


Warning! An error occurred when retrieving information about this subscription.

Last Modified on 04/02/2020 6:07 pm GMT

The error below is seen when going to a subscription in the UX1 view via Account --> Subscriptions --> Click on a subscription;

 Warning! An error occurred when retrieving information about this subscription. ✕

[RENEW](#) [DISABLE AUTOMATIC RENEWAL](#) [CANCEL SUBSCRIPTION](#)

GENERAL INFORMATION

Expires Dec 20, 2020	Automatic Renewal ✔ Enabled	Monthly Price £2.30	Subscription Period 12 Months
Next Billing Date Jan 20, 2020	Subscription ID 1014567	Service Plan Office 365 Business Premium (Nonprofit Staff Pricing)	Created Dec 20, 2019

The cause for this error is that changes to the service plan's resources have been made, therefore you cannot adjust limits until the service plan is back in line with the latest version. To resolve this we will need to re-synchronise the subscription, so please contact support@vuzion.cloud with the relevant information;

- **Customer**

- **Subscription ID**

We should be able to resolve this quickly, as a synchronisation will install new resources and remove old ones, removing the error message.