.fromEnvironment { region = "us-west-2" }.use { supportClient ->  
        val response = supportClient.resolveCase(caseRequest)  
        println("The status of case $caseIdVal is ${response.finalCaseStatus}")  
    }  
}
```

- For API details, see [ResolveCase](#) in *Amazon SDK for Kotlin API reference*.

## PowerShell

### Tools for PowerShell V4

**Example 1: Returns the initial state of the specified case and the current state after the call to resolve it is completed.**

```
Resolve-ASACase -CaseId "case-12345678910-2013-c4c1d2bf33c5cf47"
```

- For API details, see [ResolveCase](#) in *Amazon Tools for PowerShell Cmdlet Reference (V4)*.

### Tools for PowerShell V5

**Example 1: Returns the initial state of the specified case and the current state after the call to resolve it is completed.**

```
Resolve-ASACase -CaseId "case-12345678910-2013-c4c1d2bf33c5cf47"
```

- For API details, see [ResolveCase](#) in *Amazon Tools for PowerShell Cmdlet Reference (V5)*.

## Python

### SDK for Python (Boto3)

#### Note

There's more on GitHub. Find the complete example and learn how to set up and run in the [Amazon Code Examples Repository](#).

```
class SupportWrapper:  
    """Encapsulates Support actions."""  
  
    def __init__(self, support_client):  
        """  
        :param support_client: A Boto3 Support client.  
        """  
        self.support_client = support_client  
  
    @classmethod  
    def from_client(cls):  
        """  
        Instantiates this class from a Boto3 client.  
        """  
        support_client = boto3.client("support")  
        return cls(support_client)  
  
    def resolve_case(self, case_id):  
        """  
        Resolve a support case by its caseId.  
  
        :param case_id: The ID of the case to resolve.  
        :return: The final status of the case.  
        """  
        try:  
            response = self.support_client.resolve_case(caseId=case_id)
```

```
        final_status = response["finalCaseStatus"]
    except ClientError as err:
        if err.response["Error"]["Code"] == "SubscriptionRequiredException":
            logger.info(
                "You must have a Business, Enterprise On-Ramp, or Enterprise
Support "
                "plan to use the AWS Support API. \n\tPlease upgrade your
subscription to run these "
                "examples."
            )
        else:
            logger.error(
                "Couldn't resolve case. Here's why: %s: %s",
                err.response["Error"]["Code"],
                err.response["Error"]["Message"],
            )
            raise
    else:
        return final_status
```

- For API details, see [ResolveCase](#) in *Amazon SDK for Python (Boto3) API Reference*.

For a complete list of Amazon SDK developer guides and code examples, see [Using Amazon Web Services Support with an Amazon SDK](#). This topic also includes information about getting started and details about previous SDK versions.

# Monitoring and logging for Amazon Web Services Support

Monitoring is an important part of maintaining the reliability, availability, and performance of Amazon Web Services Support and your other Amazon solutions. Amazon provides the following monitoring tools to watch Amazon Web Services Support, report when something is wrong, and take automatic actions when appropriate:

- *Amazon EventBridge* delivers a near real-time stream of system events that describe changes in Amazon resources. EventBridge enables automated event-driven computing, as you can write rules that watch for certain events and trigger automated actions in other Amazon services when these events happen. For more information, see the [Amazon EventBridge User Guide](#).
- *Amazon CloudTrail* captures API calls and related events made by or on behalf of your Amazon account and delivers the log files to an Amazon S3 bucket that you specify. You can identify which users and accounts called Amazon, the source IP address from which the calls were made, and when the calls occurred. For more information, see the [Amazon CloudTrail User Guide](#).

## Topics

- [Integrating Amazon Web Services Support into event-driven applications using Amazon EventBridge](#)
- [Logging Amazon Web Services Support API calls with Amazon CloudTrail](#)
- [Logging Amazon Web Services Support App in Slack API calls using Amazon CloudTrail](#)

## Integrating Amazon Web Services Support into event-driven applications using Amazon EventBridge

You can incorporate Amazon Web Services Support into event-driven applications (EDAs) that use events that occur in Amazon Web Services Support to communicate between application components and initiate downstream processes.

For example, you can get notified whenever the following Amazon Web Services Support events occur in your account:

- A support case is created, resolved, or reopened

- A correspondence is added to an existing support case

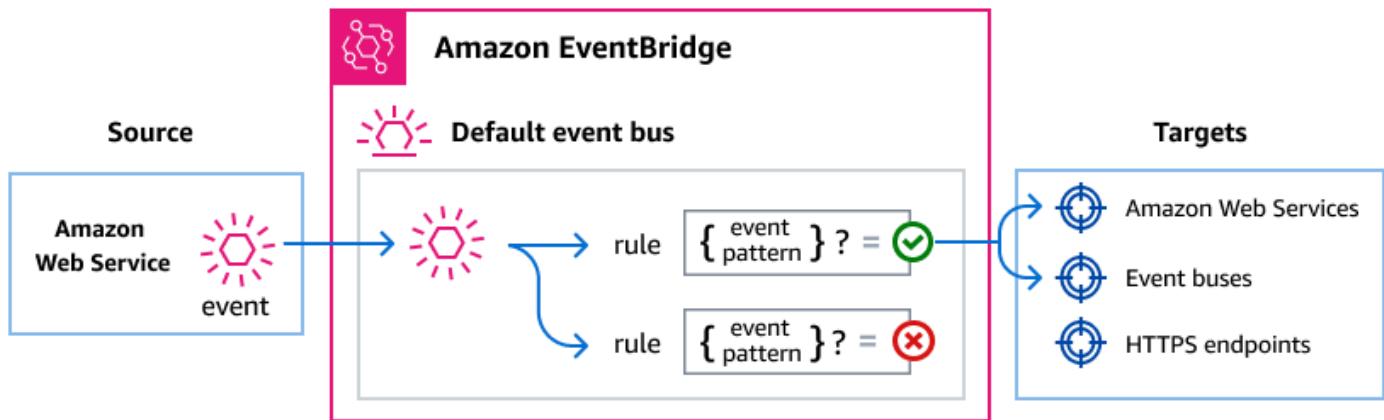
You do this by using Amazon EventBridge to route events from Amazon Web Services Support to other software components. Amazon EventBridge is a serverless service that uses events to connect application components together, making it easier for you to integrate Amazon services like Amazon Web Services Support into event-driven architectures without additional code and operations.

## How EventBridge routes Amazon Web Services Support events

Here's how EventBridge works with Amazon Web Services Support events:

As with many Amazon services, Amazon Web Services Support generates and sends events to the EventBridge default *event bus*. An event bus is a router that receives events and routes them to the destinations, or *targets*, that you specify. Targets can include other Amazon services, custom applications, and SaaS partner applications.

EventBridge routes events according to *rules* you create on the event bus. For each rule, you specify a filter, or *event pattern*, to select only the events you want. Whenever an event is sent to the event bus, EventBridge compares it against each rule. If the event matches the rule, EventBridge routes the event to the specified target(s).



## Amazon Web Services Support events

Amazon Web Services Support sends the following events to the default EventBridge event bus automatically.

Event detail type	Description
<a href="#">Support Case Update</a>	Represents a change in a support case.

## Event structure

All events from Amazon services contain two types of data:

- A common set of fields containing metadata about the event, such as the Amazon service that is the source of the event, the time the event was generated, the account and region in which the event took place, and others. For definitions of these general fields, see [Event structure](#) in the *Amazon EventBridge Events Reference*.
- A detail field that contains data specific to that particular service event.

## Amazon Web Services Support event delivery via Amazon CloudTrail

Amazon services can send events directly to the EventBridge default event bus. In addition, Amazon CloudTrail sends events originating from numerous Amazon services to EventBridge as well. These events can include API calls, console signins and actions, service events, and CloudTrail Insights. For more information, see [Amazon service events delivered via Amazon CloudTrail](#) in the *EventBridge User Guide*.

For a list of Amazon Web Services Support events sent to EventBridge, refer to the Amazon Web Services Support topic in the [EventBridge Events Reference](#).

## Creating event patterns that match Amazon Web Services Support events

Event patterns are filters where specify the data that the events you want to select should have.

Each event pattern is a JSON object that contains:

- A source attribute that identifies the service sending the event. For Amazon Web Services Support events, the source is `aws.support`.
- (Optional): A detail-type attribute that contains an array of the event names to match.
- (Optional): A detail attribute containing any other event data on which to match.

For example, the following event pattern would select all Support Case Update events from Amazon Web Services Support:

```
{  
  "source": ["aws.support"],  
  "detail-type": ["Support Case Update"]  
}
```

You can get more specific in your event selection by including values in the event itself. For example, the following event pattern matches Support Case Update events that represent a case being reopened:

```
{  
  "source": ["aws.support"],  
  "detail-type": ["Support Case Update"],  
  "detail": {  
    "event-name": "ReopenCase"  
  }  
}
```

For more information on writing event patterns, see [Event patterns](#) in the *EventBridge User Guide*.

## See also

For more information about how to use EventBridge with Amazon Web Services Support, see the following resources:

- [How to automate Amazon Web Services Support API with Amazon EventBridge](#)
- [Amazon Web Services Support case activity notifier](#) on GitHub

## Support Case Update event

Below are the detail fields for the Support Case Update event.

The source and detail-type fields are included below because they contain specific values for Amazon Web Services Support events. For definitions of the other metadata fields that are included in all events, see [Event structure](#) in the *Amazon EventBridge Events Reference*.

```
{
```

```
 . . .,  
 "detail-type": "Support Case Update",  
 "source": "aws.support",  
 . . .,  
 "detail": {  
     "case-id" : "string",  
     "display-id" : "string",  
     "communication-id" : "string",  
     "event-name" : "string",  
     "origin" : "string"  
 }  
 }
```

## detail-type

Identifies the type of event.

For this event, this value is Support Case Update.

## source

Identifies the service that generated the event. For Amazon Web Services Support events, this value is aws.support.

## detail

A JSON object that contains information about the event. The service generating the event determines the content of this field.

For this event, this data includes:

### case-id

The support case ID. The case ID is an alphanumeric string in the following format:

case-12345678910-2013-c4c1d2bf33c5cf47.

### display-id

The identifier for the case on pages in the Amazon Web Services Support Center.

### communication-id

The communication ID.

### event-name

*Valid values:* CreateCase | AddCommunicationToCase | ResolveCase | ReopenCase

Specifies the type of support case event.

**origin**

*Valid values:* Amazon | CUSTOMER

Specifies whether you or an Amazon Web Services Support agent added a case correspondence to a support case.

Currently, only events with an event-name of AddCommunicationToCase will contain have this value.

### Example Support Case Update event example: Support case created

```
{  
  "version": "0",  
  "id": "3433df007-9285-55a3-f6d1-536944be45d7",  
  "detail-type": "Support Case Update",  
  "source": "aws.support",  
  "account": "111122223333",  
  "time": "2022-02-21T15:51:19Z",  
  "region": "us-east-1",  
  "resources": [],  
  "detail": {  
    "case-id": "case-111122223333-muen-2022-7118885805350839",  
    "display-id": "1234563851",  
    "communication-id": "",  
    "event-name": "CreateCase",  
    "origin": ""  
  }  
}
```

### Example Support Case Update event example: Amazon Web Services Support replies to a support case

```
{  
  "version": "0",  
  "id": "f90cb8cb-32be-1c91-c0ba-d50b4ca5e51b",  
  "detail-type": "Support Case Update",  
  "source": "aws.support",  
  "account": "111122223333",  
  "time": "2022-02-21T15:51:31Z",  
  "region": "us-east-1",  
  "resources": []  
}
```

```
"region": "us-east-1",
"resources": [],
"detail": {
    "case-id": "case-111122223333-muen-2022-7118885805350839",
    "display-id": "1234563851",
    "communication-id": "ekko:us-east-1:12345678-268a-424b-be08-54613cab84d2",
    "event-name": "AddCommunicationToCase",
    "origin": "AWS"
}
}
```

## Example Support Case Update event example: Support case resolved

```
{
    "version": "0",
    "id": "1aa4458d-556f-732e-ddc1-4a5b2fbd14a5",
    "detail-type": "Support Case Update",
    "source": "aws.support",
    "account": "111122223333",
    "time": "2022-02-21T15:51:31Z",
    "region": "us-east-1",
    "resources": [],
    "detail": {
        "case-id": "case-111122223333-muen-2022-7118885805350839",
        "display-id": "1234563851",
        "communication-id": "",
        "event-name": "ResolveCase",
        "origin": ""
    }
}
```

## Example Support Case Update event example: Support case reopened

```
{
    "version": "0",
    "id": "3bb9d8fe-6089-ad27-9508-804209b233ad",
    "detail-type": "Support Case Update",
    "source": "aws.support",
    "account": "111122223333",
    "time": "2022-02-21T15:47:19Z",
    "region": "us-east-1",
    "resources": [],
    "detail": {
```

```
        "case-id": "case-111122223333-muen-2021-27f40618fe0303ea",
        "display-id": "1234563851",
        "communication-id": "",
        "event-name": "ReopenCase",
        "origin": ""
    }
}
```

## Logging Amazon Web Services Support API calls with Amazon CloudTrail

Amazon Web Services Support is integrated with Amazon CloudTrail, a service that provides a record of actions taken by a user, role, or an Amazon service in Amazon Web Services Support. CloudTrail captures API calls for Amazon Web Services Support as events. The calls captured include calls from the Amazon Web Services Support console and code calls to the Amazon Web Services Support API operations.

If you create a trail, you can enable continuous delivery of CloudTrail events to an Amazon Simple Storage Service (Amazon S3) bucket, including events for Amazon Web Services Support. If you don't configure a trail, you can still view the most recent events in the CloudTrail console in **Event history**.

Using the information collected by CloudTrail, you can determine the request that was made to Amazon Web Services Support, the IP address from which the request was made, who made the request, when it was made, and additional details.

To learn more about CloudTrail, including how to configure and enable it, see the [Amazon CloudTrail User Guide](#).

## Amazon Web Services Support information in CloudTrail

CloudTrail is enabled on your Amazon account when you create the account. When supported event activity occurs in Amazon Web Services Support, that activity is recorded in a CloudTrail event along with other Amazon service events in **Event history**. You can view, search, and download recent events in your Amazon account. For more information, see [Viewing events with CloudTrail event history](#).

For an ongoing record of events in your Amazon account, including events for Amazon Web Services Support, create a *trail*. A trail enables CloudTrail to deliver log files to an Amazon S3

bucket. By default, when you create a trail in the console, the trail applies to all Amazon Regions. The trail logs events from all Regions in the Amazon partition and delivers the log files to the Amazon S3 bucket that you specify. Additionally, you can configure other Amazon services to further analyze and act upon the event data collected in CloudTrail logs. For more information, see the following:

- [Overview for creating a trail](#)
- [CloudTrail supported services and integrations](#)
- [Configuring Amazon SNS notifications for CloudTrail](#)
- [Receiving CloudTrail log files from multiple accounts](#)

All Amazon Web Services Support API operations are logged by CloudTrail and are documented in the [Amazon Web Services Support API Reference](#).

For example, calls to the `CreateCase`, `DescribeCases` and `ResolveCase` operations generate entries in the CloudTrail log files.

Every event or log entry contains information about who generated the request. The identity information helps you determine the following:

- Whether the request was made with root or Amazon Identity and Access Management (IAM) user credentials.
- Whether the request was made with temporary security credentials for a role or federated user.
- Whether the request was made by another Amazon service.

For more information, see the [CloudTrail userIdentity element](#).

You can also aggregate Amazon Web Services Support log files from multiple Amazon Regions and multiple Amazon accounts into a single Amazon S3 bucket.

## Amazon Trusted Advisor information in CloudTrail logging

Trusted Advisor is an Amazon Web Services Support service that you can use to check your Amazon account for ways to save costs, improve security, and optimize your account.

All Trusted Advisor API operations are logged by CloudTrail and are documented in the [Amazon Web Services Support API Reference](#).

For example, calls to the `DescribeTrustedAdvisorCheckRefreshStatuses`, `DescribeTrustedAdvisorCheckResult` and `RefreshTrustedAdvisorCheck` operations generate entries in the CloudTrail log files.

 **Note**

CloudTrail also logs Trusted Advisor console actions. See [Logging Amazon Trusted Advisor console actions with Amazon CloudTrail](#).

## Understanding Amazon Web Services Support log file entries

A trail is a configuration that enables delivery of events as log files to an Amazon S3 bucket that you specify. CloudTrail log files contain one or more log entries. An event represents a single request from any source. It includes information about the requested operation, the date and time of the operation, request parameters, and so on. CloudTrail log files aren't an ordered stack trace of the public API calls, so they don't appear in any specific order.

### Example: Log entry for `CreateCase`

The following example shows a CloudTrail log entry for the [CreateCase](#) operation.

