Power BI support

Self-service guidance to solve common support issues or to learn how to contact Support.

About Support requests

HOW-TO GUIDE

Support overview

How to contact Support

Create a Support ticket

Support-related admin settings

HOW-TO GUIDE

Help and Support settings

Service interruption notifications

Before you contact Support

HOW-TO GUIDE

View current and historical service health in the Microsoft 365 admin center

Are there any service-wide outages

Is this problem a known issue?

Look for an answer in the Community forum

Tips for getting answers to your Power BI questions

Troubleshooting guides

HOW-TO GUIDE

Power BI

Fabric and Power BI support overview

Article • 06/11/2024

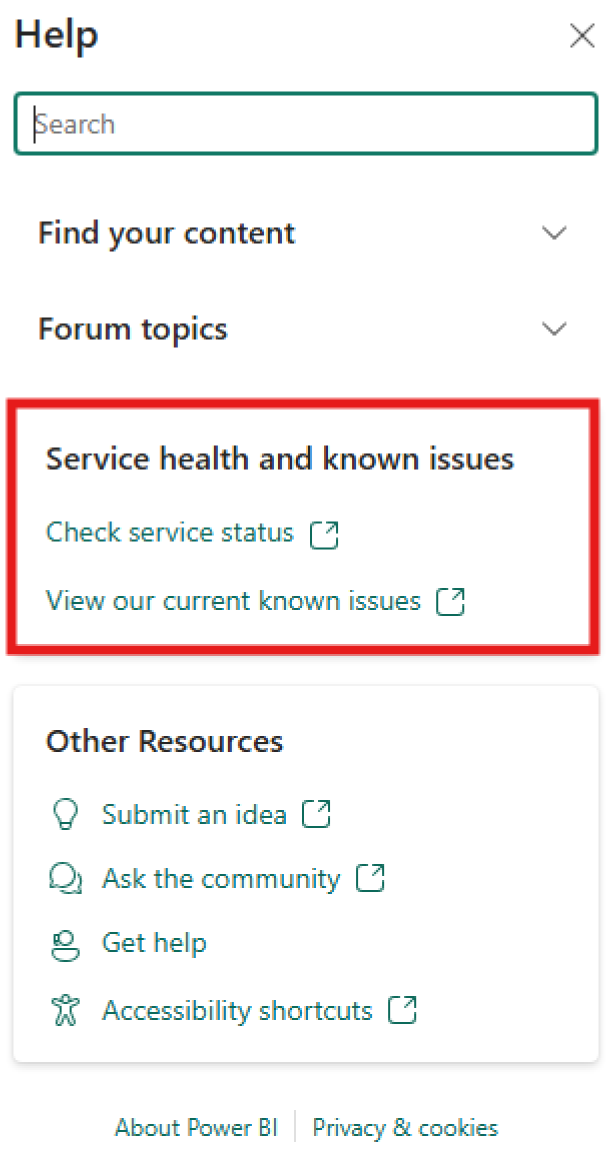
This article describes how to find self-help resources and the support options that are available to users who purchase Microsoft Fabric or Power BI. Fabric administrators and other admins in your organization have access to expanded support options. Read Commonly used Microsoft 365 admin center roles to learn more about who can manage service requests for your organization. To learn about Microsoft Fabric for administrators, see Microsoft Fabric admin.

Finding self-help resources

Many resources are available to help you identify, research, and solve issues. From the top menu bar, select the question mark (**?**) to open the Fabric Help Pane. In the Help Pane, search for content from Microsoft Learn and the different Fabric workloads.

Checking for service health and known issues

From the Help pane, you can navigate to the Fabric Support page to check Fabric service status or to view Fabric current known issues.

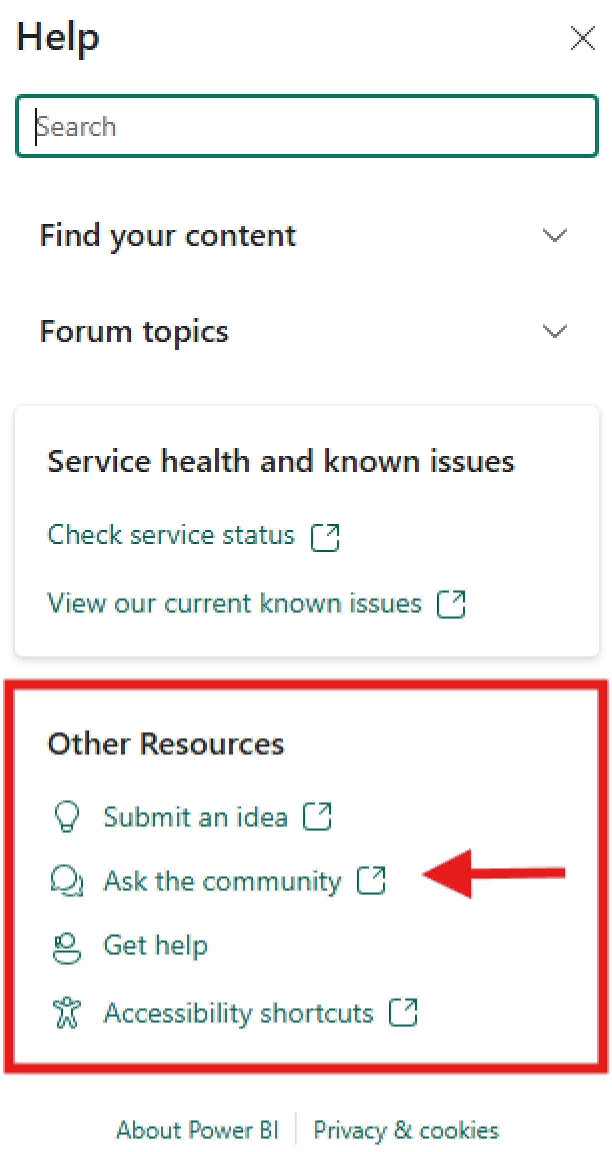


Searching for content in the Help Pane

In the Help Pane, enter a keyword to find relevant information and resources from Microsoft documentation and community forum topics. Use the dropdown to filter the results.

Search for help in Fabric communities

Clicking on "Ask the community" in the Help Pane takes you to the Fabric Community site where you can post questions and seek help from other users.



About Support

For which languages does Microsoft provide support?

Microsoft provides support in English globally and in other languages (Japanese, Spanish, French, German, Italian, Portuguese, Traditional Chinese, and Simplified Chinese) within certain regions.

Expand table

English *	Japanese **	Spanish, French, German, Italian, Portuguese **	Traditional Chinese, Simplified Chinese **
Provided globally all day, every day	Available to customers in Japan region during that region's business hours.	Available to customers in Europe/Middle East/Africa regions during those regions' business hours. Spanish/Portuguese available to customers in South America during that region's business hours.	Available to customers in Asia/Pacific region during that region's business hours.

* Around the clock (all day, every day) support is available based on issue severity and your support offering.
** Support in languages other than English may be available during local business hours subject to availability.

> ⓘ Note
>
> Translation services might be available to assist with other languages outside normal business hours.

Do I get around the clock support?

- Microsoft provides all day, everyday support in English for all **Severity A** issues and might provide all day, everyday assistance for issues of other severity based on your support offering.
- For those issues that don't qualify for all day, everyday support, Microsoft provides assistance during local business hours only.

What hours are considered local business hours for support?

For **most countries**, business hours are from 9:00 AM to 5:00 PM during weekdays (weekends and holidays excluded). For **North America**, business hours are 6:00 AM to 6:00 PM Pacific time, Monday through Friday excluding holidays. In **Japan**, business hours are from 9:00 AM to 5:30 PM weekdays.

What's the difference between technical support and advisory services?

- Technical support break-fix issues are technical problems you experience while using services. "Break-fix" is an industry term that refers to "work involved in supporting a technology when it fails in the normal course of its function. Break-fixes require intervention by a support organization to be restored to working order."
- How functionality works isn't considered a break-fix issue but is more closely related to training. These "how-to" questions, or Advisory services, involve a transfer of knowledge and can often be answered in other ways. We recommend reviewing product documentation, raising a question in online community forums, or contacting a knowledgeable individual such as a partner. While there might be some elements of knowledge transfer involved in solving a break-fix issue, in general, assisted training isn't included in support plans.

What is a preview (beta) service or feature?

Microsoft may provide access to Fabric workloads, artifacts, or features that are still in preview to obtain feedback and for evaluation purposes. There are different kinds of preview services and features, with service availability and access being the biggest differentiators:

- **Public Preview**: Made available to all Fabric or Power BI users. Some preview experiences or features have to be enabled or disabled by Fabric admins in the Admin Portal. The public preview experience is intended to give users an early look into what is coming and a chance to test upcoming features.

- **Private Preview**: Provided only to a small subset of customers, in direct contact with product engineering teams who are building the features, focused on direct and continual feedback during the development phase of a service.

