LICENCES AND SUBSCRIPTIONS: ASSIGNMENT PROBLEMS

All clients

Harbour IT

PREPARED BY
Harbour IT

DATE
29 Nov 2026

CLIENTS
3

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.

Assignment problems 6

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

Flag	Client	Account	Licence	Problem	Group	What it means	What to do
Low	Contoso Legal LLP	bobby.marsh@contoso.example	Microsoft 365 Business Premium, Microsoft Entra ID P2	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	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
Low	Fabrikam Dental Group	ben.okafor@fabrikam.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	Fabrikam Dental Group	anna.kowalski@fabrikam.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
Low	Northwind Traders	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	Northwind Traders	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

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