

All clients

PREPARED BY
Harbour IT

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DATA COLLECTED
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MICROSOFT 365 TENANT
3 clients

Every subscription with licences bought, assigned and available, its cost and renewal date, trials and lapsing subscriptions, and who has which licence, directly or by group.

Filtered view. Assignment problems: 2 of 6 rows, Client is Contoso Legal LLP, 1 column hidden. The headline figures cover every row.

Assignment problems 2

Licences that couldn't be assigned, licensed accounts without a usage location, and licences assigned both directly and by a group.

Flag	Client	Account	Problem	Group	What it means	What to do
● Low	Contoso Legal LLP	bobby.marsh@contoso.example	No usage location	–	Microsoft needs a usage location (country) to assign a licence. Groups fall back to the organisation's country; assigning one directly fails.	Set the usage location on the account in the Microsoft 365 admin center
● Low	Contoso Legal LLP	annabel.fraser@contoso.example	Directly and by group	All Staff	Removing the account from the group won't remove the licence, which is how leavers keep licences.	Remove the direct assignment so the group manages it

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