
AWS Support

User Guide

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AWS Support: User Guide

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Getting Started with AWS Support

AWS Support is a one-on-one, fast-response support channel that is staffed with experienced support engineers. The service helps customers get the most from the products and features provided by Amazon Web Services. There are four levels, or tiers, of AWS Support: Basic, Developer, Business, and Enterprise. The Basic tier is free of charge and offers support for account and billing questions and service limit increases. The other tiers offer an unlimited number of technical support cases with pay-by-the-month pricing and no long-term contracts, providing developers and businesses flexibility to choose the level of support that meets their needs.

Topics

- [Features of AWS Support \(p. 1\)](#)
- [Case Management \(p. 2\)](#)
- [Accessing AWS Support \(p. 6\)](#)
- [AWS Trusted Advisor \(p. 7\)](#)
- [Troubleshooting \(p. 7\)](#)

Features of AWS Support

All AWS customers automatically have around-the-clock access to these features:

- Customer Service: one-on-one responses to account and billing questions
- Support forums
- Service health checks
- Documentation, whitepapers, and best-practice guides

Developer-level Support customers have access to these additional features:

- Best-practice guidance
- Client-side diagnostic tools
- Building-block architecture support: guidance on how to use AWS products, features, and services together

In addition, *Business and Enterprise-level Support customers* have access to these features:

- Use-case guidance: what AWS products, features, and services to use to best support your specific needs
- [AWS Identity and Access Management \(p. 6\)](#) (IAM) for controlling individuals' access to AWS Support
- [AWS Trusted Advisor \(p. 7\)](#), which inspects customer environments and identifies opportunities to save money, close security gaps, and improve system reliability and performance
- An API for interacting with Support Center and Trusted Advisor, allowing for automated support case management and Trusted Advisor operations
- Third-party software support: help with Amazon Elastic Compute Cloud (EC2) instance operating systems as well as the configuration and performance of the most popular third-party software components on AWS

In addition, *Enterprise-level Support* customers have access to these features:

- Application architecture guidance: consultative partnership supporting specific use cases and applications
- Infrastructure event management: short-term engagement with AWS Support to partner with your technical and project resources to gain a deep understanding of your use case and provide architectural and scaling guidance for an event
- AWS Concierge
- Technical account manager
- White-glove case routing
- Management business reviews

For more detailed information about features and pricing for each level, see [AWS Support](#) and [AWS Support Features](#). Some features, such as around-the-clock phone and chat support, are not available in all languages.

Case Management

You can sign in to the Support Center at <https://console.aws.amazon.com/support/home#/> by using the email address and password associated with your AWS account. To log in with other credentials, see [Accessing AWS Support \(p. 6\)](#).

There are three types of cases you can open:

- **Account and Billing Support** cases are available to all AWS customers. This case type connects you to customer service for help with billing and account-related questions.
- The **Service Limit Increase** request form, also available to all AWS customers, prompts you for your proposed limit increases, based on the service that you select. For more information, see [AWS Service Limits](#).
- **Technical Support** cases connect you to technical support for help with service-related technical issues and, in some cases, third-party applications. Developer-level customers can communicate via the web; Business and Enterprise customers have the option to communicate by phone or live chat.

To open a Support case:

- In [Support Center](#), click the **Create case** button.

Example: Creating a Case

Here is an example of a Technical Support case (shown in two parts for readability). The lists that follow the form example explain some of your options and best practices.

The screenshot shows the 'Create Case' form in the AWS console. At the top right, it says 'Business support plan' with a 'Change' link. The form fields are as follows:

- Name:** aws-user
- Account:** 123456789012
- CC:** someone@example.com (with an information icon and a note: 'Required for IAM users; use commas or semicolons to separate email addresses')
- Regarding*:** Radio buttons for 'Account and Billing Support', 'Service Limit Increase', and 'Technical Support' (which is selected).
- Service*:** A dropdown menu showing 'Elastic Compute Cloud (EC2 - Linux)'. Below it are three links: 'How do I troubleshoot Instances with failed status checks?', 'How do I recover an unreachable Linux instance?', and 'How do I troubleshoot instance errors?'. A 'Show more' link is also present.
- Category*:** A dropdown menu showing 'Instance Issue'. Below it are the same three links as above.
- Instance ID(s):** A text box containing 'i-xxxxxxxx'.
- Severity*:** A dropdown menu showing 'Normal' (with an information icon).

