Agregar (vincular) una cuenta de AWS existente en Ion

Modified on: Wed, March 26, 2025 at 9:51 a. m.

Menú de navegación: Clientes

Descripción general

Este artículo explica en detalle cómo agregar (o vincular) una cuenta de AWS existente a un perfil de cliente en la plataforma. Las cuentas vinculadas también pueden denominarse cuentas de "miembro".

Necesita obtener la siguiente información de su cliente :

1. Número de cuenta de AWS de 12 dígitos (Obligatorio)
2. Dirección de correo electrónico raíz (Opcional)
3. Tipo de soporte de AWS:

- Soporte de nivel empresarial (BLS)
- Desarrollador
- Soporte básico/sin soporte (Gratis)

Vincular cuentas de AWS existentes requiere al **propietario de la cuenta raíz de AWS** o a un usuario con **acceso completo de administrador de IAM**

¡Importante! Tenga en cuenta que las cuentas de pagador principal o de organización no se pueden vincular de esta manera porque las cuentas de administración de AWS deben migrarse mediante un CTA. Para obtener más información, consulte nuestro artículo de la base de conocimientos, **Consentimiento para la asignación (CTA): migración de organizaciones a TD SYNNEX** (**https://stream1.freshdesk.com/support/solutions/articles/44002564509-consent-to-assignment-cta-migrating-orgs-to-td-synnex**) , y comuníquese con su representante de ventas para obtener ayuda

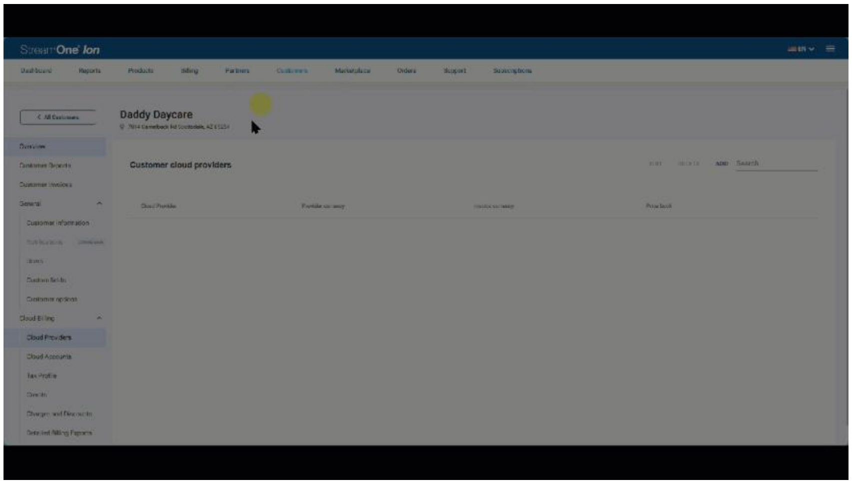
¡Importante!
This article assumes you have read the Discovery Questions for customers with **existing AWS** accounts (https://stream1.freshdesk.com/support/solutions/articles/44002357671-discovery-questions For accounts under a shared consolidated management account, make sure to read, understand, and communicate to your customers the Explanation **of shared consolidation** and combined **rates**

Cuando las cuentas de AWS se unen o se crean nuevas cuentas, la consola de facturación de AWS ya no será la fuente de información de facturación. Recomendamos **encarecidamente** a nuestros revendedor

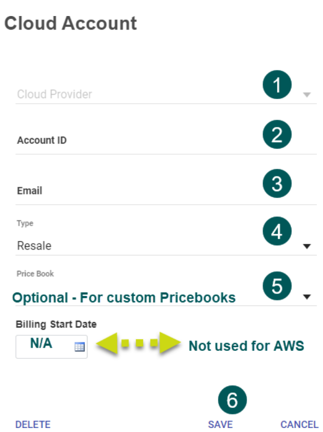
Parte 1: Agregar una cuenta de AWS existente (Acciones del revendedor)

