Quest® On Demand

Licenses User Guide

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

On Demand Manage - Licenses User Guide
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Working with Licenses

On Demand Licenses optimizes your Microsoft 365 license investment by identifying cost saving measures and areas of under-utilization to get more return from existing licenses. Licenses scans your Microsoft Entra tenant for information about your organization's Microsoft 365 and associated Microsoft Entra ID 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 Licenses.

Prerequisites for Licenses	Configure your environment to use Licenses.
Licenses summary	View information about the Microsoft licenses in your tenants.
Licenses 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 groups, changing license assignment, and removing licenses	View detailed information about your groups, including the group type, licenses available through the group, total number of users in the group and user activity. You can assign licenses to groups or to enable or disable the license services available to a group. You can also emove licenses from a group or from several groups.
Viewing users, assigning and reclaiming licenses	View your users and see which users have licenses and the estimated cost per user. You can assign an available license to a user, either directly or through a group. 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.
Configuration	In the Configuration section you can do the following: • Customize license costs to 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. • Set the currency symbol to be used for your On Demand organization in reports.
Documentation roadmap	See the documentation for all On Demand modules.
Technical Support	Technical support resources for On Demand.

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.

- If you export from the Licenses page, the contents of the page are exported to a file named LicenseDetails.csv.
- If you export from the Product Usage page, the contents of the page are exported to a file named ServiceDetails.csv.
- If you export from the Licenses page, the contents of the page are exported to a file named LicenseDetails.csv.
- If you export from the Users page, the contents of the page are exported to a file named UserDetails.csv.
- If you export from the Job Status page, the contents of the page are exported to a file named JobStatus.csv.

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Overview of On Demand Licenses

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 Microsoft Entra 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 Microsoft Entra tenants.

Modules

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

- Audit
- Licenses
- Migrate
- Recover

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 | Access Control | Users** from the left navigation panel.

Microsoft Entra tenants

Microsoft Entra ID also uses the concept of an organization and a tenant. A tenant is representative of an organization and is a dedicated instance of the Microsoft Entra service that an organization receives and owns when it signs up for a Microsoft cloud service such as Microsoft Intune or Microsoft 365. Each tenant is distinct and separate from other 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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Prerequisites for Licenses

On Demand uses data from the Microsoft Entra tenant that is associated with your Microsoft 365 environment. This Microsoft Entra tenant must be added to Quest On Demand. To manage your tenants in On Demand, see:

- Viewing available tenants and their status.
- Granting Admin consents
- Prerequisite for reporting usage data
- Prerequisite for Self Service License Reporting access
- Selecting a tenant on the Licenses dashboard

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

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

Viewing available tenants and their status

Licenses uses the Microsoft Entra tenant associated with your Microsoft 365 services. 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 On Demand 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.

Granting Admin consents

To provide license information, Licenses needs Microsoft administrator consent to access the associated Microsoft Entra 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, Licenses uses the Basic permission set. Note that if you are an existing On Demand customer and you have purchased a Licenses subscription, you might be required to regrant consent.

For additional Licenses 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 reporting usage data

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

As of September 1, 2021, Microsoft changed user report settings to anonymize user-level data by default. As a result, the Licenses reports will show incorrect or missing usage data including license activity and user activity.

To include license and user activity data in the Licenses reports, do 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 the following 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.

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 Microsoft Entra ID administrative rights.
3. Run the following command:

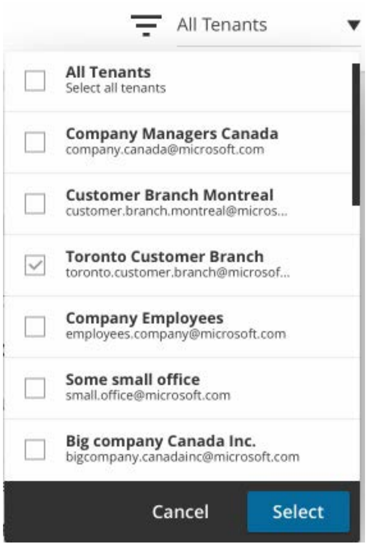
   New-AzADServicePrincipal -ApplicationId aeb86249-8ea3-49e2-900b-54cc8e308f85

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 Licenses dashboard

You can view the license information for one or more tenants on the Licenses 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 subscriptions. Click Licenses 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*.

About Access Control

When you add a user to an organization, you can also assign one or more On Demand 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 Licenses 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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Licenses summary

When you click **Licenses | Dashboard** in the left navigation panel, the Licenses dashboard 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 Licenses cost on page 18.

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 14.