```
{  
  "Records": [  
    {  
      "eventVersion": "1.04",  
      "userIdentity": {  
        "type": "IAMUser",  
        "principalId": "AIDACKCEVSQ6C2EXAMPLE",  
        "arn": "arn:aws:iam::111122223333:user/janedoe",  
        "accountId": "111122223333",  
        "accessKeyId": "AKIAIOSFODNN7EXAMPLE",  
        "userName": "janedoe",  
        "sessionContext": {  
          "attributes": {  
            "mfaAuthenticated": "false",  
            "creationDate": "2016-04-13T17:51:37Z"  
          }  
        },  
        "invokedBy": "signin.amazonaws.com"  
      },  
      "eventTime": "2016-04-13T18:05:53Z",  
      "version": "0.0.0"  
    }  
  ]  
}
```

```
        "eventSource": "support.amazonaws.com",
        "eventName": "CreateCase",
        "awsRegion": "us-east-1",
        "sourceIPAddress": "198.51.100.15",
        "userAgent": "signin.amazonaws.com",
        "requestParameters": {
            "severityCode": "low",
            "categoryCode": "other",
            "language": "en",
            "serviceCode": "support-api",
            "issueType": "technical"
        },
        "responseElements": {
            "caseId": "case-111122223333-muen-2016-c3f2077e504940f2"
        },
        "requestID": "58c257ef-01a2-11e6-be2a-01c031063738",
        "eventID": "5aa34bfc-ad5b-4fb1-8a55-2277c86e746a",
        "eventType": "AwsApiCall",
        "recipientAccountId": "111122223333"
    },
],
...
}
```

## Example: Log entry for RefreshTrustedAdvisorCheck

The following example shows a CloudTrail log entry for the [RefreshTrustedAdvisorCheck](#) operation.

```
{
    "eventVersion": "1.05",
    "userIdentity": {
        "type": "IAMUser",
        "principalId": "AIDACKCEVSQ6C2EXAMPLE",
        "arn": "arn:aws:iam::111122223333:user/Admin",
        "accountId": "111122223333",
        "accessKeyId": "AKIAIOSFODNN7EXAMPLE",
        "userName": "Admin"
    },
    "eventTime": "2020-10-21T16:34:13Z",
    "eventSource": "support.amazonaws.com",
    "eventName": "RefreshTrustedAdvisorCheck",
    "awsRegion": "us-east-1",
    "sourceIPAddress": "72.21.198.67",
    "userAgent": "signin.amazonaws.com",
```

```
"requestParameters": {  
    "checkId": "Pfx0RwqBli"  
},  
"responseElements": null,  
"requestID": "4c4d5fc8-c403-4f82-9544-41f820e0fa01",  
"eventID": "2f4630ac-5c27-4f0d-b93f-63742d6fc85e",  
"eventType": "AwsApiCall",  
"recipientAccountId": "111122223333"  
}
```

## Logging Amazon Web Services Support App in Slack API calls using Amazon CloudTrail

The Amazon Web Services Support App in Slack is integrated with Amazon CloudTrail. CloudTrail provides a record of actions taken by a user, role, or an Amazon Web Services service in the Amazon Web Services Support App. To create this record, CloudTrail captures all public API calls for Amazon Web Services Support App as events. These captured calls include calls from the Amazon Web Services Support App console, and code calls to the Amazon Web Services Support App public API operations. If you create a trail, you can enable continuous delivery of CloudTrail events to an Amazon S3 bucket. These include events for Amazon Web Services Support App. If you don't configure a trail, you can still view the most recent events in the CloudTrail console in **Event history**. You can use the information that CloudTrail collects to determine that the request that was made to Amazon Web Services Support App. You can also learn the IP address where the call originated, who made the request, when it was made, and additional details.

To learn more about CloudTrail, see the [Amazon CloudTrail User Guide](#).

## Amazon Web Services Support App information in CloudTrail

When you create your Amazon Web Services account, this activates CloudTrail on the account. When public API activity occurs in the Amazon Web Services Support App, that activity is recorded in a CloudTrail event, along with other Amazon service events in **Event history**. You can view, search, and download recent events in your Amazon Web Services account. For more information, see [Viewing events with CloudTrail Event history](#).

For an ongoing record of events in your Amazon Web Services account, including events for Amazon Web Services Support App, create a *trail*. By default, when you create a trail in the console, the trail applies to all Amazon Web Services Regions. The trail logs events from all Regions in the Amazon partition and delivers the log files to the Amazon S3 bucket that you specify. Additionally,

you can configure other Amazon Web Services services to analyze further the event data collected in CloudTrail logs and act upon the data. For more information, see the following:

- [Overview for creating a trail](#)
- [CloudTrail supported services and integrations](#)
- [Configuring Amazon SNS notifications for CloudTrail](#)
- [Receiving CloudTrail log files from multiple regions](#) and [Receiving CloudTrail log files from multiple accounts](#)

CloudTrail logs all public Amazon Web Services Support App actions. These actions are also documented in the [Amazon Web Services Support App in Slack API Reference](#). For example, calls to the `CreateSlackChannelConfiguration`, `GetAccountAlias` and `UpdateSlackChannelConfiguration` actions generate entries in the CloudTrail log files.

Every event or log entry contains information about who generated the request. The identity information helps you determine the following:

- Whether the request was made with root or Amazon Identity and Access Management (IAM) user credentials.
- Whether the request was made with temporary security credentials for a role or federated user.
- Whether the request was made by another Amazon Web Services service.

For more information, see the [CloudTrail userIdentity element](#).

## Understanding Amazon Web Services Support App log file entries

A trail is a configuration that enables delivery of events as log files to an Amazon S3 bucket that you specify. CloudTrail log files contain one or more log entries. An event represents a single request from any source and includes information about the requested action, the date and time of the action, request parameters, and so on. CloudTrail log files aren't an ordered stack trace of the public API calls. This means that the logs don't appear in any specific order.

### Example: Log example for `CreateSlackChannelConfiguration`

The following example shows a CloudTrail log entry for the [CreateSlackChannelConfiguration](#) operation.

```
{
```

```
"eventVersion": "1.08",
"userIdentity": {
    "type": "AssumedRole",
    "principalId": "AIDACKCEVSQ6C2EXAMPLE:JaneDoe",
    "arn": "arn:aws:sts::111122223333:assumed-role/Administrator/JaneDoe",
    "accountId": "111122223333",
    "accessKeyId": "AKIAI44QH8DHBEXAMPLE",
    "sessionContext": {
        "sessionIssuer": {
            "type": "Role",
            "principalId": "AIDACKCEVSQ6C2EXAMPLE",
            "arn": "arn:aws:iam::111122223333:role/Administrator",
            "accountId": "111122223333",
            "userName": "Administrator"
        },
        "webIdFederationData": {},
        "attributes": {
            "creationDate": "2022-02-26T01:37:57Z",
            "mfaAuthenticated": "false"
        }
    }
},
"eventTime": "2022-02-26T01:48:20Z",
"eventSource": "supportapp.amazonaws.com",
"eventName": "CreateSlackChannelConfiguration",
"awsRegion": "us-east-1",
"sourceIPAddress": "205.251.233.183",
"userAgent": "aws-cli/1.3.23 Python/2.7.6 Linux/2.6.18-164.el5",
"requestParameters": {
    "notifyOnCreateOrReopenCase": true,
    "teamId": "T012ABCDEFG",
    "notifyOnAddCorrespondenceToCase": true,
    "notifyOnCaseSeverity": "all",
    "channelName": "troubleshooting-channel",
    "notifyOnResolveCase": true,
    "channelId": "C01234A5BCD",
    "channelRoleArn": "arn:aws:iam::111122223333:role/AWSSupportAppRole"
},
"responseElements": null,
"requestID": "d06df6ca-c233-4ffb-bbff-63470c5dc255",
"eventID": "0898ce29-a396-444a-899d-b068f390c361",
"readOnly": false,
"eventType": "AwsApiCall",
"managementEvent": true,
```

```
    "recipientAccountId": "111122223333",
    "eventCategory": "Management"
}
```

## Example: Log example for ListSlackChannelConfigurations

The following example shows a CloudTrail log entry for the [ListSlackChannelConfigurations](#) operation.

```
{
  "eventVersion": "1.08",
  "userIdentity": {
    "type": "AssumedRole",
    "principalId": "AIDACKCEVSQ6C2EXAMPLE:AWSSupportAppRole",
    "arn": "arn:aws:sts::111122223333:assumed-role/AWSSupportAppRole",
    "accountId": "111122223333",
    "accessKeyId": "AKIAI44QH8DHBEXAMPLE",
    "sessionContext": {
      "sessionIssuer": {
        "type": "Role",
        "principalId": "AIDACKCEVSQ6C2EXAMPLE",
        "arn": "arn:aws:iam::111122223333:role/AWSSupportAppRole",
        "accountId": "111122223333",
        "userName": "AWSSupportAppRole"
      },
      "webIdFederationData": {},
      "attributes": {
        "creationDate": "2022-03-01T20:06:32Z",
        "mfaAuthenticated": "false"
      }
    }
  },
  "eventTime": "2022-03-01T20:06:46Z",
  "eventSource": "supportapp.amazonaws.com",
  "eventName": "ListSlackChannelConfigurations",
  "awsRegion": "us-east-1",
  "sourceIPAddress": "72.21.217.131",
  "userAgent": "aws-cli/1.3.23 Python/2.7.6 Linux/2.6.18-164.el5",
  "requestParameters": null,
  "responseElements": null,
  "requestID": "20f81d63-31c5-4351-bd02-9eda7f76e7b8",
  "eventID": "70acb7fe-3f84-47cd-8c28-cc148ad06d21",
  "readOnly": true,
```

```
"eventType": "AwsApiCall",
"managementEvent": true,
"recipientAccountId": "111122223333",
"eventCategory": "Management"
}
```

## Example: Log example for GetAccountAlias

The following example shows a CloudTrail log entry for the [GetAccountAlias](#) operation.

```
{
  "eventVersion": "1.08",
  "userIdentity": {
    "type": "AssumedRole",
    "principalId": "AIDACKCEVSQ6C2EXAMPLE:devdsk",
    "arn": "arn:aws:sts::111122223333:assumed-role/AWSSupportAppRole/devdsk",
    "accountId": "111122223333",
    "accessKeyId": "AKIAI44QH8DHBEXAMPLE",
    "sessionContext": {
      "sessionIssuer": {
        "type": "Role",
        "principalId": "AIDACKCEVSQ6C2EXAMPLE",
        "arn": "arn:aws:iam::111122223333:role/AWSSupportAppRole",
        "accountId": "111122223333",
        "userName": "AWSSupportAppRole"
      },
      "webIdFederationData": {},
      "attributes": {
        "creationDate": "2022-03-01T20:31:27Z",
        "mfaAuthenticated": "false"
      }
    }
  },
  "eventTime": "2022-03-01T20:31:47Z",
  "eventSource": "supportapp.amazonaws.com",
  "eventName": "GetAccountAlias",
  "awsRegion": "us-east-1",
  "sourceIPAddress": "72.21.217.142",
  "userAgent": "aws-cli/1.3.23 Python/2.7.6 Linux/2.6.18-164.el5",
  "requestParameters": null,
  "responseElements": null,
  "requestID": "a225966c-0906-408b-b8dd-f246665e6758",
  "eventID": "79ebba8d-3285-4023-831a-64af7de8d4ad",
  "readOnly": true,
```

```
"eventType": "AwsApiCall",
"managementEvent": true,
"recipientAccountId": "111122223333",
"eventCategory": "Management"
}
```

# Monitoring and logging for Amazon Web Services Support Plans

Monitoring is an important part of maintaining the reliability, availability, and performance of Support Plans and your other Amazon solutions. Amazon provides the following monitoring tools to watch Support Plans, report when something is wrong, and take automatic actions when appropriate:

- *Amazon CloudTrail* captures API calls and related events made by or on behalf of your Amazon account and delivers the log files to an Amazon S3 bucket that you specify. You can identify which users and accounts called Amazon, the source IP address from which the calls were made, and when the calls occurred. For more information, see the [Amazon CloudTrail User Guide](#).

## Topics

- [Logging Amazon Web Services Support Plans API calls with Amazon CloudTrail](#)

## Logging Amazon Web Services Support Plans API calls with Amazon CloudTrail

Amazon Web Services Support Plans is integrated with Amazon CloudTrail, a service that provides a record of actions taken by a user, role, or an Amazon Web Services service. CloudTrail captures API calls for Amazon Web Services Support Plans as events. The calls captured include calls from the Amazon Web Services Support Plans console and code calls to the Amazon Web Services Support Plans API operations.

If you create a trail, you can enable continuous delivery of CloudTrail events to an Amazon Simple Storage Service (Amazon S3) bucket, including events for Amazon Web Services Support Plans. If you don't configure a trail, you can still view the most recent events in the CloudTrail console in **Event history**.

Using the information collected by CloudTrail, you can determine the request that was made to Amazon Web Services Support Plans, the IP address from which the request was made, who made the request, when it was made, and additional details.

To learn more about CloudTrail, including how to configure and enable it, see the [Amazon CloudTrail User Guide](#).

## Amazon Web Services Support Plans information in CloudTrail

CloudTrail is enabled on your Amazon Web Services account when you create the account. When supported event activity occurs in Amazon Web Services Support Plans, that activity is recorded in a CloudTrail event along with other Amazon Web Services service events in **Event history**. You can view, search, and download recent events in your account. For more information, see [Viewing events with CloudTrail event history](#).

For an ongoing record of events in your account, including events for Amazon Web Services Support Plans, create a *trail*. A trail enables CloudTrail to deliver log files to an Amazon S3 bucket. By default, when you create a trail in the console, the trail applies to all Amazon Web Services Regions. The trail logs events from all Regions in the Amazon partition and delivers the log files to the Amazon S3 bucket that you specify. Additionally, you can configure other Amazon Web Services services to further analyze and act upon the event data collected in CloudTrail logs. For more information, see the following:

- [Overview for creating a trail](#)
- [CloudTrail supported services and integrations](#)
- [Configuring Amazon SNS notifications for CloudTrail](#)
- [Receiving CloudTrail log files from multiple accounts](#)

All Amazon Web Services Support Plans API operations are logged by CloudTrail. Every event or log entry contains information about who generated the request. The identity information helps you determine the following:

- Whether the request was made with root or Amazon Identity and Access Management (IAM) user credentials.
- Whether the request was made with temporary security credentials for a role or federated user.
- Whether the request was made by another Amazon Web Services service.

For more information, see the [CloudTrail userIdentity element](#).

You can also aggregate Amazon Web Services Support Plans log files from multiple Amazon Web Services Regions and multiple accounts into a single Amazon S3 bucket.

# Understanding Amazon Web Services Support Plans log file entries

A trail is a configuration that enables delivery of events as log files to an Amazon S3 bucket that you specify. CloudTrail log files contain one or more log entries. An event represents a single request from any source. It includes information about the requested operation, the date and time of the operation, request parameters, and so on. CloudTrail log files aren't an ordered stack trace of the public API calls, so they don't appear in any specific order.

## Example: Log entry for GetSupportPlan

The following example shows a CloudTrail log entry for the GetSupportPlan operation.

```
{  
  "eventVersion": "1.08",  
  "userIdentity": {  
    "type": "AssumedRole",  
    "principalId": "AIDACKCEVSQ6C2EXAMPLE",  
    "arn": "arn:aws:sts::111122223333:user/janedoe",  
    "accountId": "111122223333",  
    "accessKeyId": "AKIAIOSFODNN7EXAMPLE",  
    "sessionContext": {  
      "sessionIssuer": {  
        "type": "Role",  
        "principalId": "AIDACKCEVSQ6C2EXAMPLE",  
        "arn": "arn:aws:iam::111122223333:role/Admin",  
        "accountId": "111122223333",  
        "userName": "Admin"  
      },  
      "webIdFederationData": {},  
      "attributes": {  
        "creationDate": "2022-06-29T16:30:04Z",  
        "mfaAuthenticated": "false"  
      }  
    }  
  },  
  "eventTime": "2022-06-29T16:39:11Z",  
  "eventSource": "supportplans.amazonaws.com",  
  "eventName": "GetSupportPlan",  
  "awsRegion": "us-west-2",  
  "sourceIPAddress": "205.251.233.183",  
  "userAgent": "Mozilla/5.0 (Windows NT 10.0; Win64; x64; rv:91.0) Gecko/20100101 Firefox/91.0",  
  "requestParameters": null,  
}
```

```
        "responseElements": null,  
        "requestID": "7665c39a-d6bf-4d0d-8010-2f59740b8ecb",  
        "eventID": "b711bc30-16a5-4579-8f0d-9ada8fe6d1ce",  
        "readOnly": true,  
        "eventType": "AwsApiCall",  
        "managementEvent": true,  
        "recipientAccountId": "111122223333",  
        "eventCategory": "Management"  
    }  
}
```

## Example: Log entry for GetSupportPlanUpdateStatus

The following example shows a CloudTrail log entry for the `GetSupportPlanUpdateStatus` operation.