Para agregar una cuenta de AWS existente, siga estos pasos:
1. Inicie sesión en la plataforma y seleccione el menú **Clientes**
. 2. Seleccione el cliente de la lista (al que desea agregar la cuenta de AWS) y, a continuación, haga clic en **Editar** o **haga doble clic** para cargar el perfil y ver las opciones del menú.
3. Haga clic en **Facturación en la nube**
4. Click **Cloud Provider** - If the AWS Pricebook is listed, go to the next step. If the AWS price book is blank, click **ADD** to select the **Amazon Web Services price book.** (Amazon Web Services Master Price Book = MSRP for customer cost).
5. Select the currency, then click Save.
6. Click the drop-down arrow next to Amazon Web Service, then click **Amazon Web Services Master Pricebook**, then click Edit.
7. Toggle on the box next to **Enable Provider in the Customer Portal**, then click **Save**.

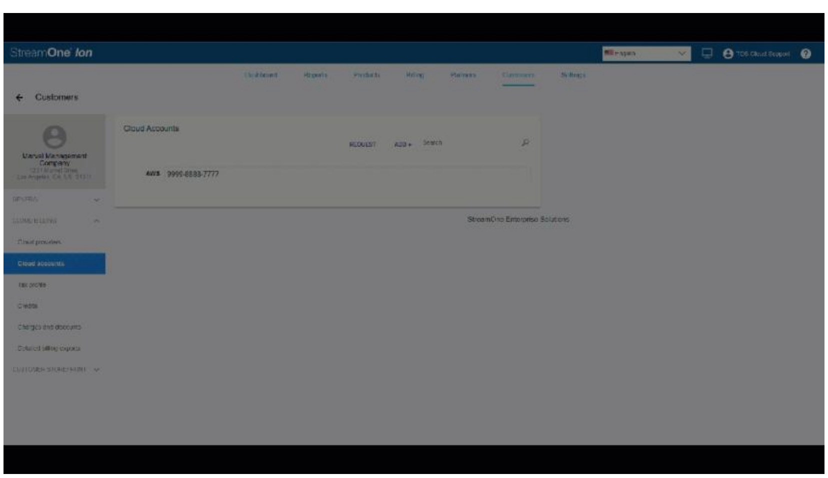
- Ignore the "Pass RI optimization to customer". This feature is not available.



5. Click **Cloud Accounts**
6. Click **Add.** The Cloud Account dialog box displays. Complete the fields below:



(1) Select **Amazon Web Services** from the drop-down list
(2) Click **New Account** and enter the 12-digit AWS account number (required)
(3) Optional: add the root email address for the AWS account. If you do not know the email address, you can skip this step
(4) **Type should remain as Resale**
(5) (optional) This option is used to set **custom pricing** by cloud account. You can pick a custom pricebook, or leave blank (which assumes the default pricebook) The default pricebook is set under the **Cloud Provider** menu option.
(6) Click **Save**
(7) Once saved, the **Create IAM Role window will be displayed.** To continue, follow the instructions on the screen. To complete this step at later time, click **Later.**



Part 2: Create IAM Role (ReadOnlyAccess)

Tip: We recommend you use two browsers to toggle between the AWS Console and the platform. When you complete the setup of the read-only access role in the AWS console, you paste the role ARN nam

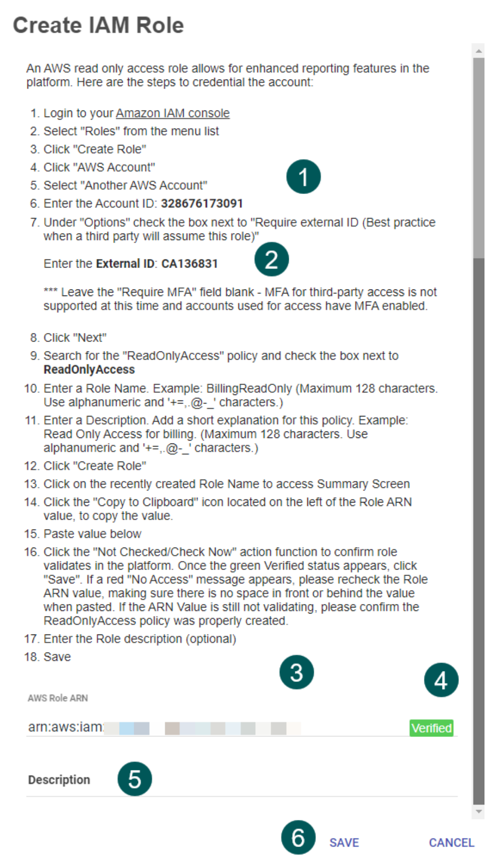
The **Create IAM Role** instruction window displays at the time you add the account. The instructions in this window are completed in the AWS console.