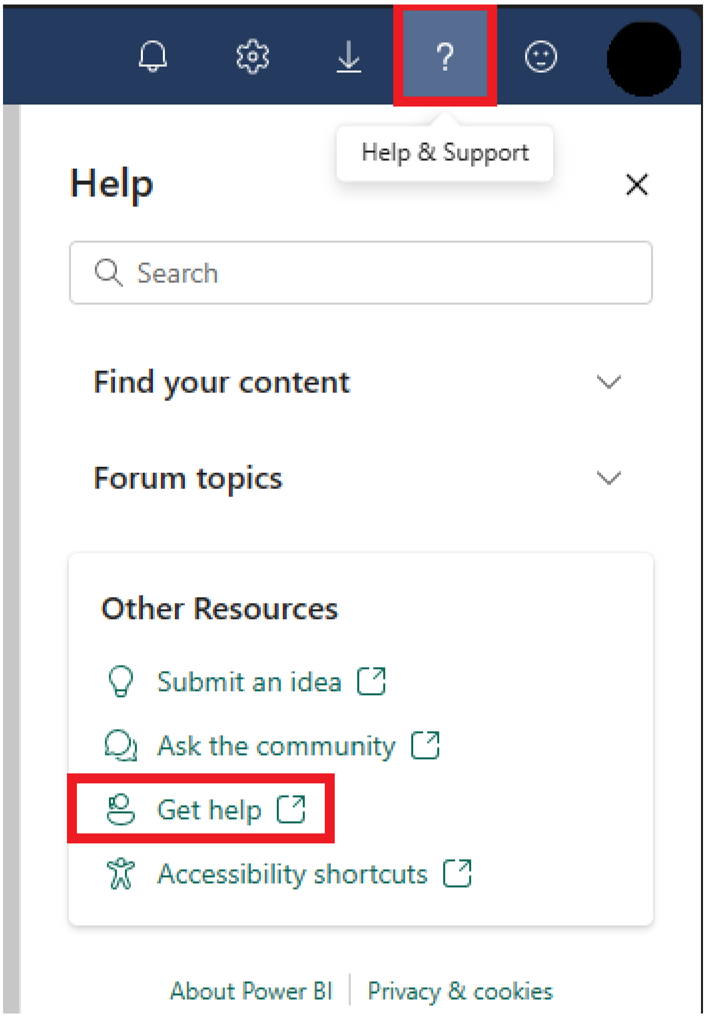
When Microsoft offers you early access to a Fabric workload and/or features, these preview services and features are subject to reduced or different service terms as described in your service agreement and the preview supplemental terms. Preview services and features are provided "as-is," "with all faults," and "as available," and are excluded from any Limited Warranties provided by Microsoft for services released to general availability (GA), and are made available to you on the condition that you agree to these terms of use, which supplement your agreement governing use of customer engagement apps.

Does Fabric support cover preview (beta) services or features?

- Support for Fabric workloads and features is provided for "Public Preview" and "Generally Available" programs.
- Any technical support for a public preview service or feature is limited to break-fix scenarios.
- Users might find more support for Public Preview features through our Community forums or other channels.

Before you contact support

Verify whether Microsoft support is your admin's preferred option when you need help. To check, select (?) from the page header in the Power BI service, then choose **Get Help**. If this selection takes you to Power BI support, you might use the following listed support options. Otherwise, you're directed to the preferred support option for your organization. If your product doesn't have a support contract, you receive a message that "This product isn't supported."



If Microsoft support is your admin's preferred option:

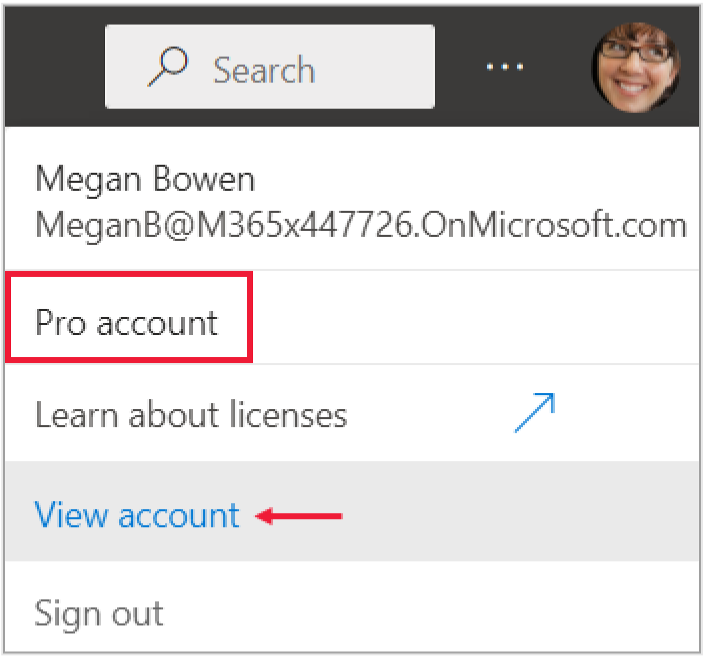
1. Check for service outages or degradation at Power BI and Fabric Support .

2. Check for known issues with Power BI or Fabric features.

3. See if your issue has been addressed by the Community.

4. Review the Fabric troubleshooting documentation or the Power BI troubleshooting documentation.

5. Open your Account manager to find out which license you have. Select your profile picture from the page header to open your Account manager. For Power BI, if **Pro account** or **Premium Per User account** displays, you might use the following listed support options. For Fabric, all users might use the following listed support options.



Using Support

How do I contact Support?

Access Support through either the Fabric Admin Portal, Fabric Support page, or the Power Platform admin center. Microsoft partners should use the Partner Center portal. For detailed instructions on how to create a support ticket, review How to contact support document. Make sure also to review our best practices when creating a support ticket document.

Expand table

Support option	Break-fix technical support	Billing support	Consulting and training	Service level (time to initial engagement)	Support channel
Community support: Web forums for users to get peer-to-peer support, guidance, and share solutions. Answers are provided by a global community of Power BI experts and Microsoft employees.	X			None, engagement is provided on a best-effort basis.	Fabric & Power BI Community
Power BI Pro and Premium Per User end-user support: Technical and billing support for end users creating and consuming content in Power BI.	X			One business day.	Fabric support OR Fabric Support Center
Fabric user: Technical and billing support for users creating in Fabric in Fabric capacities.	X	X		One business day	Fabric support OR Fabric Support Center
Fabric or Power BI Premium admin support: Technical support for administrators deploying and operating Power BI Premium capacities.	X			One business day or one hour, depending on severity of case.*	Fabric support OR Fabric Support Center
Fabric or Power BI admin support: Technical and billing support for administrators of Power BI deployments at their organizations. To use this option, you must be a Power BI Administrator or be assigned a Microsoft 365 admin role that can manage service requests.	X	X		One business day or one hour, depending on severity of case.*	Fabric Support Center

Support option	Break-fix technical support	Billing support	Consulting and training	Service level (time to initial engagement)	Support channel
Microsoft Premier support: An enterprise-grade approach to support, with account management, the option for on-site support, and services such as training and data model performance optimization.	X	X	X	Various, depending on offering and severity of case.*	Customer Success Account Manager OR Fabric Support Center

* A one-hour SLA is available only through *Sev A cases*, which require justification of immediate, direct business impact from work stoppage in existing production reporting.

Why is submitting a request online the preferred method of contacting Support?

Submitting support requests online allows us to deliver fast and deep technical expertise in the most effective and efficient manner possible. Due to the detailed nature of the requests, it's easier to provide relevant information online, compared to reading this information over the phone. This model also eliminates unproductive hold time and provides instead a simple, intuitive online process. As a result, customer problems are routed more quickly, to the most qualified engineer.

Is there a phone number I can call to contact Support?

Contacting Support over the phone doesn't speed up the processing of your request, and you actually get a better and faster experience by contacting support via the correct support portals listed earlier in this article. If you can't submit a request online, you can find a local support number from our list of regional Global customer service centers.

How do I submit a support request if I can't sign in?

If you can't submit a support request online, you can find a local support phone number from our list of regional Global customer service centers.

Who can submit a support request for Fabric or Power BI?

- Any users with the Fabric admin role on the tenant can submit a support request.
- Users with appropriate admin roles as listed in the support role article.
- Users with a Fabric license or a paid version of Power BI.

> **Note**
>
> If you got your Power BI Pro or Premium-per-user (PPU) license through a guest affiliation with another organization, you can't contact support. Your license must be assigned directly by the organization that manages your work or school account to enable support options.

What is Initial Response Time, and how quickly can I expect to hear back from someone after submitting my support request?

Initial Response Time is the period from when you submit your support request to when a Microsoft Support Engineer contacts you and starts working on your support request. The Initial Response Time varies with both the support plan and the business impact of the request (also known as Severity). Initial Response Times are calculated using business-hours support for subscription-based support. Elevated support plans contain non–business hours response times.

