

# All clients

PREPARED BY  
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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 Northwind Traders, 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  | Account                                | Licence                        | Problem               | Group     | What it means                                                                                                                                 | What to do                                                              |
|-------|----------------------------------------|--------------------------------|-----------------------|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|
| ● Low | robert.hughes@northwindtraders.example | Microsoft 365 Business Premium | 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 | ann.patel@northwindtraders.example     | Microsoft 365 Business Premium | 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                    |