```
{
  "eventVersion": "1.08",
  "userIdentity": {
    "type": "AssumedRole",
    "principalId": "AIDACKCEVSQ6C2EXAMPLE",
    "arn": "arn:aws:sts::111122223333:user/janedoe",
    "accountId": "111122223333",
    "accessKeyId": "AKIAIOSFODNN7EXAMPLE",
    "sessionContext": {
      "sessionIssuer": {
        "type": "Role",
        "principalId": "AIDACKCEVSQ6C2EXAMPLE",
        "arn": "arn:aws:iam::111122223333:role/Admin",
        "accountId": "111122223333",
        "userName": "Admin"
      },
      "webIdFederationData": {},
      "attributes": {
        "creationDate": "2022-06-29T16:30:04Z",
        "mfaAuthenticated": "false"
      }
    }
  },
  "eventTime": "2022-06-29T16:39:02Z",
  "eventSource": "supportplans.amazonaws.com",
  "eventName": "GetSupportPlanUpdateStatus",
  "awsRegion": "us-west-2",
  "sourceIPAddress": "205.251.233.183",
  "version": "1.08"
}
```

```
"userAgent": "Mozilla/5.0 (Windows NT 10.0; Win64; x64; rv:91.0) Gecko/20100101
Firefox/91.0",
"requestParameters": {
    "supportPlanUpdateArn": "arn:aws:supportplans::111122223333:supportplanupdate/7f03b7a233a0e87ebc79e56d4d2bcaf19e976c37
    },
"responseElements": null,
"requestID": "75e5c767-8703-4ed3-b01e-4dda28020322",
"eventID": "28d1c0e3-ccb6-4fd1-8793-65be010114cc",
"readOnly": true,
"eventType": "AwsApiCall",
"managementEvent": true,
"recipientAccountId": "111122223333",
"eventCategory": "Management"
}
```

## Example: Log entry for StartSupportPlanUpdate

The following example shows a CloudTrail log entry for the StartSupportPlanUpdate operation.

```
{
    "eventVersion": "1.08",
    "userIdentity": {
        "type": "AssumedRole",
        "principalId": "AIDACKCEVSQ6C2EXAMPLE",
        "arn": "arn:aws:sts::111122223333:user/janedoe",
        "accountId": "111122223333",
        "accessKeyId": "AKIAIOSFODNN7EXAMPLE",
        "sessionContext": {
            "sessionIssuer": {
                "type": "Role",
                "principalId": "AIDACKCEVSQ6C2EXAMPLE",
                "arn": "arn:aws:iam::111122223333:role/Admin",
                "accountId": "111122223333",
                "userName": "Admin"
            },
            "webIdFederationData": {},
            "attributes": {
                "creationDate": "2022-06-29T16:30:04Z",
                "mfaAuthenticated": "false"
            }
        }
    }
}
```

```
},
"eventTime": "2022-06-29T16:38:55Z",
"eventSource": "supportplans.amazonaws.com",
"eventName": "StartSupportPlanUpdate",
"awsRegion": "us-west-2",
"sourceIPAddress": "205.251.233.183",
"userAgent": "Mozilla/5.0 (Windows NT 10.0; Win64; x64; rv:91.0) Gecko/20100101 Firefox/91.0",
"requestParameters": {
    "clientToken": "98add111-dcc9-464d-8722-438d697fe242",
    "update": {
        "supportLevel": "BASIC"
    }
},
"responseElements": {
    "Access-Control-Expose-Headers": "x-amzn-RequestId,x-amzn-ErrorType,x-amzn-ErrorMessage,Date",
    "supportPlanUpdateArn": "arn:aws:supportplans::111122223333:supportplanupdate/7f03b7a233a0e87ebc79e56d4d2bcaf19e976c37",
},
"requestID": "e5ff9382-5fb8-4764-9993-0f33fb0b1e17",
"eventID": "5dba89f8-2e5b-42b9-9b8f-395580c52962",
"readOnly": false,
"eventType": "AwsApiCall",
"managementEvent": true,
"recipientAccountId": "111122223333",
"eventCategory": "Management"
}
```

## Example: Log entry for CreateSupportPlanSchedule

The following example shows a CloudTrail log entry for the `CreateSupportPlanSchedule` operation.

```
{
"eventVersion": "1.08",
"userIdentity": {
    "type": "AssumedRole",
    "principalId": "AIDACKCEVSQ6C2EXAMPLE",
    "arn": "arn:aws:sts::111122223333:user/janedoe",
    "accountId": "111122223333",
    "accessKeyId": "AKIAIOSFODNN7EXAMPLE",
    "sessionContext": {
```

```
        "sessionIssuer": {
            "type": "Role",
            "principalId": "AIDACKCEVSQ6C2EXAMPLE",
            "arn": "arn:aws:iam::111122223333:role/Admin",
            "accountId": "111122223333",
            "userName": "Admin"
        },
        "webIdFederationData": {},
        "attributes": {
            "creationDate": "2023-05-09T16:30:04Z",
            "mfaAuthenticated": "false"
        }
    },
    "eventTime": "2023-05-09T16:30:04Z",
    "eventSource": "supportplans.amazonaws.com",
    "eventName": "CreateSupportPlanSchedule",
    "awsRegion": "us-west-2",
    "sourceIPAddress": "205.251.233.183",
    "userAgent": "Mozilla/5.0 (Windows NT 10.0; Win64; x64; rv:91.0) Gecko/20100101 Firefox/91.0",
    "requestParameters": {
        "clientToken": "b998de5e-ad1c-4448-90db-2bf86d6d9e9a",
        "scheduleCreationDetails": {
            "startLevel": "BUSINESS",
            "startOffer": "TrialPlan7FB93B",
            "startTimestamp": "2023-06-03T17:23:56.109Z",
            "endLevel": "BUSINESS",
            "endOffer": "StandardPlan2074BB",
            "endTimestamp": "2023-09-03T17:23:55.109Z"
        }
    },
    "responseElements": {
        "Access-Control-Expose-Headers": "x-amzn-RequestId,x-amzn-ErrorType,x-amzn-ErrorMessage,Date",
        "supportPlanUpdateArn": "arn:aws:supportplans::111122223333:supportplanschedule/b9a9a4336a3974950a6e670f7dab79b77a4b104db548a0d57050ce4544721d4b"
    },
    "requestID": "150450b8-e61a-4b15-93a8-c3b557a1ca48",
    "eventID": "a2a1ba44-610d-4dc8-bf16-29f1635b57a9",
    "readOnly": false,
    "eventType": "AwsApiCall",
    "managementEvent": true,
```

```
"recipientAccountId": "111122223333",
"eventCategory": "Management"
}
```

## Example: Log entry for ListSupportPlanModifiers

The following example shows a CloudTrail log entry for the `ListSupportPlanModifiers` operation.

```
{
  "eventVersion": "1.09",
  "userIdentity": {
    "type": "AssumedRole",
    "principalId": "AIDACKCEVSQ6C2EXAMPLE",
    "arn": "arn:aws:sts::111122223333:user/janedoe",
    "accountId": "111122223333",
    "accessKeyId": "AKIAIOSFODNN7EXAMPLE",
    "sessionContext": {
      "sessionIssuer": {
        "type": "Role",
        "principalId": "AIDACKCEVSQ6C2EXAMPLE",
        "arn": "arn:aws:sts::111122223333:user/janedoe",
        "accountId": "111122223333",
        "userName": "Admin"
      },
      "attributes": {
        "creationDate": "2024-08-15T15:44:43Z",
        "mfaAuthenticated": "false"
      }
    }
  },
  "eventTime": "2024-08-15T16:29:59Z",
  "eventSource": "supportplans.amazonaws.com",
  "eventName": "ListSupportPlanModifiers",
  "awsRegion": "us-west-2",
  "sourceIPAddress": "205.251.233.183",
  "userAgent": "Mozilla/5.0 (Windows NT 10.0; Win64; x64; rv:91.0) Gecko/20100101 Firefox/91.0",
  "requestParameters": null,
  "responseElements": null,
  "requestID": "7665c39a-d6bf-4d0d-8010-2f59740b8ecb",
  "eventID": "b711bc30-16a5-4579-8f0d-9ada8fe6d1ce",
  "readOnly": true,
```

```
"eventType": "AwsApiCall",
"managementEvent": true,
"recipientAccountId": "111122223333",
"eventCategory": "Management"
}
```

## Logging changes to your Amazon Web Services Support plan

### **Important**

As of August 3, 2022, the following operations are deprecated and won't appear in your new CloudTrail logs. For a list of supported operations, see [Understanding Amazon Web Services Support Plans log file entries](#).

- `DescribeSupportLevelSummary` – This action appears in your log when you open the [Support plans](#) page.
- `UpdateProbationAutoCancellation` – After you sign up for Developer Support or Business Support and then try to cancel within 30 days, your plan will be automatically canceled at the end of that period. This action appears in your log when you choose **Opt-out of automatic cancellation** in the banner that appears on the [Support plans](#) page. You will resume your plan for Developer Support or Business Support.
- `UpdateSupportLevel` – This action appears in your log when you change your support plan.

### **Note**

The `eventSource` field has the `support-subscription.amazonaws.com` namespace for these actions.

### Example: Log entry for `DescribeSupportLevelSummary`

The following example shows a CloudTrail log entry for the `DescribeSupportLevelSummary` action.

```
{
  "eventVersion": "1.08",
  "userIdentity": {
```

```
"type": "Root",
"principalId": "111122223333",
"arn": "arn:aws:iam::111122223333:root",
"accountId": "111122223333",
"accessKeyId": "AKIAIOSFODNN7EXAMPLE",
"sessionContext": {
    "sessionIssuer": {},
    "webIdFederationData": {},
    "attributes": {
        "mfaAuthenticated": "false",
        "creationDate": "2021-01-07T22:08:05Z"
    }
},
"eventTime": "2021-01-07T22:08:07Z",
"eventSource": "support-subscription.amazonaws.com",
"eventName": "DescribeSupportLevelSummary",
"awsRegion": "us-east-1",
"sourceIPAddress": "100.127.8.67",
"userAgent": "AWS-SupportPlansConsole, aws-internal/3",
"requestParameters": {
    "lang": "en"
},
"responseElements": null,
"requestID": "b423b84d-829b-4090-a239-2b639b123abc",
"eventID": "e1eeda0e-d77c-487b-a7e5-4014f7123abc",
"readOnly": true,
"eventType": "AwsApiCall",
"managementEvent": true,
"eventCategory": "Management",
"recipientAccountId": "111122223333"
}
```

## Example: Log entry for UpdateProbationAutoCancellation

The following example shows a CloudTrail log entry for the `UpdateProbationAutoCancellation` action.

```
{
    "eventVersion": "1.08",
    "userIdentity": {
        "type": "Root",
        "principalId": "111122223333",
```

```
"arn": "arn:aws:iam::111122223333:root",
"accountId": "111122223333",
"accessKeyId": "AKIAIOSFODNN7EXAMPLE"
},
"eventTime": "2021-01-07T23:28:43Z",
"eventSource": "support-subscription.amazonaws.com",
"eventName": "UpdateProbationAutoCancellation",
"awsRegion": "us-east-1", "sourceIPAddress": "100.127.8.67",
"userAgent": "AWS-SupportPlansConsole, aws-internal/3",
"requestParameters": {
  "lang": "en"
},
"responseElements": null,
"requestID": "5492206a-e200-4c33-9fcf-4162d4123abc",
"eventID": "f4a58c09-0bb0-4ba2-a8d3-df6909123abc",
"readOnly": false,
"eventType": "AwsApiCall",
"managementEvent": true,
"eventCategory": "Management",
"recipientAccountId": "111122223333"
}
```

## Example: Log entry for UpdateSupportLevel

The following example shows a CloudTrail log entry for the UpdateSupportLevel action to change to Developer Support.

```
{
  "eventVersion": "1.08",
  "userIdentity": {
    "type": "Root",
    "principalId": "111122223333",
    "arn": "arn:aws:iam::111122223333:root",
    "accountId": "111122223333",
    "accessKeyId": "AKIAIOSFODNN7EXAMPLE",
    "sessionContext": {
      "sessionIssuer": {},
      "webIdFederationData": {},
      "attributes": {
        "mfaAuthenticated": "false",
        "creationDate": "2021-01-07T22:08:05Z"
      }
    }
  }
}
```

