

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.

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Working with License Management

On Demand License Management optimizes your Office 365 license investment by identifying cost saving measures and areas of underutilization to get more return from existing licenses. License Management scans your Azure AD tenant for information on your organization's Microsoft 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.

License Management is part of Quest On Demand.

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 the Office 365 licenses in your tenant. |
| License Management cost | Examine a detailed view of your license costs. |
| Filtering by license, product, and user | View detailed information about your licenses, products, and users with filters to refine the data being displayed. |
| Documentation roadmap | See the documentation for all On Demand License Management modules. |
| Technical Support | Technical support resources for On Demand License Management. |

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](#).

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 policies 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 only needs to consent to the minimal set of rights to read license information. The specific rights are shown during the admin consent process.

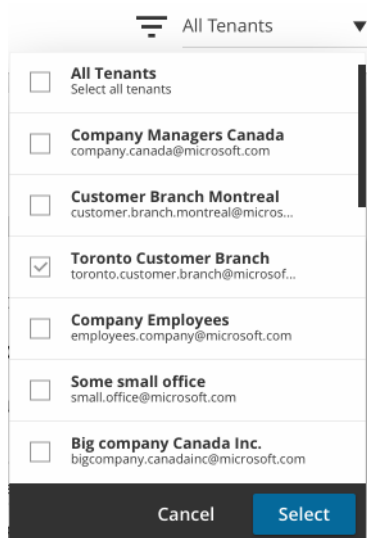
To open the Admin Consent status page, click **Tenants** in the side navigation panel and then click **Go** on the tenant tile.

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 base admin consent permissions. License Management uses the base permission set. Note that if you are an existing On Demand License Management customer and you have purchased a License Management subscription, you may be required to regrant consent.

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 tenant 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*.

License Management summary

The License Management Summary dashboard provides an overview of license usage and a Needs you attention! summary of current warnings.

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

License data

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,

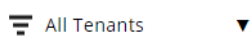
- Some licenses gathered from your tenant will show a display name prefixed by a "?". In this case, the license type is unknown and there is no associated cost estimate.
- A license type gathered from your tenant might be known to License Management, but show up as a Trial with no associated cost when 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 customize rate for the license. See [Customize Rates](#).