Expand table

Severity level	Customer's situation	Initial Response Time
Critical	**Critical business impact** Customer's business has significant loss or degradation of services and requires immediate attention.	Unified Core/Advanced: < 1 hour, around the clock Unified Performance: < 30 minutes, around the clock
Severity A	**Critical business impact** Customer's business has significant loss or degradation of services and requires immediate attention.	Subscription: < 1 hour, around the clock Premier: < 1 hour, around the clock
Severity B	**Moderate business impact** Customer's business has moderate loss or degradation of services, but work can reasonably continue in an impaired manner.	Subscription: < 4 hours Premier: < 2 hours, around the clock

Severity level	Customer's situation	Initial Response Time
Standard	**Standard business impact** Customer's business has moderate loss or degradation of services, but work can reasonably continue in an impaired manner.	Unified Core: < 8 hours, around the clock Unified Advanced/Performance: < 4 hours, around the clock
Severity C	**Minimum business impact** Customer's business is functioning with minor impediments of services.	Subscription: < 8 hours Premier: < 4 hours

How quickly can you resolve my support request?

Microsoft is committed to assisting you in resolving your issue as soon as possible. Sometimes that means focusing efforts on reducing the business impact and mitigating any negative impact to your operation, before moving to a full solution. Therefore, we make a commitment to Initial Response Time and working with you until the impact of your issue is mitigated, having no direct SLA for support request resolution. The time it takes to troubleshoot and resolve a support request varies greatly based on the specifics of the issue. We work with you to get the issue resolved as quickly as possible. This commitment applies to all levels of support.

I'm running a non-Microsoft technology with Fabric. What support do I get?

- Microsoft offers customers the ability to run non-Microsoft technologies along with Fabric. For all scenarios that are eligible for support, Microsoft Support investigates the issue to find its root cause. This helps in isolating the issue between the environment and your custom application.
- Full technical support is provided if the issue is caused by Fabric. Commercially reasonable support is provided to all other scenarios. When an adequate solution to your issue isn't achieved, you might be referred to other support channels that are available for the non-Microsoft software.

How do I get support during an outage or Service Interruption Event (SIE)?

- View the service health updates we post on the Fabric Support page.

- View the service health in Microsoft 365 at a glance. You can also check out more details and the service health history.
- Use Message center in Microsoft 365 to keep track of upcoming changes to features and services.
- Finally, if service health and Message center don't show any active or recent service issues, contact support.

How is support provided for Performance issues?

Microsoft Fabric subscription support primarily covers break-fix issues, which are technical problems that you experience while using Microsoft Fabric. "Break-fix" is an industry term, which refers to "work involved in supporting a technology when it fails in the normal course of its function. Break-fixes require intervention by a support organization to be restored to working order."

Microsoft Fabric subscription support doesn't cover the following issues:

- Customer proposals for product features (you can submit requests through Fabric Ideas)
- Onsite support
- Data recovery
- Write, review, or debug customer code

If you want this level of support, you can evaluate Unified Support.

Does Microsoft provide support for Data Corruption?

Data may become corrupt due to many reasons (malfunctioning software, custom code, partner or ISV software, power outages, etc.). Microsoft doesn't provide assistance for correcting damaged data. Note that per the Service Provider License Agreement (SPLA), Microsoft doesn't have a legal obligation to change or correct data being corrupted due to malfunctioning software. Microsoft may execute scripts provided by partners/customers in the production environment if the script was tested in the UAT environment by the partner/customer prior.

Get started with support for administrators

> **Tip**
>
> Need help getting started with Power BI? Take advantage of the one-hour workshops offered by our partners and get a free consultation.

Admins can use the **Help + support** experience in the Power Platform Admin Center to get self-help solutions and to create a new service request. Before you contact Microsoft support, follow these steps:

- Check for service outages or degradation at Fabric Support.
- Check for known issues with Power BI or Fabric features.
- Look for any notifications about Power BI or Fabric in the Microsoft 365 service health dashboard.
- Check Microsoft 365 message center to make sure there are no planned maintenance activities affecting your experience.
- Capture diagnostic information from the Power BI or Fabric service or Fabric service that you can attach to your service request.

Learn more about how admins can contact support for help with Microsoft 365 business products.

Power BI and Fabric benefits for Microsoft Unified support contracts

With Microsoft Unified contract support, you also get the following benefits:

- Account management
- Option for on-site support
- Health check, risk assessments, and reviews
- Training and workshops
- Developer support

As a Power BI or Fabric customer, you can also take advantage of the following offerings for proactive support hours:

- **Power BI Assessment**. A Microsoft-accredited Customer Engineer diagnoses potential issues and performance with your Power BI environment. The engineer provides valuable guidance on recommended practices to improve the health and performance of your Power BI environment. At the end of this assessment, you receive a comprehensive Power BI report of results, a detailed best practice guidance deck, and a summary report tailored to your environment.

- **Activate Business Analytics with Power BI**. This offering is designed to help you to implement a real-life scenario and enable Power BI for your organization. Work side-by-side with an expert over three days, developing a proof-of-concept in Power BI, with the objective of improving one of the following scenarios:
  - Scenario 1: Power BI Solution Development. Your organization already has a data warehouse or data marts in place, or your department wants to explore data that isn't in the corporate store yet. The support expert can prototype a Power BI solution that connects to your data and extracts meaningful insights using Power BI models and reports. Common data sources include Azure SQL Database, Azure SQL Data Warehouse (DW), or on-premises data using Enterprise Data Gateway.
  - Scenario 2: Adoption, Governance, and Administration. The focus here's on establishing a framework for Power BI governance and operational processes. We'll review your infrastructure, discuss key components in typical Power BI deployments, and recommend practices for governance, administration, and management of Power BI.
  - Scenario 3: Enterprise Scale Data Analytics. The focus in this scenario is on developing Power BI Premium models or migrating existing AAS/SSAS models to Power BI. We consider key components, advantages, and limitations of Power BI Premium capacity management and migrations to Power BI Premium from existing enterprise analytics infrastructure.

- **WorkshopPLUS - Data AI: Business Analytics with Power BI**. This workshop is a great introduction to Power BI, making it an excellent starting point for adoption or for ramping up your users. It provides you with a complete overview of Power BI functionality and capabilities and covers both Power BI Desktop and the Power BI service. You learn in detail how to build calculations and reports, transform data, and build a model. You also learn best practices around sharing and governing that content in the Power BI service. You can also expect many demonstrations and labs, so you can experiment and see the technology in action.

- **WorkshopPLUS - Data AI: Advanced Data Analytics with Power BI**. This offering presents how you can implement the key principles of data modeling in Power BI, using tools such as Power BI Desktop and the accompanying cloud service for the publishing and consumption of Power BI assets. You develop reports, including DAX, and use premium capacities in Power BI. You also deal with advanced analytics involving AI components, Premium, and Data flows.

- **Power BI Clinic**. This offering presents how you can optimize your Power BI workload. Use this clinic as a proactive service to help optimize performance before deploying Power BI, or as a reactive service to alleviate existing bottlenecks. You have an opportunity to work with a Microsoft SME (subject matter expert) on performance tuning and optimization of slow running Power BI reports, with a focus on report models and DAX. You also have an opportunity to work on slow semantic model refresh with a focus on refresh performance in the Power BI cloud service or Power BI Report Server.

Contact your Microsoft Customer Account Manager for details. If you don't already have a Microsoft Premier or Unified support contract, learn more at Premier and Unified support.

Related content

- Help and support tenant settings
- Find the right Power BI training for you

Feedback

Was this page helpful? Yes No

Provide product feedback | Ask the community

Create a support ticket

Article • 08/13/2024

Before creating a support ticket, get real-time help by using the Power Platform admin center (admin roles only) or the Microsoft Fabric support page. If you can't resolve the issue through self-help, create a support ticket.

Prerequisites

Users can create support tickets if they have one of the following security roles or licenses:

- Microsoft Entra role administrator
- Environment administrator (or system administrator role in Dataverse)
- Company administrator
- Billing administrator
- Service administrator
- CRM service administrator
- CRM organization administrator
- Security administrator
- Partner delegated administrator
- SharePoint administrator
- Teams administrator
- Exchange administrator
- Fabric administrator
- Compliance administrator
- Helpdesk administrator
- Power BI Pro users can create support tickets for Power BI
- Fabric users can create support tickets for Fabric products

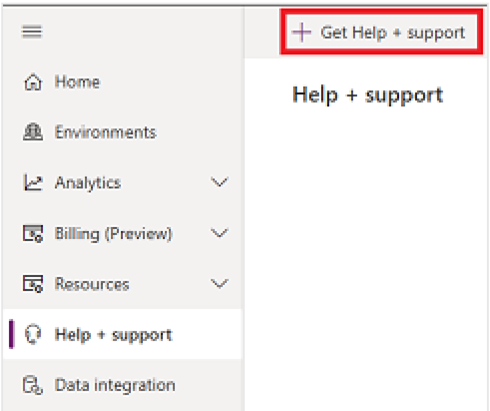
Steps for creating a support ticket

The steps you take to create a support ticket vary, depending on your role.