```
},
"eventTime": "2021-01-07T22:08:43Z",
"eventSource": "support-subscription.amazonaws.com",
"eventName": "UpdateSupportLevel",
"awsRegion": "us-east-1",
"sourceIPAddress": "100.127.8.247",
"userAgent": "AWS-SupportPlansConsole, aws-internal/3",
"requestParameters": {
    "supportLevel": "new_developer"
},
"responseElements": {
    "aispl": false,
    "supportLevel": "new_developer"
},
"requestID": "5df3da3a-61cd-4a3c-8f41-e5276b123abc",
"eventID": "c69fb149-c206-47ce-8766-8df6ec123abc",
"readOnly": false,
"eventType": "AwsApiCall",
"managementEvent": true,
"eventCategory": "Management",
"recipientAccountId": "111122223333"
}
```

# Monitoring and logging for Amazon Trusted Advisor

Monitoring is an important part of maintaining the reliability, availability, and performance of Trusted Advisor and your other Amazon solutions. Amazon provides the following monitoring tools to watch Trusted Advisor, report when something is wrong, and take automatic actions when appropriate:

- *Amazon EventBridge* delivers a near real-time stream of system events that describe changes in Amazon resources. EventBridge enables automated event-driven computing, as you can write rules that watch for certain events and trigger automated actions in other Amazon services when these events happen.

For example, Trusted Advisor provides the **Amazon S3 Bucket Permissions** check. This check identifies if you have buckets that have open access permissions or allow access to any authenticated Amazon user. If a bucket permission changes, the status changes for the Trusted Advisor check. EventBridge detects this event and then sends you a notification so that you can take action. For more information, see the [Amazon EventBridge User Guide](#).

- Amazon Trusted Advisor checks identify ways for you to reduce cost, increase performance, and improve security for your Amazon account. You can use EventBridge to monitor the status of Trusted Advisor checks. You can then use Amazon CloudWatch to create alarms on Trusted Advisor metrics. These alarms notify you when the status changes for a Trusted Advisor check, such as an updated resource or a service quota that is reached.
- *Amazon CloudTrail* captures API calls and related events made by or on behalf of your Amazon account and delivers the log files to an Amazon S3 bucket that you specify. You can identify which users and accounts called Amazon, the source IP address from which the calls were made, and when the calls occurred. For more information, see the [Amazon CloudTrail User Guide](#).

## Topics

- [Monitoring Amazon Trusted Advisor check results with Amazon EventBridge](#)
- [Creating Amazon CloudWatch alarms to monitor Amazon Trusted Advisor metrics](#)
- [Logging Amazon Trusted Advisor console actions with Amazon CloudTrail](#)

# Monitoring Amazon Trusted Advisor check results with Amazon EventBridge

You can use EventBridge to detect when your checks for Trusted Advisor change status. Then, based on the rules that you create, EventBridge invokes one or more target actions when the status changes to a value that you specify in a rule.

Depending on the status change, you can send notifications, capture status information, take corrective action, initiate events, or take other actions. For example, you can specify the following target types if a check changes status from no problems detected (green) to recommended action (red).

- Use an Amazon Lambda function to pass a notification to a Slack channel.
- Push data about the check to an Amazon Kinesis stream to support comprehensive and real-time status monitoring.
- Send an Amazon Simple Notification Service topic to your email.
- Get notified with an Amazon CloudWatch alarm action.

For more information about on how to use EventBridge and Lambda functions to automate responses for Trusted Advisor, see [Trusted Advisor tools](#) in GitHub.

## Notes

- Trusted Advisor delivers events on a best effort basis. Events are not always guaranteed to be delivered to EventBridge.
- 
- You must have a Business, Enterprise On-Ramp, or Enterprise Amazon Web Services Support plan to create a rule for Trusted Advisor checks. For more information, see [Change Amazon Web Services Support Plans](#).
- As Trusted Advisor is a Global service, all Events are emitted to EventBridge in the US East (N. Virginia) Region.

Follow this procedure to create an EventBridge rule for Trusted Advisor. Before you create event rules, do the following:

- Familiarize yourself with events, rules, and targets in EventBridge. For more information, see [What is Amazon EventBridge?](#) in the *Amazon EventBridge User Guide*.
- Create the target that you will use in your event rule.

## To create an EventBridge rule for Trusted Advisor

1. Open the Amazon EventBridge console at <https://console.amazonaws.cn/events/>.
2. To change the Region, use the **Region selector** in the upper-right corner of the page and choose **US East (N. Virginia)**.
3. In the navigation pane, choose **Rules**.
4. Choose **Create rule**.
5. On the **Define rule detail** page, enter a name and description for your rule.
6. Keep the default values for **Event bus** and **Rule type**, and then choose **Next**.
7. On the **Build event pattern** page, for **Event source**, choose **Amazon events or EventBridge partner events**.
8. Under **Event pattern**, keep the default value for **Amazon Web Services services**.
9. For **Amazon Web Services service**, choose **Trusted Advisor**.
10. For **Event type**, choose **Check Item Refresh Status**.
11. Choose one of the following options for check statuses:
  - Choose **Any status** to create a rule that monitors for any status change.
  - Choose **Specific status(es)**, and then choose the values that you want your rule to monitor.
    - **ERROR** – Trusted Advisor recommends an action for the check.
    - **INFO** – Trusted Advisor can't determine the status of the check.
    - **OK** – Trusted Advisor doesn't detect an issue for the check.
    - **WARN** – Trusted Advisor detects a possible issue for the check and recommends investigation.
12. Choose one of the following options for your checks:
  - Choose **Any check**.
  - Choose **Specific check(s)**, and then choose one or more check names from the list.
13. Choose one of the following options for Amazon resources:

- Choose **Any resource ID** to create a rule that monitors all resources.
- Choose **Specific resource ID(s) by ARN**, and then enter the Amazon Resource Names (ARNs) that you want.

14. Choose **Next**.

15. In the **Select target(s)** page, choose the target type that you created for this rule, and then configure any additional options that are required for that type. For example, you might send the event to an Amazon SQS queue or an Amazon SNS topic.

16. Choose **Next**.

17. (Optional) On the **Configure tags** page, add any tags and then choose **Next**.

18. On the **Review and create** page, review your rule setup and ensure that it meets your event monitoring requirements.

19. Choose **Create rule**. Your rule will now monitor for Trusted Advisor checks and then send the event to the target that you specified.

## Creating Amazon CloudWatch alarms to monitor Amazon Trusted Advisor metrics

When Amazon Trusted Advisor refreshes your checks, Trusted Advisor publishes metrics about your check results to CloudWatch. You can view the metrics in CloudWatch. You can also create alarms to detect status changes to Trusted Advisor checks and status changes for resources, and service quota usage (formerly referred to as limits).

Follow this procedure to create a CloudWatch alarm for a specific Trusted Advisor metric.

### Topics

- [Prerequisites](#)
- [CloudWatch metrics for Trusted Advisor](#)
- [Trusted Advisor metrics and dimensions](#)

## Prerequisites

Before you create CloudWatch alarms for Trusted Advisor metrics, review the following information:

- Understand how CloudWatch uses metrics and alarms. For more information, see [How CloudWatch works](#) in the *Amazon CloudWatch User Guide*.
- Use the Trusted Advisor console or the Amazon Web Services Support API to refresh your checks and get the latest check results. For more information, see [Refresh check results](#).

## To create a CloudWatch alarm for Trusted Advisor metrics

1. Open the CloudWatch console at <https://console.amazonaws.cn/cloudwatch/>.
2. Use the **Region selector** and choose the **US East (N. Virginia)** Amazon Region.
3. In the navigation pane, choose **Alarms**.
4. Choose **Create alarm**.
5. Choose **Select metric**.
6. For **Metrics**, enter one or more dimension values to filter the metric list. For example, you can enter the metric name **ServiceLimitUsage** or the dimension, such as the Trusted Advisor check name.

### Tip

- You can search for **Trusted Advisor** to list all metrics for the service.
- For a list of metric and dimension names, see [Trusted Advisor metrics and dimensions](#).

7. In the results table, select the check box for the metric.

In the following example, the check name is **IAM Access Key Rotation** and the metric name is **YellowResources**.

N. Virginia		All	All	TrustedAdvisor	Check Metrics	Trusted	Advisor	IAM	Access	Key
	CheckName (2)									
<input type="checkbox"/>	IAM Access Key Rotation									
<input checked="" type="checkbox"/>	IAM Access Key Rotation									

8. Choose **Select metric**.
9. On the **Specify metric and conditions** page, verify that the **Metric name** and **CheckName** that you chose appear on the page.

10. For **Period**, you can specify the time period that you want the alarm to start when the check status changes, such as 5 minutes.
11. Under **Conditions**, choose **Static**, and then specify the alarm condition for when the alarm should start.

For example, if you choose **Greater/Equal >=threshold** and enter **1** for the threshold value, this means that the alarm starts when Trusted Advisor detects at least one IAM access key that hasn't been rotated in the last 90 days.

#### Notes

- For the **GreenChecks**, **RedChecks**, **YellowChecks**, **RedResources**, and **YellowResources** metrics, you can specify a threshold that is any whole number greater than or equal to zero.
- Trusted Advisor doesn't send metrics for **GreenResources**, which are resources for which Trusted Advisor hasn't detected any issues.

12. Choose **Next**.
13. On the **Configure actions** page, for **Alarm state trigger**, choose **In alarm**.
14. For **Select an SNS topic**, choose an existing Amazon Simple Notification Service (Amazon SNS) topic or create one.

## Notification

**Alarm state trigger**  
Define the alarm state that will trigger this action.

**In alarm**  
The metric or expression is outside of the defined threshold.

**OK**  
The metric or expression is within the defined threshold.

**Insufficient data**  
The alarm has just started or not enough data is available.

**Select an SNS topic**  
Define the SNS (Simple Notification Service) topic that will receive the notification.

**Select an existing SNS topic**

**Create new topic**

**Use topic ARN**

**Send a notification to...**

Default\_CloudWatch\_Alarms\_Topic

Only email lists for this account are available.

**Email (endpoints)**  
janedoe@example.com - [View in SNS Console](#) 

15. Choose **Next**.

16. For **Name and description**, enter a name and description for your alarm.

17. Choose **Next**.

18. On the **Preview and create** page, review your alarm details, and then choose **Create alarm**.

When the status for the **IAM Access Key Rotation** check changes to red for 5 minutes, your alarm will send a notification to your SNS topic.

### Example: Email notification for a CloudWatch alarm

The following email message shows that an alarm detected a change for the **IAM Access Key Rotation** check.

You are receiving this email because your Amazon CloudWatch Alarm "IAMAccessKeyRotationCheckAlarm" in the US East (N. Virginia) region has entered the ALARM state, because "Threshold Crossed: 1 out of the last 1 datapoints [9.0 (26/03/21 22:44:00)] was greater than or equal to the threshold (1.0) (minimum 1 datapoint for OK -> ALARM transition)." at "Friday 26 March, 2021 22:49:42 UTC".

View this alarm in the Amazon Web Services Management Console:

<https://us-east-1.console.aws.amazon.com/cloudwatch/home?region=us-east-1#s=Alarms&alarm=IAMAccessKeyRotationCheckAlarm>

#### Alarm Details:

- Name: IAMAccessKeyRotationCheckAlarm
- Description: This alarm starts when one or more Amazon access keys in my Amazon account have not been rotated in the last 90 days.
- State Change: INSUFFICIENT\_DATA -> ALARM
- Reason for State Change: Threshold Crossed: 1 out of the last 1 datapoints [9.0 (26/03/21 22:44:00)] was greater than or equal to the threshold (1.0) (minimum 1 datapoint for OK -> ALARM transition).
- Timestamp: Friday 26 March, 2021 22:49:42 UTC
- Amazon Account: 123456789012
- Alarm Arn: arn:aws:cloudwatch:us-east-1:123456789012:alarm:IAMAccessKeyRotationCheckAlarm

#### Threshold:

- The alarm is in the ALARM state when the metric is GreaterThanOrEqualToThreshold 1.0 for 300 seconds.

#### Monitored Metric:

- MetricNamespace: AWS/TrustedAdvisor
- MetricName: RedResources
- Dimensions: [CheckName = IAM Access Key Rotation]
- Period: 300 seconds
- Statistic: Average
- Unit: not specified
- TreatMissingData: missing

#### State Change Actions:

- OK:
- ALARM: [arn:aws:sns:us-east-1:123456789012:Default\_CloudWatch\_Alarms\_Topic]
- INSUFFICIENT\_DATA:

## CloudWatch metrics for Trusted Advisor

You can use the CloudWatch console or the Amazon Command Line Interface (Amazon CLI) to find the metrics available for Trusted Advisor.

For a list of the namespaces, metrics, and dimensions for all services that publish metrics, see [Amazon services that publish CloudWatch metrics](#) in the *Amazon CloudWatch User Guide*.

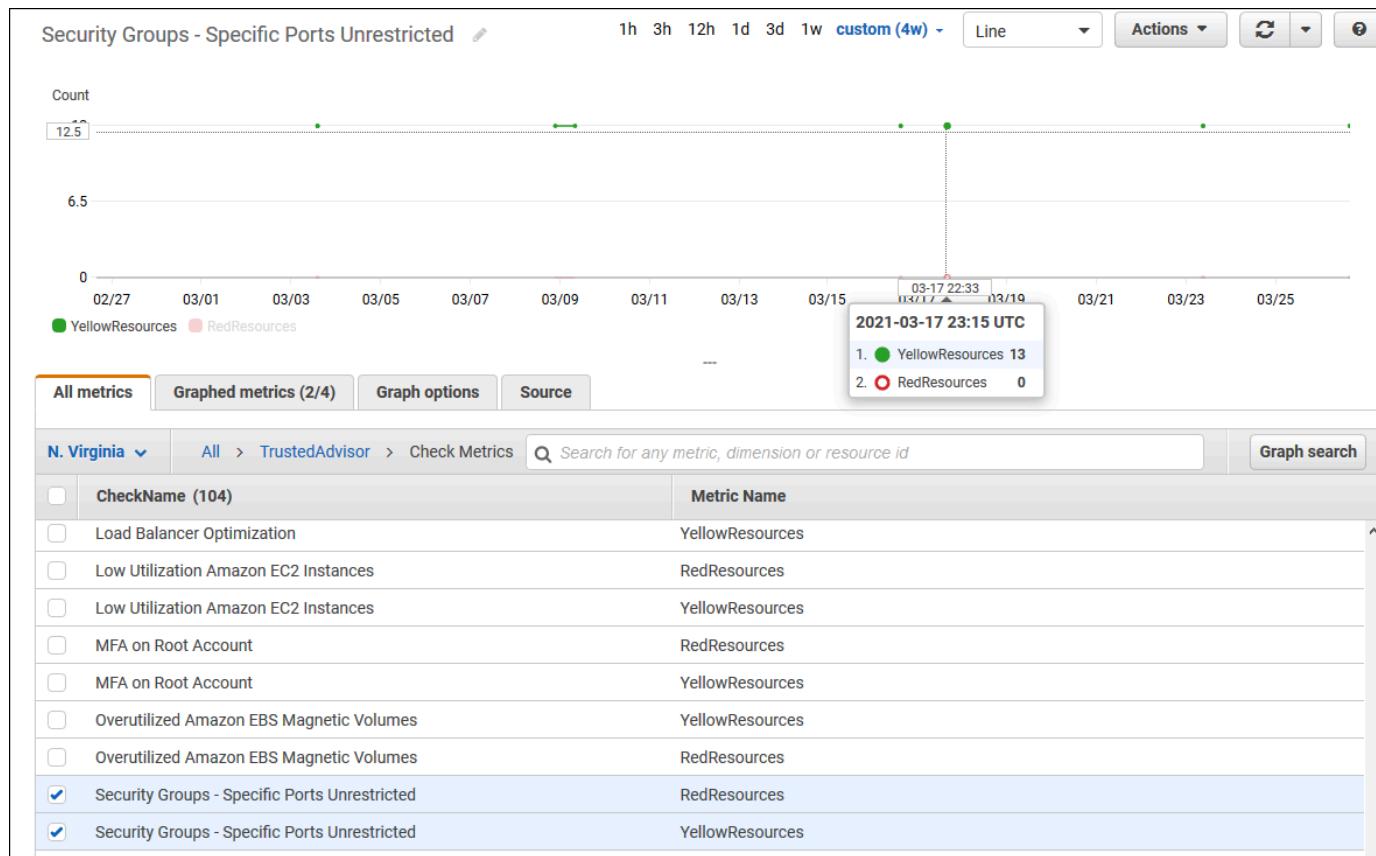
### View Trusted Advisor metrics (console)

You can sign in to the CloudWatch console and view the available metrics for Trusted Advisor.

#### To view available Trusted Advisor metrics (console)

1. Open the CloudWatch console at <https://console.amazonaws.cn/cloudwatch/>.
2. Use the **Region selector** and choose the **US East (N. Virginia)** Amazon Region.
3. In the navigation pane, choose **Metrics**.
4. Enter a metric namespace, such as **TrustedAdvisor**.
5. Choose a metric dimension, such as **Check Metrics**.
6. The **All metrics** tab shows metrics for that dimension in the namespace. You can do the following:
  - a. To sort the table, choose the column heading.
  - b. To graph a metric, select the check box next to the metric. To select all metrics, select the check box in the heading row of the table.
  - c. To filter by metric, choose the metric name, and then choose **Add to search**.

The following example shows the results for the **Security Groups - Specific Ports Unrestricted** check. The check identifies 13 resources that are yellow. Trusted Advisor recommends that you investigate checks that are yellow.



7. (Optional) To add this graph to a CloudWatch dashboard, choose **Actions**, and then choose **Add to dashboard**.

For more information about creating a graph to view your metrics, see [Graphing a metric](#) in the *Amazon CloudWatch User Guide*.

## View Trusted Advisor metrics (CLI)

You can use the [list-metrics](#) Amazon CLI command to view available metrics for Trusted Advisor.

### Example: List all metrics for Trusted Advisor

The following example specifies the AWS/TrustedAdvisor namespace to view all metrics for Trusted Advisor.

```
aws cloudwatch list-metrics --namespace AWS/TrustedAdvisor
```

Your output might look like the following.

```
{
```

```
"Metrics": [
  {
    "Namespace": "AWS/TrustedAdvisor",
    "Dimensions": [
      {
        "Name": "ServiceName",
        "Value": "EBS"
      },
      {
        "Name": "ServiceLimit",
        "Value": "Magnetic (standard) volume storage (TiB)"
      },
      {
        "Name": "Region",
        "Value": "ap-northeast-2"
      }
    ],
    "MetricName": "ServiceLimitUsage"
  },
  {
    "Namespace": "AWS/TrustedAdvisor",
    "Dimensions": [
      {
        "Name": "CheckName",
        "Value": "Overutilized Amazon EBS Magnetic Volumes"
      }
    ],
    "MetricName": "YellowResources"
  },
  {
    "Namespace": "AWS/TrustedAdvisor",
    "Dimensions": [
      {
        "Name": "ServiceName",
        "Value": "EBS"
      },
      {
        "Name": "ServiceLimit",
        "Value": "Provisioned IOPS"
      },
      {
        "Name": "Region",
        "Value": "eu-west-1"
      }
    ]
  }
]
```

```
        ],
        "MetricName": "ServiceLimitUsage"
    },
    {
        "Namespace": "AWS/TrustedAdvisor",
        "Dimensions": [
            {
                "Name": "ServiceName",
                "Value": "EBS"
            },
            {
                "Name": "ServiceLimit",
                "Value": "Provisioned IOPS"
            },
            {
                "Name": "Region",
                "Value": "ap-south-1"
            }
        ],
        "MetricName": "ServiceLimitUsage"
    },
    ...
]
}
```

### Example: List all metrics for a dimension

The following example specifies the AWS/TrustedAdvisor namespace and the Region dimension to view the metrics available for the specified Amazon Region.

```
aws cloudwatch list-metrics --namespace AWS/TrustedAdvisor --dimensions
  Name=Region,Value=us-east-1
```

Your output might look like the following.

```
{
    "Metrics": [
        {
            "Namespace": "AWS/TrustedAdvisor",
            "Dimensions": [
                {
                    "Name": "ServiceName",
                    "Value": "SES"
                }
            ]
        }
    ]
}
```

```
        },
        {
            "Name": "ServiceLimit",
            "Value": "Daily sending quota"
        },
        {
            "Name": "Region",
            "Value": "us-east-1"
        }
    ],
    "MetricName": "ServiceLimitUsage"
},
{
    "Namespace": "AWS/TrustedAdvisor",
    "Dimensions": [
        {
            "Name": "ServiceName",
            "Value": "AutoScaling"
        },
        {
            "Name": "ServiceLimit",
            "Value": "Launch configurations"
        },
        {
            "Name": "Region",
            "Value": "us-east-1"
        }
    ],
    "MetricName": "ServiceLimitUsage"
},
{
    "Namespace": "AWS/TrustedAdvisor",
    "Dimensions": [
        {
            "Name": "ServiceName",
            "Value": "CloudFormation"
        },
        {
            "Name": "ServiceLimit",
            "Value": "Stacks"
        },
        {
            "Name": "Region",
            "Value": "us-east-1"
        }
    ]
}
```

```
        }
    ],
    "MetricName": "ServiceLimitUsage"
},
...
]
```

## Example: List metrics for a specific metric name

The following example specifies the AWS/TrustedAdvisor namespace and the RedResources metric name to view the results for only this specific metric.

