Quest® On Demand License Management

User Guide

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Legend

WARNING: A WARNING icon indicates a potential for property damage, personal injury, or death.

CAUTION: A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.

IMPORTANT NOTE, **NOTE**, **TIP**, **MOBILE**, or **VIDEO:** An information icon indicates supporting information.

On Demand License Management User Guide
Updated - January 2021

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Working with License Management

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

By normalizing, categorizing, and identifying license types, this data is presented on an intuitive dashboard with simple 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.

Use the links below for information on using License Management.

Managing Your On Demand Environment	Configure your environment to use License Management.
License Management summary	View information about the Microsoft licenses in your tenants.
License Management cost	Examine a detailed view of your license costs.
Viewing licenses	View information for all your licenses or use the filters to show only the specific licenses you want.
Viewing product usage for different Microsoft products	View detailed information about your licenses, products, and users with filters to refine the data being displayed.
Viewing users	View your users and see which users have licenses and the estimated cost per user.
Configuration	Customize the license costs to more accurately reflect your cost data. You can also exclude specific licenses from being included in calculations in the reports. Add up to three custom attributes that can be used when filtering user data.
Documentation roadmap	See the documentation for all On Demand License Management modules.
Technical Support	Technical support resources for On Demand License Management.

Exporting data to .csv format

For the pages that contain data about your licenses, products, and users, you can export the data to .csv (comma delimited values) format for more detailed analysis.

When you export to .csv format and you have not applied filters to a table, all the raw data is exported, including hidden fields (such as License ID and User ID) and any available fields that can be inserted into the table, such as Job Title.

If you export to .csv format and you have applied filters to a table, the exported file contains only the raw data that meets the filter criteria, still including hidden and insertable fields.

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Overview of On Demand License Management

On Demand is a cloud based management platform that provides access to multiple Quest Software tools for Microsoft product management through a unified interface. Cloud-based is a term that refers to applications, services or resources made available to users on demand via the Internet. 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.

On Demand management is based on the concepts of organizations, modules, and Azure Active Directory (AD) tenants. When you sign up for the On Demand service, you create an organization. The organization can subscribe to modules. Organization administrators can use the tools provided by the modules to perform administrative actions on Azure AD tenants.

Modules

Each management tool is referred to as a module. Currently, the following modules are available:

- Audit
- Group Management
- License Management
- Migration
- Recovery

Global Settings

On Demand Global Settings refers to management tools and configuration settings that apply to all On Demand modules. This includes tenant management tasks and downloading activity trail logs.

Organizations

On Demand administration is based on organizations. When a user signs up for On Demand, an organization is created.

You can add users to an organization. To add a user, click Settings in the navigation panel on the left and then click Permissions.

Azure Active Directory tenants

Microsoft Azure also uses the concept of an organization. An Azure Active Directory (Azure AD) tenant is representative of an organization. It is a dedicated instance of the Azure AD service that an organization receives and owns when it signs up for a Microsoft cloud service such as Azure, Microsoft Intune, or Office 365. Each Azure AD tenant is distinct and separate from other Azure AD tenants.

A tenant houses the users in a company and the information about them - their passwords, user profile data, permissions, and so on. It also contains groups, applications, and other information pertaining to an organization and its security. For more information see this Microsoft help page.

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Managing Your On Demand Environment

On Demand License Management License Management uses data from the Azure AD tenant that is associated with your Office 365 tenant. This Azure AD tenant must be added to Quest On Demand. To manage your Azure AD tenants in On Demand License Management, see Viewing available tenants and their status.

The basic License Management reporting features are available to all On Demand License Management users. To view and use all the features of License Management, you must have:

- a valid On Demand License Management subscription; see Subscriptions
- the appropriate On Demand License Management access control permissions; see Access Control

Viewing available tenants and their status

License Management uses the Azure AD tenant associated with your Office 365 tenant. To view your tenants, select **Tenants** in the navigation panel on the left. The Tenant page displays a list of tenants that have been added to an organization. If the page is empty, you must add a tenant.

To add a tenant, click **Add tenant**. For more information, click the help icon to see the Tenant management section in the *On Demand Global Settings User Guide*.

> ! **CAUTION: Adding a tenant to multiple organizations.**
> Adding the same tenant to multiple organizations can result in conflicting application of polices and settings. When using multiple organizations to manage a tenant, the organization administrators must coordinate their management activities.

Admin consent status

To provide license information, License Management needs Microsoft administrator consent to access the associated Azure AD tenant. The administrator needs only to consent to the minimal set of rights to read license information. The specific rights are shown during the admin consent process.

To open the Admin Consent status page, click **Tenants** in the navigation page and click **EDIT CONSENTS** on the tenant tile.

On the Admin Consent status page, you can view the module admin consent status for each tenant you have added. When a tenant is first added, On Demand requests Basic (uses base) admin consent permissions.

By default, License Management uses the Basic permission set. Note that if you are an existing On Demand License Management customer and you have purchased a License Management subscription, you might be required to regrant consent.

For additional License Management features, you must grant additional permissions over the Basic permissions.

For example, to see information about whether your users can perform a self-service purchase of the Power Platform license products (such as Power Apps, Power BI Pro, and Power Automate), you must grant consent for Self Service License Reporting.