License cost data

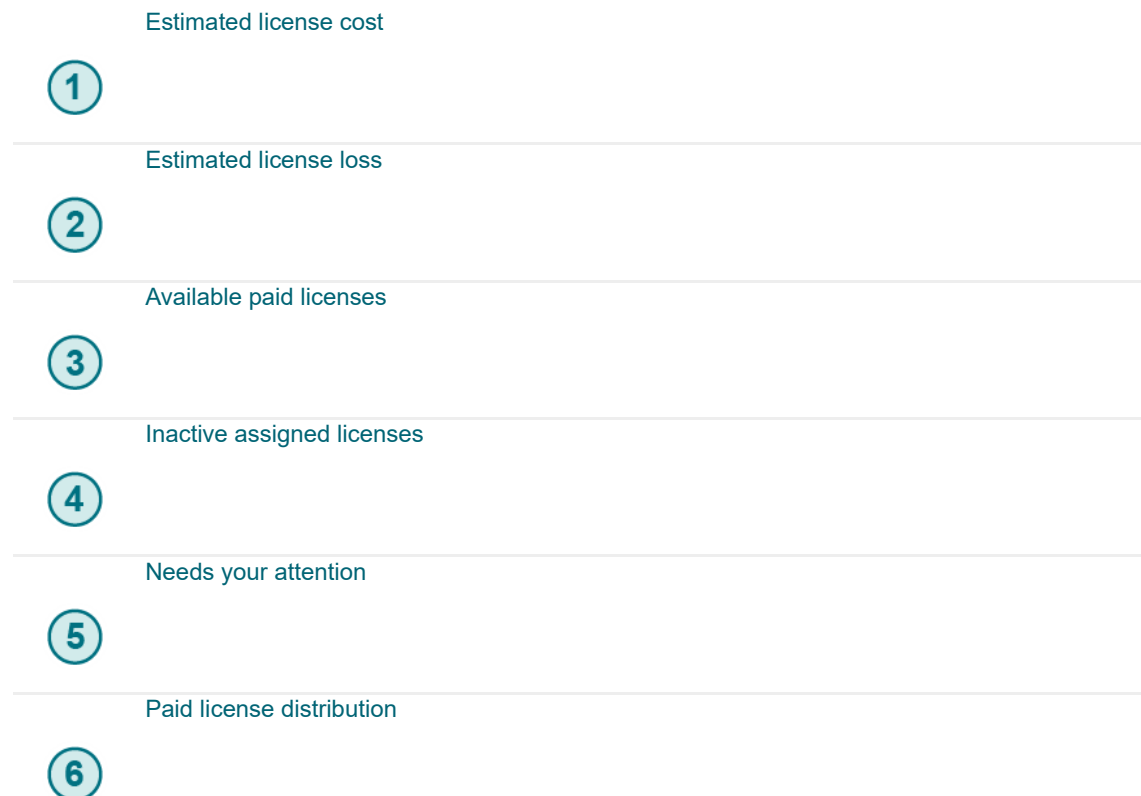
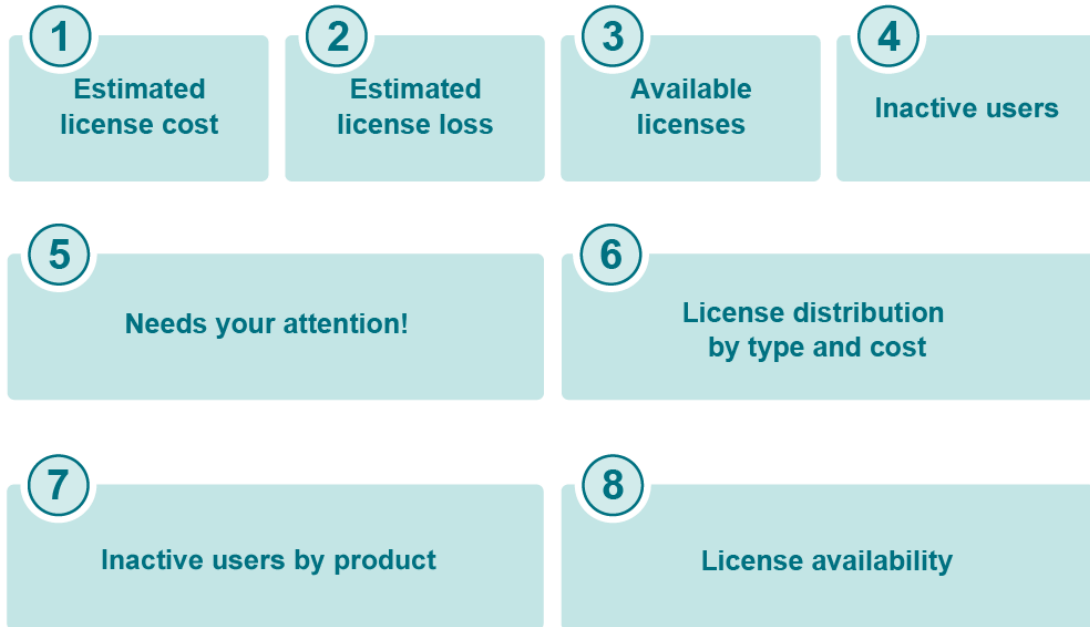
The initial license cost data presented on the Summary dashboard is based on Microsoft default rates. The Customize Rates feature can be used to specify the actual license costs being charged in your tenant, with a resulting increase in the accuracy of the cost data. See [License Management cost](#).

