

Quest® On Demand License Management

Release Notes

April 28, 2022

These release notes provide information about the Quest® On Demand License Management module.

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About this module

On Demand License Management optimizes your Microsoft 365 license investment by identifying cost savings and areas of under utilization to get more return from existing licenses. License Management scans your Azure AD tenant for information about your Microsoft Office 365 and associated Azure Active Directory (AD) licenses.

By normalizing, categorizing, and identifying license types, this data is shown on an intuitive dashboard with clear visualizations to identify areas for optimization. The dashboard clarifies license management by identifying license scenarios that need attention and displays simplified user and product data assignment views.

On Demand License Management provides management functionality that allows you to assign licenses to users and to reclaim licenses from users. You can assign an available license to a user, either directly or through a group assignment. You can select several users at a time to assign available licenses.

You can also reclaim (remove) a license from a user, whether the license is assigned directly or assigned through a group. Currently only cloud-based groups are supported.

New features

The following new features are available in this release.

Updating licenses and removing licenses from groups

When you select **Groups** in the left navigation bar, two new tabs provide license management functionality for your groups. The **Update License Assignments** page lets you assign an available license to a group or to change the services that are enabled in the license for the selected group.

The **Remove Licenses** page lets you remove a license from a group or from multiple groups. When you remove the license, all users in the group lose access to the services provided by the license. For example, a group might have several licenses that provide similar services. If the user activity for one license is very low or non-existent, you might decide to remove that license from the group.

(250978)

Assigning and reclaiming licenses from users

On Demand License Management now provides new functionality that allows you to assign licenses to users and to reclaim licenses from users.

You assign licenses to users and reclaim licenses from users through the **Assign Licenses** and **Reclaim Licenses** pages, available when you select **Users** in the left navigation panel. To use these features, you must grant consent for License Administration on the **Tenants | Edit Consents** page for the tenant.

You can assign available licenses directly or through a group assignment. You can select several users at a time to assign available licenses. You can also reclaim (remove) a license from a user, whether the license was assigned directly or granted through a group.

In addition allowing you to assign and reclaim licenses through cloud groups, support is added for assigning and reclaiming licenses through on-premises groups in hybrid environments.

(189148)

Grouping licenses by custom attribute

If you have added custom attributes and are viewing licenses for a single tenant, you now can group the license data by custom attribute on the Licenses page. License Management allows you to add up to three custom attributes from Azure AD through the Configuration page. Custom attributes are used to add information about a user, such as an employee ID, cost center, division, or some other custom value for which there is not an existing attribute.

i | **NOTE:** Purchased, Purchased Cost, Unassigned, and Unassigned Cost columns are not affected by custom attribute grouping. Purchased and Purchased Cost are the totals for the tenant. Unassigned and Unassigned Cost totals are not yet linked to users so there are no associated custom attributes.

(323095)

Setting the currency symbol for reports

On the **Configuration** page, you can now use the **Organization Settings** tab to set the currency symbol to be used for your On Demand organization in reports.

System requirements

The following web browsers are supported with On Demand:

- Microsoft Edge
- Google Chrome (latest version)
- Mozilla Firefox (latest version)

Requirement for usage data

Requirement in License Management as of September 2, 2021

IMPORTANT

Usage data will be missing or incorrect in the License Management reports unless you clear the Microsoft default setting that anonymizes user-level data.

Microsoft recently changed user privacy settings to anonymize user-level data such as user name, group name, and site name by default. As a result, License Management reports will show incorrect or missing usage data including license activity and user activity.

To correct this issue, use the following steps:

- 1 Go to the [Microsoft 365 admin center](#).
- 2 Go to **Settings | Org settings | Reports**.
- 3 Clear the **Display concealed user, group, and site names in all reports** check box.

For details, see this Microsoft article: <https://docs.microsoft.com/en-us/office365/troubleshoot/miscellaneous/reports-show-anonymous-user-name>

NOTE: When you change the setting to turn off user-level data anonymization, the change is not in effect until On Demand synchronization with the tenant has occurred. Synchronization can take up to six hours.