(1) If you have access to the AWS account, please log into the AWS console IAM screen to complete the next steps.

(2) If you do not have access, click **Later**

When you return to add the role (after the account was initially added), you can see the instructions by selecting the account from the list and double-clicking to open the Cloud Account dialog box. Scroll to the bottom to view the options. Click **ROLE ARN**

Note: Root access is not a requirement for a user to create a read-only role; it depends on the IAM user's access rights.



Specific Items to note in this instruction window are:

(1) The Cross Account ID is standard for all AWS accounts linked in ION

(2) **The External ID number is unique to each account linked in ION**

(3) The platform requires the Role ARN name in this field.

(4) If the role was created correctly, the 'Verified' status will display in green (as shown in the image here).

(5) A description of the role of the ARN is (optional).

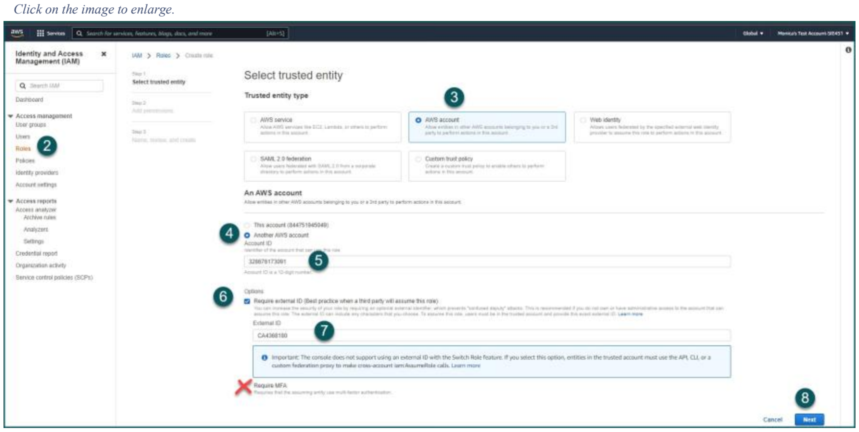
(6) Click **Save**

An AWS read-only access role allows for enhanced reporting features in the platform.

For the full instructions and video tutorial, please read the article: **How to Create the Role ARN for AWS Accounts** (https://stream1.freshdesk.com/support/solutions/articles/44002357756-creating-aws-account-iam-roles-readonlyaccess-)

1. Login to the **Amazon IAM console** (https://console.aws.amazon.com/iam/)
2. Select **Roles**
3. Click **Create Role**
4. Click **AWS Account**
5. Select **Another AWS Account**
6. Enter the **Account ID: 328676173091**
7. Under **Options,** check the box next to **Require external ID**
   Enter the **External ID: CA****** (This ID number is unique to each AWS account.)**
   DO NOT Toggle on the "Require MFA" feature*
8. Click **Next**

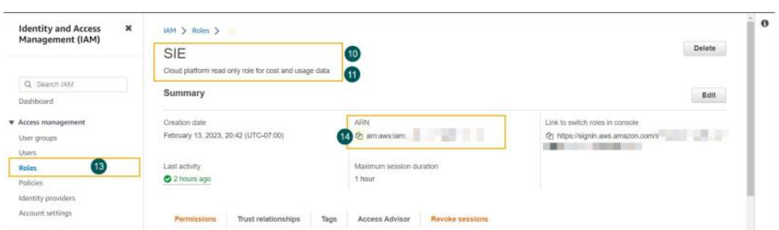
Click on the image to enlarge.