For administrators

1. Sign in to the Power Platform admin center (PPAC) with your admin credentials.

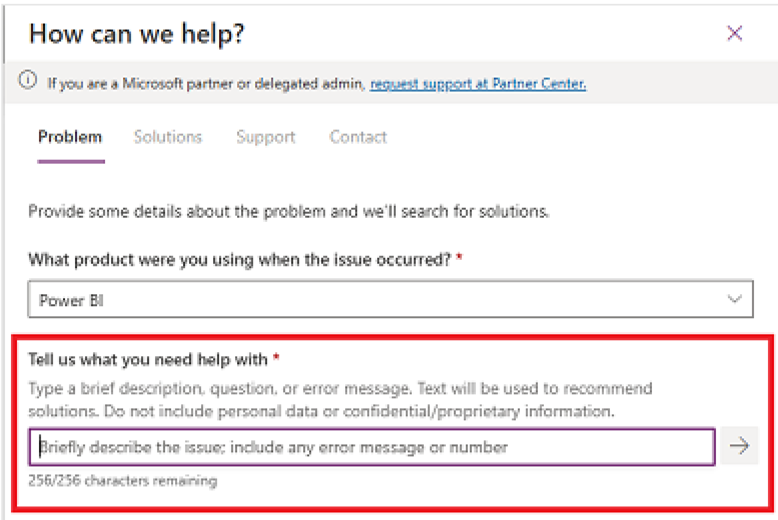
2. Select **Help + support** in the left navigation pane, and then select **Get Help + support**.



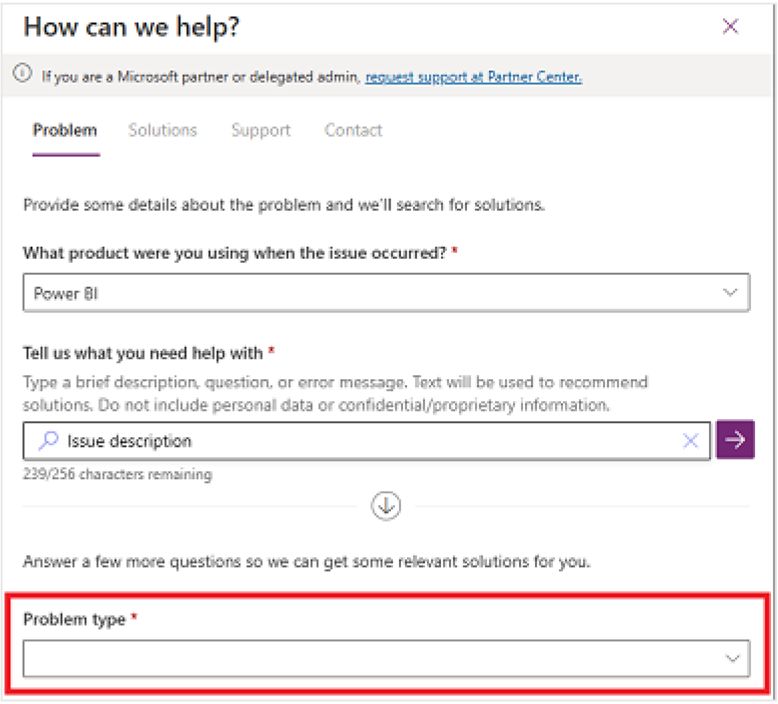
3. Select the product you're experiencing an issue with.

> 💡 **Tip**
>
> You can type the product name to quickly find the requested product.

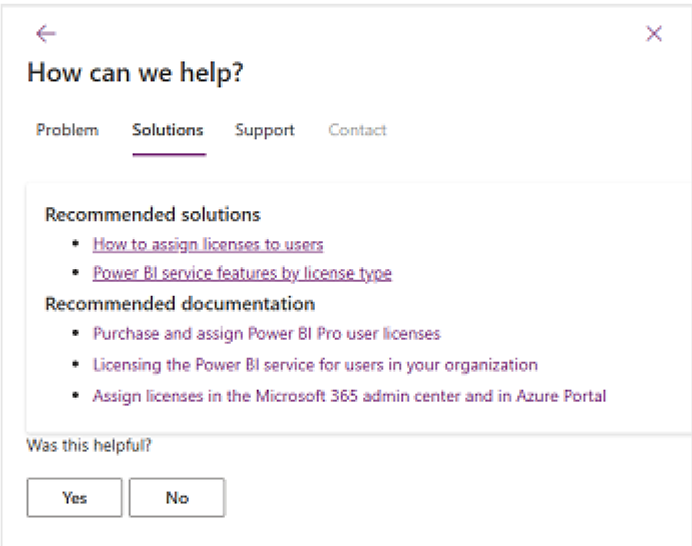
4. Fill in the description of the issue and select the arrow to the right of the text box. Solutions matching the issue's description appear.



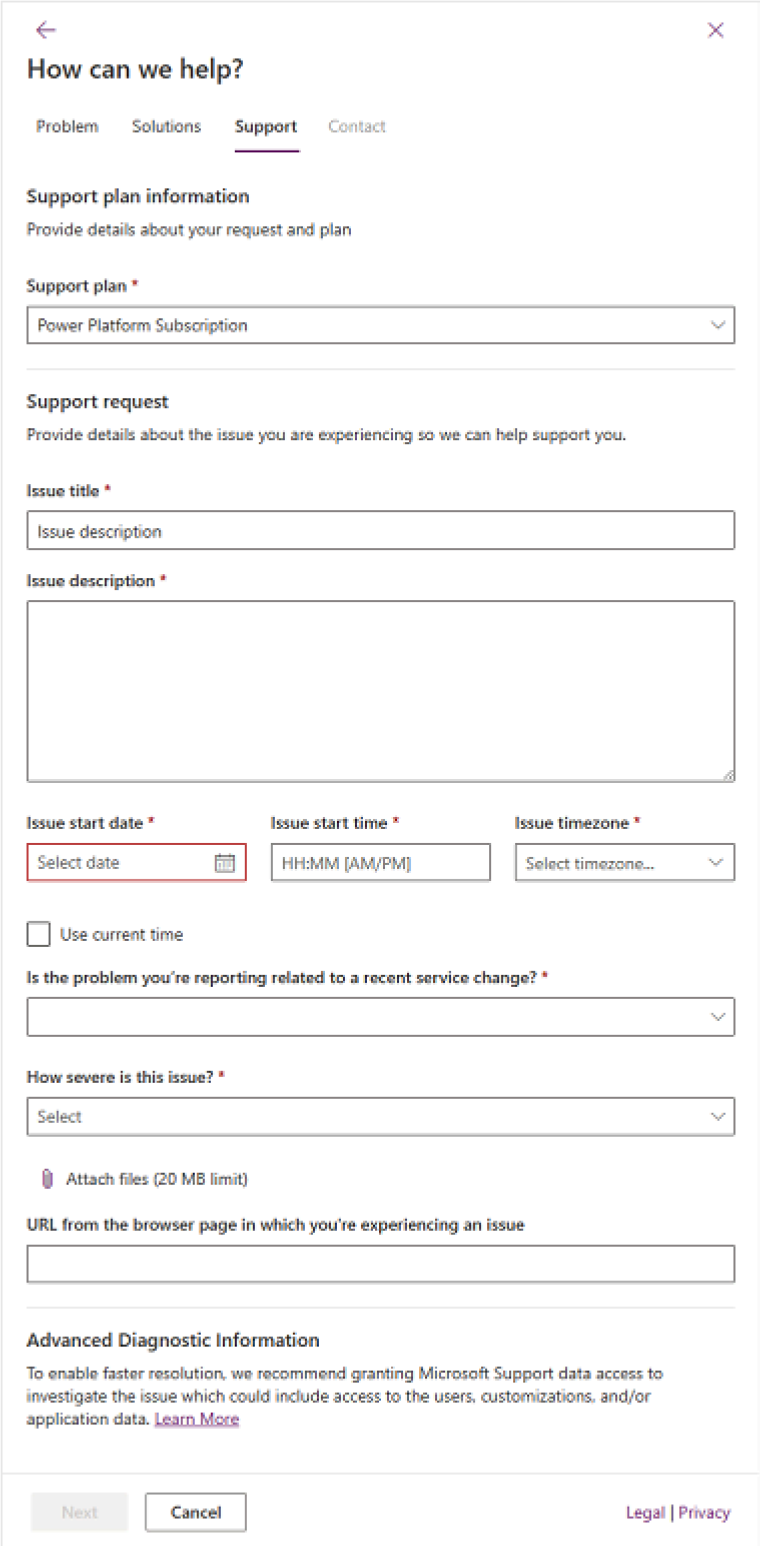
5. If you don't find the correct solution, select the problem type and subtype, and then choose **Get solutions**. For some problem type and subtype selections, you're asked to provide additional information.