- **Contact Information.** In the **CC** box, enter the email addresses of people to be notified when the status of the case changes. If you are signed in as an IAM user, include your own email address; if you are signed in with your email address and password, you don't need to include your email address in the **CC** box.
- **Regarding.** Select the type of case you want to create. In this example, we select **Technical Support**.
- **Service.** If your question affects multiple services, choose the service that is most applicable. In this case, we select **Elastic Compute Cloud (EC2 - Linux)**.
- **Category.** Choose the most appropriate category. In this case, we're having trouble connecting to an instance, so we choose **Instance Issue**. When you select a category, links to information that might help to resolve your problem appear below the **Category** selection.

Based on your category choice, contextual text boxes often prompt for additional information. In this case, we're prompted to provide **Instance ID(s)**. In general, it's a good idea to provide resource IDs even when not prompted.

- **Severity.** All customers with a paid support plan can choose **Low** (1-day response time) or **Normal** (12-hour response time) severity. Business-level customers can also choose **High** (4-hour response) or **Urgent** (1-hour response), and Enterprise-level customers can also choose **Critical** (15-minute response). Note that response times are for first response from AWS Support, and may not apply to subsequent responses. For third-party issues, response times can be longer, depending on the availability of skilled personnel. For details, see [Choosing a Severity \(p. 4\)](#).

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Example: Creating a Case

Subject*

i **Description Guidance**
For troubleshooting ideas, see [Troubleshooting Instances](#).

If you are receiving an error, provide the detailed error message and a description of any changes that you may have made recently. Include the date, time, and time zone that you first observed the issue.

Description*

Add attachment (limit 3, maximum 5 MB each)

failedStatus.png

Contact method* Web (we will get back to you within 12 hours)

Chat

Phone

- **Subject.** Treat this like the subject of an email message and sum up your issue as briefly as possible. In this case, we use the subject "Failed status checks."
- **Description.** This is the most important information that you provide to Support. For most service and category combinations, a prompt suggests information that will be most helpful for the fastest resolution. For more guidance, see [Describing Your Problem \(p. 5\)](#).
- **Attachments.** Screen shots and other attachments (less than 5 MB each) are often helpful. In this case, we've added one to show the failed status check.
- **Contact method.** Select a contact method. The options vary depending on the type of case and your level of support. If you choose **Web**, you can read and respond to the case progress via Support Center. If you have Business or Enterprise-level support, you can also select **Chat** or **Phone**; if you select **Phone**, you are prompted for a callback number and when you'd like Support to call you (when you submit the case, or in 5 minutes).
- **Submit.** Click the **Submit** button when your information is complete and you're ready to create the case.

Choosing a Severity

Although it may be tempting to always open cases at the highest severity allowed by your support plan, we strongly encourage limiting the use of High, Urgent, and Critical requests to cases that cannot be worked around or that directly affect production applications. Customers should plan ahead to avoid needing high-severity cases for general guidance questions. For information about how build your services so that losing single resources does not affect your application, see [Building Fault-Tolerant Applications on AWS](#).

Here is a summary of severity levels, response times, and example problems. For more information about the scope of support by level, see [AWS Support Features](#).

Severity	First-Response Time	Description
Low	1 day	You have a general development question or want to request a feature. (Developer, Business, and Enterprise)
Normal	12 hours	You can work around the problem. Non-critical functions of your application are behaving abnormally. You have a time-sensitive development question. (Developer, Business, and Enterprise)
High	4 hours	You can't work around the problem. Critical functions of your application are impaired or degraded. (Business and Enterprise)
Urgent	1 hour	You can't work around the problem, and your business is significantly impacted. Important functions of your application are unavailable. (Business and Enterprise)
Critical	15 minutes	You can't work around the problem, and your business is at risk. Critical functions of your application are unavailable. (Enterprise)

Describing Your Problem

Your description should be as detailed as possible and include relevant resource information, along with anything else that would be beneficial, depending on the case. For example, to troubleshoot performance, include time stamps 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 are as detailed as possible, Support can begin troubleshooting your case without the need for back and forth at the beginning of a case that can lead to increased resolution times.

Monitoring and Maintaining Your Case

You can monitor the status of your case in Support Center. A new case begins in the "Unassigned" state. When an engineer begins work on a case, the status changes to "Work in Progress." The engineer responds to your case, either to ask for more information ("Pending Customer Action") or to let you know that the case is being investigated ("Pending Amazon Action").

Whenever your case is updated, you receive email with the correspondence and a link to the case in Support Center—you cannot respond to case correspondence via email. When you are satisfied with the response or your problem has been solved, you can select **Close Case** in Support Center. If you do not respond within six days, the case is closed automatically. You can always reopen a resolved or closed case.

It is important to create a new case for a new issue or question. If case correspondence strays from the original question or issue, a support engineer might ask you to open a new case. When opening cases related to old inquiries, it is helpful to include the related case number so that we can refer to previous correspondence.