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

Viewing the summary dashboard

On Demand Licenses gathers licensing data from your tenant and attempts to match this data with published Microsoft 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. On Demand Licenses 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,

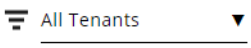
- Some licenses gathered from your tenant will show a display name prefixed by a “?”. In this case, the license type is unknown and there is no associated cost estimate.
- A license type gathered from your tenant might be known to On Demand Licenses, but show up as a Trial with no associated cost when it is paid in your tenant. This can happen in cases where the paid Microsoft 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 Licenses 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 Licenses 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.

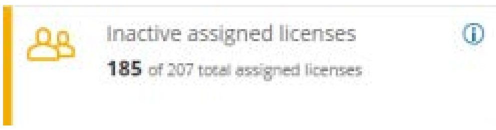
Available paid licenses

- 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.

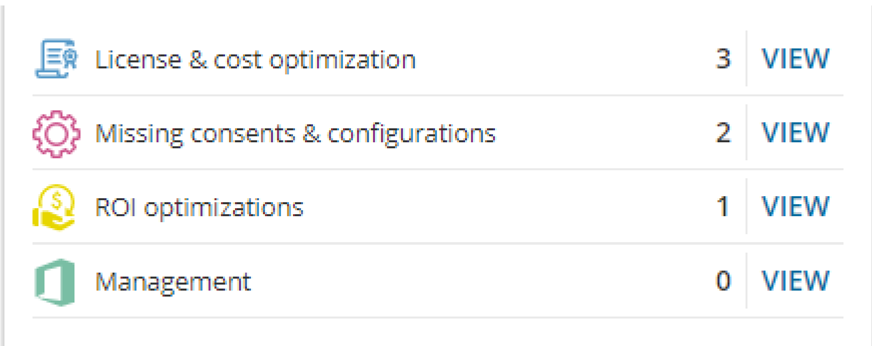
Inactive assigned licenses

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



Needs your attention

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



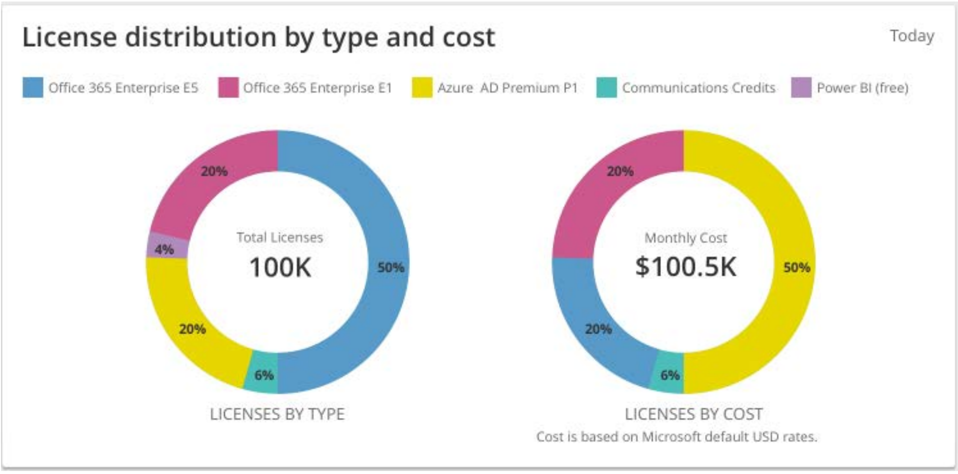
- License & cost optimizations
  - For example, you might have licenses that are assigned to disabled AD accounts, resulting in unnecessary license costs. You might want to reclaim and reassign these licenses to other users.

    After you click **VIEW** to see the Cost Optimization page, you can click the vertical ellipsis menu ⋮ in the Actions column for the row that describes disabled accounts and select either **View disabled accounts**, **Assign Licenses**, or **Reclaim 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.
  - If you want to assign and reclaim licenses, you must grant License Administration consent for the tenant. For more information, see Prerequisites for assigning or reclaiming 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 Microsoft 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