```
aws cloudwatch list-metrics --namespace AWS/TrustedAdvisor --metric-name RedResources
```

Your output might look like the following.

```
{
  "Metrics": [
    {
      "Namespace": "AWS/TrustedAdvisor",
      "Dimensions": [
        {
          "Name": "CheckName",
          "Value": "Amazon RDS Security Group Access Risk"
        }
      ],
      "MetricName": "RedResources"
    },
    {
      "Namespace": "AWS/TrustedAdvisor",
      "Dimensions": [
        {
          "Name": "CheckName",
          "Value": "Exposed Access Keys"
        }
      ],
      "MetricName": "RedResources"
    },
    {
      "Namespace": "AWS/TrustedAdvisor",
      "Dimensions": [
        {
```

```
        "Name": "CheckName",
        "Value": "Large Number of Rules in an EC2 Security Group"
    },
],
"MetricName": "RedResources"
},
{
"Namespace": "AWS/TrustedAdvisor",
"Dimensions": [
{
        "Name": "CheckName",
        "Value": "Auto Scaling Group Health Check"
    },
],
"MetricName": "RedResources"
},
...
]
```

## Trusted Advisor metrics and dimensions

See the following tables for the Trusted Advisor metrics and dimensions that you can use for your CloudWatch alarms and graphs.

### Trusted Advisor check-level metrics

You can use the following metrics for Trusted Advisor checks.

Metric	Description
RedResources	The number of resources that are in a red state (action recommended).
YellowResources	The number of resources that are in a yellow state (investigation recommended).

### Trusted Advisor service quota-level metrics

You can use the following metrics for Amazon Web Services service quotas.

Metric	Description
ServiceLimitUsage	The percentage of resource usage against a service quota (formerly referred to as limits).

## Dimensions for check-level metrics

You can use the following dimension for Trusted Advisor checks.

Dimension	Description
CheckName	<p>The name of the Trusted Advisor check.</p> <p>You can find all check names in the <a href="#">Trusted Advisor console</a> or the <a href="#">Amazon Trusted Advisor check reference</a>.</p>

## Dimensions for service quota metrics

You can use the following dimensions for Trusted Advisor service quota metrics.

Dimension	Description
Region	The Amazon Web Services Region for a service quota.
ServiceName	The name of the Amazon Web Services service.
ServiceLimit	<p>The name of the service quota.</p> <p>For more information about service quotas, see <a href="#">Amazon Web Services service quotas</a> in the <a href="#">Amazon Web Services General Reference</a>.</p>

# Logging Amazon Trusted Advisor console actions with Amazon CloudTrail

Trusted Advisor is integrated with Amazon CloudTrail, a service that provides a record of actions taken by a user, role, or an Amazon service in Trusted Advisor. CloudTrail captures actions for Trusted Advisor as events. The calls captured include calls from the Trusted Advisor console. If you create a trail, you can enable continuous delivery of CloudTrail events to an Amazon Simple Storage Service (Amazon S3) bucket, including events for Trusted Advisor. If you don't configure a trail, you can still view the most recent events in the CloudTrail console in **Event history**. Using the information collected by CloudTrail, you can determine the request that was made to Trusted Advisor, the IP address from which the request was made, who made the request, when it was made, and additional details.

To learn more about CloudTrail, including how to configure and enable it, see the [Amazon CloudTrail User Guide](#).

## Trusted Advisor information in CloudTrail

CloudTrail is enabled on your Amazon account when you create the account. When supported event activity occurs in the Trusted Advisor console, that activity is recorded in a CloudTrail event along with other Amazon service events in **Event history**. You can view, search, and download recent events in your Amazon account. For more information, see [Viewing Events with CloudTrail Event History](#).

For an ongoing record of events in your Amazon account, including events for Trusted Advisor, create a trail. A *trail* enables CloudTrail to deliver log files to an Amazon S3 bucket. By default, when you create a trail in the console, the trail applies to all Amazon Regions. The trail logs events from all Regions in the Amazon partition and delivers the log files to the Amazon S3 bucket that you specify. Additionally, you can configure other Amazon services to further analyze and act upon the event data collected in CloudTrail logs. For more information, see the following:

- [Overview for Creating a Trail](#)
- [CloudTrail Supported Services and Integrations](#)
- [Configuring Amazon SNS Notifications for CloudTrail](#)
- [Receiving CloudTrail Log Files from Multiple Regions](#) and [Receiving CloudTrail Log Files from Multiple Accounts](#)

Trusted Advisor supports logging a subset of the Trusted Advisor console actions as events in CloudTrail log files. CloudTrail logs the following actions:

- [BatchUpdateRecommendationResourceExclusion](#)
- CreateEngagement
- CreateEngagementAttachment
- CreateEngagementCommunication
- CreateExcelReport
- DescribeAccount
- DescribeAccountAccess
- DescribeCheckItems
- DescribeCheckRefreshStatuses
- DescribeCheckSummaries
- DescribeChecks
- DescribeNotificationPreferences
- DescribeOrganization
- DescribeOrganizationAccounts
- DescribeReports
- DescribeServiceMetadata
- ExcludeCheckItems
- GenerateReport
- GetEngagement
- GetEngagementAttachment
- GetEngagementType
- GetExcelReport
- [GetOrganizationRecommendation](#)
- [GetRecommendation](#)
- IncludeCheckItems
- ListAccountsForParent
- [ListChecks](#)
- ListEngagementCommunications

- ListEngagementTypes
- ListEngagements
- [ListOrganizationRecommendationAccounts](#)
- [ListOrganizationRecommendationResources](#)
- [ListOrganizationRecommendations](#)
- ListOrganizationalUnitsForParent
- [ListRecommendationResources](#)
- [ListRecommendations](#)
- ListRoots
- RefreshCheck
- SetAccountAccess
- SetOrganizationAccess
- UpdateEngagement
- UpdateEngagementStatus
- UpdateNotificationPreferences
- [UpdateOrganizationRecommendationLifecycle](#)
- [UpdateRecommendationLifecycle](#)

For a complete list of Trusted Advisor console actions, see [Trusted Advisor actions](#).

 **Note**

CloudTrail also logs the Trusted Advisor API operations in the [Amazon Web Services Support API Reference](#). For more information, see [Logging Amazon Web Services Support API calls with Amazon CloudTrail](#).

Every event or log entry contains information about who generated the request. The identity information helps you determine the following:

- Whether the request was made with root or Amazon Identity and Access Management (IAM) user credentials.
- Whether the request was made with temporary security credentials for a role or federated user.

- Whether the request was made by another Amazon service.

For more information, see the [CloudTrail userIdentity Element](#).

## Example: Trusted Advisor Log File Entries

A trail is a configuration that enables delivery of events as log files to an Amazon S3 bucket that you specify. CloudTrail log files contain one or more log entries. An event represents a single request from any source and includes information about the requested action, the date and time of the action, request parameters, and so on. CloudTrail log files aren't an ordered stack trace of the public API calls, so they don't appear in any specific order.

### Example: Log entry for RefreshCheck

The following example shows a CloudTrail log entry that demonstrates the RefreshCheck action for the Amazon S3 Bucket Versioning check (ID R365s2Qddf).

```
{  
  "eventVersion": "1.04",  
  "userIdentity": {  
    "type": "IAMUser",  
    "principalId": "AIDACKCEVSQ6C2EXAMPLE",  
    "arn": "arn:aws:iam::123456789012:user/janedoe",  
    "accountId": "123456789012",  
    "accessKeyId": "AKIAIOSFODNN7EXAMPLE",  
    "userName": "janedoe",  
    "sessionContext": {  
      "attributes": {  
        "mfaAuthenticated": "false",  
        "creationDate": "2020-10-21T22:06:18Z"  
      }  
    }  
  },  
  "eventTime": "2020-10-21T22:06:33Z",  
  "eventSource": "trustedadvisor.amazonaws.com",  
  "eventName": "RefreshCheck",  
  "awsRegion": "us-east-1",  
  "sourceIPAddress": "100.127.34.136",  
  "userAgent": "signin.amazonaws.com",  
  "requestParameters": {  
    "checkId": "R365s2Qddf"  
  },  
}
```

```
"responseElements":{  
  "status":{  
    "checkId":"R365s2Qddf",  
    "status":"enqueued",  
    "millisUntilNextRefreshable":3599993  
  }  
},  
  "requestID":"d23ec729-8995-494c-8054-dedeEXAMPLE",  
  "eventID":"a49d5202-560f-4a4e-b38a-02f1cEXAMPLE",  
  "eventType":"AwsApiCall",  
  "recipientAccountId":"123456789012"  
}
```

## Example: Log entry for UpdateNotificationPreferences

The following example shows a CloudTrail log entry that demonstrates the `UpdateNotificationPreferences` action.

```
{  
  "eventVersion":"1.04",  
  "userIdentity":{  
    "type":"IAMUser",  
    "principalId":"AIDACKCEVSQ6C2EXAMPLE",  
    "arn":"arn:aws:iam::123456789012:user/janedoe",  
    "accountId":"123456789012",  
    "accessKeyId":"AKIAIOSFODNN7EXAMPLE",  
    "userName":"janedoe",  
    "sessionContext":{  
      "attributes":{  
        "mfaAuthenticated":"false",  
        "creationDate":"2020-10-21T22:06:18Z"  
      }  
    }  
  },  
  "eventTime":"2020-10-21T22:09:49Z",  
  "eventSource":"trustedadvisor.amazonaws.com",  
  "eventName":"UpdateNotificationPreferences",  
  "awsRegion":"us-east-1",  
  "sourceIPAddress":"100.127.34.167",  
  "userAgent":"signin.amazonaws.com",  
  "requestParameters":{  
    "contacts":[]
```

```
{  
  "id":"billing",  
  "type":"email",  
  "active":false  
,  
  {  
    "id":"operational",  
    "type":"email",  
    "active":false  
,  
  {  
    "id":"security",  
    "type":"email",  
    "active":false  
}  
],  
  "language":"en"  
,  
  "responseElements":null,  
  "requestID":"695295f3-c81c-486e-9404-fa148EXAMPLE",  
  "eventID":"5f923d8c-d210-4037-bd32-997c6EXAMPLE",  
  "eventType":"AwsApiCall",  
  "recipientAccountId":"123456789012"  
}
```

## Example: Log entry for GenerateReport

The following example shows a CloudTrail log entry that demonstrates the `GenerateReport` action. This action creates a report for your Amazon organization.

```
{  
  "eventVersion":"1.04",  
  "userIdentity":{  
    "type":"IAMUser",  
    "principalId":"AIDACKCEVSQ6C2EXAMPLE",  
    "arn":"arn:aws:iam::123456789012:user/janedoe",  
    "accountId":"123456789012",  
    "accessKeyId":"AKIAIOSFODNN7EXAMPLE",  
    "userName":"janedoe",  
    "sessionContext":{  
      "attributes":{  
        "mfaAuthenticated":"false",  
        "mfaAuthenticated":false  
      }  
    }  
  }  
}
```