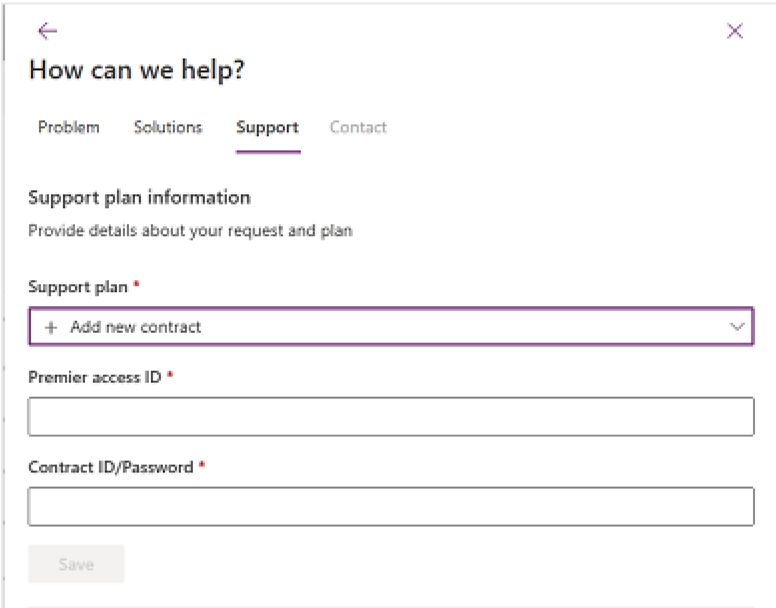
6. Based on the information you provide, PPAC presents you with a list of possible solutions to your issue. Select the relevant solution and determine if the content can successfully guide you to a fix.



7. If the guidance doesn't resolve your issue, scroll down, select **Next**, and then fill in the fields on the Support tab.



8. If you have a **Unified or Premier** support plan that doesn't appear under **Support plan**, select **Add new contract** and fill in the fields. If you don't know your access or contract ID, contact your service admin, Incident Manager, or Customer Success Account Manager (CSAM).



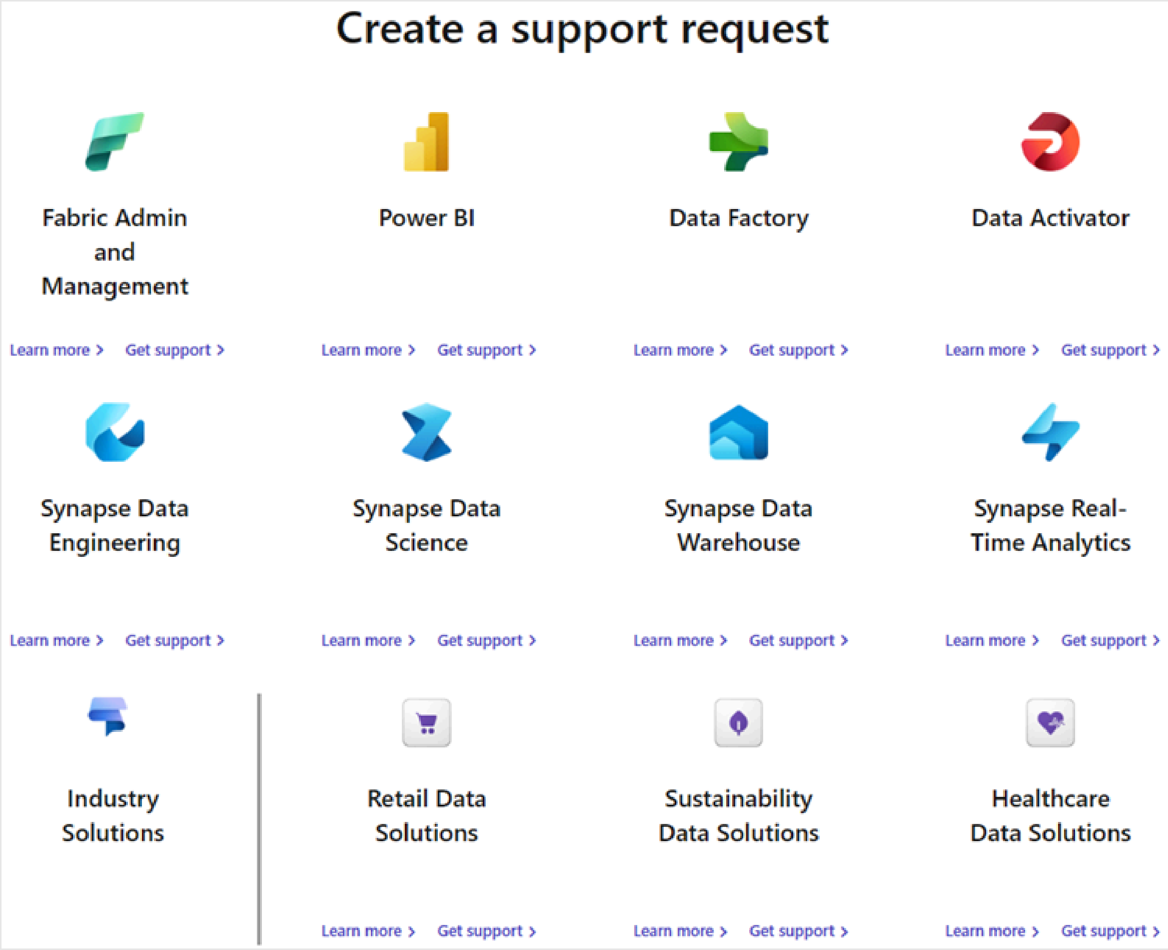
Tip

- For **Contract ID/Password**, enter your Unified or Premier contract ID.
- The **Contract ID/Password** defaults to the Unified or Premier contract ID. If you've changed the password when registering online in the Unified/Premier portal, you should use the updated password instead of the contract ID.

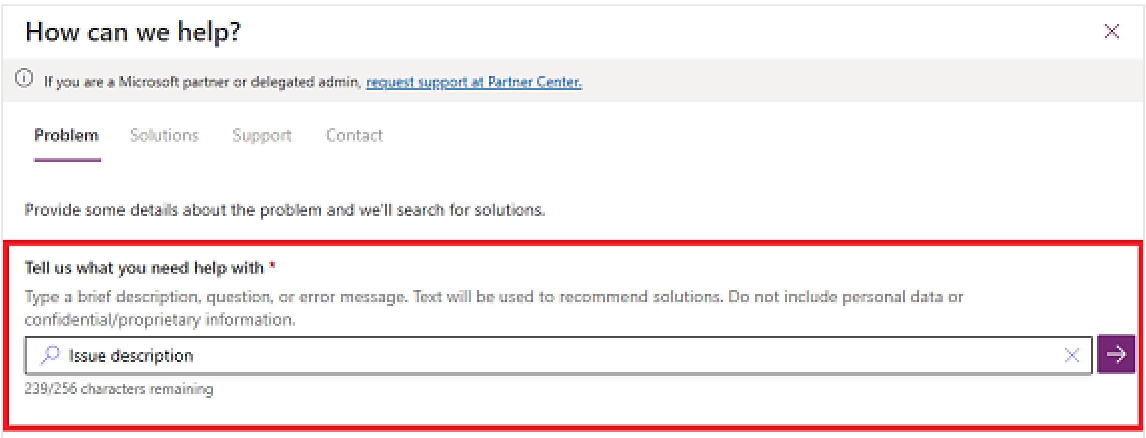
For Fabric users and Power BI Pro users

1. On the Microsoft Fabric support page, review the **Product status dashboard** list, the **Service Outage/Degradation** status, the **Awareness** status, and the **current known issues**, to ensure that your issue isn't already known.

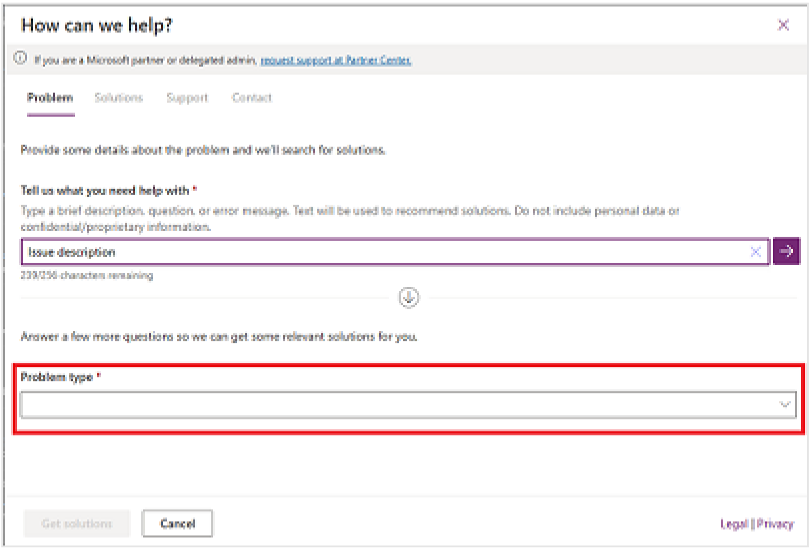
2. If you don't find your issue, scroll down to **Create a support request** and select the **Get support** link below the product you're experiencing an issue with.