Accessing AWS Support

There are two ways to access Support Center: by using the email address and password associated with your AWS account or, for Business-level and Enterprise-level customers, by using AWS Identity and Access Management (IAM). Business and Enterprise-level customers can access AWS Support operations programmatically by using the [AWS Support API](#) (p. 10).

AWS Account

You can use your AWS account information to access Support Center. Simply sign in at <https://console.aws.amazon.com/support/home#/> and enter your email address and password. However, AWS recommends that you avoid using this method as much as possible and use IAM instead. For more information, see [Lock away your AWS account access keys](#).

IAM

You can use IAM to create individual users (and optionally organize them into groups), and then give those users or groups permission to perform actions and access resources in Support Center.

Note

IAM users who are granted Support access can see all cases that are created for the account.

By default, IAM users do not have access to Support Center. You give users access to your account's Support resources (Support Center cases and the AWS Support API) by attaching IAM policies to either a single user or a group of users. For more information, see [IAM Users and Groups](#) and [Overview of AWS IAM Policies](#).

After you create IAM users, you can give those users individual passwords. They can then sign in to your account and work in Support Center by using an account-specific sign-in page. For more information, see [How IAM Users Sign In to Your AWS Account](#).

Support does not let you allow or deny access to individual actions; therefore, the `Action` element of a policy is always set to `support:*`. Similarly, Support does not provide resource-level access, so the `Resource` element is always set to `*`. An IAM user with Support permissions has access to all Support operations and resources.

For example, this policy statement grants access to Support:

```
{
  "Version": "2012-10-17",
  "Statement": [
    {
      "Effect": "Allow",
      "Action": "support:*",
      "Resource": "*"
    }
  ]
}
```

This policy statement denies access to Support:

```
{
  "Version": "2012-10-17",
  "Statement": [
    {
      "Effect": "Deny",
```

```
"Action": "support:*",  
"Resource": "*" ]  
}]  
}
```

If the user or group that you want to give permissions to already has a policy, you can add the Support-specific policy statement illustrated here to that policy.

Note

Access to Trusted Advisor in the AWS Management Console is controlled by a separate `trustedadvisor` IAM namespace; access to Trusted Advisor via the AWS Support API is controlled by the `support` IAM namespace. For more information, see [Controlling Access to the Trusted Advisor Console](#).

AWS Trusted Advisor

[AWS Trusted Advisor](#) draws upon best practices learned from the aggregated operational history of serving hundreds of thousands of AWS customers. Trusted Advisor inspects your AWS environment and makes recommendations when opportunities exist to save money, improve system availability and performance, or help close security gaps. All AWS customers have access to four Trusted Advisor checks. Customers with Business and Enterprise-level support can view all Trusted Advisor checks. For more information, see [Meet AWS Trusted Advisor](#).

Trusted Advisor can be accessed in the AWS Management Console; programmatic access to Trusted Advisor is available with the [AWS Support API](#) (p. 10).

Troubleshooting

AWS Support offers a set of diagnostic tools that allow customers to gather some of the basic information we typically collect while troubleshooting customer-reported issues. These tools can collect system information, make traces and DNS queries, and make some basic AWS requests (S3 GETs). For more information, see [Diagnostic Tools](#).

For troubleshooting Amazon CloudFront streaming video, you can use the [Amazon CloudFront Streaming Diagnostic Client](#).

For Windows, EC2 offers AWS Diagnostics for Microsoft Windows Server, which allows customers to examine their Windows instances to help identify common problems, collect log files, and help Support troubleshoot issues. It can even be used to analyze boot volumes from non-functional instances. For more information, see [AWS Diagnostics for Microsoft Windows Server](#).

Service-specific Troubleshooting

Most AWS service documentation contains troubleshooting topics that can get you started before contacting Support. The following table provides links to troubleshooting topics in AWS documentation, arranged by service.

Service	Link
Amazon Web Services	Troubleshooting AWS Signature Version 4 Errors
Amazon AppStream	Troubleshoot Amazon AppStream

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Service-specific Troubleshooting