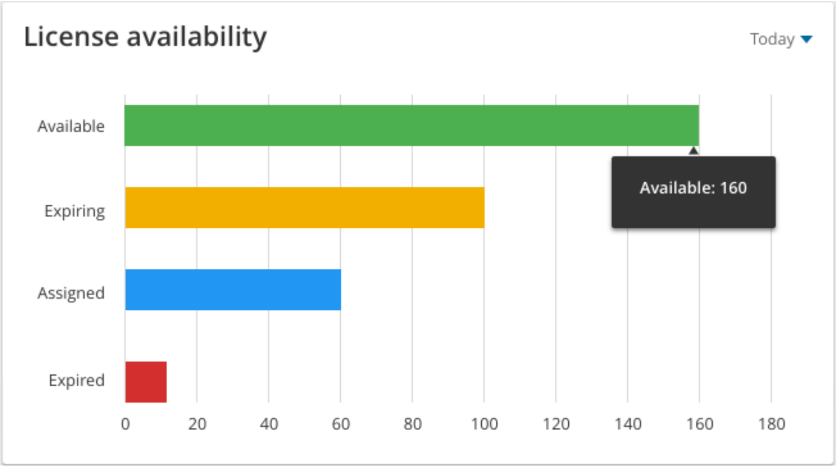
The **Product Usage** tile shows the usage of the selected products for the last 30 days, showing active products, inactive products, and disabled licenses. Use the **Selected Products** filter to limit the bar chart to show only the products you want.

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.


License availability
Today
Available
Expiring
Assigned
Expired
Available: 160
0
20
40
60
80
100
120
140
160
180

Licenses cost

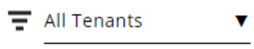
When you click **Licenses | Dashboard** in the left navigation panel, On Demand Licenses provides access to a summary of license usage and an overview of cost information The **Summary** dashboard displays by default.

To see specific cost data, click **Cost** on the menu bar at the top of the dashboard. The Licenses 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 38.

Using the Tenants filter

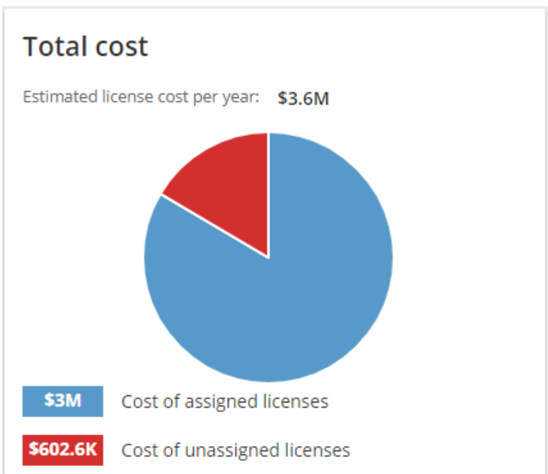
Using the Tenants filter, you can see and set rates for your individual tenants.



The new rate is reflected in the Licenses 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

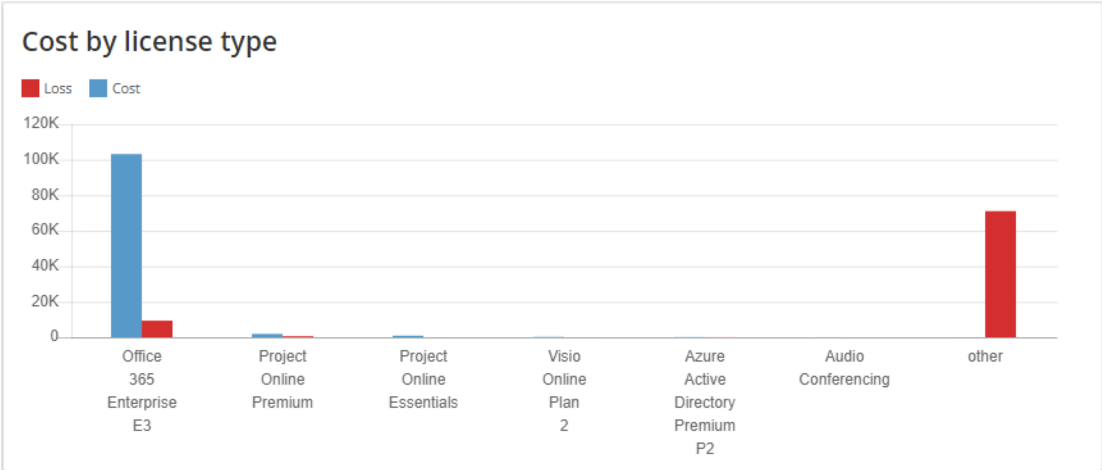
Displays the total cost of all paid licenses and includes the number of unassigned licenses.