9. Search for the "ReadOnlyAccess" policy and check the box next to **ReadOnlyAccess**

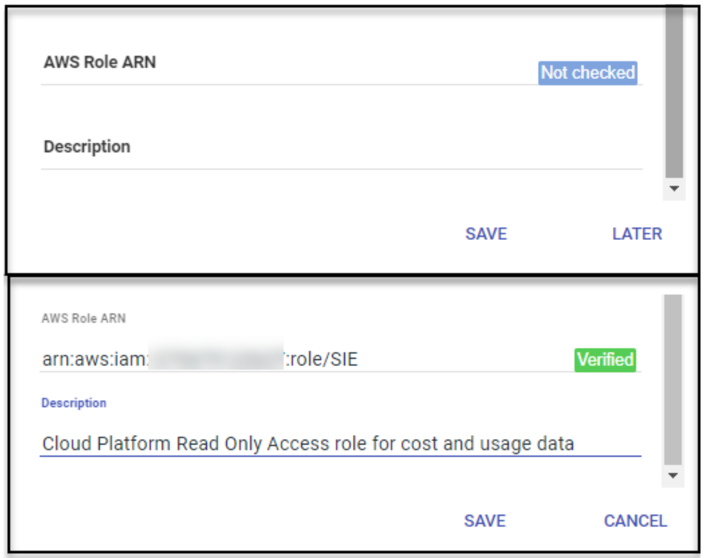
> **Optional**: To enable the policy for the **Security and Compliance Report**, in the policy list, search for **AWSSupportAccess** and check the box on the left. **Business Support is required for this report**. For more information, please read the Knowledge Base article: **AWS Security and Compliance Report** (https://stream1.freshdesk.com/support/solutions/articles/44002357649-aws-security-and-compliance-report). (https://ses.freshdesk.com/support/solutions/articles/5000640764-aws-security-and-compliance-report)

10. Enter a **Role Name**. Example: IONReadOnly (Maximum 128 characters). (Use alphanumeric characters and '+ =,@-_'.)
11. **Enter a Description**. Add a brief explanation for this policy. Example: *Read-only access to the cloud platform for cost and usage data*. Maximum 128 characters. (Use alphanumeric characters and '+ =,.@-_'.) An example of the name and description is shown below.
12. Click **Create Role**
13. Click on the recently created Role Name to access the summary screen.
14. From the summary page, using the icon located on the left of the Role ARN value, copy the ARN name (as illustrated as item 4 in the screenshot below).



15. Back in StreamOne Ion, paste the Role ARN value in the **Role ARN dialog box** (see below)
16. Click the "Not Checked/Check Now" action function to confirm role validation in the platform. Once the **green Verified status** appears, click "Save". If a **red "No Access"** message appears, please recheck the Role ARN value, making sure there is no space in front or behind the value when pasted. Si el valor del ARN sigue sin validarse, confirme que la política de ReadOnlyAccess se creó correctamente.

This screenshot shows a before and after view of the AWS Role ARN setting.



17. Introduzca la descripción del rol (opcional)
18. **Guardar**

Part 3: Accepting the Link Request (Handshake)

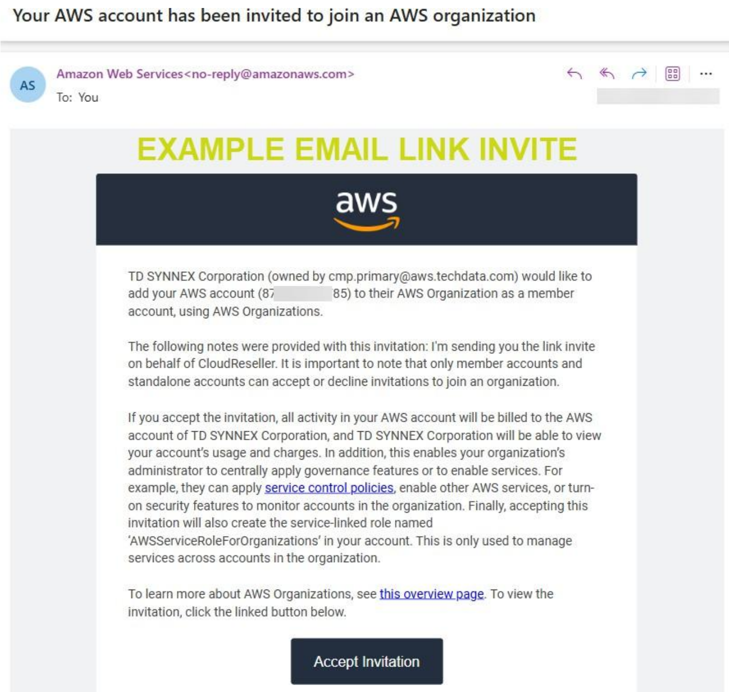
The Operations team receives your link request. The link request is approved, and the **TDS Cloud Operations team sends the invitation from the organization account to the root account owner via the 12-digit account number.** The link invitation will be sent from AWS: no-reply@amazonaws.com. The email subject should be: "Your AWS account has been invited to join an AWS organization."