Prerequisite for Self Service License Reporting access

Sometimes, when you are granting consent for Self Service License Reporting, you might see an error that indicates that the app requires access to a service that your organization has not subscribed to or enabled. This error occurs if the Microsoft M365 License Manager API, required to gather self-service policy data, is not enabled in the tenant by default. You can resolve the error by enabling the M365 License Manager API in the tenant.

NOTE: You must grant admin consent per On Demand organization. For example, if you grant access for MyCompany tenant in organization A, and add the MyCompany tenant to organization B, organization B will still require the access grant.

To enable the M365 License Manager API

1. Install the Azure PowerShell Az module if it is not already installed.
2. Run the Connect-AzAccount cmdlet to log into your tenant using an account that has Azure AD administrative rights.
3. Run the following command:

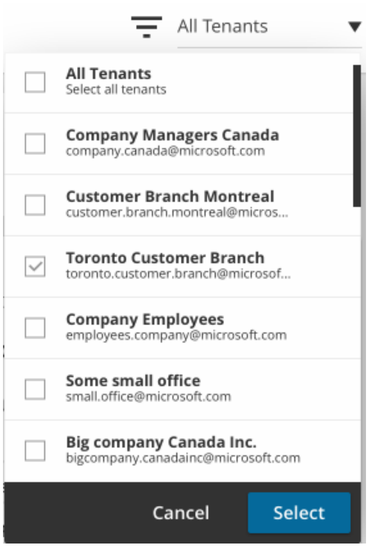
   New-AzADServicePrincipal -ApplicationId aeb86249-8ea3-49e2-900b-54cc8e308f85

After you complete these steps, you can complete the Grant Consent for Self Service License Reporting without errors.

For more information on admin consent, see the “Tenant management” section in the *On Demand Global Settings User Guide*.

Selecting a tenant on the License Management dashboard

You can view the license information for one or more tenants on the License Management page. Located in the top right of the License Reporting dashboard, the **Tenants** filter determines what data is displayed on the dashboard. You can choose to display all tenants, a subset, or a single tenant.



Subscriptions

The **Settings > Subscriptions** page contains the details of your current On Demand License Management subscriptions. Click License Management to get information on product subscription details and pricing as well as links to Quest sales support.

For more information, click the help icon to see the “Settings > Subscriptions” section in the *On Demand Global Settings User Guide*.

Access Control

When you add a user to an organization, you also assign one or more On Demand License Management roles. The role assignment determines what permission level a user has and ultimately, what tasks the user can perform. Assigning roles and setting user permissions is referred to as access control. To access,License Management you must have the role License Management Administrator.

For more information, see the “Adding Users to an organization” section in the *On Demand Global Settings User Guide*.

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License Management summary

When you click **Dashboard** under License Management in the left navigation panel, License Management provides access to a summary of license usage and an overview of cost information The **Summary** dashboard displays by default.

To see specific cost data, you can click **Cost** on the menu bar at the top of the dashboard. For more information, see License Management cost on page 16.

The Summary dashboard provides an overview of license usage and a *Needs your attention* summary of current issues and warnings. You can drill down to see recommendations for any detected issues. For more information, see Needs your attention on page 13.

The dashboard is available to all On Demand License Management users. A License Management subscription is not required.

Viewing the summary dashboard

On Demand License Management gathers licensing data from your tenant and attempts to match this data with published Office 365 license information to show a user friendly display name, whether it is paid or free, and the applicable estimated retail cost. The overall quality of this data can depend on several factors, including your pricing agreement with Microsoft. In addition, it is important to consider the following aspects of the licensing data when viewing the dashboard.

The dashboard only displays paid licenses. License Management focuses on optimizing your tenant licensing costs. Therefore, licenses judged to be trial licenses are excluded. In some scenarios, the license Friendly Display Name, Cost, and whether it is classified as Free or Trial might be unknown or incorrect. For example,

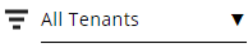
- Some licenses gathered from your tenant will show a display name prefixed by a “?”. In this case, the license type is unknown and there is no associated cost estimate.
- A license type gathered from your tenant might be known to License Management, but show up as a Trial with no associated cost when it is paid in your tenant. This can happen in cases where the paid Office 365 license shares the same stock keeping unit (SKU) as its trial counterpart. In this case, you can define a customized rate for the license. See Customizing rates and excluding licenses.

License cost data

The initial license cost data presented on the Summary dashboard is based on Microsoft default rates. The Customize Rates feature can be used to specify the actual license costs being charged in your tenant, with a resulting increase in the accuracy of the cost data. See License Management cost.

Tenants filter

If your organization contains multiple tenants, the data displayed in the Summary dashboard depends on what tenants are currently selected. Use the **Tenants** filter located in the top right to determine which tenants are included.



Working with the license management summary dashboard

The tiles and charts on the summary dashboard provide an overview of your licenses, license activity, and costs.

1	Estimated license cost
2	Estimated license loss
3	Available paid licenses
4	Inactive assigned licenses
5	Needs your attention
6	Paid license distribution
7	Product Usage
8	License availability

Estimated license cost

This tile shows an estimate of the total cost for licenses purchased per year. The data is based on Microsoft default rates or any customized rates you have specified. The total includes only the licenses that are part of paid subscriptions and does not include free, unlimited, or trial licenses.

For more information on the data included, see Viewing the summary dashboard.