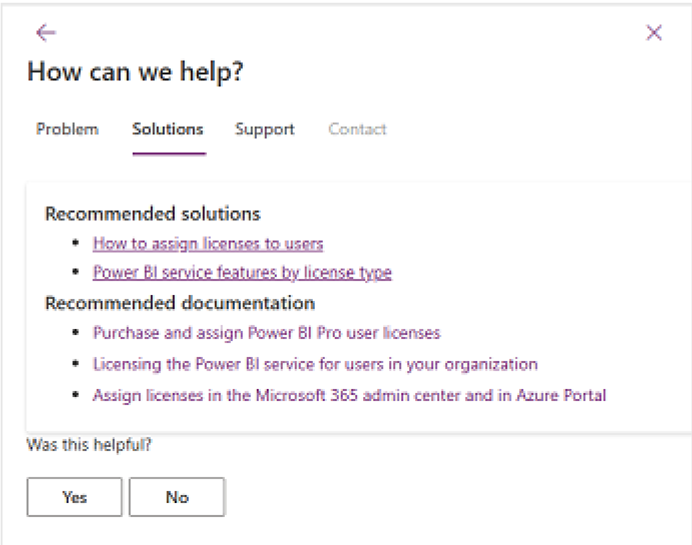
3. Fill in the description of the issue and select the arrow to the right of the text box. Solutions matching the issue's description appear.



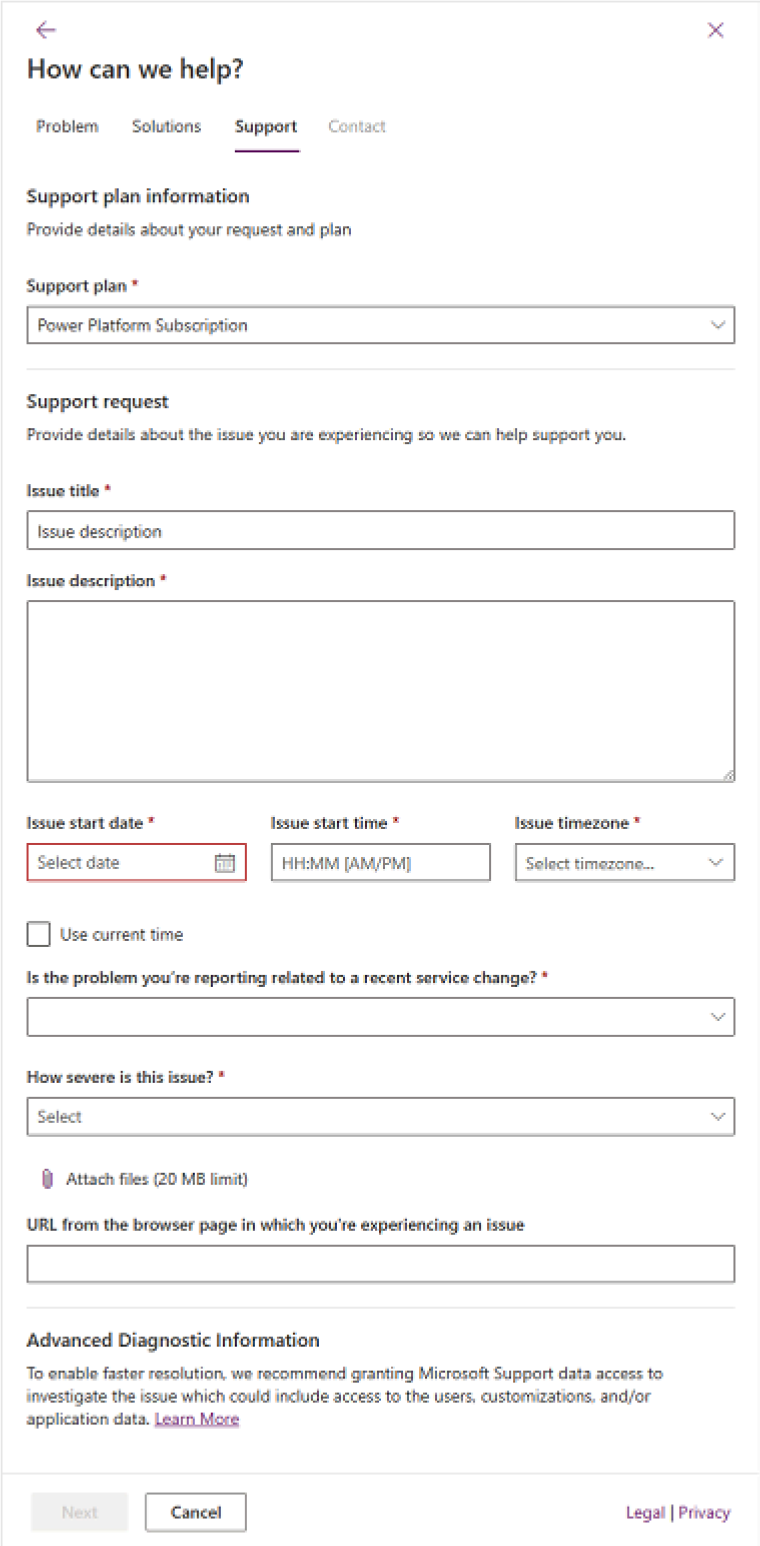
4. If you don't find the correct solution, select the problem type and subtype, and then choose **Get solutions**. For some problem type and subtype selections, you're asked to provide additional information.



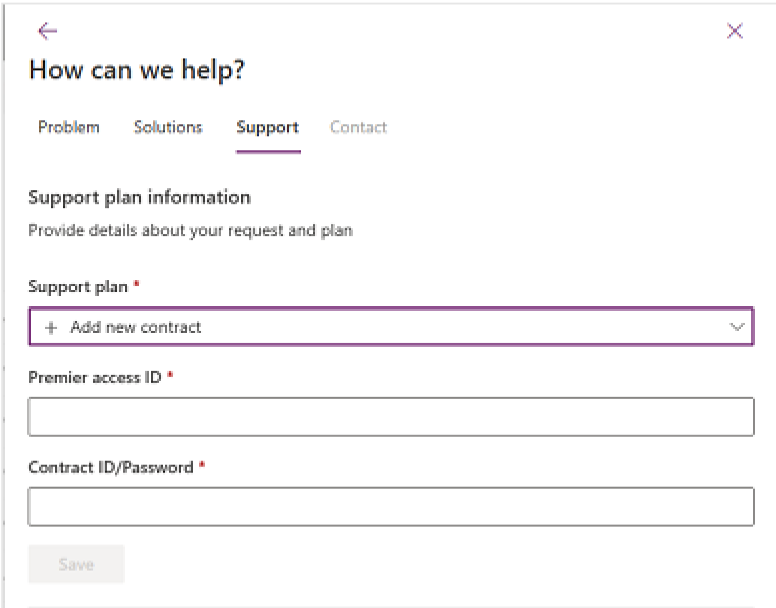
5. Based on the information you provide, you see a list of possible solutions to your issue. Select the relevant solution and see if the content can successfully guide you to a fix.



6. If the guidance doesn't resolve your issue, scroll down, select **Next**, and then fill in the fields on the Support tab.



7. If you have a **Unified or Premier** support plan that doesn't appear under **Support plan**, select **Add new contract** and fill in the fields. If you don't know your access or contract ID, contact your service admin, Incident Manager, or Customer Success Account Manager (CSAM).

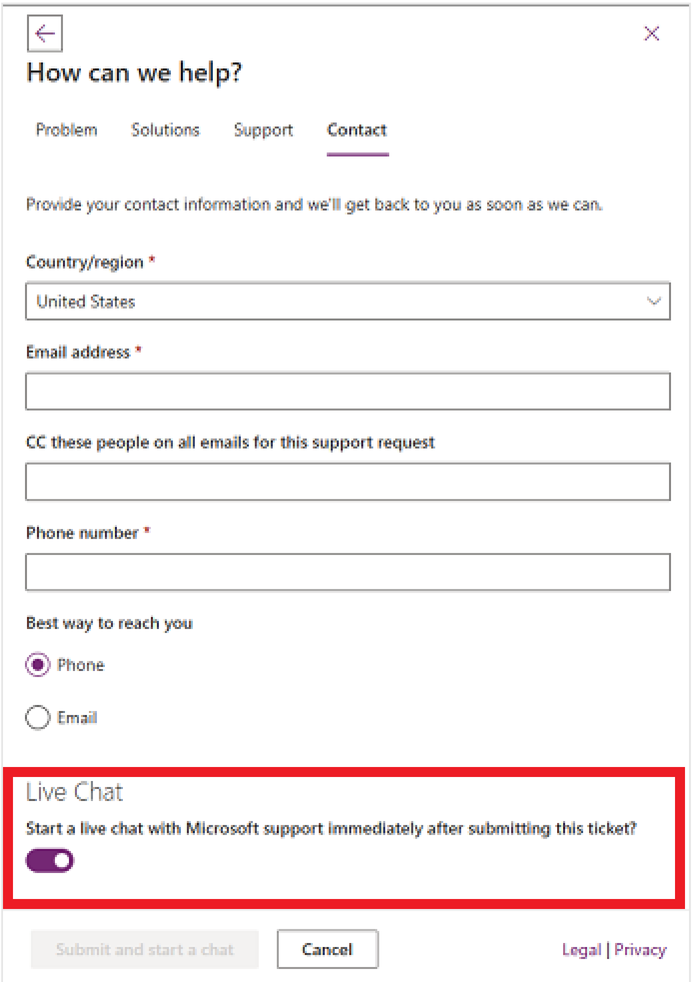


Tip

- For **Contract ID/Password**, enter your Unified or Premier contract ID.
- The **Contract ID/Password** defaults to the Unified or Premier contract ID. If you have changed the password when registering online in the Unified/Premier portal, you should use the updated password instead of the contract ID.