Service	Link
Auto Scaling	Troubleshooting Auto Scaling
Amazon CloudFront	Troubleshooting
AWS CloudHSM	Troubleshooting
Amazon CloudSearch	Troubleshooting Amazon CloudSearch
AWS Data Pipeline	Troubleshooting
Amazon DevPay	Example Request to Use When Troubleshooting
AWS Direct Connect	Troubleshooting AWS Direct Connect
AWS Elastic Beanstalk	Troubleshooting
Amazon Elastic Compute Cloud (Amazon EC2)	Troubleshooting Instances Troubleshooting Windows Instances Troubleshooting VM Import/Export Troubleshooting API Request Errors Troubleshooting the AWS Management Pack AWS Diagnostics for Microsoft Windows Server
Elastic Load Balancing	Troubleshoot Elastic Load Balancing Common Pitfalls When Testing Elastic Load Balancing (in Best Practices in Evaluating Elastic Load Balancing)
Amazon Elastic MapReduce (Amazon EMR)	Troubleshoot a Cluster
Amazon ElastiCache	Troubleshooting Applications
AWS Flow Framework	Troubleshooting and Debugging Tips
AWS GovCloud (US)	Troubleshooting
AWS Identity and Access Management (IAM)	Troubleshooting IAM
AWS OpsWorks	Debugging and Troubleshooting Guide
Amazon Redshift	Troubleshooting Data Loads
Amazon Relational Database Service	Troubleshooting
Amazon Silk	Troubleshooting
Amazon Simple Email Service (Amazon SES)	Troubleshooting Amazon SES
Amazon Simple Storage Service (Amazon S3)	Troubleshooting CORS Issues Handling REST and SOAP Errors
AWS Storage Gateway	Troubleshooting Your Volume Gateway (Gateway-Cached and Gateway-Stored) Troubleshooting Your Gateway-VTL

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Service-specific Troubleshooting

Service	Link
Amazon Virtual Private Cloud (Amazon VPC)	Troubleshooting
Amazon WorkSpaces	Troubleshooting Amazon WorkSpaces Administration Issues

About the AWS Support API

The AWS Support API provides access to some of the AWS services that underlie the features of the [AWS Support Center](#). AWS provides this access for [AWS Support](#) customers who have Business and Enterprise-level accounts. The service currently provides two different groups of operations:

- [Support Case Management \(p. 10\)](#) operations to manage the entire life cycle of your AWS support cases, from creating a case to resolving it.
- [Trusted Advisor \(p. 11\)](#) operations to access the checks provided by the [Trusted Advisor](#) application.

For information about the actions and data types provided by AWS Support, see the AWS Support [API Reference documentation](#).

Topics

- [Support Case Management \(p. 10\)](#)
- [Trusted Advisor \(p. 11\)](#)
- [Endpoint \(p. 11\)](#)
- [Support in AWS SDKs \(p. 11\)](#)

Support Case Management

Using the support case management operations, you can perform the following tasks:

- Open a support case.
- Get a list and detailed information about all of your support cases.
- Narrow your search for support cases by dates and case identifiers, including cases that have been resolved.
- Add communications and file attachments to your cases, and add email recipients for case correspondence.
- Resolve your cases.

See [Programming the Life of an AWS Support Case \(p. 12\)](#) for example Java code that demonstrates how to manage the entire life cycle of an AWS Support case.

Trusted Advisor

Using the Trusted Advisor operations, you can perform the following tasks:

- Get names and identifiers for each check that Trusted Advisor offers.
- Request that an Trusted Advisor check be run against your account and resources.
- Obtain summaries and detailed information for your Trusted Advisor checks.
- Request that Trusted Advisor checks be refreshed.
- Obtain the status of each Trusted Advisor check you have requested.

See [Using Trusted Advisor as a Web Service \(p. 22\)](#) for an example of using the Trusted Advisor actions to request a check, refresh it, obtain its status, and obtain the information produced by the check.

Endpoint

Use the following endpoint to access AWS Support:

- <https://support.us-east-1.amazonaws.com>

Warning

The AWS Support endpoint creates cases in the production database. Include a subject line such as "TEST CASE--Please ignore" when you call [CreateCase](#), and close the test cases you create by calling [ResolveCase](#).

See [Regions and Endpoints](#) in the *Amazon Web Services General Reference* for additional information about using AWS endpoints.

Support in AWS SDKs

Many AWS Software Development Kits (SDKs) include support for the AWS Support API. See [Tools for Amazon Web Services](#) for information about the AWS services supported by each SDK.

Programming the Life of an AWS Support Case

The AWS Support API enables you to create cases and add correspondence to them throughout investigations of your issues and interactions with AWS Support staff. This topic demonstrates the use of operations in the AWS Support service, which models much of the behavior of the [AWS Support Center](#).

For detailed information, see the [AWS Support API Reference](#).

Topics

- [Overview \(p. 12\)](#)
- [Create an AWS Support Client \(p. 13\)](#)
- [Discover AWS Services and Issue Severity Levels \(p. 13\)](#)
- [Create an Attachment Set \(p. 14\)](#)
- [Create a Support Case \(p. 15\)](#)
- [Retrieve and Update Support Case Communications \(p. 18\)](#)
- [Retrieve All Support Case Information \(p. 19\)](#)
- [Resolve a Support Case \(p. 21\)](#)

Overview

This topic uses Java code examples to demonstrate the use of AWS Support. For more information about SDK support, see [Sample Code & Libraries](#).