Tenant filter

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



Working with the license management summary dashboard



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Estimated license cost

- An estimate of the total cost for licenses purchased per year. 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 [License data](#).



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 [License data](#).



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 [License data](#).



Inactive assigned licenses

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







Needs your attention

The Needs your attention tile is a summary of cautions and status messages regarding your Office 365 licenses.

- **Never used** product seats refers to licenses that have been assigned but never used.
- **Expiring soon** licenses are in a warning state and will expire soon.
- **Expired** licenses are expired and can no longer be assigned.
- When the number of **Unassigned licenses** goes over 15%, a caution is raised because typically, this represents a cost waste scenario.

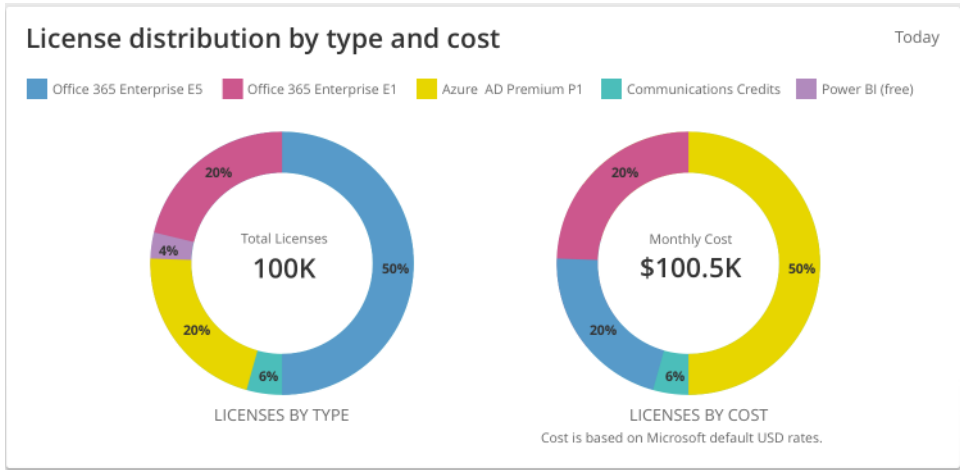
The **Customize Rates** feature allows you to display data on the dashboard using the specific rates you are paying.

| | | |
|---|-------|----------------------|
|  Disabled users | 1 | VIEW |
|  Expired licenses | 0 | |
|  Expiring soon | 0 | |
|  Unassigned licenses | > 15% | |
|  Inactive licenses | 185 | VIEW |

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.

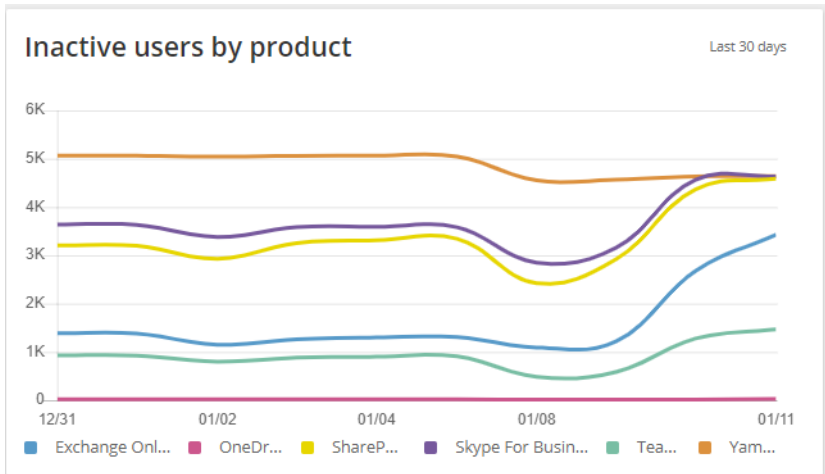
For more information on the data included, see [License data](#).