Live Chat

- For some of the combinations of problem type and subtype, users might see the option to start a live chat session with a Microsoft Support representative. The option to start a live chat session appears on the **Contact** page.



Feedback

Was this page helpful? Yes No

Provide product feedback | Ask the community

Best practices when creating a support ticket

Article • 08/13/2024

The specific information Microsoft requires to troubleshoot your case depends on the issue you're experiencing. This article provides tips and best practices for gathering necessary information for support requests. **Note,not all of these are applicable to every case**.

Information to provide to Microsoft

Depending on your specific issue, you may be asked to provide the following information.

1. The URL for the browser page where you're experiencing the issue. The URL provides information about where (workspace) you experience the issue and the item or feature type and ID.

2. Location of issue (Power BI Desktop/ Power BI service/ both) This information is always relevant for a service request. If a process fails on the Power BI service but succeeds on Desktop, or vice versa, this provides useful information to Microsoft as to the possible cause of the issue. Another example would be where the same M code works in a dataset but fails in a dataflow. Beyond these two examples there are many scenarios where it's possible to troubleshoot the issue by identifying exactly where it occurs and where it doesn't.

3. Error Codes

   If an error code is generated when something goes wrong, make a copy of that error code. Microsoft saves detailed information about all error codes and uses this information to dignose your issue. The error code is unlikely to resolve the issue on its own, but it significantly speeds up the troubleshooting process.

   > **Tip**
   >
   > Use the **Copy** button to retrieve the code. Don't send a screenshot. Error codes are long (typically 30 characters long), and manually transcribing from a screenshot increases the possibility of getting it wrong.

4. Data sources and storage mode being used Data source information is always relevant for a service request. Each data source has certain issues only relevant to itself. Where multiple sources are used, use trial and error to identify which source(s) are contributing to the issue.

   Power BI also behaves differently when different storage modes are used. The three main storage mode options are:

   - Import

   - Direct Query

   - Live connection

   There are also two special cases:

   - Mixed modes storage (composite models)
   - Direct Query for PBI Datasets and Analysis Services

   To identify data sources being used in the Power BI Desktop, select **Data source settings** > **Data sources** in the current file. In the Power BI service, navigate to the settings page under Data source credentials or via the lineage view. You can access this by selecting '**View lineage**' or changing the workspace view from list to lineage.

   > **Tip**
   >
   > To understand the storage mode being used, contact the report developer or review the PBIX file.

5. Capacity ID

   The capacity ID lets Microsoft know the type of capacity being used (e.g., Premium). Only the Capacity administrator can look up the capacity ID. If you are the capacity admin, open the Admin portal and select **Capacity settings** > **Power BI Premium** and select the name of the capacity. The capacity ID is the last part of the URL.

   `https://app.powerbi.com/admin-portal/capacities/`XXXXXXXX-XXXX-XXXX-XXXX-XXXXXXXXXXXX

   Alternatively, the Capacity administrator can use this REST API to retrieve the capacity ID.

6. Dataset ID

   If your issue is impacting a dataset, the ID helps Microsoft identify the correct dataset and then investigate the processes running on that dataset. To find the dataset ID, navigate to the workspace that contains the dataset and open the **Dataset settings**. The dataset ID is the last part of the URL (datasets/dataset-id).

   `https://app.powerbi.com/groups/XXXXXXXX-XXXX-XXXX-XXXX-XXXXXXXXXXXX/settings/datasets/`XXXXXXXX-XXXX-XXXX-XXXX-XXXXXXXXXXXX

7. A copy of the PBIX file (import queries only)

   When experiencing an issue with an import model, having the PBIX file helps the support engineer reproduce the issue and expedite the troubleshooting. If the PBIX contains confidential information, be sure to share an anonymized version.

   > **Important**
   >
   > Be sure to confirm with the relevant parties within your organization before sharing potentially confidential information.

8. Gateway logs

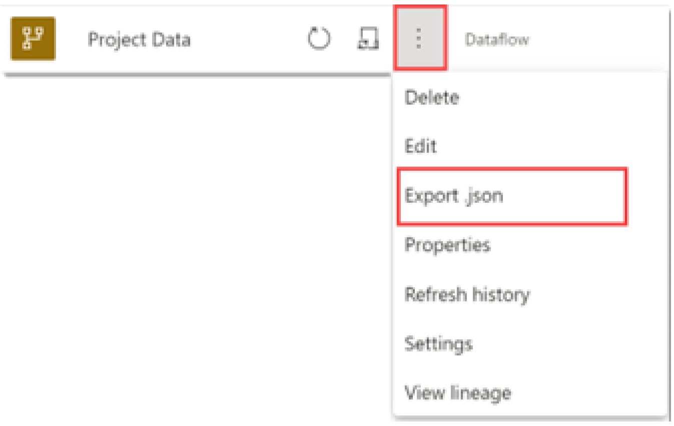
   Gateways logs are required when troubleshooting any Gateway or network issue. To analyze the gateway performance yourself, use the Gateway performance monitoring template. For more information, see export logs for a support ticket.

9. Diagnostic Information

   Follow the steps in Power BI Desktop diagnostics collection to view and collect diagnostic information.

10. Dataflow JSON

    This can be useful when a dataflow is in use. To export the JSON and share with your support endingeer, navigate to the workspace, select the dataflow item, and choose **Export.json**.



Additional Considerations

Beyond the standard information described above, the following information, if available, helps your support engineer troubleshoot your issue.

Does the issue only occur in a certain capacity?

Does switching to another capacity or shared capacity resolve the issue? Sometimes issues are specific to certain environments.

Does the issue impact all users?

Is the issue company-wide, impacting only a set number of people, or only one individual.

Is this a new issue for something that was previously working?

Did the error begin without any changes being made on the user side, or was it triggered by some kind of change or a new implementation. Identifying the break point helps narrow down the potential root cause.

Is the issue narrower or wider than initially experienced?

Is the issue impacting all, some, or just one "thing". For instance, if the issue relates to APIs, are other APIs working? If it's an export issue, are all reports impacted? If it's a capacity issue, are all capacities behaving the same way? If a report isn't refreshing and it contains multiple data sources, has each source been tested separately?

Have any troubleshooting steps already been attempted?

This speeds up resolution of your issue by avoiding repetition. However, in certain circumstances, your support engineer may still want to repeat the steps you've taken.

Can the issue be replicated in a simpler form?

Sometimes confidential information can't be shared with Microsoft. Try to replicate the issue using a simplified version of the issue and provide reliable repro steps to your support engineer.

Feedback

Was this page helpful? Yes No

Provide product feedback | Ask the community

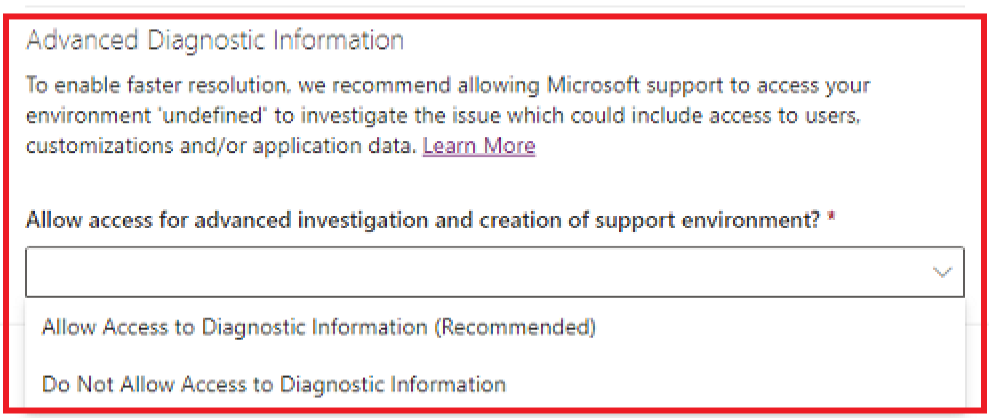
Consent to access customer data

Article • 09/21/2023

Microsoft never accesses your customer data without your consent. Microsoft respects your privacy and puts you in control of the level of consent you grant as part of receiving support. If you've requested support and Microsoft believes that access to customer data may help us investigate, troubleshoot, and resolve your support issue, we will contact you. You also have the option on your support request to give your consent at the time you request support. Doing this will help eliminate delays in the issue resolution time and/or help expedite the issue resolution. Your consent is temporary, and you can revoke it at any time. This consent does not grant lockbox request approval and/or revoke it.

Consent information

You may grant a varying degree of consent or deny consent altogether when you submit a support request.



What does my consent allow?