```
"creationDate":"2020-11-03T13:03:10Z"
}
}
},
{
"eventTime":"2020-11-03T13:04:29Z",
"eventSource":"trustedadvisor.amazonaws.com",
"eventName":"GenerateReport",
"awsRegion":"us-east-1",
"sourceIPAddress":"100.127.36.171",
"userAgent":"signin.amazonaws.com",
"requestParameters":{
"refresh":false,
"includeSuppressedResources":false,
"language":"en",
"format":"JSON",
"name":"organizational-view-report",
"preference":{
"accounts": [
],
"organizationalUnitIds": [
"r-j134"
],
"preferenceName":"organizational-view-report",
"format":"json",
"language":"en"
},
"responseElements": {
"status": "ENQUEUED"
},
"requestID":"bb866dc1-60af-47fd-a660-21498EXAMPLE",
"eventID":"2606c89d-c107-47bd-a7c6-ec92fEXAMPLE",
"eventType":"AwsApiCall",
"recipientAccountId":"123456789012"
}
```

# Troubleshooting resources

For Amazon EC2 Windows instances, you can use EC2Rescue to examine your instances to help identify common problems, collect log files, and help Amazon Web Services Support troubleshoot your issues. You can also use EC2Rescue to analyze boot volumes from non-functional instances. For more information, see [How can I use EC2Rescue to troubleshoot and fix common issues on my EC2 Windows instance?](#)

## Service-specific troubleshooting

Most Amazon Web Services service documentation contains troubleshooting topics that can get you started before contacting Amazon Web Services Support. The following table provides links to troubleshooting topics, arranged by service.

 **Note**

The following table provides a list of the most common services. To search for other troubleshooting topics, use the search text box on the [Amazon Documentation landing page](#).

Service	Link
Amazon Web Services	<a href="#">Troubleshooting Amazon Signature Version 4 errors</a>
Amazon API Gateway	<a href="#">Troubleshooting issues with HTTP APIs</a>
Amazon AppStream	<a href="#">Troubleshoot Amazon AppStream</a>
Amazon Athena	<a href="#">Troubleshoot in Athena</a>
Amazon Aurora MySQL	<a href="#">Troubleshoot for Amazon Aurora</a>
Amazon Aurora PostgreSQL	<a href="#">Troubleshoot for Amazon Aurora</a>
Amazon EC2 Auto Scaling	<a href="#">Troubleshooting Auto Scaling</a>

Service	Link
Amazon Certificate Manager (ACM)	<a href="#">Troubleshooting</a>
Amazon CloudFormation	<a href="#">Troubleshooting Amazon CloudFormation</a>
Amazon CloudFront	<a href="#">Troubleshooting</a>   <a href="#">Troubleshooting RTMP distributions</a>
Amazon CloudHSM	<a href="#">Troubleshooting</a>
Amazon CloudSearch	<a href="#">Troubleshooting Amazon CloudSearch</a>
Amazon CodeDeploy	<a href="#">Troubleshooting Amazon CodeDeploy</a>
Amazon CloudWatch	<a href="#">Troubleshooting</a>
Amazon Database Migration Service	<a href="#">Troubleshooting migration tasks in Amazon Database Migration Service</a>
Amazon Data Pipeline	<a href="#">Troubleshooting</a>
Amazon Direct Connect	<a href="#">Troubleshooting Amazon Direct Connect</a>
Amazon Directory Service	<a href="#">Troubleshooting Amazon Directory Service administration issues</a>
Amazon DynamoDB	<a href="#">Troubleshooting</a>   <a href="#">Troubleshooting SSL/TLS connection establishment issues</a>
Amazon Elastic Beanstalk	<a href="#">Troubleshooting</a>
Amazon Elastic Compute Cloud (Amazon EC2)	<a href="#">Troubleshooting instances</a>   <a href="#">Troubleshooting Windows instances</a>   <a href="#">Troubleshooting VM Import/Export</a>   <a href="#">Troubleshooting API request errors</a>
Amazon Elastic Container Service (Amazon ECS)	<a href="#">Amazon ECS troubleshooting</a>
Amazon Elastic Kubernetes Service (Amazon EKS)	<a href="#">Amazon EKS troubleshooting</a>

Service	Link
Elastic Load Balancing	<a href="#">Troubleshoot your application load balancers</a>   <a href="#">Troubleshoot your Classic Load Balancer</a>
Amazon ElastiCache (Memcached)	<a href="#">Troubleshooting applications</a>
Amazon ElastiCache (Redis OSS)	<a href="#">Troubleshooting applications</a>
Amazon EMR	<a href="#">Troubleshoot a cluster</a>
Amazon Flow Framework	<a href="#">Troubleshooting and debugging tips</a>
Amazon Glue	<a href="#">Troubleshooting Amazon Glue</a>
Amazon Glue DataBrew	<a href="#">Troubleshooting identity and access in Amazon Glue DataBrew</a>
Amazon GovCloud (US)	<a href="#">Troubleshooting</a>
Amazon Identity and Access Management (IAM)	<a href="#">Troubleshooting IAM</a>
Amazon Keyspaces (for Apache Cassandra)	<a href="#">Troubleshooting Amazon Keyspaces (for Apache Cassandra)</a>
Amazon Kinesis Data Streams	<a href="#">Troubleshooting Amazon Kinesis Data Streams producers</a>   <a href="#">Troubleshooting Amazon Kinesis Data Streams consumers</a>
Amazon Managed Service for Apache Flink	<a href="#">Troubleshooting Performance</a>   <a href="#">Troubleshooting Amazon Managed Service for Apache Flink for SQL Applications</a>
Amazon Data Firehose	<a href="#">Troubleshooting Amazon Data Firehose</a>
Amazon Lambda	<a href="#">Troubleshooting and monitoring Amazon Lambda functions with CloudWatch</a>
Amazon OpenSearch Service	<a href="#">Troubleshooting Amazon OpenSearch Service</a>
Amazon Personalize	<a href="#">Troubleshooting</a>

Service	Link
Amazon Quick Suite	<a href="#">Troubleshooting Amazon Quick Suite</a>   <a href="#">Troubleshooting skipped row errors</a>
Amazon Resource Access Manager (Amazon RAM)	<a href="#">Troubleshooting issues with Amazon RAM</a>
Amazon Redshift	<a href="#">Troubleshooting queries</a>   <a href="#">Troubleshooting data loads</a>   <a href="#">Troubleshooting connection issues in Amazon Redshift</a>   <a href="#">Troubleshooting Amazon Redshift audit logging</a>   <a href="#">Troubleshooting queries in Amazon Redshift Spectrum</a>
Amazon Relational Database Service (Amazon RDS)	<a href="#">Troubleshooting</a>   <a href="#">Troubleshooting applications on Amazon RDS</a>   <a href="#">Troubleshooting DB issues for Amazon RDS Custom</a>
Amazon Route 53	<a href="#">Troubleshooting Amazon Route 53</a>
Amazon SageMaker AI	<a href="#">Troubleshoot errors</a>   <a href="#">Troubleshooting Amazon SageMaker AI Studio</a>
Amazon Silk	<a href="#">Troubleshooting</a>
Amazon Simple Email Service (Amazon SES)	<a href="#">Troubleshooting Amazon SES</a>
Amazon Simple Storage Service (Amazon S3)	<a href="#">Troubleshooting</a>
Amazon Simple Workflow Service (Amazon SWF)	<a href="#">Amazon flow framework for Java: Troubleshooting and debugging tips</a>   <a href="#">Amazon flow framework for Ruby: Troubleshooting and debugging workflows</a>
Amazon Storage Gateway	<a href="#">Troubleshooting your gateway</a>
Amazon Systems Manager	<a href="#">Troubleshooting SSM Agent</a>
Amazon Virtual Private Cloud (Amazon VPC)	<a href="#">Troubleshooting</a>

Service	Link
Amazon Virtual Private Network (Amazon VPN)	<a href="#">Troubleshooting your customer gateway device</a>
Amazon WAF	<a href="#">Testing and tuning your Amazon WAF protections</a>
Amazon WorkMail	<a href="#">Troubleshooting the Amazon WorkMail web application</a>
Amazon WorkSpaces	<a href="#">Troubleshooting Amazon WorkSpaces issues</a>   <a href="#">Troubleshooting Amazon WorkSpaces client issues</a>

# Document history

The following table describes the important changes to the documentation since the last release of the Amazon Web Services Support service.

- **Amazon Web Services Support API version:** 2013-04-15
- **Amazon Web Services Support App API version:** 2021-08-20

The following table describes important updates to the Amazon Web Services Support and Amazon Trusted Advisor documentation, beginning May 10, 2021. You can subscribe to the RSS feed to receive notifications about the updates.

Change	Description	Date
<a href="#"><u>Updated Manage access to Amazon Web Services Support Center</u></a>	Added a reference to the Support Center Console API operations topic to help customers find information about additional operations for their policies. For more information, see <a href="#"><u>Manage access to Amazon Web Services Support Center</u></a> .	February 13, 2026
<a href="#"><u>Updated note in Adding IAM policies for the Support Center Console API operations</u></a>	Updated the note regarding using a custom VPN configuration. For more information, see <a href="#"><u>Adding IAM policies for the Support Center Console API operations</u></a> .	February 11, 2026
<a href="#"><u>Updated documentation for AWSSupportServiceRolePolicy</u></a>	Added new permissions to provide billing, administrative, and support services for the service-linked role. For more information, see	January 29, 2026

[Amazon managed policy: AWSSupportServiceRolePolicy](#)

[Added Best practices and target response times for Enterprise Support cases in Create a support case from a support interaction](#)

Added a new drop down section detailing best practices for Enterprise Support customers when creating cases to Amazon Web Services Support. For more information, see [Create a support case from a support interaction](#).

[Updated Change Amazon Web Services Support Plans](#)

Added a note detailing what happens if an account is added to or removed from an organization that's enrolled in Amazon Business Support. For more information, see [Change Amazon Web Services Support Plans](#).

[New section Set up permissions to use AI-enhanced troubleshooting](#)

Added a new section outlining how to configure the required permissions for AI-enhanced troubleshooting in Service Catalog. For more information, see [Set up permissions to use AI-enhanced troubleshooting](#).

[Updated Trusted Advisor check reference](#)

For details, see the [Change log for Amazon Trusted Advisor checks](#).

January 12, 2026

January 8, 2026

December 22, 2025

December 18, 2025

<a href="#"><u>Updated Trusted Advisor check reference</u></a>	For details, see the <a href="#"><u>Change log for Amazon Trusted Advisor checks.</u></a>	December 17, 2025
<a href="#"><u>Updated documentation for AWSSupportServiceRolePolicy</u></a>	Added new permissions to provide billing, administrative, and support services for the service-linked role. For more information, see <a href="#"><u>Amazon managed policy: AWSSupportServiceRolePolicy</u></a>	December 8, 2025
<a href="#"><u>Added information regarding new Amazon Web Services Support plans</u></a>	For more information, see <a href="#"><u>Amazon Web Services Support Plans</u></a> .	December 2, 2025
<a href="#"><u>Added information regarding AI-enhanced troubleshooting</u></a>	For more information, see <a href="#"><u>AI-enhanced troubleshooting in Support Center Console</u></a> .	December 2, 2025
<a href="#"><u>Added information a new section for Amazon Unified Operations</u></a>	For more information, see <a href="#"><u>What is Amazon Unified Operations</u></a> .	December 2, 2025
<a href="#"><u>Added description for Support Assistant APIs</u></a>	Added Amazon Web Services Support API Actions for Support Assistant: ListInteractions, ListInteractionEntries, and ResolveInteraction in <a href="#"><u>Manage access to Amazon Web Services Support Center</u></a> .	December 2, 2025
<a href="#"><u>Updated Trusted Advisor check reference</u></a>	For details, see the <a href="#"><u>Change log for Amazon Trusted Advisor checks.</u></a>	November 21, 2025

<a href="#"><u>Updated Trusted Advisor check reference</u></a>	For details, see the <a href="#"><u>Change log for Amazon Trusted Advisor checks.</u></a>	November 17, 2025
<a href="#"><u>Updated Editing and deleting a service-linked role for Amazon Web Services Support</u></a>	Customers onboarded to Amazon Organizations with an Enterprise Support plan can delete the AWSServiceRoleForSupport service-linked role. For more information, see <a href="#"><u>Editing and deleting a service-linked role for Amazon Web Services Support</u></a>	October 31, 2025
<a href="#"><u>Updated Trusted Advisor check reference</u></a>	For details, see the <a href="#"><u>Change log for Amazon Trusted Advisor checks.</u></a>	October 15, 2025
<a href="#"><u>Updated documentation for AWSSupportServiceRolePolicy</u></a>	Added new permissions to provide billing, administrative, and support services for the service-linked role. For more information, see <a href="#"><u>Amazon managed policy: AWSSupportServiceRolePolicy</u></a>	September 30, 2025
<a href="#"><u>New topic</u></a>	Added a new topic with information on how to enable promotional plan expiration notifications. For more information, see <a href="#"><u>Configure promotional plan expiration notifications.</u></a>	September 12, 2025

<a href="#"><u>Updated Trusted Advisor check</u></a>	For details, see the <a href="#"><u>Change log for Amazon Trusted Advisor checks.</u></a>	September 11, 2025
<a href="#"><u>Updated Testing Support Center Console API calls</u></a>	Step 3 has been updated to indicate the correct event source, <b>support-console.amazonaws.com</b> . For more information see <a href="#"><u>Testing Support Center Console API calls.</u></a>	September 2, 2025
<a href="#"><u>Updated Changing Amazon Web Services Support plans</u></a>	The steps to upgrade or downgrade your Amazon Web Services Support subscription have been updated. For more information see <a href="#"><u>Changing Amazon Web Services Support plans.</u></a>	August 27, 2025
<a href="#"><u>Updated Trusted Advisor check</u></a>	For details, see the <a href="#"><u>Change log for Amazon Trusted Advisor checks.</u></a>	August 19, 2025
<a href="#"><u>Removed Trusted Advisor Engage section</u></a>	Removed <b>Get started with Amazon Trusted Advisor Engage (Preview)</b> section.	August 7, 2025
<a href="#"><u>Updated how to add the Amazon Web Services Support App to a Slack channel</u></a>	For details, see <a href="#"><u>Configuring a Slack channel.</u></a>	August 6, 2025
<a href="#"><u>Updated managed policies: AWSSupportAccess</u></a>	For details, see <a href="#"><u>Amazon Web Services Support updates to Amazon managed policies.</u></a>	July 18, 2025

<a href="#"><u>Updated documentation for AWSSupportServiceRolePolicy</u></a>	Added new permissions to provide billing, administrative, and support services for the service-linked role. For more information, see <a href="#"><u>Amazon managed policy: AWSSupportServiceRolePolicy</u></a> .	July 15, 2025
<a href="#"><u>Updated check: Amazon EC2 instances with Ubuntu LTS end of standard support</u></a>	For details, see the <a href="#"><u>Change log for Amazon Trusted Advisor checks</u></a> .	July 3, 2025
<a href="#"><u>Updated Trusted Advisor check: Amazon S3 Bucket Permissions</u></a>	For details, see the <a href="#"><u>Change log for Amazon Trusted Advisor checks</u></a> .	July 3, 2025
<a href="#"><u>Updated check: MFA on root account</u></a>	For details, see the <a href="#"><u>Change log for Amazon Trusted Advisor checks</u></a> .	July 2, 2025
<a href="#"><u>Updated check: Amazon ECS AmazonLogs driver in blocking mode.</u></a>	For details, see the <a href="#"><u>Change log for Amazon Trusted Advisor checks</u></a> .	July 2, 2025
<a href="#"><u>Updated Request a service quota increase</u></a>	Added information on how to create a service quota increase request if your Amazon Web Services service or Amazon Web Services Region isn't supported in the Service Quotas console. For more information, see <a href="#"><u>Request service quota increase</u></a> .	July 2, 2025

<a href="#"><u>Creating a service quota increase request in the Support Center Console is no longer supported.</u></a>	For more information, see <a href="#"><u>Creating a service quota increase.</u></a>	June 23, 2025
<a href="#"><u>Added description for UpdateInteraction in Amazon Web Services Support API</u></a>	Added Amazon Amazon Web Services Support API UpdateInteraction Actions description in <a href="#"><u>Manage access to Amazon Web Services Support Center.</u></a>	June 23, 2025
<a href="#"><u>Updated documentation for AWSSupportServiceRolePolicy</u></a>	Added new permissions to provide billing, administrative, and support services for the service-linked role. For more information, see <a href="#"><u>Amazon managed policy: AWSSupportServiceRolePolicy</u></a>	June 17, 2025
<a href="#"><u>New section: About the Support Center Console API</u></a>	The Support Center Console API enhances your experience with the Support Center Console. For details, see <a href="#"><u>About the Support Center Console API.</u></a>	June 16, 2025
<a href="#"><u>Updated Amazon Trusted Advisor chapter introduction to reflect that Basic and Developer Support plans don't support automatic check refresh. You must manually refresh Security checks to see the most recent check status.</u></a>	For details, see <a href="#"><u>Amazon Trusted Advisor.</u></a>	June 11, 2025

<a href="#"><u>Updated check: Amazon STS global endpoint usage across Amazon Web Services Regions is now available at all Amazon Web Services Support plan tiers.</u></a>	For details, see the <a href="#"><u>Change log for Amazon Trusted Advisor checks.</u></a>	June 9, 2025
<a href="#"><u>New check: Amazon Aurora cost optimization recommendations for DB cluster storage</u></a>	For details, see the <a href="#"><u>Change log for Amazon Trusted Advisor checks.</u></a>	June 9, 2025
<a href="#"><u>New check: Amazon STS global endpoint usage across Amazon Web Services Regions</u></a>	For details, see the <a href="#"><u>Change log for Amazon Trusted Advisor checks.</u></a>	June 2, 2025
<a href="#"><u>15 new Amazon Cost Optimization Hub checks added to Trusted Advisor</u></a>	For details, see the <a href="#"><u>Change log for Amazon Trusted Advisor checks.</u></a>	May 30, 2025
<a href="#"><u>Updated three Trusted Advisor checks</u></a>	For details, see the <a href="#"><u>Change log for Amazon Trusted Advisor checks.</u></a>	May 21, 2025
<a href="#"><u>New feature: Update support case severity</u></a>	For details, see the <i>Changing a support case severity level</i> section <a href="#"><u>Creating support cases and case management.</u></a>	May 21, 2025
<a href="#"><u>Updated time you can view Amazon Web Services Support case details.</u></a>	For details, see <a href="#"><u>Security for your Amazon Web Services Support cases.</u></a>	April 29, 2025
<a href="#"><u>Updated two Trusted Advisor checks</u></a>	For details, see the <a href="#"><u>Change log for Amazon Trusted Advisor checks.</u></a>	April 2, 2025

<a href="#"><u>Added description for Amazon Web Services Support API</u></a>	Added Amazon Web Services Support API Actions description in <a href="#"><u>Manage access to Amazon Web Services Support Center</u></a> .	March 7, 2025
<a href="#"><u>Deprecated 6 Amazon Security Hub CSPM checks</u></a>	For details, see the <a href="#"><u>Change log for Amazon Trusted Advisor checks</u></a> .	March 5, 2025