Cost by license type

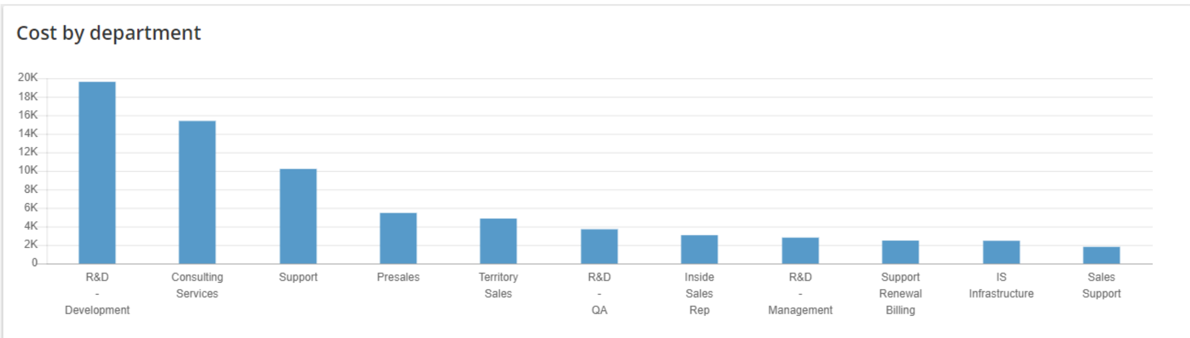
There are numerous Microsoft license types. To see a list of licenses in the tenant, click **Licenses | Licenses** in the left navigation panel.

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.



Viewing licenses

When you select **Licenses | 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.

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 the 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.

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 6.

If you have added custom attributes and you are viewing licenses for a single tenant, you have the option of grouping the licenses by custom attribute. For details about adding custom attributes, see Adding custom attributes on page 39.

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.

About filtering license data

When you click **Licenses | Licenses** in the left navigation panel., you could use the **FILTER** option to filter the displayed licenses using specific criteria. You can click **+** at the end of the first row and select **All of (and)** or **Any of (or)** to add an additional filter rule. To remove an individual filter rule, click **X** beside the rule.

- You can use **ADD NEW CLAUSE GROUP** to further refine the data.
- 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.

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

To show only Power BI 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 **Power BI** as the value.

The page displays only licenses that have Power BI as part of the license name. You can click **+** at the end of the first row and select **All of (and)** or **Any of (or)** to add an additional filter rule. To remove an individual filter rule, click **X** beside the rule.

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.

Grouping by custom attribute

If you have added custom attributes (up to three) and are viewing licenses for a single tenant, you can group the license data by a custom attribute. Custom attributes are used to add information about a user, such as an employee ID, cost center, or some other custom value for which there is not an existing attribute.

For details about adding custom attributes, see Adding custom attributes on page 39.

For example, suppose you have created a custom attribute for BU (business unit). To group the licenses by this custom attribute, you would follow these steps:

1 Click the arrow beside **Group By**.

A list of the available custom attributes is displayed which includes BU.

2 Select **BU**.

The licenses are grouped showing the number of users for each license in each specified BU.

To remove grouping from the Licenses page, you can select **None** in the list of custom attributes.

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

After you have grouped the license information by a custom attribute, you can further filter the data by the custom attribute as well. In filters, custom attributes are displayed in *italics* for easy identification.

For example, suppose you have grouped the licenses by the custom attribute called Usage Location. You could use the filters to display licenses with users in all locations except one (Usage Location **does not equal** UK).

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 **Licenses | Product Usage** 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 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 6.

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 Office 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.

For which products is usage data collected?

In the All Products page, product usage data is collected for the following products:

- OneDrive
- Exchange Online
- SharePoint
- Skype for Business
- Teams
- Yammer

When you view All Products on the Products Usage page, any other products will display n/a in the columns that show user activity.

Viewing Office 365 usage

When you click **Office 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 Unified Audit Logging must be enabled in your Office 365 or Microsoft 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 **+** at the end of the first row and select **All of (and)** or **Any of (or)** to add an additional filter rule. To remove an individual filter rule, click **X** beside the rule.

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 **+** at the end of the first row and select **All of (and)** or **Any of (or)** to add an additional filter rule. To remove an individual filter rule, click **X** beside the rule.

- You can use **ADD NEW CLAUSE GROUP** to further refine the data.
- 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 groups, changing license assignment, and removing licenses

When you click **Licenses | Groups** in the left navigation panel, the **All Groups** page is displayed by default and shows information about your groups including the group type, licenses available through the group, total number of users in the group and user activity.

You can select the **Update License Assignments** tab to assign licenses to groups or to enable or disable the license services available to a group.

You can select the **Remove Licenses** tab to remove licenses from a group or from several groups.

Viewing group information

By default, the All Groups table is populated with columns that show information such as group name, group type, tenant, licenses that are available in the group, number of users in the group, etc. You can see how many group members were active or inactive during the selected time period.

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 6.

About filtering groups

When you click **Licenses | Groups** in the left navigation panel, you can view your groups and see which groups provide licenses and the services available in each license. You can also filter to see the groups that do not currently offer licenses.