For information about features that were added in previous releases, see [Release history: Previous releases](#).

Product licensing

Quest On Demand is a Software as a Service (SaaS) application where application software is hosted in the cloud and made available to users through quest-on-demand.com.

Use of this software is governed by the Software Transaction Agreement found at www.quest.com/legal/sta.aspx and the SaaS Addendum at www.quest.com/legal/saas-addendum.aspx. This software does not require an activation or license key to operate.

You can sign in to Quest On Demand as a Guest user and sample the solutions the product can offer. As a Guest user, you can add your Azure AD tenant and look for problems that can be solved by Quest On Demand. To sign in as a Guest user, go to quest-on-demand.com and click Continue as Guest.

Trial licenses are available. To enable a trial license, you must use a Quest account to sign up for Quest On Demand. Use one of the following procedures:

- [To enable a trial license with an existing Quest account:](#)
- [To create a Quest account and enable a trial license:](#)

To enable a trial license with an existing Quest account:

- 1 Go to <https://www.quest.com/on-demand/>
- 2 Scroll down to the module you are interested in and click **Try Online**.
- 3 On the Free Trial of *Module Name* page, click **Sign In for your Free Trial**.
- 4 Fill in your Quest account credentials and click **Sign In**.
The Welcome to On Demand page opens.
- 5 In the **Add organization name** field, enter a name for your On Demand organization.
- 6 In the **Select Region** field, select the region where you want your data to reside.
- 7 Click **Create New Organization**.

You can now add your Azure AD tenant and begin using the module. See the Global Settings User Guide for more information on working with License Management.

To create a Quest account and enable a trial license:

- 1 Go to <https://www.quest.com/on-demand/>
- 2 Scroll down to the module you are interested in and click **Try Online**.
To try online, you must create a Quest account and then sign up for Quest On Demand.
- 3 Create a Quest account.
 - a Click **Create a Trial Account**.
 - b Fill in the fields on the Create Account page. Note that the email and password entered here will be the credentials you use to sign in to On Demand.
 - c Click **Create Account**.

The "We've sent you an email" page opens.

- 4 Sign in to On Demand.
 - a Go to your email account and open the email from `support.quest.com`. Click on the verification link.

The Welcome to Quest On Demand page opens.

 - b In the **Add organization name** field, enter a name for your On Demand organization.
 - c In the **Select Region** field, select the region where you want your data to reside.
 - d Click **Create New Organization**.

You can now add your Azure AD tenant and begin using the module. See the *On Demand Global Settings User Guide* for more information on getting started with Quest On Demand.

Incident response management

Quest Operations and Quest Support have procedures in place to monitor the health of the system and ensure any degradation of the service is promptly identified and resolved. On Demand relies on Azure and AWS infrastructure and as such, is subject to the possible disruption of these services. You can view the following status pages:

Quest On Demand: <https://status.quest-on-demand.com/>

Azure Services: <https://azure.microsoft.com/en-ca/status/>

AWS Services: <https://status.aws.amazon.com/>

Release history: Previous releases

2021/05/18

New features and enhancements	Issue ID
Two new fields can now be inserted into the table on the Users page using the EDIT COLUMNS feature. You can insert Last used and Account age (days) fields.	186587
<ul style="list-style-type: none">The Last used field shows the most recent date of license activity across all services included in the license.The Account age (days) field shows the number of days since the account was initially created. You can also insert the Account age (days) field in the individual product pages under Product Usage and include the field in filters. The usage data, as provided by Microsoft, will be at most three days old.	209738

2021/05/06

New features and enhancements	Issue ID
Under Configuration in the left navigation panel, a new CUSTOM ATTRIBUTES tab lets you add custom attributes that can be used to filter user information and can also be added as a column to the Users table. Custom attributes include the standard custom attributes available in all tenants and any extended custom attributes that might be specific to a tenant.	231768
Under Product Usage in the left navigation panel, on the Microsoft 365 Apps Enterprise page, you can click a license name in the table and view details about usage for the individual apps in the license. You can see whether the user accessed an app through a installed desktop or only through a mobile device or web client, and use the information to make decisions about appropriate licensing.	228580

2021/04/22

New features and enhancements	Issue ID
For Products Usage, two new pages are added for the Microsoft Visio and Project products:	228577
<ul style="list-style-type: none">For Visio, you can see the desktop activations for users with assigned Microsoft Visio licenses and whether Visio has been activated.For Project, you can see the desktop activations for users with assigned Microsoft Project licenses and whether Project has been activated. You can also see the specific costs for Project stand-alone (add-on) licenses.	