Inactive users by product

The **Unused products** tile shows the number of assigned licenses that have not been used during the specified interval. The x-axis is divided into time intervals over the past 30 days. The y-axis is the number of users.

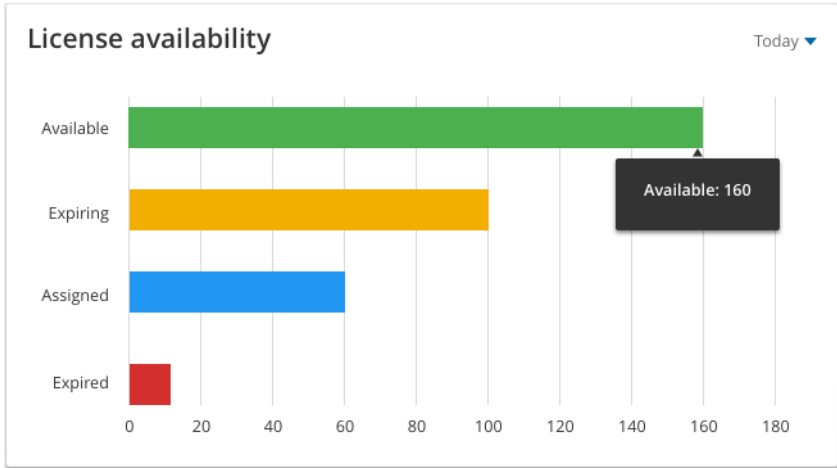
Only includes licenses that are part of paid subscriptions. Does not include free, unlimited, or trial licenses. For more information on the data included, see [License data](#).



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.

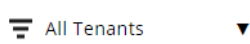
For more information on the data included, see [License data](#).



License Management cost

The License Management Cost dashboard focuses in on your license usage and cost.

Tenant filter



Customize Rates

Initial license cost data 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.

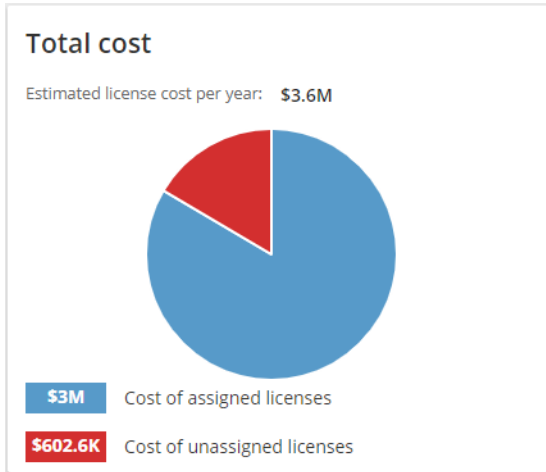
Setting custom rates

To set a custom rate:

- 1 Click **Cost** in the License Management menu bar.
- 2 On the right side, beneath the tenant filter, click **Customize Rates**.
- 3 If your organization has more than one tenant, use the **Select tenant** drop down to select a tenant.
- 4 On the top left, click **Edit**.
- 5 In the list of licenses, select the license you want to customize.
- 6 The **Applied rate per user** and **Rate start date** fields are editable. You can customize multiple licenses.
- 7 Click **Apply**. The new rate is reflected in the License Management data.