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

You can create filters by selecting fields such as license, group type, active users, inactive users, etc. You can click **+** at the end of the first row and select **All of (and)** or **Any of (or)** to add an additional filter rule. To remove an individual filter rule, click **X** beside the rule.

- You can use **ADD NEW CLAUSE GROUP** to further refine the data.
- To remove all filters, click **CLEAR ALL**.

Using the “contains” operator

The contains operator allows you to filter for partial values, For example, suppose you only want to see licenses that have “Microsoft 365” in the license name.

To see groups that have Microsoft 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 **Microsoft 365** as the value.

The page displays all groups that have Microsoft 365 licenses such as Microsoft 365 E3 or Microsoft 365 E5.

About changing group license assignment and removing licenses

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.

Regranting consent for License Administration

To assign licenses to and reclaim licenses from users, to assign or update licenses for groups, and to remove licenses from groups, consent must be granted for License Administration for the tenant.

On Demand Licenses regularly synchronizes each On Demand tenant with Microsoft Azure to populate the data in the reports. However, for management activities such as assigning licenses to users and updating licenses for groups, you need real-time license information to ensure you are assigning or updating licenses that are currently available.

A new permission has been added to the License Administration (Read Organization Information) to provide real-time information for license administration activities. To add this permission, you must regrant consent for License Administration for each of your tenants (Tenants | Edit Consents). After you have regranted consent for License Administration for each tenant, no further action is required.

Current limitations

This version of the feature has the following limitations:

- Security groups are fully supported. Group license assignment and removal can be used with security groups and with Microsoft 365 groups that have securityEnabled=TRUE.
- Group-based licensing currently does not support groups that contain other groups (nested groups). If you apply a license to a nested group, only the immediate first-level group members will have the licenses applied.

Prerequisites for updating or removing group licenses

To be able to assign licenses to or remove licenses from groups, the following prerequisites must be met:

- You must have both Can Read Licenses and Can Manage Licenses permissions under Access Control. By default, the License Management Administrator role provides both the Can Read Licenses and Can Manage Licenses permissions.

  For details, see To add a user to the License Management Administrator role in the Users page or To add a user to the License Management Administrator role in the Roles page.

  > **NOTE:** To assign users to a role that only has Can Read Licenses permissions, you can add a custom role that only has Can Read Licenses selected.

- You must grant License Administration consent for any tenants for which you want to update group licenses or remove group licenses. For details, see To grant License Administration consent for a tenant.

To add a user to the License Management Administrator role in the Users page

1. In the side navigation panel, expand the **Access Control** item and select **Users**.
2. In the User Name field, enter the user email address.
3. In the Assigned Role field, enter the License Management Administrator role.
4. Click **Add User.**

To add a user to the License Management Administrator role in the Roles page

1. In the side navigation panel, expand the **Access Control** item and select **Roles**.
2. In the **Roles** list, click the vertical ellipsis menu ⋮ in the Action column for the License Management Administrator role and select **Assign Users**.
3. In the **Add a user to this role** field, enter the email address of the user you want to add.
4. Click **Add User**.

   The user is assigned to the role and has the permission set defined by the role.

To grant License Administration consent for a tenant

1. Click **Tenants** in the navigation panel on the left.
2. On the Tenants page, select the tile for the tenant.
3. Click **EDIT CONSENTS**.
4. In the Actions column, beside License Administration, click **Grant Consent**.

Updating a group license assignment

On the Update License Assignments page you can assign a license to a group. You can also enable or disable the license services available to the group. For limitations, see Current limitations on page 28.

When viewing the Update License Assignments page, you can export the list of groups and the assigned licenses to a .csv-format file by clicking **EXPORT AS CSV**.

To update a group license assignment

1. In the left navigation panel, select **Licenses | Groups** and click the **Update License Assignments** tab.

The displayed list of groups shows the licenses that are currently assigned to each group and provides information about how many users have actively used the license services within the specified time period.

> **TIP:** To see details about which license services are enabled for a specific group, click the license name in the License name column.

2 Select the gear icon beside the group you want to update.

A list of the available licenses is displayed.

3 Click the down arrow beside the license name to show the available services for that license.

Services that are enabled for the license are checked. The number of services currently enabled for the license is shown at the top of the list such as 5/10 (five of 10 available services are enabled).

4 Select the license and select the services that you want to be assigned to the group. You can add more than one license at a time.

5 Click **Apply**.

The Job Status page is displayed showing a job status of Pending for the group assignment job that you have submitted. To see the most updated status, refresh the page by clicking **REFRESH JOB STATUS**.