Estimated license loss

- An estimate of the total cost for licenses purchased and left unassigned. The data is based on Microsoft default rates or customized rates if specified.
- Only includes licenses that are part of paid subscriptions. Does not include free, unlimited, or trial licenses.
- Does not measure usage of assigned licenses.

For more information on the data included, see Viewing the summary dashboard.

Available paid licenses

- Number of licenses that are available in your pool to assign to new users.
- Only includes licenses that are part of paid subscriptions. Does not include free, unlimited, or trial licenses.

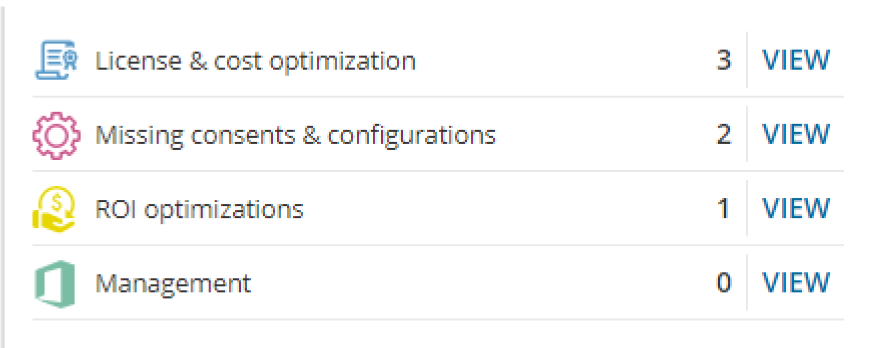
For more information on the data included, see Viewing the summary dashboard.

Inactive assigned licenses

The number of assigned licenses that have been inactive for all Office 365 products that track usage.

Needs your attention

The Needs your attention tile provides a summary of cautions and status messages regarding your Office 365 licenses. When you click VIEW, you can see the specific issues and recommendations for each category.

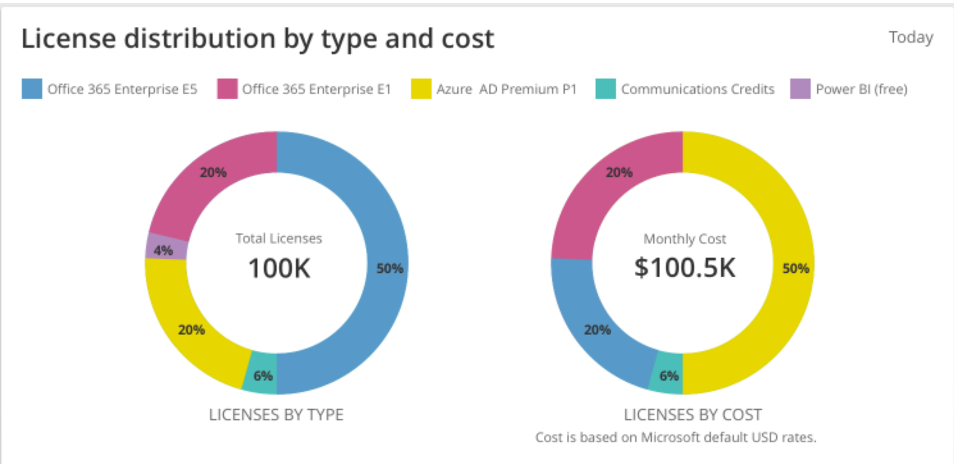


- License & cost optimizations
  - For example, you might have licenses that are assigned to disabled AD accounts, resulting in unnecessary license costs. You might want to reassign these licenses to other users. You can click **VIEW** to see the specific disabled accounts that have licenses.
  - When the number of Unassigned licenses goes over 15%, a caution is raised because typically, this represents a cost waste scenario.
  - Inactive licenses show users that have not used any of the licensed services within the past 30 or 90 days. You can click **VIEW** to see which users have inactive licenses within these time periods.
  - Never used product seats refers to licenses that have been assigned but never used.
- Missing consents & configurations
  - Consent to gather Power Platform self-service license information is required indicates that, if you want to see if a tenant is enabled for self service purchase policy for Power Platform products, you must grant consent.for this type of information to be collected. For details, see Prerequisite for Self Service License Reporting access.
  - If there are licenses with unknown costs, cost estimates for your licenses are inaccurate. Using the Customize Rates feature, you can see accurate cost data by updating costs to reflect the specific licenses rates you are paying. For information, see Customizing rates and excluding licenses.
- ROI optimizations
  - You can see the products for which you have paid that are not being used in your environment.
  - Unassigned licenses or licenses assigned to disabled accounts shown an inefficient and costly implementation of Office 365.
- Management
  - Expiring soon licenses that are in a warning state and will expire soon.
  - Expired licenses that are expired and can no longer be assigned.

Paid license distribution

- The **Licenses by Type** shows the distribution of the license types listed.
- The **Licenses by Cost** is an estimate of the total cost for licenses purchased per month. The data is based on Microsoft default rates or customized rates if specified.
- Only includes licenses that are part of paid subscriptions. Does not include free, unlimited, or trial licenses.