2021/04/15

New features and enhancements	Issue ID
The Needs Your Attention tile on the Summary page now groups the detected issues by type. When you click VIEW , you can drill down to an action page that provides a detailed description of each issue and provides recommendations to resolve the issue.	235842
New links on the Licenses page in the Expiring soon and Expired columns that display the Users page filtered to show only users with licenses that are expiring soon or users with licenses that have expired.	227631
New links in Product Usage for All Products in the Active users, Inactive users, and Never used product columns to display the Users page filtered to show only active users, inactive users, or users that have never used the specified product.	186510

2021/02/25

Enhancement	Issue ID
The On Demand License Management pages are reorganized to provide easier and more intuitive access to the different reports. You now access all of the License Management pages using the left navigation panel.	NA

2021/02/11

Enhancement	Issue ID
New flexible filtering is available for all License Management pages. When you select the FILTERS option you can customize and build filters to show the specific data that you want. Using the AND and OR operators, you can further refine the displayed data.	238689
You can now filter users using the Job Title field. You can also add the Job Title attribute to the Users table using EDIT COLUMNS .	235828
In addition to equals and does not equal , you can use a new contains operator when filtering certain fields such as users, job title, country, license, and department,	235830

2021/01/19

Enhancement	Issue ID
A new M365 Apps Enterprise tab shows user activity for any of the Microsoft 365 Apps for Enterprise in the past 90 days. You can see which users are not using the Microsoft 365 applications (which include Outlook, Word, Excel, PowerPoint, and Microsoft Teams) and the associated costs. You can see whether usage was on a desktop or using mobile or web access. You can also see the specific costs for individual "add on" licenses.	228580

2020/12/17

Enhancement	Issue ID
A new Power BI tab lets you see activity data for users that have Power BI Pro, either as add-on licenses or as part of a Microsoft E5 plan. You can see both active and inactive users.	208756
On the Cost page, when you use the CUSTOMIZE RATES option, a new feature allows you to decide which licenses you want to include in or exclude from cost calculations in the reports. When you are editing the cost rates, you can click in the Include in report column beside a specific license and select Include or Exclude to determine if that license should included in report calculations. For example, you might have licenses that are free or trial, or licenses that were included in as part of a Microsoft license bundle. You can use this feature to only include the licenses that you want to see in reports.	180750

2020/10/08

Enhancement	Issue ID
Select the new Conflicts tab on the menu bar to see the users that have licenses that contain duplicated services, which can result in unnecessary costs. You can use the Conflicts page to determine if one of the conflicting licenses is unnecessary. If you have assigned The Conflicts page shows a table that includes the user display name, tenant name, and the licenses that have overlapping services. If you click the user row containing the licenses, the details of the services in each license are displayed. The individual services in each license are shown in a right side panel with colored activity indicators beside each service that let you see if the service is active, inactive, never been used, and so on.	198582

Resolved issues

2021/04/22

The following is a list of issues addressed.

Table 1. Resolved issues

Resolved issues	Issue ID
On the dashboard, when you displayed the Cost page. if the Department filer was selected for the bar chart and you clicked the chart, the Users page was displayed but did not have the Department filter applied.	246809

2021/02/11

The following is a list of issues addressed.

Table 2. Resolved issues

Resolved issues	Issue ID
<p>OneDrive usage data in the usage graph was missing for some license types because, though some Microsoft licenses include OneDrive functionality, Microsoft does not list OneDrive as a separate service in the license. On Demand License Management would only report usage for services that were explicitly listed in the assigned Microsoft license.</p> <p>Now On Demand License Management reports the OnDrive usage for these licenses. Usage data is available as of the release date of the resolved issue and but is not available for dates before the release.</p>	227623

Known Issues

The following is a list of known issues.