Removing a license from a group

You might want to remove a license from a group if another license provides similar services.

To remove a license

1 In the left navigation panel, select **Licenses | Groups** and click the **Remove Licenses** tab

The displayed list shows groups and the licenses that are assigned to each group

2 Review the information about the groups and the licenses to be removed. You can click the license name to see the details for the group license.

3 In the License Name column, select the check boxes for the licenses that you want to remove.

You can remove licenses for more than one group at a time.

4 Click **REMOVE SELECTED LICENSES**.

5 On the Remove Licenses dialog, select the **Yes, I want to remove these licenses from these groups** check box.

6 Click **Remove**.

The Job Status page is displayed showing a job status of Pending for the license removal job that you have submitted. To see the most updated status, refresh the page by clicking **REFRESH JOB STATUS**.

When viewing the Remove Licenses page, you can export the list of groups and the licenses selected for removal to a .csv-format file by clicking **EXPORT AS CSV**.

About the Job Status page

The Job Status page allows you to see whether a license assignment job or remove job has failed and any error information. By default, the Job Status page shows the jobs for the past seven days but you can also view jobs for the past 30 days, 60 days, 90 days, or anytime. To sort the jobs, you can click the Job Start Time column heading.

You can modify or add filters to see different results. For example, Job Creator does not appear on the page by default. You can insert Job Creator as a column and filter to see only the jobs created by one user.

If you select **EXPORT AS CSV**, the content of the Job Status page (including hidden and insertable fields) is exported to a .csv file named GroupJobStatus.csv.

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Viewing users, assigning and reclaiming licenses

When you click **Licenses | Users** in the left navigation panel, the **All Users** page is displayed by default and shows 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 which users are not currently licensed.

You can select the **Assign Licenses** tab to assign licenses to users or select the **Reclaim Licenses** tab to remove licenses from users.

Viewing user information

By default, the All 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 the Microsoft 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. In filters, custom attributes are displayed in *italics*. For more information, see Adding custom attributes on page 39.

- About filtering users

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 6.

About filtering users

When you click **Licenses | Users** 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 39.

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. In filters, custom attributes are displayed in *italics* for easy identification.

You can click **+** at the end of the first row and select **All of (and)** or **Any of (or)** to add an additional filter rule. To remove an individual filter rule, click **X** beside the rule.

- You can use **ADD NEW CLAUSE GROUP** to further refine the data.
- 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 flexible filtering, to show the specific data that you want.

About assigning and reclaiming licenses

The Assign Licenses page lets you assign an available license to a user, either directly or through a group (assignment type). You can select several users at a time to assign available licenses.

The Reclaim Licenses page lets you reclaim (remove) a license from a user, whether the license is assigned directly or assigned through a group.

If the license has been assigned through a group and you reclaim the license, the user is removed from the group. If the group has multiple licenses, the user loses access to all licenses provided by the group.

Current limitations

This version of the feature has the following limitations:

- On Demand Licenses does not support assigning or reclaiming licenses for dynamic groups or mail-enabled security groups.
- For license assignment through a group, only groups with a single license are supported.
- Cloud security groups are supported for license assignment and reclamation. Mail-enabled security groups and role-assignable groups are not supported. Role-assignable groups are groups that have the *Azure AD roles can be assigned to the group* property enabled.

Support for hybrid environments

For hybrid environments, both cloud groups and on-premises groups are supported. To include on-premises groups when assigning and reclaiming licenses, you must install and configure an agent and add the domains that contain the groups you want to include.

You start the process by selecting **Tenants** in the left navigation bar:

- To install and configure an agent, select **Hybrid Agents**. After you download and install the agent, you link the agent to your domains as part of the agent configuration. Also, when configuring the agent, you must select **Modify group membership** under the Allowed Actions section.
- To add on-premises domains to On Demand, select **Active Directory Domains**. You add your on-premises domains by specifying the FQDN (Fully Qualified Domain Name) for each domain you want to add.

For detailed steps about adding and configuring agents and domains, see the section titled “Managing your on-premises domains” in the *On Demand Global Settings User Guide*.

Users and groups must be in same domains

On Demand Licenses requires that the on-premises group to which the user is being added is in the same domain as the user.

The Microsoft Entra ID User object contains a property called onPremisesDomainName that contains the on-premises domain FQDN that was synchronized from the on-premises directory. Licenses looks for an agent that is configured for a domain that is an exact match. For this reason, when you configure your agents, you must add and connect a domain for each child domain.