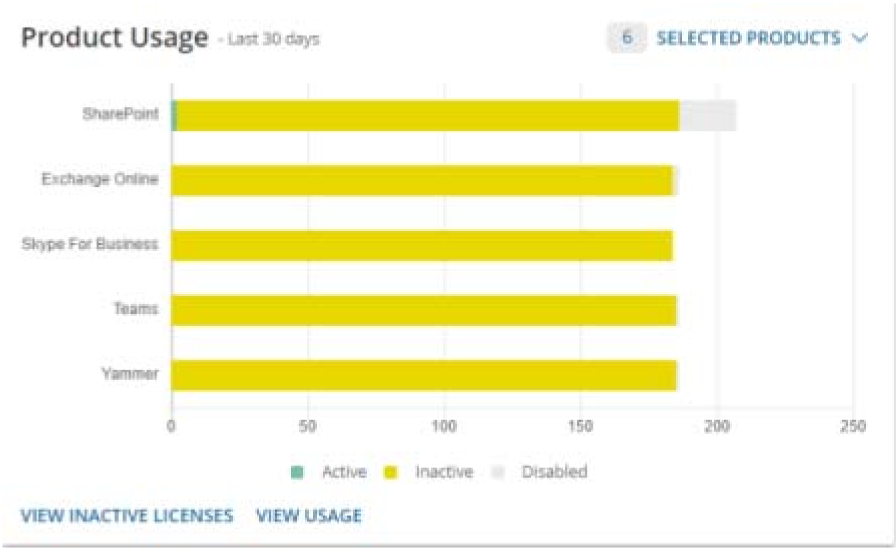
For more information on the data included, see Viewing the summary dashboard.



Product Usage

The **Product Usage** tile shows the usage of the selected products for the last 30 days, showing active products, inactive products, and disabled licenses. Use the **Selected Products** filter to limit the bar chart to show only the products you want.

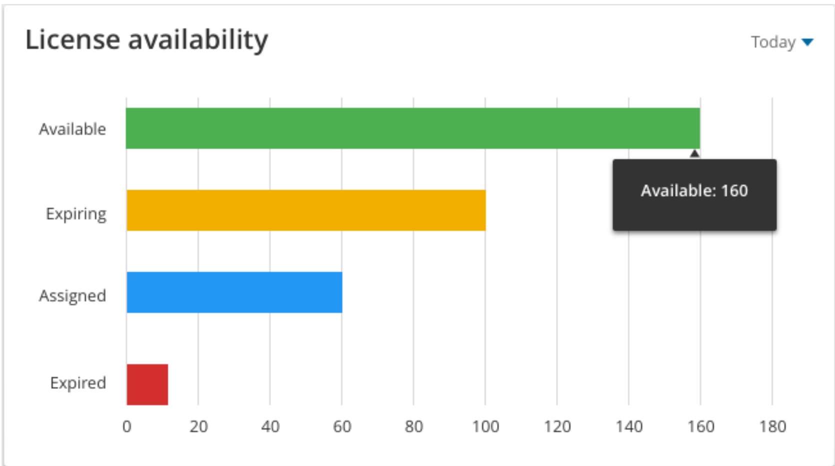
You can drill down to see product usage for the products that you have selected by clicking **View Usage**. To see licenses that are not being used, click **View Inactive Licenses**.



License availability

- A breakdown of available licenses. The categories are always displayed in descending order by count.
- Only includes licenses that are part of paid subscriptions. Does not include free, unlimited, or trial licenses.

For more information on the data included, see Viewing the summary dashboard.



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License Management cost

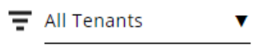
When you click **Dashboard** under License Management in the left navigation panel, License Management provides access to a summary of license usage and an overview of cost information The **Summary** dashboard displays by default.

To see specific cost data, click **Cost** on the menu bar at the top of the dashboard. The License Management Cost page focuses in on your license usage and costs.

If you want to update the license costs to more accurately reflect your our own cost data, click **CUSTOMIZE RATES**. The Configuration page is displayed. For more information, see Customizing rates and excluding licenses on page 26.

Using the Tenants filter

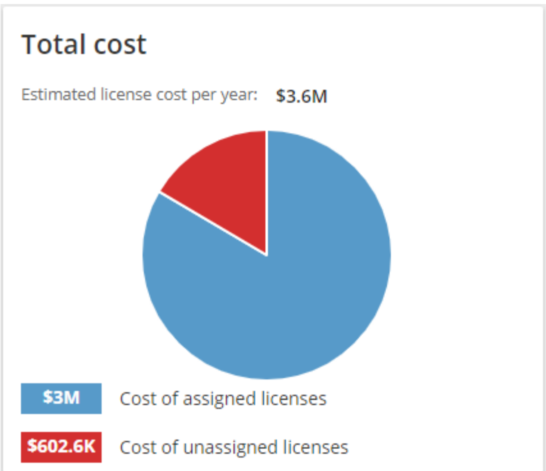
Using the Tenants filter, you can see and set rates for your individual tenants.



The new rate is reflected in the License Management data. Depending on the amount of data and the size of the tenant, it can take a couple of hours to have the cost information appear.