Note

If you encounter service limits with your calls to AWS Support, follow the recommendations in [Error Retries and Exponential Backoff in AWS](#)

Using IAM with the AWS Support API

AWS Identity and Access Management (IAM) is supported by the AWS Support API. For more information, see [Accessing AWS Support \(p. 6\)](#).

Create an AWS Support Client

The following Java code snippet shows how to create an `AWSSupportClient`, which is used to call the `AWSSupportService`. The `createClient` method gets AWS credentials by calling the `AWSSupportClient()` constructor with no parameters, which retrieves credentials from the credentials provider chain. For more information on this process, see [Use IAM Roles for EC2 Instances to Manage Your Credentials](#) in the *AWS SDK for Java*.

For more information on AWS credentials, see [AWS Credentials](#) in the *AWS General Reference*.

```
private static AWSSupportClient createClient()
{
    AWSSupportClient client = new AWSSupportClient();
    client.setEndpoint("https://support.us-east-1.amazonaws.com");
    return client;
}
```

Discover AWS Services and Issue Severity Levels

The AWS Support Java client provides a `CreateCaseRequest` type to submit a case programmatically to AWS Support. The `CreateCaseRequest` is a structure that is populated with the request parameters and then passed to the `createClient` method on the `AWSSupportClient` instance. These parameters include codes for the AWS service to which the support case pertains and a severity code that stipulates the time interval in which a response is defined by the service level agreement (SLA) of your support contract.

The following Java code snippet demonstrates calls to the AWS Support [DescribeServices](#) and [DescribeSeverityLevel](#) actions:

```
// DescribeServices example

public static void getServiceCodes(AWSSupportClient client)
{
    DescribeServicesResult result = client.describeServices();
    for (Service service : result.getServices())
    {
        System.out.println("Service code (name): " +
            service.getCode() + service.getName() + " ");
        for (Category category : service.getCategories())
        {
            System.out.println("    Category code (name): " +
                category.getCode() + "(" + category.getName() + " ");
        }
    }
}

// DescribeSeverityLevels example

public static void getSeverityLevels(AWSSupportClient client)
{
    DescribeSeverityLevelsResult result = client.describeSeverityLevels();
```



```
for (SeverityLevel level : result.getSeverityLevelsList())
{
    System.out.println("Severity level (name): " +
        level.getCode() + level.getName() + " ");
}
}
```

Each call returns a list of JSON-formatted objects. `DescribeServices` returns service codes and their corresponding names, and `DescribeSeverityLevels` returns severity levels and their corresponding names. In addition, `DescribeServices` also returns a list of AWS Support categories that apply to each AWS service. These categories are also used to open a support case by using `createCase`. Although these values can also be obtained from the AWS Support site itself, the AWS Support service always returns the most recent version of this information.

Create an Attachment Set

If you want to attach files to the case, you must add the attachments to an attachment set before creating the case. You can add up to 3 attachments to a set, and the maximum size of any attachment in the set is 5 MB. For more information, see [AddAttachmentsToSet](#).

The following Java code snippet creates a text file attachment, adds it to an attachment set, and gets the ID of the attachment set for adding to the case.

```
public static String createAttachmentSet() throws IOException
{
    BufferedReader reader =
        new BufferedReader(new InputStreamReader(System.in));

    // Get content and file name for an attachment.
    System.out.println("Enter text content for an attachment to the case: ");
    String attachmentcontent = null;
    try
    {
        attachmentcontent = reader.readLine().trim();
    }
    catch (IOException e)
    {
        e.printStackTrace();
        System.exit(1);
    }

    System.out.println("Enter the file name for the attachment: ");
    String attachmentfilename = null;
    try
    {
        attachmentfilename = reader.readLine().trim();
    }
    catch (IOException e)
    {
        e.printStackTrace();
        System.exit(1);
    }

    // Create the attachment.
```

```
Attachment attachment1 = new Attachment();
attachment1.setData(ByteBuffer.wrap(attachmentcontent.getBytes()));
attachment1.setFileName("attachmentfilename");

// Add the attachment to an array list.
List<Attachment> attachments = new ArrayList<Attachment>();
attachments.add(attachment1);

// Create an attachment set and add the attachment array list to it.
AddAttachmentsToSetRequest addAttachmentsToSetRequest =
    new AddAttachmentsToSetRequest();
addAttachmentsToSetRequest.setAttachments(attachments);

AddAttachmentsToSetResult addAttachmentsToSetResult =
    client.addAttachmentsToSet(addAttachmentsToSetRequest);

// Get the ID of the attachment set.
String attachmentsetid = addAttachmentsToSetResult.getAttachmentSetId();
System.out.println("Attachment ID: " + attachmentsetid);
return attachmentsetid;
}
```