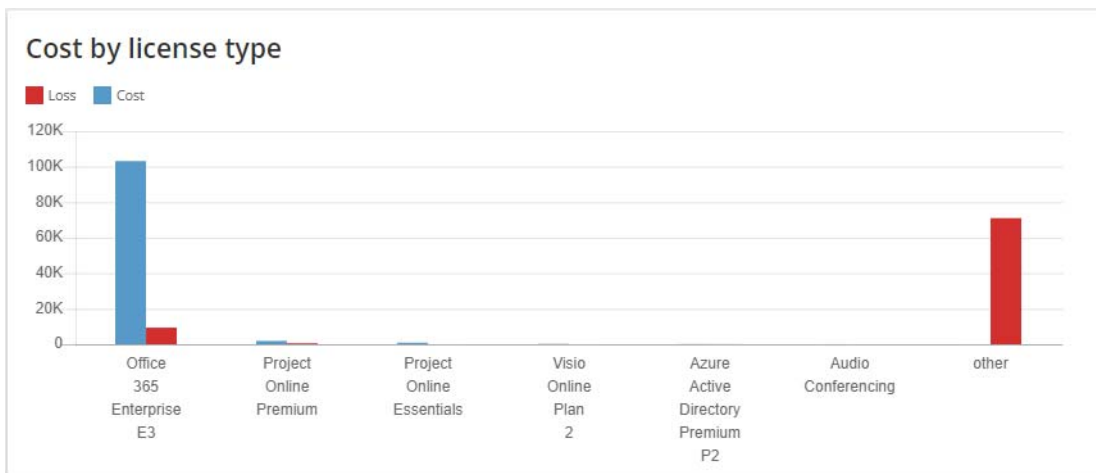
Total Cost

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



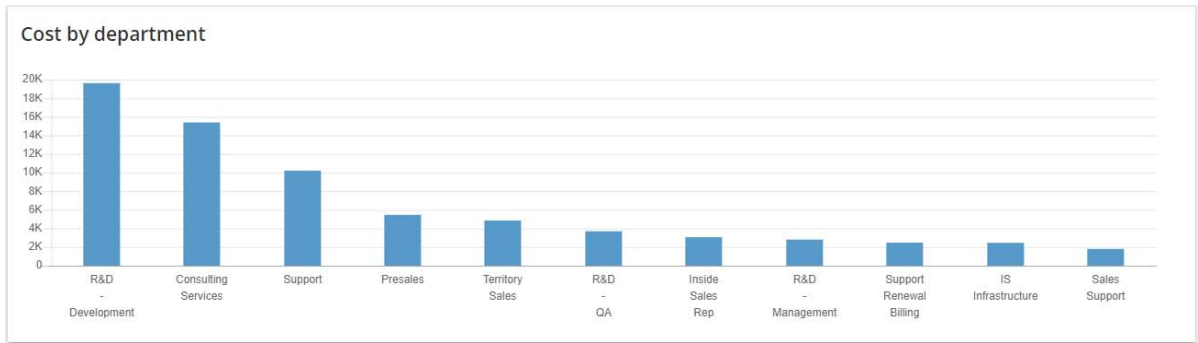
Cost by license type

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



Filtering by license, product, and user

Filtering allows you to create a smaller, more manageable data sets based on meaningful categories. In the License Management menu bar you can select **Licenses**, **Products**, or **Users** tabs to view tables of detailed data.

You have the option to export the displayed data to a file in .csv (comma separated values) format. for further analysis.

Each list can be filtered by:

- Country
- Department
- License

For **Licenses** you can view all licenses or you can restrict the table to include only paid licenses or only free licenses.

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

For **Users** you can also filter by User, AD account status, License Activity, and Product.

Filtering Licenses

When you select **Licenses** on the menu bar, you can filter licenses by values such as country or department. The filters only affect licenses that have been assigned (or are expired/expiring).

Licenses that are listed as purchased or unassigned have not been assigned to a country or department yet. Therefore, the filters are not applied to these columns. The column totals do not change when a filter is applied.

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.

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.

Quest provides software solutions for the rapidly-changing world of enterprise IT. We help simplify the challenges caused by data explosion, cloud expansion, hybrid data centers, security threats, and regulatory requirements. We are a global provider to 130,000 companies across 100 countries, including 95% of the Fortune 500 and 90% of the Global 1000. Since 1987, we have built a portfolio of solutions that now includes database management, data protection, identity and access management, Microsoft platform management, and unified endpoint management. With Quest, organizations spend less time on IT administration and more time on business innovation. 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.