Total Cost

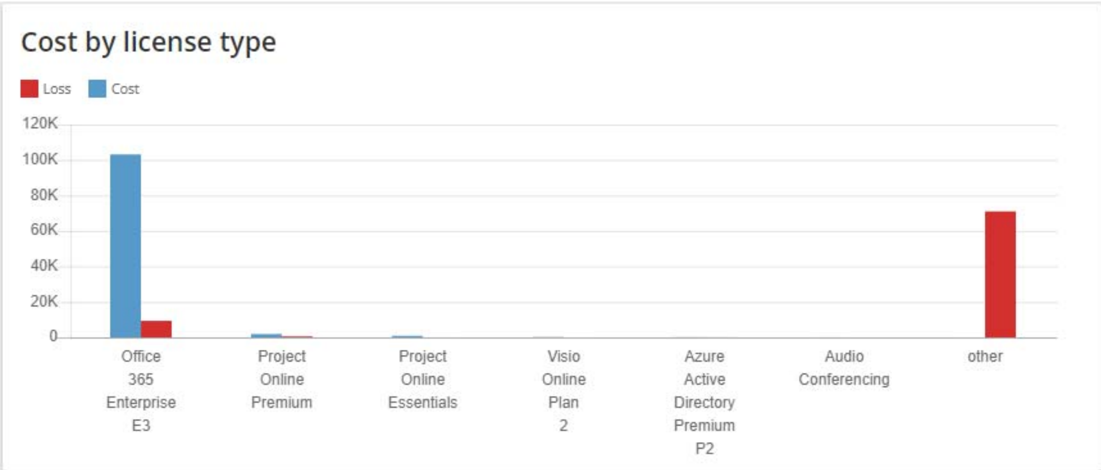
Displays the total cost of all paid licenses and includes the number of unassigned licenses.



Cost by license type

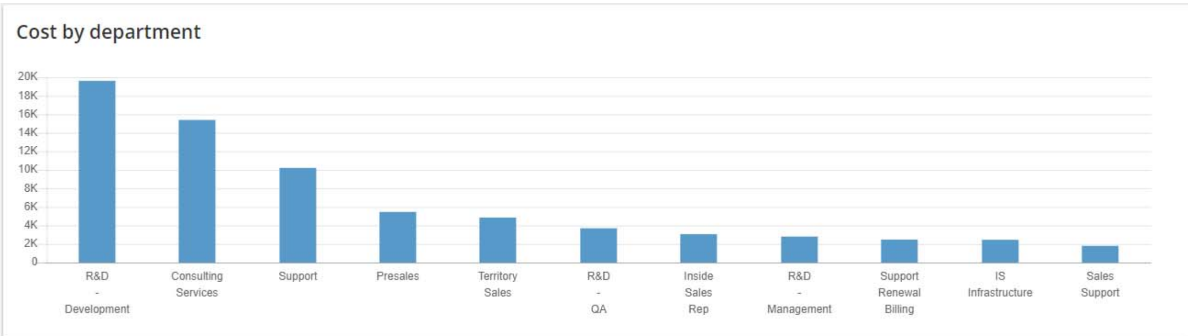
There are numerous Microsoft license types. To see a list of licenses in the tenant, click **Licenses** in the left navigation panel.

For more information, see the Microsoft Next Generation Volume Licensing page.



Cost by department

The department definitions for your tenant are set in the Azure portal. Place your cursor over a bar to see a monetary value for a department.



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Viewing licenses

When you select **Licenses** in the left navigation panel, data for all licenses is shown by default. Information about the number of purchased licenses, number of assigned licenses, purchased costs, assigned costs, number of expired licenses, and number of licenses that will expire soon are shown.

You have the option to export the displayed data to a file in .csv (comma separated values) format. for further analysis. For details. see Exporting data to .csv format on page 5.

If you click the links in the Expired or Expiring soon columns, the Users page is displayed and is filtered to show only the users with expired licenses or with licenses that will expire soon. This allows you to easily identify users that may require management actions such as renewing a license.

You can create filters, using license Management flexible filtering, to show the specific data that you want. For example, on the Licenses page, you can use the filters to show only free licenses or only paid licenses. You can also filter for licenses where the cost is unknown.

About filtering license data

If you click **Conflicts** on the top menu bar, you can see the users that have licenses that contain duplicated services, On the Conflicts page, you can also filter by user, AD account status, license activity, and product.

Viewing conflicting licenses

About filtering license data

When you click **Licenses** oin the left navigation panel., you could use the **FILTER** option to filter the displayed licenses using specific criteria. You can click **AND** or **OR** at the end of the first row to add an additional filter.

- You can use **ADD RULE GROUP** to further refine the data (and).
- To remove all filters, click **CLEAR ALL**.

For example, you could filter licenses to show only paid licenses or free licenses.

To show only paid licenses

1. Click **FILTER** to open the filter builder.
2. In the first field, select **Purchased Cost** in the filter list.
3. In the second field, select **does not equal**.
4. In the third field, enter **0** as the value.

To show only free licenses

1. Click **FILTER** to open the filter builder.
2. In the first field, select **Purchased Cost** in the filter list.
3. In the second field, select **equals**.
4. In the third field, enter **0** as the value.

If you click a column heading, you can sort the column by ascending or descending values.

NOTE: You can also filter licenses by values such as country or department. However, these filters only affect licenses that have been assigned (or are expired/expiring) since only these licenses have been assigned to a country or department. Since licenses that are listed as purchased or unassigned have not been assigned to a country or department, the filters are not applied to these columns. The column totals do not change when a filter is applied.

Viewing conflicting licenses

When you click **Conflicts** on the menu bar, you can 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.

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.

The minimum cost is based on the cost of the less costly license that is in conflict. For example, if a user has both an E5 and an E3 license, the minimum loss would be the cost of the cheaper license.