On Demand Licenses assumes that the group to which the user is being added is in the same domain. If the group belongs to a different domain, the agent cannot find it since the group does not have the onPremisesDomainName property. Agent selection is therefore based on the user that is being added, not on the group that is being modified.

Prerequisites for assigning or reclaiming licenses

To be able to assign licenses or reclaim licenses, the following prerequisites must be met:

- You must have both Can Read Licenses and Can Manage Licenses permissions under Access Control. By default, the License Management Administrator role provides both the Can Read Licenses and Can Manage Licenses permissions.

  For details, see To add a user to the License Management Administrator role in the Users page or To add a user to the License Management Administrator role in the Roles page.

  > **NOTE:** To assign users to a role that only has Can Read Licenses permissions, you can add a custom role that only has Can Read Licenses selected.

- You must grant License Administration consent for any tenants for which you want to assign or reclaim licenses. For details, see To grant License Administration consent for a tenant.
- For hybrid environments, the login account that you use to run the agent setup program must have local administrator rights.

  The agent setup program will prompt you for service account credentials (username and password) that are used to run the agent service. The agent service account must be a domain account and must have local administrator rights on the computer on which the agent is being installed. Also, for Licenses, the service account must have Write Members permissions on the directory group objects.

To add a user to the License Management Administrator role in the Users page

1. In the side navigation panel, expand the **Access Control** item and select **Users**.
2. In the User Name field, enter the user email address.
3. In the Assigned Role field, enter the License Management Administrator role.
4. Click **Add User.**

To add a user to the License Management Administrator role in the Roles page

1. In the side navigation panel, expand the **Access Control** item and select **Roles**.
2. In the **Roles** list, click the vertical ellipsis menu in the Action column for the License Management Administrator role and select **Assign Users**.
3. In the **Add a user to this role** field, enter the email address of the user you want to add.
4. Click **Add User**.

   The user is assigned to the role and has the permission set defined by the role.

To grant License Administration consent for a tenant

1. Click **Tenants** in the navigation panel on the left.
2. On the Tenants page, select the tile for the tenant.
3. Click **EDIT CONSENTS**.
4. In the Actions column, beside License Administration, click **Grant Consent**.

Assigning a license to a user

You can assign a license to a user directly or through a group. The following considerations apply:

- You can only assign licenses to users within a single tenant in a single job. Once you select a user, all users in other tenants are unavailable for selection in that session.
- You cannot assign a license through a dynamic group. Also, though cloud security groups are fully supported, mail-enabled security groups and role-assignable groups are not supported.
- To assign a license through an on-premises group, you must have installed and configured an agent and added the domain that contains the group. For details, see Support for hybrid environments on page 34.

To assign a license

1 In the left navigation panel, select **Licenses | Users** and click the **Assign Licenses** tab.

The displayed list of users shows the licenses that users already have and whether each license is assigned through a group or directly. This list also identifies users that have “No assigned license”.

> **TIP:** To see details about the user licenses that were assigned through a group, click the links for the groups listed in the Assignment Type column. A details panel shows the groups through which the license is assigned and the assignment origin for each group.

2 Select check boxes beside the display names of users to which you are assigning a license.

If you want, you can export the list of selected users to a .csv-format file by clicking **EXPORT SELECTION AS CSV**.

3 Click **Assign to Selected Users**.

4 In the Assign License dialog, select the following:

- location
- license to be assigned
- assignment type (direct or group).
  - If you are assigning the license through a group, select the group name.

    NOTE: If you select a group but get the message “There is no supported group with the selected license in this tenant”, it means that Licenses could not find a security group that has the selected license.

5 Select the check box beside **Yes, I want to assign this license to the selected users** and click **Assign**.

The Job Status page opens so that you can see the status of the assignment and any error information about the job. A message displays on the Job Status page that indicates your license assignment job has been initiated. Initially the Job Status column will display *Pending.*

To see the most updated status, click **Refresh Job Status** to refresh the page.

Reclaiming a license from a user

You might want to reclaim a license from a user if the user goes on temporary leave, has licenses with duplicate services, or has left the company.

You can reclaim a license that was assigned directly or through a group. The following considerations apply:

- You can only reclaim licenses from users within a single tenant in a single job. Once you select a user license, all licenses assigned to users in other tenants are unavailable for selection in that session.
- For licenses assigned through a group, you can only reclaim licenses that were assigned through a cloud group. You cannot reclaim a license that was assigned through a dynamic group.
- When you reclaim a license assigned through a group, the user is removed from the group. If other licenses were assigned through that group, the user will lose access to those licenses as well.

To reclaim a license

1. In the left navigation panel, select **Licenses | Users** and click the **Reclaim Licenses** tab.

   The displayed list shows users and the licenses that are available to be reclaimed.