Create a Support Case

To create an AWS Support case using the AWS Support service, populate a `CreateCaseRequest` instance with the following information:

- *ServiceCode*. The AWS Support service code you obtained by calling `DescribeServices` as described in the previous section.
- *CategoryCode*. The category code that describes the type of issue the support case concerns.
- *Language*. A code for the language in which AWS Support provides support for the case. Currently, AWS supports English ("en") and Japanese ("ja").
- *CcEmailAddresses*. A list of email addresses to receive copies of subsequent communications.
- *CommunicationBody*. Text for the body of the initial case submission.
- *Subject*. A title for the support case.
- *SeverityCode*. One of the values returned by the call to `DescribeSeverityLevels`.
- *AttachmentSetId*. (Optional) The ID of a set of file attachments to include with the case. The `AddAttachmentsToSet` operation returns the ID.

The following Java code snippet collects values for each of the case creation parameters from the command line. It then populates a `CreateCaseRequest` instance and passes them to AWS Support by calling the `createCase` method on an `AWSSupportClient` instance. If the call is successful, it returns an AWS Support `CaseId` value in the format:

- case-123456789012-muen-2012-74a757cd8cf7558a

Note

AWS Support provides both `CaseId` and `DisplayId` fields. The `DisplayId` field corresponds to the case number that is displayed on the AWS Support site. The `CaseId` field is for use in programmatic interactions with the AWS Support service. Both fields are exposed on the `CaseDetails` data type.

```
public static void createCase(AWSSupportClient client) throws IOException
{
    BufferedReader reader =
        new BufferedReader(new InputStreamReader(System.in));

    System.out.println("Enter an AWS Service code: ");
    String servicecode = null;
    try
    {
        servicecode = reader.readLine().trim();
    }
    catch (IOException e)
    {
        e.printStackTrace();
        System.exit(1);
    }

    System.out.println("Enter a category code: ");
    String categorycode = null;
    try
    {
        categorycode = reader.readLine().trim();
    }
    catch (IOException e)
    {
        e.printStackTrace();
        System.exit(1);
    }

    System.out.println("Enter a language code, 'en' for English: ");
    String language = null;
    try
    {
        language = reader.readLine().trim();
    }
    catch (IOException e)
    {
        e.printStackTrace();
        System.exit(1);
    }

    System.out.println("Enter an email address to copy on correspondence: ");
    String ccemailaddress = null;
    try
    {
        ccemailaddress = reader.readLine().trim();
    }
    catch (IOException e)
    {
        e.printStackTrace();
        System.exit(1);
    }

    System.out.println("Enter body text for the case: ");
    String communicationbody = null;
    try
    {
        communicationbody = reader.readLine().trim();
    }
}
```

```
}
catch (IOException e)
{
    e.printStackTrace();
    System.exit(1);
}

System.out.println("Enter a subject for the case: ");
String casesubject = null;
try
{
    casesubject = reader.readLine().trim();
}
catch (IOException e)
{
    e.printStackTrace();
    System.exit(1);
}

System.out.println("Enter the severity code for the case: ");
String severitycode = null;
try
{
    severitycode = reader.readLine().trim();
}
catch (IOException e)
{
    e.printStackTrace();
    System.exit(1);
}

System.out.println("Enter the attachment set ID for the case: ");
String attachmentsetid = null;
try
{
    attachmentsetid = reader.readLine().trim();
}
catch (IOException e)
{
    e.printStackTrace();
    System.exit(1);
}

CreateCaseRequest request = new CreateCaseRequest()
    .withServiceCode(servicecode)
    .withCategoryCode(categorycode)
    .withLanguage(language)
    .withCcEmailAddresses(ccemailaddress)
    .withCommunicationBody(communicationbody)
    .withSubject(casesubject)
    .withSeverityCode(severitycode)
    .withAttachmentSetId(attachmentsetid);

CreateCaseResult result = client.createCase(request);
System.out.println("CreateCase() Example: Case created with ID "
    + result.getCaseId());
}
```

Retrieve and Update Support Case Communications

AWS Support cases almost always result in communication between the customer and AWS Support professionals. AWS Support provides the [DescribeCommunications](#) and [DescribeAttachment](#) operations to retrieve this correspondence, and the [AddAttachmentsToSet](#) and [AddCommunicationToCase](#) operations to update the case. These operations use the [Communication](#) data type to pass updates to the service and return them to your code.

