

Azure Support Scope Details	
General	Inclusions
Creating Windows Virtual Machines	√
Creating Linux Virtual Machines using Azure CLI	√
Implementing Azure resource manager	√
Connection to Azure Subscription using Azure CLI	√
Managing account information & publishing settings	√
Troubleshooting Azure cloud services	√
Troubleshooting Azure storage	√
Attaching & Mounting Disks on Windows & Linux VM's	√
Deploying multiple Virtual Machines using Resource Group Templates	√
Troubleshooting remote access related issues	√
Network	
Troubleshooting Azure Virtual network(VNET)	√
Troubleshooting Network Load Balancing	√
Configuring ACL's as per requirements	√
Troubleshooting VPN's within Azure	√
Troubleshooting Azure Point To Site Connectivity	√
Troubleshooting Azure Site to Site Connectivity	√
Troubleshooting Azure Express Routes	√
Web & Mobile Services	
Troubleshooting Azure Service Bus(PaaS)	√
Troubleshooting Azure SQL Database (PaaS)	√
Troubleshooting Azure Web application connectivity related issues	√
Enabling IIS over Azure	√
Troubleshooting Azure Mobile services	√
Backup & Recovery	
Capturing Virtual Machine backup Images	√
Troubleshooting backup and recovery issues	√
Troubleshooting Backup related issues	√
Recovering virtual machines from previous backups within Azure	√
Using PowerShell to backup SQL databases	√
Troubleshooting Azure Site recovery (ASR)	√
Advanced Troubleshooting with PowerShell	
Azure support for PowerShell in ASM mode	√
Azure support for PowerShell in ARM mode	√
Troubleshooting Automation related issues in Azure	√
Troubleshooting SQL Backups using PowerShell	√
Active Directory & Authentication	
Installation and configuration of Active Directory in Azure	√
Managing Active Directory in Hybrid Environment	√
Troubleshooting Azure AD Sync	√

Troubleshooting Azure MFA (Multi Factor Authentication)	√
Troubleshooting SSO related issues	√
Escalation Support	
Microsoft Tier III Escalation	√
Azure Core Quota Increase Requests	√
Out Of Scope	
Issues related to On-Premise servers and network	×
Any Hardware related issues	×
Any Onsite support	×
Third Party application support	×
Support related to Third party MFA(Multi Factor Authentication) Services	×
Issues related to VPN connectivity on the LAN side/Layer 3 devices	×
Any type of Migration related support	×
Any OS upgrade on existing machines	×
Windows OS support	×