2. In the License name column, select the check boxes beside the names of the licenses that you are reclaiming.

   You can only select licenses that belong to users that are in the same tenant.

   If you want, you can export the list of selected licenses to a .csv-format file by clicking **EXPORT SELECTION AS CSV**.

3. Click **Reclaim Selected Licenses**.

4. In the Reclaim Licenses dialog, review the information about the users and the licenses to be reclaimed.

5. Select the check box beside **Yes, I want to reclaim these licenses from the selected users** and click **Reclaim.**

The Job Status page opens so that you can see the status of the license reclamation and any error information about the job. A message displays on the Job Status page that indicates your license reclamation job has been initiated. Initially the Job Status column will display *Pending.*

To see the most updated status, click **Refresh Job Status** to refresh the page.

About the Job Status page

The Job Status page allows you to see whether a license assignment job or reclamation job has completed successfully or failed and any error information. When you click the Job Status tab, the page opens showing results for the last 7 days by default. You can change to the time period to show job statuses for the last 30 days, 60 days, 90 days, or any time.:

You can add filters to refine the results. For example, you could filter by job creator to see all the jobs that were created by one user, or you could filter by job type to see only the License Assignment jobs.

If you select **EXPORT AS CSV**, the content of the Job Status page (including hidden and insertable fields) is exported to a .csv file named JobStatus.csv.

Why jobs might fail

You might see a job failure message if you have selected more users to which you want to assign a license than there are available licenses.

Another reason that job might fail would be if you had assigned a license to a user but the user already has that license.

About Access Control

When you add a user to an organization, you can also assign one or more On Demand 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 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*.

For specific details about adding a user to a role for license assignment and reclamation activities, see To add a user to the License Management Administrator role in the Users page on page 35.

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Configuration

When you click **Licenses | Configuration** in the left navigation panel, the Configuration page is displayed.

The Configuration page allows you to customize your cost reporting to match your Microsoft 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 Licenses reports.

You can also add up to three Microsoft Entra ID 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.

You can set the currency symbol to be used for your On Demand organization in reports.

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.

IMPORTANT: The Customize Rates feature is set at the On Demand organization level. If the selected tenant exists in more than one organization, any changes that you make to customized rates and license report inclusion will immediately affect the other organizations which can cause incorrect reporting. For this reason, it is recommended that a tenant should only exist in one organization.

To set a custom rate

1. Click **Licenses | Configuration** 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 Licenses 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 Microsoft Entra ID custom attributes available in filters. Custom attributes are used to add information about a user, such as an employee ID, cost center, or some other custom value for which there is not an existing attribute. Custom attributes are specific to an individual tenant.

After you have added custom attributes (up to three) for a specific tenant, you can use this information in different pages in Licenses.

For example, on the Users page, you can add a column to the Users table for the attribute and filter users based on that custom attribute. On the Licenses page, you can group the license data by a custom attribute and also filter the data using the attribute.

Custom attributes are limited to 128 characters in length. If you have created a custom attribute in Microsoft Entra ID that is over 128 characters, it will be truncated to 128 characters when added in On Demand.

To add a custom attribute

1 Click **Licenses | Configuration** 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.

> i **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 and the Licenses page. When you are viewing a list of values in filters, custom attributes are displayed in *italics* for easy identification.

You can also use the Group By option on the Licenses page to group license information by custom attribute.

Setting the currency symbol for reports

By default the currency symbol used in the Licenses reports is set to US Dollar ($). You can change the currency symbol that is displayed for all the tenants in your On Demand organization.

IMPORTANT: The Edit Currency feature is set at the On Demand organization level. If a tenant exists in more than one organization, any changes that you make to currency settings will immediately affect all organizations to which the tenant belongs, which can cause incorrect currency symbols to be displayed. For this reason, it is recommended that a tenant should only exist in one organization.

To set the currency symbol for the organization

1 Click **Licenses | Configuration** in the left navigation panel.

2 Click the **ORGANIZATION SETTINGS** tab.

3 Click **Edit Currency**.

4 Select the currency that you want from the drop-down list and click **Save**. For example, you might select Euro (€) as the currency.

   The currency symbol that appears for license costs in reports for all tenants will be €. However, when you change the currency symbol, there is no conversion of license costs.

   To update the license costs to reflect the actual costs in the updated currency see Customizing rates and excluding licenses on page 38.

11

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
- Licenses
- Migrate
- Recover

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
- Licenses
- Migrate
- Recover

Release Notes

- Global Settings

- Audit
- Licenses
- 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.

12

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 - 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.