You can display only the services that are different (not conflicting) by moving the **Display Common Services** toggle to the left.

You can use the **EDIT COLUMNS** option to update the table by selecting the columns that you want to include.

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Viewing product usage for different Microsoft products

When you click **Product Usage** under License Management in the left navigation panel, you can view smaller, more manageable data sets based on meaningful categories. By default, the page for **All Products** is displayed. .

You can select **Office 365, Power BI Pro**, **M365 Apps Enterprise. Visio,** or **Project** to view charts and tables of detailed data for those products.

Most tables can be filtered by the following attributes:

- Country
- Department
- License

You can create filters, using license Management flexible filtering, to show the specific data that you want.

You have the option to export the displayed data to a file in .csv (comma separated values) format. for further analysis. For details. see Exporting data to .csv format on page 5.

For **All Products**, you can also filter by Product, Product Usage, and Service.

For more information, see.Viewing and filtering for All Products

For **Microsoft 365** you can view a graph that shows product usage for the past 12 months.

For more information, see Viewing Microsoft 365 usage

For **Power BI Pro**, you can filter by active users or inactive users, and can show users with Power BI Pro as an add-on license or as part of a Microsoft E5 plan.

For more information, see Viewing Power BI Pro activity data

For **M365 Apps Enterprise**, you can see which users are using Microsoft 365 Apps for Enterprise (which includes applications such as Outlook, Excel, Word, PowerPoint, and Teams). You can see whether users access the applications through a desktop computer or through mobile devices or the web.

For more information, see Viewing Microsoft 365 Apps for Enterprise activity data

For **Visio**, you can see the desktop activations for users with assigned Microsoft Visio licenses and whether Visio has been activated.

For more information, see Viewing Microsoft Visio desktop activations

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.

For more information, see Viewing Microsoft Project desktop activations

Viewing and filtering for All Products

When you click **All Products** on the menu bar, you can see the products contained within your licenses and the services included in each product. You can view the number of users are assigned to a license and see the number of active users, inactive users, and how many users have never used the product. You can click on service in the Service column to see the individual users with that service on the Users page.

If you click the links in the Active users, Inactive users, or Never used product columns, the Users page is displayed and is filtered to show only the active users, inactive users, or users that have never used the specific product. This allows you to easily identify users for which management action might be required such downgrading to a license that does not include the unused product.

Using filters example

You can use flexible filters to limit the displayed data to match specific criteria. For example, you might want to only see licenses for Office 365.

To show only Office 365 licenses

1. Click **FILTER** to open the filter builder.
2. In the first field, select **License** from the filter list.
3. In the second field, select **contains**.
4. In the third field, enter **Office 365** as the value.

The page displays only licenses that have Office 365 as part of the license name. You can click **AND** or **OR** at the end of the first row to add an additional filter.

- You can use **ADD RULE GROUP** to further refine the data (and).
- To remove all filters, click **CLEAR ALL**.

Viewing Microsoft 365 usage

When you click **Microsoft 365** on the menu bar, you can view a graph that shows product usage over the past 12 months for different products. You can select the products for which you want to view usage. You can hover over points in the graph to see the number of active users in that month.

Viewing Power BI Pro activity data

When you click **Power BI Pro** on the menu bar, you can view the users that have activity data for Power BI Pro for the last 30, 60, or 90 days. You can see which users in your tenant have an add-on license for Power BI Pro and which users have Power BI Pro as part of a Microsoft E5 plan license.

If you have selected multiple tenants, and there is no activity for one or more tenants, the page still displays data for the tenants that have data.

You can use the **EDIT COLUMNS** option to update the table by selecting the columns that you want to include such as Country.

Prerequisites for Power BI Pro

To view Power BI Pro data, the following prerequisites must be met:

- Microsoft Office 365 Unified Audit Logging must be enabled in your Office 365 tenant in the Microsoft Azure portal. For details, see this Microsoft article.
- Admin consent must be granted for the Office 365 Unified Audit Log in the Quest On Demand Tenants page for the tenant.

NOTE: When the Microsoft Office 365 Unified Audit Logging is initially enabled, you can wait up to 24 hours before the collected audit data is shown.

By default, a filter is set to show inactive users (**Status | equals | inactive**). You can click **AND** or **OR** at the end of the first row to add an additional filter.

To see all users, click **CLEAR ALL**.

Viewing Microsoft 365 Apps for Enterprise activity data

When you click **M365 Apps Enterprise** on the menu bar, you can see which users have activity data for Microsoft 365 Apps for Enterprise for the past 90 days. Microsoft 365 Apps for Enterprise include applications such as Outlook, Word, PowerPoint, Excel, and Microsoft Teams.

The chart on the right shows the cost of **only** the Microsoft 365 Apps for Enterprise “add-on” licenses, specifically the Microsoft 365 apps that were separately purchased from Microsoft as an Add-on. Any Microsoft 365 Apps that are included in a base user license, such as Office 365 E3, are not included in this cost summary.

The table shows the users that have Microsoft 365 Apps for Enterprise and the license in which Microsoft 365 Apps is included, whether as part of a license bundle or as a separate stand-alone license. In the table, you can see the estimated cost of inactive licenses and active licenses. The table provides information about whether applications were used on a desktop or using a mobile device or the web.

By default, a filter is set to show inactive users (**Status | equals | inactive**).