The following Java code snippet adds communication to an AWS Support case. In the example, a private `PrintCommunications` method is provided for your convenience.

```
public static void addCommunication(AWSSupportClient client)
{
    System.out.println("Enter the CaseID for the case you want to update.");
    BufferedReader reader =
        new BufferedReader(new InputStreamReader(System.in));
    String caseid = null;
    try
    {
        caseid = reader.readLine().trim();
    }
    catch (IOException e)
    {
        e.printStackTrace();
        System.exit(1);
    }

    System.out.println("Enter text you want to add to this case.");
    String addcomm = null;
    try
    {
        addcomm = reader.readLine().trim();
    }
    catch (IOException e)
    {
        e.printStackTrace();
        System.exit(1);
    }

    AddCommunicationToCaseRequest request =
        new AddCommunicationToCaseRequest().withCaseId(caseid)
                                           .withCommunicationBody(addcomm);
    client.addCommunicationToCase(request);

    System.out.println(
        "AddCommunication() Example: Call GetCommunications() " +
        "if you want to see if the communication was added.");
}

// DescribeCommunications example

public static void getCommunications(AWSSupportClient client)
    throws IOException
{
```

```
BufferedReader reader =
    new BufferedReader(new InputStreamReader(System.in));
String caseNumber = null;

System.out.println("Enter an AWS CaseID");
caseNumber = reader.readLine().trim();

{
    DescribeCommunicationsRequest request =
        new DescribeCommunicationsRequest()
            .withCaseId(caseNumber.toString());

    DescribeCommunicationsResult result =
        client.describeCommunications(request);
    printCommunications(result.getCommunications());

    // Get more pages.
    while (result.getNextToken() != null)
    {
        request.setNextToken(result.getNextToken());
        result = client.describeCommunications(request);
        printCommunications(result.getCommunications());
        System.out.println(
            "GetCommunications() Example: Case communications retrieved"
            + " for case number " + request.getCaseId().toString());
    }
}

private static void printCommunications(List<Communication> communications)
{
    for (Communication communication : communications)
    {
        System.out.println("SubmittedBy: " + communication.getSubmittedBy());
        System.out.println("  Body: " + communication.getBody());
    }
}
}
```

Note

`DescribeCommunications` returns the five most recent communications from a support case. Also, `DescribeCommunications` takes a list of `CaseId` values, enabling you to retrieve communications for multiple cases in a single call.

Retrieve All Support Case Information

You can retrieve all information associated with your AWS Support cases by calling the [DescribeCases](#) action. You populate a `DescribeCasesRequest` data type with a list of `ClientId` values, which are returned by each case when a successful `createCase` request returns.

The following Java code snippet accepts `CaseId` values from the console and populates a `DescribeCasesRequest` instance for use by the `DescribeCases` action. A private `printCases` method is provided for your convenience.

```
public static void getCases(AWSSupportClient client)
{
    BufferedReader reader =
        new BufferedReader(new InputStreamReader(System.in));

    System.out.println("Enter an AWS Support Case ID");
    String caseid = null;
    try
    {
        caseid = reader.readLine().trim();
    }
    catch (IOException e)
    {
        e.printStackTrace();
        System.exit(1);
    }

    DescribeCasesRequest request = new DescribeCasesRequest();
    request.withCaseIdList(caseid);

    DescribeCasesResult result = client.describeCases(request);
    printCases(result.getCases());

    // Get more pages.
    while (result.getNextToken() != null)
    {
        request.setNextToken(result.getNextToken());
        result = client.describeCases(request);
        printCases(result.getCases());
    }
}

private static void printCases(List<CaseDetails> caseDetailsList)
{
    for (CaseDetails caseDetails : caseDetailsList)
    {
        System.out.println(
            "Case ID: " + caseDetails.getCaseId()); // This ID is for API use.

        System.out.println(
            "  Display ID: " + caseDetails.getDisplayId());
            // This ID is displayed on the AWS Support website.
        System.out.println("  Language: " + caseDetails.getLanguage());
        System.out.println("  Status: " + caseDetails.getStatus());
        System.out.println("  Subject: " + caseDetails.getSubject());
        System.out.println("Recent Communications: " +
            caseDetails.getRecentCommunications());
    }
}
```

Note

The `DescribeCases` operation takes parameters that allow you to control the number of cases, types of cases, and amount of detail that is retrieved. For more information, see [DescribeCases](#).

