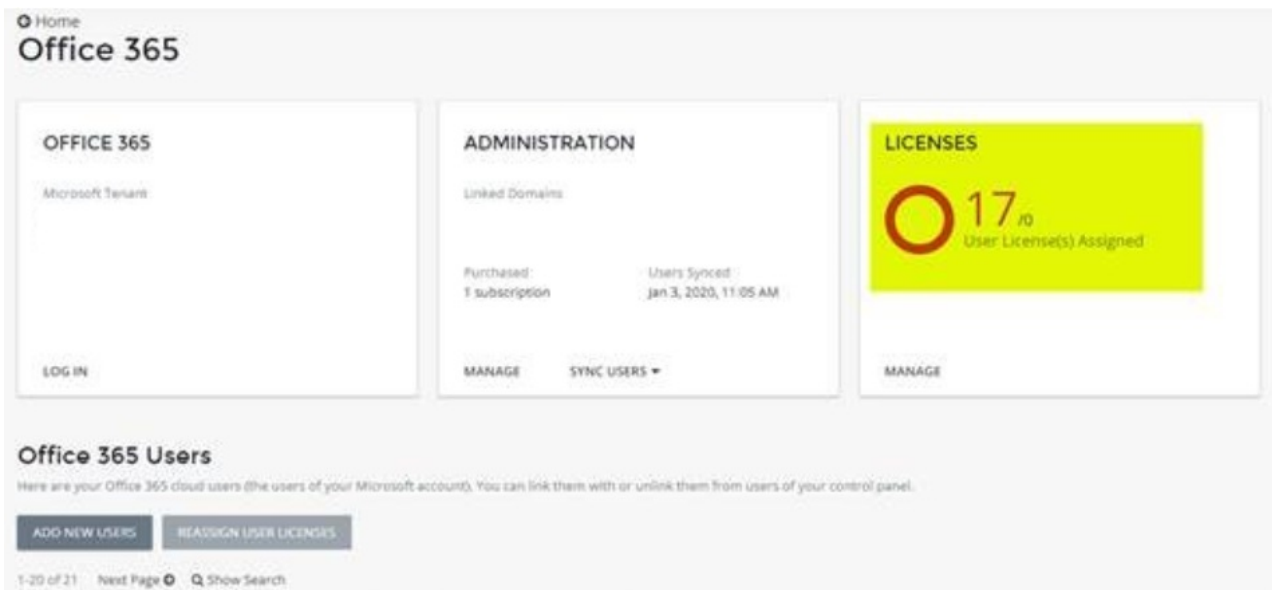


Office 365 users showing overused with a total of zero

Last Modified on 04/02/2020 6:13 pm GMT

When adding a subscription to an existing Office365 tenant that has been newly created on CORE, you may encounter what looks to be a license over-usage as highlighted in the below example screenshot;



The screenshot displays the Office 365 administration interface. At the top, there is a 'Home Office 365' header. Below this, there are three main panels: 'OFFICE 365', 'ADMINISTRATION', and 'LICENSES'. The 'LICENSES' panel is highlighted in yellow and shows a red circle with the number '17' and the text 'User License(s) Assigned'. Below this, there is a 'MANAGE' button. The 'ADMINISTRATION' panel shows 'Linked Domains', 'Purchased: 1 subscription', and 'Users Synced: Jan 3, 2020, 11:05 AM'. There are 'MANAGE' and 'SYNC USERS' buttons in this panel. The 'OFFICE 365' panel shows 'Microsoft Tenant' and an 'LOG IN' button. Below the main panels, there is a section for 'Office 365 Users' with buttons for 'ADD NEW USERS' and 'REASSIGN USER LICENSES'. At the bottom, there is a pagination bar showing '1-20 of 21' and a search bar.

This is nothing to be alarmed about and the fix for this is simply to sync the users via the **Sync Users** button, as can be seen above. Clicking Sync Users will bring a drop-down box, and you'll just want to select **Sync All Users** - this will then display the correct license usage count.

As always, if any problems are encountered please feel free to contact support@vuzion.cloud for assistance.