You can click **AND** or **OR** at the end of the first row to add an additional filter.

- You can use **ADD RULE GROUP** to further refine the data (and).
- To see all users, click **CLEAR ALL**.

NOTE: The Last Activation date shows the most recent date that Microsoft 365 Apps for Enterprise was first used on a desktop. If you use Microsoft 365 Apps for Enterprise on a mobile device (iOS, Android, etc.) or through the web, Microsoft does not require activation and there may be no activation date even if there is activity.

You can click column headings to sort the various columns in ascending or descending order.

You can use the **EDIT COLUMNS** option to update the table by selecting the columns that you want to include such as Account age (days) or Country.

Viewing usage for individual apps

If you click a license name in the table, the usage details pane is displayed that shows the usage for the individual apps contained in the license. The apps can include apps such as Outlook, Word, Excel, OneNote, PowerPoint, and Teams. Usage states for each app can be active, inactive, never used, or unknown.

You can see whether the user accessed an app through a installed desktop, or only through a mobile device or web client, and make decisions about appropriate licensing.

For example, if a user with an E1 or E3 license only used the Microsoft 365 apps through mobile or web access and desktop usage shows “Never used” for all the apps, you might want to change the user’s license to a less costly E1 or E3.

Viewing Microsoft Visio desktop activations

When you click **Visio** on the menu bar, you can see which assigned Visio licenses have been activated from a desktop. Activations from a web client or mobile device, such as iOS, are not included since there is minimal data provided for these platforms.

The table shows the users that have Microsoft Visio and the license in which Visio is included. If an assigned license has not been activated, the table will show Never activated in the Last activated column. The column can show Unknown if this is a new tenant or the license was recently assigned. The Unknown state would typically change to a specific date or the Never activated status after a few days.

You can click column headings to sort the various columns in ascending or descending order.

You can use the **EDIT COLUMNS** option to update the table by selecting the columns that you want to include such as Account age (days) or Country.

Viewing Microsoft Project desktop activations

When you click **Project** on the menu bar, you can see which assigned Project licenses have been activated from a desktop. Activations from a web client or mobile device, such as iOS, are not included since there is minimal data provided for these platforms.

The chart on the right shows the cost of **only** the Microsoft Project “add-on” licenses, specifically the Project licenses that were separately purchased from Microsoft as an Add-on. Any Microsoft Project licenses that are included in a base user license, such as Office 365 E3, are not included in this cost summary.

The table shows the users that have Microsoft Project and the license in which Project is included, whether as part of a license bundle or as a separate stand-alone license. If an assigned license has not been activated, the table will show Never activated in the Last activated column. The column can show Unknown if this is a new tenant or the license was recently assigned. The Unknown state would typically change to a specific date or the Never activated status after a few days.

You can click column headings to sort the various columns in ascending or descending order.

You can use the **EDIT COLUMNS** option to update the table by selecting the columns that you want to include such as Account age (days) or Country..

Viewing users

When you click **Users** under License Management in the left navigation panel, you can see information about your users and their associated licenses. You can see which licenses the users have and the estimated cost per user. You can also filter to see the users who are not currently licensed.

By default, the Users table is populated with columns that show information such as user display name, tenant name, AD account status, department, license cost, license status, etc. Using the **EDIT COLUMNS** option, you can insert additional column fields such as job title, account age (days), and last used. You can also remove fields from the table by clearing the check box beside the field name.

> **NOTE:** The **Last used** field shows the most recent date of he Office 365 license activity across all services. Initially, usage data is available within three days. Ongoing, the data from Microsoft will be, at most, three days old. The field is blank if the AD account is disabled, the license was never used, or the license does not contain any monitored services.

Using the filters allows you to refine the displayed user information, For example, if you use the Single Product License filter, you can identify users who have purchased a single product license who might better be upgraded to a license that contains that product with other services.

In addition to the basic filters of country, department, and license, you can also filter by both displayed and hidden fields. You can filter by user name, AD account status, license status, license activity, user license state, product, job title, service, single product license, last used, account age, service status, and any custom attributes you have added. For more information, see Adding custom attributes on page 27.

You have the option to export the displayed data to a file in .csv (comma separated values) format. for further analysis. For details. see Exporting data to .csv format on page 5.

About filtering users

When you click **Users** o in the left navigation panel, you can view your users and see which users have licenses and the estimated cost per user. You can also filter to see the users that are not currently licensed. If you use the Single Product License filter, you can identify users who have purchased a single product license who might better be upgraded to a license that contains that product with other services.

You can use the **EDIT COLUMNS** option to update the table by selecting the columns that you want to include such as Job Title. For example, if you have added a custom attribute, you can add the attribute as a new column in the table. For more information, see Adding custom attributes on page 27.

You can create filters using the following values: department, country, license, User, AD account status, license status, license activity, user license state, product, job title, service, single product license, service status, and any custom attributes that you have added. You can click **AND** or **OR** at the end of the first row to add an additional filter.

- You can use **ADD RULE GROUP** to further refine the data (and).
- To remove all filters, click **CLEAR ALL**.

For example, you can use filters to see users that are not currently licensed.

To see unlicensed users

1. Click **FILTER** to open the filter builder.
2. In the first field, select **User License State** from the filter list.
3. In the second field, select **equals**.
4. In the third field, select **Unlicensed** as the value.