Table 3. Known issues

Known issues	Issue ID
<p>IMPORTANT</p> <p>As of September 1, 2021 Microsoft has changed User privacy settings to anonymize user names by default. As a result, License Management reports will have missing or inaccurate usage data including license and user activity.</p> <p>To correct this issue, use the following steps:</p> <ol style="list-style-type: none">1 Go to the Microsoft 365 admin center.2 Go to Settings Org settings Reports.3 Clear the Display concealed user, group, and site names in all reports check box. <p>For details, see this Microsoft article: https://docs.microsoft.com/en-us/office365/troubleshoot/miscellaneous/reports-show-anonymous-user-name</p>	283289
<p>On Demand License Management usage reports are inaccurate. When you check the License Activity reports in the Microsoft 365 admin center under Reports Usage, GUIDs are displayed in the License Activity reports instead of the Username and Display name. Since On Demand License Management links the usage data to the users using the Username field, the missing user names can cause inaccuracy in the On Demand License Management usage reports.</p>	4795545-1

Workaround

Since On Demand needs that Username to report usage, you would modify your Microsoft report settings to include the User Principal Name (UPN). To show the User Principal Name (UPN) instead of a GUID in the Microsoft License Activity reports, clear the **Display concealed user, group, and site names in all reports** check box under the Settings | Org settings | Reports section.

More resources

Additional information is available from the following:

- [Online product documentation](#)
- [Quest On Demand community](#)

About us

Quest creates software solutions that make the benefits of new technology real in an increasingly complex IT landscape. From database and systems management, to Active Directory and Office 365 management, and cyber security resilience, Quest helps customers solve their next IT challenge now. Around the globe, more than 130,000 companies and 95% of the Fortune 500 count on Quest to deliver proactive management and monitoring for the next enterprise initiative, find the next solution for complex Microsoft challenges and stay ahead of the next threat. Quest Software. Where next meets now. For more information, visit www.quest.com.

Technical support resources

Technical support is available to Quest customers with a valid maintenance contract and customers who have trial versions. You can access the Quest Support Portal at <https://support.quest.com>.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. The Support Portal enables you to:

- Submit and manage a Service Request.
- View Knowledge Base articles.
- Sign up for product notifications.
- Download software and technical documentation.
- View how-to-videos.
- Engage in community discussions.
- Chat with support engineers online.
- View services to assist you with your product.

Third-party contributions

This product contains the following third-party components. For third-party license information, go to <https://www.quest.com/legal/license-agreements.aspx>. Source code for components marked with an asterisk (*) is available at <https://opensource.quest.com>.

Table 4. List of third-party contributions

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Microsoft.Azure.WebJobs.Extensions.Http 3.0.0	Use of this component is governed by the MIT 1.0 license . Copyright (c) Microsoft Corporation.
Microsoft.Azure.WebJobs.Extensions.ServiceBus 3.0.6	Use of this component is governed by the MIT 1.0 license . Copyright (c) Microsoft Corporation.
Microsoft.Extensions.DependencyInjection 2.1.0	Use of this component is governed by the Apache 2.0 license . Copyright (c) Microsoft Corporation.
Microsoft.IO.RecyclableMemoryStream 1.2.2	Use of this component is governed by the MIT 1.0 license . Copyright (c) 2015-2016 Microsoft

Table 4. List of third-party contributions

Component	License or acknowledgment
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Newtonsoft.Json 11.0.2	Use of this component is governed by the MIT 1.0 license . Copyright (c) 2007 James Newton-King
System Buffers 4.5.0	Use of this component is governed by the MIT 1.0 license . © Microsoft Corporation. All rights reserved.
System.Data.SqlClient 4.6.0	Use of this component is governed by the MIT 1.0 license . Copyright (c) Microsoft Corporation.

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Legend

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