Resolve a Support Case

AWS Support provides a [ResolveCase](#) action to resolve your own support cases. The following Java code example demonstrates its use.

```
public static void resolveSupportCase(AWSSupportClient client)
{
    System.out.println(
        "Enter the AWS Support case ID for the case you want to resolve.");
    BufferedReader BR = new BufferedReader(new InputStreamReader(System.in));

    String caseid = null;
    try
    {
        caseid = BR.readLine().trim();
    }
    catch (IOException e)
    {
        // TODO Auto-generated catch block
        e.printStackTrace();
    }

    ResolveCaseResult rcr =
        client.resolveCase(new ResolveCaseRequest().withCaseId(caseid));
    System.out.println("Initial case status: " + rcr.getInitialCaseStatus());
    System.out.println("Final case status: " + rcr.getFinalCaseStatus());
}
```


Using Trusted Advisor as a Web Service

The AWS Support service enables you to write applications that interact with [Trusted Advisor](#). This topic shows you how to get a list of Trusted Advisor checks, refresh one of them, and obtain 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 \(p. 22\)](#)
- [Request a Trusted Advisor Check Result \(p. 23\)](#)
- [Poll a Trusted Advisor Check for Status Changes \(p. 23\)](#)
- [Print Details of an Trusted Advisor Check \(p. 25\)](#)

Get the List of Available Trusted Advisor Checks

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

```
private static AWSSupportClient createClient()
{
    AWSSupportClient client = new AWSSupportClient();
    client.setEndpoint("https://support.us-east-1.amazonaws.com");
    return client;
}

public static void getTaChecks(AWSSupportClient client)
{
    DescribeTrustedAdvisorChecksResult result =
        client.describeTrustedAdvisorChecks(
            new DescribeTrustedAdvisorChecksRequest()
                .withLanguage("en"));
}
```

```
for (TrustedAdvisorCheckDescription checkDescription :  
    result.getChecks())  
{  
    System.out.println(checkDescription.getId());  
    System.out.println(checkDescription.getName());  
}
```

Request a Trusted Advisor Check Result

After you have selected the check you want to run, you submit a request by using the [DescribeTrustedAdvisorCheckResult](#) action.

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, the snippet simply 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.

```
final String checkId = result.getChecks().get(0).getId();  
final String checkName = result.getChecks().get(0).getName();  
  
System.out.println("The following check is being refreshed: " +  
    checkId + ":" + " " + checkName);  
  
DescribeTrustedAdvisorCheckResultRequest checkResultRequest =  
    new DescribeTrustedAdvisorCheckResultRequest().withCheckId(checkId);  
DescribeTrustedAdvisorCheckResultResult checkResult =  
    client.describeTrustedAdvisorCheckResult(checkResultRequest);
```

Poll a Trusted Advisor Check for Status Changes

After you have submitted the request to run a Trusted Advisor check, you use the [DescribeTrustedAdvisorCheckRefreshStatuses](#) action to request the status of a check that you've started.

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

```
String status = "";

do
{
    DescribeTrustedAdvisorCheckRefreshStatusesResult
        describeStatusResult =
            client.describeTrustedAdvisorCheckRefreshStatuses(
                new DescribeTrustedAdvisorCheckRefreshStatusesRequest()
                    .withCheckIds(java.util.Arrays.asList(checkId)));
    final long timeUntilRefreshable =
        describeStatusResult.getStatuses().get(0)
            .getMillisUntilNextRefreshable();

    if (timeUntilRefreshable != 0)
    {
        System.out.println(
            "Can't refresh; check was recently refreshed. "
            + "Time until refreshable: "
            + timeUntilRefreshable);
    }

    DescribeTrustedAdvisorCheckRefreshStatusesResult
        describeRefreshStatusResult =
            client.describeTrustedAdvisorCheckRefreshStatuses(
                new DescribeTrustedAdvisorCheckRefreshStatusesRequest()
                    .withCheckIds(java.util.Arrays.asList(checkId)));

    status = describeRefreshStatusResult.getStatuses().get(0).getStatus();

    System.out.println("Check status: " + status.toString());

    try
    {
        Thread.sleep(10000);
    }
    catch (InterruptedException e)
    {
        // TODO Auto-generated catch block
        e.printStackTrace();
    }

    // Fetch the updated result.
    DescribeTrustedAdvisorCheckResultResult result1 =
        client.describeTrustedAdvisorCheckResult(
            new DescribeTrustedAdvisorCheckResultRequest()
                .withCheckId(checkId));

    return result1;
}
while (status.equals("enqueued") || status.equals("in_progress"));
```

Print Details of an 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.

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

Document History

The following table describes the important changes to the documentation since the last release of the AWS Support service.

- **API version:** 2013-04-15
- **Latest documentation update:** October 30, 2014

Change	Description	Date Changed
Getting Started: Case Management	Updated to reflect Support Center in the AWS Management Console.	October 30, 2014
Programming the Life of an AWS 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 AWS 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 AWS Support service released.	April 30, 2013

AWS Glossary

For the latest AWS terminology, see the [AWS Glossary](#) in the *AWS General Reference*.