<a href="#"><u>Removed references to category-level metrics for Trusted Advisor</u></a>	Category-level metrics for Trusted Advisor are deprecated. References to category-level metrics are removed from <a href="#"><u>Creating Amazon CloudWatch alarms to monitor Amazon Trusted Advisor metrics</u></a> .	January 27, 2025
<a href="#"><u>Updated documentation for Trusted Advisor</u></a>	Added two new checks: Amazon CloudTrail Management Events Logging and Amazon RDS Continuous Backups Not Enabled. For more information, see <a href="#"><u>Change log for Amazon Trusted Advisor checks</u></a> .	December 23, 2024
<a href="#"><u>Updated documentation for Trusted Advisor</u></a>	Updated Auto Scaling Group Resources. For more information, see <a href="#"><u>Change log for Amazon Trusted Advisor checks</u></a> .	December 23, 2024

<a href="#"><u>Updated documentation for Trusted Advisor</u></a>	Updated IAM Access Analyzer External Access check. For more information, see <a href="#"><u>Change log for Amazon Trusted Advisor checks.</u></a>	December 23, 2024
<a href="#"><u>Updated documentation for AWSSupportServiceRolePolicy</u></a>	Added new permissions to provide billing, administrative, and support services for the service-linked role. For more information, see <a href="#"><u>Amazon managed policy: AWSSupportServiceRolePolicy</u></a>	November 25, 2024
		.
<a href="#"><u>Updated documentation for Trusted Advisor</u></a>	Added 1 new Trusted Advisor check. For more information, see <a href="#"><u>Change log for Amazon Trusted Advisor checks.</u></a>	November 22, 2024
<a href="#"><u>Added documentation for Amazon managed policies for Amazon Partner-Led Support</u></a>	Added documentation for a new Amazon managed policy <code>AWSPartnerLedSupportReadOnlyAccess</code> . For more information, see <a href="#"><u>Amazon managed policies for Amazon Partner-Led Support</u></a> .	November 22, 2024
<a href="#"><u>Updated documentation for Trusted Advisor</u></a>	Updated 3 Trusted Advisor checks. For more information, see <a href="#"><u>Change log for Amazon Trusted Advisor checks.</u></a>	November 7, 2024

<a href="#"><u>Updated documentation for Amazon Web Services Support Plans</u></a>	Added a new log example for the <code>ListSupportPlanModifiers</code> operation to the <a href="#">Logging Amazon Web Services Support Plans API calls with Amazon CloudTrail</a> page.	November 6, 2024
<a href="#"><u>Updated documentation for AWSTrustedAdvisorServiceRolePolicy</u></a>	Added new IAM actions <code>elasticloadbalancing:DescribeListeners</code> and <code>elasticloadbalancing:DescribeRules</code> , to onboard a new security check. For more information, see <a href="#">Amazon managed policy: AWSTrustedAdvisorServiceRolePolicy</a> .	October 30, 2024
<a href="#"><u>Updated documentation for Trusted Advisor</u></a>	Added 4 new Trusted Advisor checks. For more information, see <a href="#">Change log for Amazon Trusted Advisor checks</a> .	October 11, 2024
<a href="#"><u>Updated documentation for AWSSupportServiceRolePolicy</u></a>	Added new permissions to provide billing, administrative, and support services for the service-linked role. For more information, see <a href="#">Amazon managed policy: AWSSupportServiceRolePolicy</a> .	October 8, 2024

<u><a href="#">Updated documentation for Trusted Advisor</a></u>	Moved 1 Cost Optimization check under the Fault Tolerance pillar. Updated 1 Security check and 1 Fault Tolerance check. For more information, see <a href="#">Change log for Amazon Trusted Advisor checks</a> .	October 2, 2024
<u><a href="#">Updated Amazon Trusted Advisor Engage section</a></u>	Updated the Amazon Trusted Advisor Engage section to reference Amazon Countdown. For more information, see <a href="#">Get started with Amazon Trusted Advisor Engage (Preview)</a> .	September 16, 2024
<u><a href="#">Updated documentation for Amazon Web Services Support Plans</a></u>	Added a new permission and CloudTrail documentation for viewing a list of support plan modifiers. For more information, see <a href="#">Manage access to Amazon Web Services Support Plans, Amazon managed policies for Amazon Web Services Support Plans</a> and <a href="#">Logging Amazon Web Services Support Plans API calls with Amazon CloudTrail</a> .	September 9, 2024
<u><a href="#">Updated documentation for Trusted Advisor</a></u>	Trusted Advisor added 9 new checks on Aug 23rd. For more information, see <a href="#">Change log for Amazon Trusted Advisor checks</a> .	August 23, 2024

<a href="#"><u>Updated documentation for Trusted Advisor</u></a>	Updated 1 Trusted Advisor Operational Excellence check and added 1 new Trusted Advisor Security check. For more information, see <a href="#"><u>Change log for Amazon Trusted Advisor checks</u></a> .	August 22, 2024
<a href="#"><u>Updated documentation for Trusted Advisor</u></a>	Updated 6 Trusted Advisor Security checks. For more information, see <a href="#"><u>Change log for Amazon Trusted Advisor checks</u></a> .	August 20, 2024
<a href="#"><u>Updated documentation for Trusted Advisor</u></a>	Updated 2 Trusted Advisor checks. For more information, see <a href="#"><u>Change log for Amazon Trusted Advisor checks</u></a> .	August 12, 2024
<a href="#"><u>Updated documentation for AWSSupportServiceRolePolicy</u></a>	Added new permissions to provide billing, administrative, and support services for the service-linked role. For more information, see <a href="#"><u>Amazon managed policy: AWSSupportServiceRolePolicy</u></a> .	August 5, 2024
<a href="#"><u>Updated documentation for Trusted Advisor</u></a>	Updated 9 Trusted Advisor Checks. For more information, see <a href="#"><u>Change log for Amazon Trusted Advisor checks</u></a> .	July 21, 2024

<u><a href="#">Updated documentation for AWSTrustedAdvisorServiceRolePolicy</a></u>	Added new IAM actions access-analyzer:ListAnalyzers , cloudwatchMetrics:ListMetrics , dax:DescribeClusters , ec2:DescribeNatGateways , ec2:DescribeRouteTables , ec2:DescribeVpcEndpointMetrics , ec2:GetManagedPrefixListEntries , elasticloadbalancing:DescribeTargetHealth , iam:ListSAMLProviders , kafka:DescribeClusterV2 , network-firewall:ListFirewalls , network-firewall:DescribeFirewall and sqs:GetQueueAttributes to onboard new checks. For more information, see <a href="#">Amazon managed policy: AWSTrustedAdvisorServiceRolePolicy</a> .	June 11, 2024
<u><a href="#">Removed 5 Amazon Trusted Advisor checks from documentation</a></u>	Removed 5 Amazon Trusted Advisor checks that are now deprecated. For more information, see <a href="#">Change log for Amazon Trusted Advisor checks</a> .	May 15, 2024

<a href="#"><u>Added 1 new Amazon Trusted Advisor Security check to documentation</u></a>	Added 1 new Amazon Trusted Advisor Security check to documentation. For more information, see <a href="#"><u>Change log for Amazon Trusted Advisor checks</u></a> .	May 15, 2024
<a href="#"><u>Removed 3 Fault Tolerance checks from documentation</u></a>	Removed 3 Fault Tolerance checks that are now deprecated. For more information, see <a href="#"><u>Change log for Amazon Trusted Advisor checks</u></a> .	April 25, 2024
<a href="#"><u>Updated Fault Tolerance and Security check documentation</u></a>	Added 1 new fault tolerance check. Updated 1 fault tolerance and 1 security check. For more information, see <a href="#"><u>Change log for Amazon Trusted Advisor checks</u></a> .	March 29, 2024
<a href="#"><u>Updated documentation for AWSSupportServiceRolePolicy</u></a>	Added new permissions to provide billing, administrative, and support services for the service-linked role. For more information, see <a href="#"><u>Amazon managed policy: AWSSupportServiceRolePolicy</u></a> .	March 22, 2024
<a href="#"><u>Updated documentation for Amazon Web Services Support plan</u></a>	Updates to the Features of Amazon Web Services Support Plans. For more information, see <a href="#"><u>Amazon Web Services Support plans</u></a> .	March 11, 2024

<u><a href="#">Updated documentation for Trusted Advisor</a></u>	Added 1 fault tolerance check. For more information, see <a href="#">Change log for Amazon Trusted Advisor checks</a> .	February 29, 2024
<u><a href="#">Updated documentation for Trusted Advisor</a></u>	Added 1 fault tolerance check. For more information, see <a href="#">Change log for Amazon Trusted Advisor checks</a> .	January 31, 2024
<u><a href="#">Updated documentation for AWSTrustedAdvisorServiceRolePolicy</a></u>	Added new IAM actions <code>cloudtrail:GetTrail</code> , <code>cloudtrail&gt;ListTrails</code> , <code>cloudtrail:GetEventSelectors</code> , <code>outposts:GetOutpost</code> , <code>outposts&gt;ListAssets</code> and <code>outposts&gt;ListOutposts</code> to onboard new checks. For more information, see <a href="#">Amazon managed policy: AWSTrustedAdvisorServiceRolePolicy</a> .	January 18, 2024
<u><a href="#">Updated documentation for AWSSupportServiceRolePolicy</a></u>	Added new permissions to provide billing, administrative, and support services for the service-linked role. For more information, see <a href="#">Amazon managed policy: AWSSupportServiceRolePolicy</a> .	January 17, 2024

<u><a href="#">Updated documentation for Trusted Advisor</a></u>	Updated 1 fault tolerance check to amend title and description. For more information, see <a href="#">Change log for Amazon Trusted Advisor checks</a> .	January 8, 2024
<u><a href="#">Updated documentation for Trusted Advisor</a></u>	Updated 1 security check to reflect change in deprecation period. For more information, see <a href="#">Change log for Amazon Trusted Advisor checks</a> .	December 21, 2023
<u><a href="#">Updated documentation for Trusted Advisor</a></u>	Added 2 security checks and 2 performance checks. For more information, see <a href="#">Change log for Amazon Trusted Advisor checks</a> .	December 20, 2023
<u><a href="#">Updated documentation for Trusted Advisor</a></u>	Added 1 security check. For more information, see <a href="#">Change log for Amazon Trusted Advisor checks</a> .	December 15, 2023
<u><a href="#">Updated documentation for Trusted Advisor Engage</a></u>	Updated Trusted Advisor Engage documentation with changes for email notification option.	December 14, 2023
<u><a href="#">Updated documentation for Trusted Advisor Engage</a></u>	Updated Trusted Advisor Engage documentation with changes for scheduled engagements.	December 11, 2023

<u><a href="#">Updated documentation for Trusted Advisor</a></u>	Added 2 new fault tolerance checks and 1 cost optimization check. For more information, see <a href="#">Change log for Amazon Trusted Advisor checks</a> .	December 7, 2023
<u><a href="#">Updated documentation for AWSSupportServiceRolePolicy</a></u>	Added new permissions to provide billing, administrative, and support services for the service-linked role. For more information, see <a href="#">Amazon managed policy: AWSSupportServiceRolePolicy</a> .	December 6, 2023
<u><a href="#">Updated Amazon managed policies for Trusted Advisor</a></u>	Updated the AWSTrustee dAdvisorPriorityFu llAccess and AWSTrustee dAdvisorPriorityRe adOnlyAccess Amazon managed policies to include statement IDs. For more information, see <a href="#">Amazon managed policies for Amazon Trusted Advisor</a> .	December 6, 2023
<u><a href="#">Updated documentation for Trusted Advisor</a></u>	Added 3 new fault tolerance checks. For more information, see <a href="#">Change log for Amazon Trusted Advisor checks</a> .	November 17, 2023
<u><a href="#">Updated documentation for Trusted Advisor</a></u>	Added 37 new checks for Amazon RDS. For more information, see <a href="#">Change log for Amazon Trusted Advisor checks</a> .	November 15, 2023

<a href="#"><u>Updated documentation for AWSTrustedAdvisorServiceRolePolicy</u></a>	Added new IAM actions <code>ec2:DescribeRegion</code> , <code>s3:GetLifecycleConfiguration</code> , <code>ecs:DescribeTaskDefinition</code> and <code>ecs&gt;ListTaskDefinitions</code> to onboard new checks. For more information, see <a href="#"><u>Amazon managed policy: AWSTrustedAdvisorServiceRolePolicy</u></a> .	November 9, 2023
<a href="#"><u>Updated documentation for AWSSupportServiceRolePolicy</u></a>	Added new permissions to provide billing, administrative, and support services for the service-linked role. For more information, see <a href="#"><u>Amazon managed policy: AWSSupportServiceRolePolicy</u></a> .	October 27, 2023
<a href="#"><u>Updated documentation for Trusted Advisor</u></a>	Added 64 new checks integrated from Amazon Config. For more information, see <a href="#"><u>Change log for Amazon Trusted Advisor checks</u></a> .	October 26, 2023
<a href="#"><u>Updated documentation for Trusted Advisor</u></a>	Added six new fault tolerance checks in Trusted Advisor. For more information, see the <a href="#"><u>Change log for Amazon Trusted Advisor checks</u></a> .	October 12, 2023

<a href="#"><u>Updated documentation for AWSTrustedAdvisorServiceRolePolicy</u></a>	Added new IAM actions <code>route53resolver:ListResolverEndpoint</code> , <code>route53resolver:ListResolverEndpointIpAddresses</code> , <code>ec2:DescribeSubnets</code> , <code>kafka:ListClustersV2</code> and <code>kafka:ListNodes</code> to onboard new resilience checks. For more information, see <a href="#"><u>Amazon managed policy: AWSTrustedAdvisorServiceRolePolicy</u></a> .	September 14, 2023
<a href="#"><u>Updated documentation for AWSSupportServiceRolePolicy</u></a>	Added new permissions to provide billing, administrative, and support services for the service-linked role. For more information, see <a href="#"><u>Amazon managed policy: AWSSupportServiceRolePolicy</u></a> .	August 28, 2023
<a href="#"><u>Updated documentation for Trusted Advisor</u></a>	Added 1 new service limits checks for Amazon Lambda. For more information, see the <a href="#"><u>Change log for Amazon Trusted Advisor checks</u></a> .	August 17, 2023
<a href="#"><u>Updated documentation for Trusted Advisor</u></a>	Added 1 new fault tolerance checks for Lambda. For more information, see the <a href="#"><u>Change log for Amazon Trusted Advisor checks</u></a> .	August 3, 2023

<u><a href="#">Updated documentation for Trusted Advisor Engage</a></u>	Updated Trusted Advisor Engage documentation with changes to forms for creating and editing engagements. Added page with <a href="#">Example Service Control Policies for Amazon Trusted Advisor</a> .	July 27, 2023
<u><a href="#">Updated documentation for AWSSupportServiceRolePolicy</a></u>	Added new permissions to provide billing, administrative, and support services for the service-linked role. For more information, see <a href="#">Amazon managed policy: AWSSupportServiceRolePolicy</a> .	June 26, 2023
<u><a href="#">Updated documentation for Trusted Advisor</a></u>	Added two new fault tolerance checks for Amazon MQ. Added one new fault tolerance check and one new performance check for Amazon Elastic File System. For more information, see the <a href="#">Change log for Amazon Trusted Advisor checks</a> .	June 1, 2023
<u><a href="#">Updated documentation for Trusted Advisor</a></u>	Added two new fault tolerance checks for NAT Gateway. For more information, see the <a href="#">Change log for Amazon Trusted Advisor checks</a> .	May 16, 2023

<a href="#"><u>Updated documentation for Amazon Web Services Support Plans</u></a>	Added a new permission and CloudTrail documentation for the creation of support plan schedules. For more information, see <a href="#"><u>Manage access to Amazon Web Services Support Plans</u></a> , <a href="#"><u>Amazon managed policies for Amazon Web Services Support Plans</u></a> and <a href="#"><u>Logging Amazon Web Services Support Plans API calls with Amazon CloudTrail</u></a> .	May 8, 2023
<a href="#"><u>Updated documentation for AWSSupportServiceRolePolicy</u></a>	Added new permissions to provide billing, administrative, and support services for the service-linked role. For more information, see <a href="#"><u>Amazon managed policy: AWSSupportServiceRolePolicy</u></a> .	May 2, 2023
<a href="#"><u>Updated documentation for Trusted Advisor Engage and Trusted Advisor Priority</u></a>	Clarified prerequisites for Trusted Advisor Engage and Trusted Advisor Priority. Added example IAM policy with ability to use Trusted Advisor Engage and to enable trusted access to Trusted Advisor.	April 28, 2023

<u><a href="#">Updated documentation for Trusted Advisor</a></u>	Added two new fault tolerance checks for Amazon Resilience Hub and Incident Manager. For more information, see the <a href="#">Change log for Amazon Trusted Advisor checks</a> .	April 27, 2023
<u><a href="#">Added documentation for Trusted Advisor Engage</a></u>	You can use Amazon Trusted Advisor Engage to get the most out of your Amazon Web Services Support Plans by making it easy for you to see, request and track all your proactive engagements, and communicate with your Amazon Web Services account team about ongoing engagements. For more information, see <a href="#">Get started with Amazon Trusted Advisor Engage</a> .	April 6, 2023
<u><a href="#">Updated documentation for Trusted Advisor</a></u>	Added two new fault tolerance checks for Amazon ECS. For more information, see the <a href="#">Change log for Amazon Trusted Advisor checks</a> .	March 30, 2023

<a href="#"><u>Updated documentation for AWSSupportServiceRolePolicy</u></a>	Added new permissions to provide billing, administrative, and support services for the service-linked role. For more information, see <a href="#"><u>Amazon managed policy: AWSSupportServiceRolePolicy</u></a> .	March 16, 2023
<a href="#"><u>Added documentation for Trusted Advisor Priority</u></a>	Updated the Trusted Advisor Priority console: <ul style="list-style-type: none"><li>• The <b>Acknowledge</b> and <b>Dismiss</b> buttons have replaced the <b>Accept</b> and <b>Reject</b> buttons.</li><li>• You don't need to enter your job title or name to acknowledge, resolve, dismiss, or reopen recommendations.</li></ul> For more information, see <a href="#"><u>Getting started with Trusted Advisor Priority</u></a> .	February 16, 2023
<a href="#"><u>Updated code examples for Amazon Web Services Support</u></a>	Added .NET, Java, and Kotlin code examples that show how to use Amazon Web Services Support with an Amazon software development kit (SDK). For more information, see <a href="#"><u>Code examples for Amazon Web Services Support using Amazon SDKs</u></a> .	January 16, 2023

<a href="#"><u>Updated documentation for AWSSupportServiceRolePolicy</u></a>	Added new permissions to provide billing, administrative, and support services for the service-linked role. For more information, see <a href="#"><u>Amazon managed policy: AWSSupportServiceRolePolicy</u></a> .	January 10, 2023
<a href="#"><u>Updated documentation for Amazon Web Services Support App</u></a>	You can search for support cases in Slack by using filter options or searching by case ID. For more information, see <a href="#"><u>Searching for support cases in Slack.</u></a>	December 29, 2022