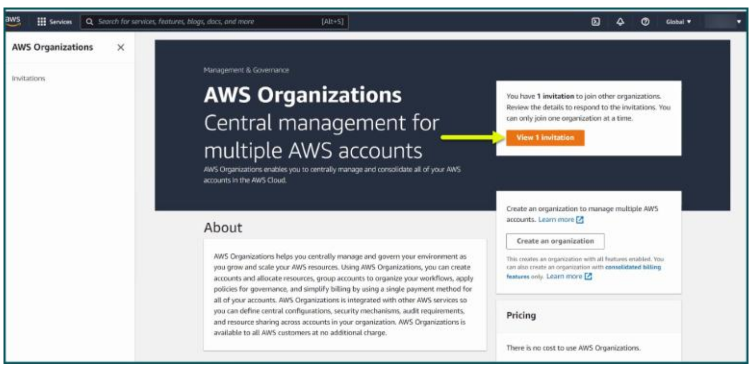
TDS assumes financial responsibility for the account once the root account owner accepts the linking request. Link requests are valid for two weeks from the date they are sent. If an existing invitation expires without being accepted, a new invitation can be requested by opening a support ticket in **the StreamOne Ion Freshdesk** system (https://stream1.freshdesk.com/support/tickets/new).

From the invitation email (sent under the AWS domain), the root owner can:
(1) Click the link in the email to be directed to the AWS login screen; or
(2) Log into their AWS account and click My Account/Organization or click Consolidated Billing to view the invitation.
Video tutorial: How to accept a link invite to join an AWS Organization (https://youtu.be/cjMx0DcxjQE)

FYI, the actual email is not needed as the actual invitation is stored within the AWS account itself for 2 weeks.
***If the account owner experiences any issues with accepting the link invite to join the organization, please read: Troubleshooting AWS Link Invitations to a TDS Organization**
(https://stream1.freshdesk.com/support/solutions/articles/44002357693-troubleshooting-aws-link-invitations-to-a-aws-organization)

Click on the image to expand. An example of the AWS Link invitation is below:





When AWS accounts join the TD SYNNEX Organization (or management account), the billing data at the linked account level will not match the AWS console. Therefore the native AWS billing console can

For more information, please read the Knowledge Base article: **How do I find the end-customer portal URL? (https://stream1.freshdesk.com/support/solutions/articles/44002357728-how-do-i-find-the-sie-en**

Part 4: Create the Support Plan Group

For all AWS accounts, you will need to set up the Support Plan Group to either **Passthrough** for Basic and Developer Support or Business Support for accounts with **AWS Business Support**.

Please Note: Negative margins will appear in the billing reports if this step is skipped. Please read: Create a Support Plan Group (https://stream1.freshdesk.com/support/solutions/articles/44002357715-support-plan-charges-and-discounts#:~:text=Create%20Support%20Plan,in%20StreamOne%20Ion). (A video tutorial is included at the **end of the article** (**https://stream1.freshdesk.com/support/solutions/articles/44002357715-support-plan-charges-and-discounts#:~:text=Create%20Support%20Plan,in%20StreamOne%20Ion**).)