The page displays the unlicensed users.

Using the “contains” operator

The contains operator allows you to filter for partial values, For example, suppose you only want to see users that have “manager” in their job title. Since job title is not a default column, you can first add it to the page before you create the filter.

To see users that have manager in their job title

1. Click **EDIT COLUMNS** and, in the field list, select the check box beside **Job Title**.
2. Click **FILTER** to open the filter builder.
3. In the first field, select **Job Title** from the filter list.
4. In the second field, select **contains**.
5. In the third field, enter **manager** as the value.

The page displays all users that have “manager” in their job title.

You can create filters, using license Management flexible filtering, to show the specific data that you want.

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Configuration

When you click **Configuration** under License Management in the left navigation panel, the Configuration page is displayed.

The Configuration page allows you to customize your cost reporting to match your Microsoft Office 365 deployment. You can customize the license costs to more accurately reflect your own cost data. You can also exclude specific licenses from being included in the calculations in the License Management reports.

You can also add up to three Azure AD custom attributes to use in filtering user information. Custom attributes include the standard custom attributes available in all tenants and any extended custom attributes that might be specific to a tenant.

Customizing rates and excluding licenses

Adding custom attributes

Customizing rates and excluding licenses

Initial license cost data is based on default rates. The Customize Rates feature can be used to specify the actual Microsoft license costs being charged in your tenant, with a resulting increase in the accuracy of the cost data.

You can also use this feature to exclude specific licenses from the calculations in the reports. For example, you might want to exclude free or trial licenses or licenses that happen to be bundled with other Microsoft licenses but are not used.

To set a custom rate

1. Click **Configuration** under License Management in the left navigation panel
2. If your organization has more than one tenant, use the **Select Tenants** drop-down menu to select a specific tenant.
3. Click the **CUSTOMIZE RATES** tab.
4. On the top right, click **Edit**.
5. In the list of licenses, select the license you want to customize.
6. The **Applied rate per user** and **Effective start date** fields are editable. You can customize multiple licenses.
7. If you do not want a license to be included in the calculations in the reports, under the **Include in reports** column, click the row for that license.
8. Use the arrows to select **Exclude**.
9. Click **Apply**.

   The new rate is reflected in the License Management data. Depending on the amount of data and the size of the tenant, it can take a couple of hours to have the cost information appear.

Adding custom attributes

You can use the Custom Attributes page to make specific Azure AD custom attributes available in filters and to add a column to the Users table for the attribute that you want. This allows you to group or filter users based on a custom attribute.

Custom attributes are limited to 128 characters in length. If you have custom attribute in Azure AD that is over 128 characters, it will be truncated to 128 characters in On Demand.

To add a custom attribute

1. Click **Configuration** under License Management in the left navigation panel.
2. If your organization has more than one tenant, use the **Select Tenants** drop-down menu to select a specific tenant.
3. Click the **CUSTOMIZE ATTRIBUTES** tab.
4. On the top right, click **Edit**.

   A list of the discovered attributes is displayed
5. If you know the name of the attribute you want, enter part of all of the attribute name and click **SEARCH ATTRIBUTES**.

   For example, if you want to add Cost Center, enter *Cost* and click the **SEARCH ATTRIBUTES** button.
6. Select the check box beside the attribute you want.

   > **IMPORTANT:** You can insert up to three custom attributes. If three attributes are already selected, you must clear one of the check boxes to add a new attribute.
7. Click **Apply**.

Once your On Demand tenant has synchronized with Microsoft, the new attribute will be available in filters on the Users page.

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Documentation roadmap

Global settings

On Demand global settings refers to management tools and configuration settings that apply to all On Demand modules. This includes tenant management tasks and downloading activity trail logs.

Modules

Each management tool is referred to as a module. Currently, the following modules are available:

- Audit
- Group Management
- License Management
- Migration
- Recovery

Documentation

For each module, and the global settings, there is a Release Notes document and a User Guide.

- The Release Notes contains a release history and details of new features, resolved issues, and known issues.
- User Guides contain descriptions and procedures for the management tasks you can perform with each module

Use the links below to navigate to the content you require.

User Guides

- Global Settings
- Audit
- Group Management
- License Management
- Migration
- Recovery

Release Notes

- Global Settings
- Audit
- Group Management
- License Management
- Migration
- Recovery

More resources

- For sales or other inquiries, visit http://quest.com/company/contact-us.aspx or call +1-949-754-8000.
- To sign up for a trial or purchase a subscription, go to https://www.quest.com/on-demand.
- 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 Quest On Demand Community provides a space for blog posts and a forum to discuss the On Demand products.

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Technical Support

Quest provides numerous resources to support you with our products.

Current operational status

On Demand status

On Demand relies on Microsoft Azure and Amazon Web Services (AWS) infrastructure and as such, is subject to the possible disruption of these services. You can view the following status pages:

- Microsoft Azure status
- AWS status

Contact support

The Contact Support page allows you to submit a Technical Service Request. It also provides the phone numbers to use when contacting the Quest support team.

Module product support pages

Each On Demand module has a dedicated support page with “getting started”, troubleshooting, and other useful information.

- Product Support - Audit
- Product Support - Group Management
- Product Support - Migration
- Product Support - Recovery

Information and discussion: Quest community forums

Visit the On Demand community forum to read current information or to post a forum topic.

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.