<a href="#"><u>Updated documentation for Amazon Web Services Support App</u></a>	You can also use Terraform to create your resources for the Amazon Web Services Support App. For more information, see <a href="#"><u>Create Amazon Web Services Support App resources by using Terraform.</u></a>	December 22, 2022
<a href="#"><u>Updated documentation for Trusted Advisor</u></a>	Added three new fault tolerance checks for Amazon MemoryDB, Amazon ElastiCache, and Amazon CloudHSM. For more information, see the <a href="#"><u>Change log for Amazon Trusted Advisor checks.</u></a>	December 15, 2022

[Updated documentation for the Amazon Web Services Support App in Slack](#)

You can now request live chat support for the following options:

- Account and billing support cases.
- Japanese language support for technical support cases.
- For more information, see [Creating support cases in a Slack channel](#).

December 14, 2022

[Updated documentation for Amazon Web Services Support](#)

Added documentation about new endpoints for the Amazon Web Services Support API. For more information, see [About the Amazon Web Services Support API](#).

December 14, 2022

[Added documentation for Amazon CloudFormation templates to use for the Amazon Web Services Support App in Slack](#)

You can use CloudFormation templates to create Slack configuration workspaces and channels for Amazon Web Services accounts in Amazon Organizations. For more information, see [Creating Amazon Web Services Support App resources with Amazon CloudFormation](#).

December 5, 2022

[Updated documentation for Trusted Advisor](#)

Added two new fault tolerance checks for Amazon Resilience Hub. For more information, see the [Change log for Amazon Trusted Advisor checks](#).

November 17, 2022

<a href="#"><u>Added documentation for your Amazon Security Hub CSPM findings in Trusted Advisor</u></a>	Your findings from Security Hub CSPM controls are removed from Trusted Advisor faster. For more information, see the <a href="#"><u>Change log for Amazon Trusted Advisor checks</u></a> .	November 17, 2022
<a href="#"><u>Updated documentation for Amazon Trusted Advisor</u></a>	Added documentation for Trusted Advisor Recommendations. For more information, see the <a href="#"><u>Change log for Amazon Trusted Advisor checks</u></a> .	November 16, 2022
<a href="#"><u>Updated documentation for the Amazon Web Services Support App in Slack</u></a>	Added documentation for Japanese language support. For more information, see <a href="#"><u>Creating support cases in a Slack channel</u></a> .	November 11, 2022
<a href="#"><u>Updated documentation for Amazon Web Services Support Plans</u></a>	Added troubleshooting information to allow Support Plans access in an organization. For more information, see <a href="#"><u>Troubleshooting</u></a> .	November 9, 2022
<a href="#"><u>Updated documentation for the Amazon Web Services Support App in Slack</u></a>	Added documentation for supportapp permissions. For more information, see <a href="#"><u>Permissions required for the Amazon Web Services Support App to connect to Slack</u></a> .	November 1, 2022

[Updated documentation for the Amazon Web Services Support App in Slack](#)

You can use the `RegisterSlackWorkspaceForOrganization` API operation to register a Slack workspace for your Amazon Web Services account. To call this API, your account must be part of an organization in Amazon Organizations. For more information, see the [Amazon Web Services Support App in Slack API Reference](#).

[Updated documentation for AWSSupportServiceRolePolicy](#)

Added new permissions to provide billing, administrative, and support services for the service-linked role. For more information, see [Amazon managed policy: AWSSupportServiceRolePolicy](#).

October 19, 2022

October 4, 2022

<u><a href="#">Updated documentation for Support Plans</a></u>	You can now use Amazon Identity and Access Management (IAM) to manage permissions to change the support plan for your Amazon Web Services account. For more information, see the following topics:	September 29, 2022
	<ul style="list-style-type: none"><li>• <u><a href="#">Managing access for Amazon Web Services Support Plans</a></u></li><li>• <u><a href="#">Amazon managed policies for Amazon Web Services Support Plans</a></u></li><li>• <u><a href="#">Changing Amazon Web Services Support Plans</a></u></li><li>• <u><a href="#">Logging Amazon Web Services Support Plans API calls with Amazon CloudTrail</a></u></li></ul>	
<u><a href="#">Updated documentation for the Amazon Web Services Support App in Slack</a></u>	Added documentation on how to configure a public or private channel to use with the Amazon Web Services Support App. For more information, see <u><a href="#">Configuring a Slack channel</a></u> .	September 22, 2022
<u><a href="#">Updated documentation for Amazon Web Services Support</a></u>	Added a new section about security for your support cases. For more information, see <u><a href="#">Security for your Amazon Web Services Support cases</a></u> .	September 9, 2022

[Updated documentation for Trusted Advisor](#)

Added a new security check for Amazon EC2. For more information, see the [Change log for Amazon Trusted Advisor checks.](#)

September 1, 2022

[Updated documentation for the Amazon Web Services Support App in Slack](#)

See the following topics:

August 24, 2022

You can use the Amazon Web Services Support App to manage your support cases, request service quota increases, and chat with support agents directly in your Slack channels. For more information, see the [Amazon Web Services Support App in Slack documentation.](#)

You can attach Amazon Web Services managed policies to your IAM roles to use the Amazon Web Services Support App. For more information, see [Amazon Web Services managed policies for Amazon Web Services Support App in Slack.](#)

New API reference for the Amazon Web Services Support App. See the [Amazon Web Services Support App API Reference.](#)

[Updated documentation for AWSSupportServiceRolePolicy](#)

Added new permissions to provide billing, administrative, and support services for the service-linked role. For more information, see [Amazon managed policy: AWSSupportServiceRolePolicy](#).

August 17, 2022

[Added documentation for Trusted Advisor Priority](#)

Trusted Advisor Priority adds support for the following features:

- Delegated administrators
- Daily and weekly email notifications for recommendation summaries
- Reopen resolved or rejected recommendations
- Amazon Web Services managed policies

August 17, 2022

For more information, see [Getting started with Trusted Advisor Priority](#).

[Updated documentation for Trusted Advisor](#)

The **Preferences** page in the Trusted Advisor console has been updated. For more information, see [Getting started with Amazon Trusted Advisor](#).

July 15, 2022

[Updated documentation for Trusted Advisor](#)

Updated the checks to include the following information:

- **Alert Criteria**
- **Recommended Action**
- **Additional Resources**
- **Report columns**

For more information, see the [Amazon Trusted Advisor check reference](#).

[Updated documentation for Amazon Web Services Support](#)

Added documentation that explains how to manage your support cases.

June 28, 2022

- [Updating an existing support case](#)
- [Troubleshooting](#)

[Updated documentation for AWSSupportServiceRolePolicy](#)

Updated permissions to provide billing, administrative, and support services for the service-linked role. For more information, see [Amazon managed policy: AWSSupportServiceRolePolicy](#)

June 23, 2022

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<a href="#"><u>Updated documentation for Trusted Advisor</u></a>	Trusted Advisor supports additional Amazon Foundation Security Best Practices security standard controls that are sourced from Amazon Security Hub CSPM. For more information, see the <a href="#"><u>Change log for Amazon Trusted Advisor checks</u></a> .	June 23, 2022
<a href="#"><u>Updated documentation for Trusted Advisor</u></a>	Added information about how to request service quota increases. For more information, see <a href="#"><u>Service limits</u></a> .	June 21, 2022
<a href="#"><u>Updated documentation for Amazon Web Services Support</u></a>	The create case experience has been updated in the Support Center Console. For more information, see <a href="#"><u>Creating support cases and case management</u></a> .	May 18, 2022
<a href="#"><u>Updated documentation for Trusted Advisor</u></a>	Added four checks for Amazon EBS and Amazon Lambda. For more information, see <a href="#"><u>Opt in Amazon Compute Optimizer to add Trusted Advisor checks</u></a> .	May 4, 2022
<a href="#"><u>Updated documentation for AWSSupportServiceRolePolicy</u></a>	Added new permissions to provide billing, administrative, and support services for the service-linked role. For more information, see <a href="#"><u>Amazon managed policy: AWSSupportServiceRolePolicy</u></a> .	April 27, 2022

<a href="#"><u>Updated documentation for the Exposed Access Keys check</u></a>	This check is now automatically refreshed for you. For more information, see <a href="#"><u>Change log for Amazon Trusted Advisor checks</u></a> .	April 25, 2022
<a href="#"><u>Updated documentation for Trusted Advisor</u></a>	The Amazon Direct Connect checks in the fault tolerance category are updated. For more information, see <a href="#"><u>Change log for Amazon Trusted Advisor checks</u></a> .	March 29, 2022
<a href="#"><u>Updated documentation for AWSSupportServiceRolePolicy</u></a>	Added new permissions to provide billing, administrative, and support services for the service-linked role. For more information, see <a href="#"><u>Amazon managed policy: AWSSupportServiceRolePolicy</u></a>	March 14, 2022
	.	
<a href="#"><u>Added documentation for Trusted Advisor Priority</u></a>	You can use Trusted Advisor Priority to view a list of prioritized recommendations from your technical account manager (TAM). For more information, see <a href="#"><u>Getting started with Trusted Advisor Priority</u></a> .	February 28, 2022

<a href="#"><u>Updated documentation for using Amazon EventBridge for Trusted Advisor</u></a>	You can create an EventBridge rule to monitor changes to your Trusted Advisor checks. For more information, see <a href="#"><u>Monitoring Amazon Trusted Advisor check results with EventBridge</u></a> .	February 21, 2022
<a href="#"><u>New documentation for using Amazon EventBridge to monitor Amazon Web Services Support cases</u></a>	You can create an EventBridge rule to monitor and receive notifications about your support cases. For more information, see <a href="#"><u>Monitoring Amazon Web Services Support cases with EventBridge</u></a> .	February 21, 2022
<a href="#"><u>Updated documentation for AWSSupportServiceRolePolicy</u></a>	Added new permissions to provide billing, administrative, and support services for the service-linked role. For more information, see <a href="#"><u>Amazon managed policy: AWSSupportServiceRolePolicy</u></a> .	February 17, 2022
<a href="#"><u>Added documentation for integrating with Amazon Security Hub CSPM</u></a>	In the Trusted Advisor console, you can now view the findings for your Security Hub CSPM controls that are part of the Amazon Foundation Security Best Practices security standard. For more information, see <a href="#"><u>Viewing Amazon Security Hub CSPM controls in the Amazon Trusted Advisor console</u></a> .	January 18, 2022

<u><a href="#">Updated documentation</a></u>	If you have an <a href="#">Enterprise On-Ramp</a> Support plan, you have access to all Trusted Advisor checks and the Amazon Web Services Support API.	November 24, 2021
<u><a href="#">Updated documentation for Trusted Advisor</a></u>	The check name for Amazon OpenSearch Service Reserved Instance Optimization was updated. For more information, see <a href="#">Change log for Amazon Trusted Advisor checks</a> .	September 8, 2021
<u><a href="#">Updated documentation for Trusted Advisor checks</a></u>	Added a reference topic for all Trusted Advisor checks. For more information, see <a href="#">Amazon Trusted Advisor check reference</a> .	September 1, 2021
<u><a href="#">Updated documentation for Trusted Advisor managed policies</a></u>	Updated documentation for the Trusted Advisor managed policies. For more information, see <a href="#">Amazon managed policies for Amazon Web Services Support and Amazon Trusted Advisor</a> .	August 10, 2021
<u><a href="#">Updated documentation for Trusted Advisor</a></u>	Updated documentation for the Trusted Advisor console. For more information, see <a href="#">Get started with Amazon Trusted Advisor</a> .	July 16, 2021

<a href="#"><u>Updated documentation for creating Amazon Web Services Support cases</u></a>	Added documentation about how to create a related support case for cases that are permanently closed. For more information, see <a href="#"><u>Reopening a closed case</u></a> and <a href="#"><u>Creating a related case</u></a> .	June 8, 2021
<a href="#"><u>Updated documentation for Trusted Advisor</u></a>	Trusted Advisor added two new checks for Amazon Elastic Block Store (Amazon EBS) volume storage. For more information, see <a href="#"><u>Change log for Amazon Trusted Advisor checks</u></a> .	June 8, 2021
<a href="#"><u>Updated documentation</u></a>	<p>The following topics are updated:</p> <ul style="list-style-type: none"><li>• Updated procedures and added content to the <a href="#"><u>Creating Amazon CloudWatch alarms to monitor Amazon Trusted Advisor metrics</u></a> topic</li><li>• Added the <a href="#"><u>Service quotas for the Amazon Web Services Support API</u></a> section</li></ul>	May 12, 2021

## Earlier updates

Change	Description	Date
Updated documentation for Trusted Advisor	<p>Added documentation to filter, refresh, and download check results. For more information, see the following sections:</p> <ul style="list-style-type: none"> <li>• <a href="#">Filter your checks</a></li> <li>• <a href="#">Refresh check results</a></li> <li>• <a href="#">Download check results</a></li> </ul>	March 16, 2021
Updated documentation about Amazon managed policies	<p>Added information about the AwSSupportServiceRolePolicy Amazon managed policy. For more information, see <a href="#">Using service-linked roles for Amazon Web Services Support</a>.</p>	March 16, 2021
Added checks for Amazon Lambda	<p>Added four Amazon Trusted Advisor checks for Lambda in the <a href="#">Change log for Amazon Trusted Advisor</a>.</p>	March 8, 2021
Updated service limit checks for Amazon Elastic Block Store	<p>Updated five Amazon Trusted Advisor checks for Amazon EBS in the <a href="#">Change log for Amazon Trusted Advisor</a>.</p>	March 5, 2021
Updated documentation for CloudTrail logging	<p>CloudTrail supports logging for console actions when you change your Amazon Web Services Support plan. For more information, see <a href="#">Logging changes to your Amazon Web Services Support plan</a>.</p>	February 9, 2021
Updated documentation for Trusted Advisor	<p>Updated the <a href="#">Get started with Trusted Advisor Recommendations</a> topic.</p>	January 29, 2021

Change	Description	Date
Updated documentation for Trusted Advisor reports	Added a <a href="#">Troubleshooting</a> section for using Trusted Advisor reports with other Amazon services.	December 4, 2020
Added Amazon Trusted Advisor support for Amazon CloudTrail logging	CloudTrail supports logging for a subset of Trusted Advisor console actions. For more information, see <a href="#">Logging Amazon Trusted Advisor console actions with Amazon CloudTrail</a> .	November 23, 2020
Added a change log topic	View changes to Amazon Trusted Advisor checks and categories in the <a href="#">Change log for Amazon Trusted Advisor</a> .	November 18, 2020
Added support for organizational units	You can now create reports for Trusted Advisor checks for organizational units (OUs). For more information, see <a href="#">Create organizational view reports</a> .	November 17, 2020
Updated the logging with Amazon CloudTrail topic	Added an example log entry for a Trusted Advisor API operation. See <a href="#">Amazon Trusted Advisor information in CloudTrail logging</a> .	October 22, 2020
Added Amazon Web Services Support quotas	Added information about the current quotas and restrictions for Amazon Web Services Support. See the <a href="#">Amazon Web Services Support endpoints and quotas</a> in the <a href="#">Amazon Web Services General Reference</a> .	August 4, 2020
Organizational view for Amazon Trusted Advisor	You can now create reports for Trusted Advisor checks for accounts that are part of Amazon Organizations. See <a href="#">Organizational view for Amazon Trusted Advisor</a> .	July 17, 2020

Change	Description	Date
Security and Amazon Web Services Support	Updated information about security considerations when using Amazon Web Services Support and Trusted Advisor. See <a href="#">Security in Amazon Web Services Support</a>	May 5, 2020
Security and Amazon Web Services Support	Added information about security considerations when using Amazon Web Services Support.	January 10, 2020
Using Trusted Advisor as a web service	Added updated instructions to refresh Trusted Advisor data after getting list of Trusted Advisor checks.	November 1, 2018
Using Service-linked roles	Added new section.	July 11, 2018
Getting Started: Troubleshooting	Added troubleshooting links for Route 53 and Amazon Certificate Manager.	September 1, 2017
Case Management Example: Creating a Case	Added a note about the <b>CC</b> box for users who have the Basic support plan.	August 1, 2017
Monitoring Trusted Advisor Check Results with CloudWatch Events	Added new section.	November 18, 2016
Case Management	Updated the names of case severity levels.	October 27, 2016
Logging Amazon Web Services Support Calls with Amazon CloudTrail	Added new section.	April 21, 2016
Getting Started: Troubleshooting	Added more troubleshooting links.	May 19, 2015

Change	Description	Date
Getting Started: Troubleshooting	Added more troubleshooting links.	November 18, 2014
Getting Started: Case Management	Updated to reflect Service Catalog in the Amazon Web Services Management Console.	October 30, 2014
Programming the Life of an Amazon Web Services Support Case	Added information about new API elements for adding attachments to cases and for omitting case communications when retrieving case history.	July 16, 2014
Accessing Amazon Web Services Support	Removed named support contacts as an access method.	May 28, 2014
Getting Started	Added the Getting Started section.	December 13, 2013
Initial publication	New Amazon Web Services Support service released.	April 30, 2013