Definitions:

Root User: When you first create an Amazon Web Services (AWS) account, you begin with a single sign-in identity that has complete access to all AWS services and resources in the account. This identity is called the **AWS account Root User (https://docs.aws.amazon.com/IAM/latest/UserGuide/id_root-user.html#:~:text=Document%20history-,AWS%20account%20root%20user,-PDF)** and is accessed by signing in with the email address and password used to create the account. When you create a new account, you are required to set up a payment method. Typically, it is a credit card.

Standalone Account: An AWS standalone account means a single AWS account that is not attached (linked) as a member account under a Management Account.

Member Account: A standard AWS account that is part of the organization. Member accounts are not the management accounts but are part of the consolidated structure. **Important: A member account must leave the current organization in order to join the TDS organization. Please open a support ticket if assistance is needed before removing your account from the current organization.**

Cuenta de administración: También conocida como **cuenta principal de pago (MPA),** aquí se configuran y controlan las funciones de AWS Organizations para la facturación consolidada. La cuenta de administración contiene el método de pago para todas las cuentas miembro (o vinculadas). El equipo de operaciones de StreamOne Ion envía solicitudes de vinculación a través de la función de AWS Organizations dentro de nuestra cuenta de administración mediante el número de cuenta de AWS de 12 dígitos. AWS envía un correo electrónico de alerta al propietario de la cuenta raíz. AWS Organizations is an account management service that allows the consolidation of multiple AWS accounts into an organization for centralized management purposes. **¡Importante! No podemos vincular cuentas de administración en StreamOne Ion sin un CTA (Consentimiento para Asignar). Comuníquese con su representante de ventas de la nube para obtener más información sobre los CTA.**

La siguiente tabla representa una lista de actividades entre la plataforma en la nube y la consola de AWS:

Actividad	**Parte responsable**	**Trabajo completado en...**
Agregar número de cuenta de AWS	**Revendedor o cliente** (si se aprovisiona el portal del cliente)	Plataforma
Configurar ARN de rol (acceso de solo lectura)	**Propietario de la cuenta de AWS**	Consola de AWS
Agregar el rol de ARN al perfil de la cuenta en la plataforma	**Revendedor o Cliente** (si el Portal del Cliente está aprovisionado)	Plataforma
Enviar una solicitud de vinculación.	**TD SYNNEX** , Equipo de Operaciones en la Nube	Consola de AWS
Aceptar la solicitud de vinculación.	**Propietario de la cuenta de AWS**	Consola de AWS
Configurar la configuración de soporte ***Si corresponde,** notificar al equipo de Operaciones de ION si el Soporte de Nivel Empresarial está habilitado o es necesario para las solicitudes de cuentas nuevas.	**Revendedor**	Plataforma
Configurar la lista de precios de AWS (https://ses.freshdesk.com/support/solutions/articles/5000075005-how-to-create-a-customer#:~:text=Set%20a%20Cloud,%2D%20%C2%A0%5BSave%5D) (PVP o precios personalizados)	**Revendedor**	Plataforma

Curso de capacitación de TDS altamente recomendado: Configuración y administración de su negocio de AWS en StreamOne Ion (https://stream1.freshdesk.com/support/solutions/articles/44002468060-setting-up-and-managing-your-aws-business-on-streamone-ion) . This training will help you understand how StreamOne Ion handles AWS business complexities, setting up your AWS business, understanding reports, and reconciling billing data. (This is a partner-focused training). (https://stream1.freshdesk.com/support/solutions/articles/44002468060-setting-up-and-managing-your-aws-business-on-streamone-ion)

Para enviar una solicitud de soporte, en StreamOne Ion, haga clic en el icono "?" en la barra de menú superior derecha o haga clic en el botón **Soporte** en el menú. Alternativamente, puede hacer clic en **Enviar un ticket** (https://stream1.freshdesk.com/support/tickets/new) en la Base de conocimientos. Complete todos los campos obligatorios o lea **Cómo usar StreamOne Freshdesk para enviar y ver tickets de soporte** (https://stream1.freshdesk.com/support/solutions/articles/44002357755-how-to-submit-and-view-support-tickets) para obtener más información.

(https://stream1.freshdesk.com/support/tickets/new)