Here's a closer look at the consent options you may have on the support request form:

- **Allow access to diagnostic information**: You temporarily grant Microsoft Support access to customer data associated with your tenant. Access is read-only. You can revoke it at any time, and it's automatically removed when the case is closed. This option is recommended, but it isn't set by default. You need to explicitly select it.
- **Do not allow access to diagnostic information**: You deny consent at the time you make your request. We don't recommend this option because it may delay resolving your issue. If you grant consent at the outset, Microsoft Support can start investigating and troubleshooting right away.

Can I revoke my consent?

You can revoke consent at any time before the request is resolved.

The support environment expires seven days after you revoke consent or when the support request is closed. You can delete a support environment at any time.

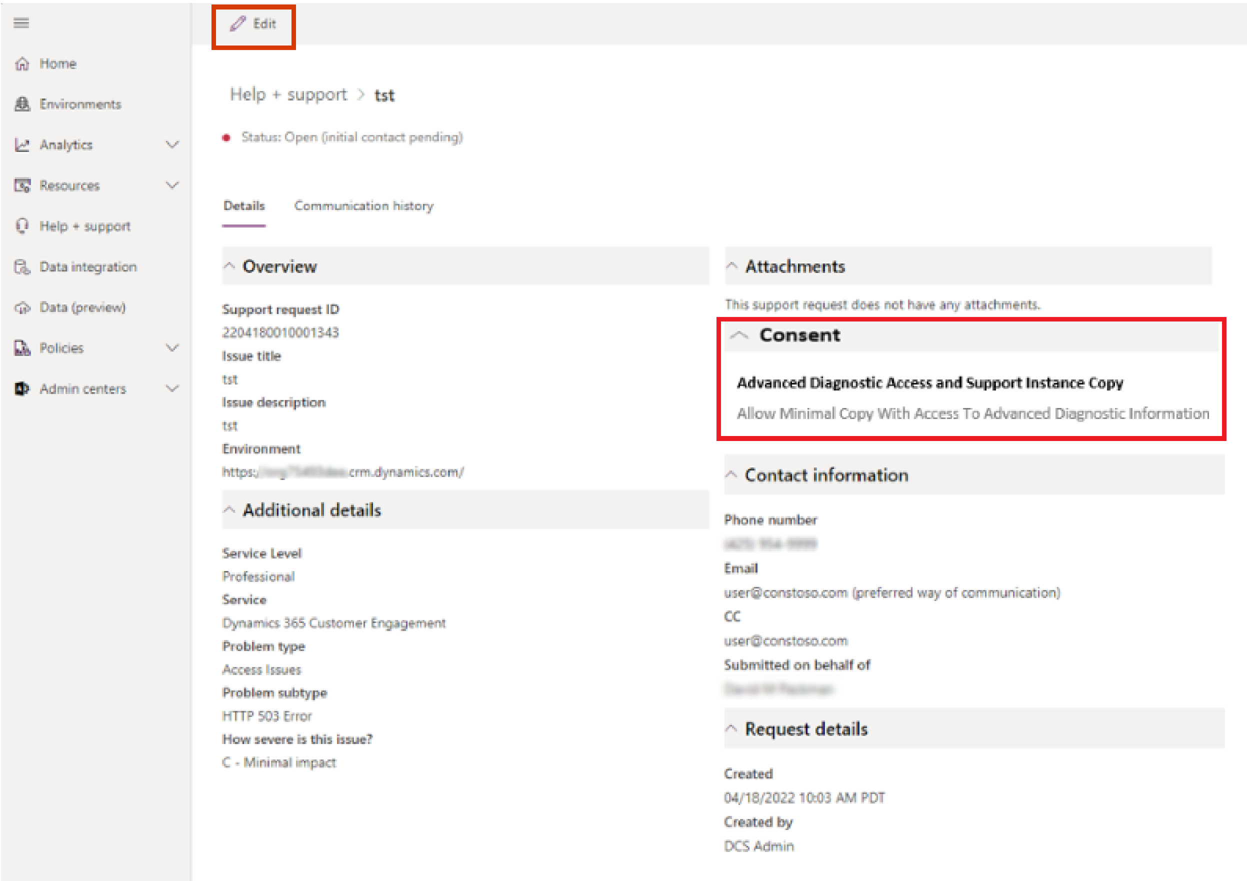
How long does consent last?

Consent lasts as long as the support request is open or until you revoke it.

How do I grant or revoke consent after I create a support request?

A change in consent takes effect immediately.

1. Sign in to the Power Platform admin center.
2. In the navigation pane, select **Help + Support**.
3. Select the support request.
4. Select **Edit**.
5. Select a consent option, and then select **Save**.


Edit
Home
Environments
Analytics
Resources
Help + support
Data integration
Data (preview)
Policies
Admin centers
Help + support > tst
Status: Open (initial contact pending)
Details
Communication history
Overview
Support request ID
2204180010001343
Issue title
tst
Issue description
tst
Environment
crm.dynamics.com/
Additional details
Service Level
Professional
Service
Dynamics 365 Customer Engagement
Problem type
Access Issues
Problem subtype
HTTP 503 Error
How severe is this issue?
C - Minimal impact
Attachments
This support request does not have any attachments.
Consent
Advanced Diagnostic Access and Support Instance Copy
Allow Minimal Copy With Access To Advanced Diagnostic Information
Contact information
Phone number
Email
user@constoso.com (preferred way of communication)
CC
user@constoso.com
Submitted on behalf of
Request details
Created
04/18/2022 10:03 AM PDT
Created by
DCS Admin

Policies and Communications for Power Platform and Dynamics 365 Services

Article • 06/22/2022

Introduction

Microsoft regularly communicates work done to maintain and update Microsoft Power Platform (Power Apps, Power Automate, Power Virtual Agents, and other services), and Microsoft Dynamics 365 apps (Sales, Customer Service, Supply Chain Management, and others) to ensure security, performance, availability, and to provide new features and functionality. Microsoft also communicates details of service incidents including the potential user experience, the start and end times of the incident, and any workaround that may be available.

For each of these scenarios, communication is provided through the Microsoft 365 admin center in the Message Center, and the Service health dashboard. For each of these scenarios, communication is provided through the Microsoft 365 admin center in the Message Center, and the Service health dashboard. The Microsoft 365 admin center also has the ability to send email for a weekly digest of all messages, emails for major updates only, and emails for data privacy messages. You can opt in to this communication stream by following the instructions here.

Please note: From time-to-time, Microsoft may also send direct email to users with the System Administrator role in a specifically impacted environment, or Microsoft Lifecycle Services project or environment.

- If you're not sure who your admin is, see Find your administrator or support person.
- If you want to add additional recipients who receive email communications, see Manage email notifications to admins.

Scheduled system updates and maintenance

Microsoft regularly performs updates and maintenance on the service and apps through a weekly update process. This update process delivers security and minor service improvements on a weekly basis, with each update rolling out region-by-region according to a safe deployment schedule, arranged in Stations. More information about the schedule of Station deployments can be found on the Released Versions of Dynamics 365 for Customer Engagement page.

There are also two major service update events in April (Wave 1) and October (Wave 2) that are delivered through the weekly update mechanism, and details can be found in the Dynamics 365 and Microsoft Power Platform release plans.

Minor service updates

Minor service updates contain customization changes to support new features, product improvements, and bug fixes. They are deployed on a weekly basis, region-by-region, according to a "Safe Deployment Process" we have defined. Each week, every region gets:

- An updated deployment, starting with our "First Release" region
- A Message Center notification is published with the date that the deployment will begin to be applied to the infrastructure
- A link to the Weekly Release Notes that contain the list of fixes that are included

Please note: The date the deployment is applied to the infrastructure is not the date the update will be applied to the environment. The environment and any apps are updated by an asynchronous process that runs during subsequent Regional Maintenance Windows. Although there is no expected degradation to service performance or availability, during this maintenance window users may see short, intermittent impact such as transient SQL errors or a redirect to the login screen.

You can verify that the update was completed successfully by checking the version number on the About page of the environment, or looking at the environment details on the Power Platform admin center . A list of service updates can be found on our Released Versions page.

Major release events

We deliver two major release events per year with one in April (Wave 1) and the second in October (Wave 2), offering new capabilities and functionality. These updates are backward compatible, so your apps and customizations will continue to work post update. New features with major, disruptive changes to the user experience are off by default which means administrators will be able to first test then enable these features for their organization. Additionally, administrators will have the opportunity to enable the new features using an "Opt-in" feature to get early access to the changes.

Notifications about when the major release events are scheduled and links to the Dynamics 365 and Microsoft Power Platform release plans are published in the Microsoft 365 admin portal's Message Center.

Security updates

The Service teams regularly perform the following to ensure the security of the system:

- Scans of the service to identify possible security vulnerabilities
- Assessments of the service to ensure that key security controls are operating effectively
- Evaluations of the service to determine exposure to any vulnerabilities identified by the Microsoft Security Response Center (MSRC), who regularly monitors external vulnerability awareness sites

These teams also identify and track any identified issues and take swift action to mitigate risks when necessary.

How do I find out about security updates?

Because the Service teams strive to apply risk mitigations in a way that doesn't require service downtime, administrators usually don't see Message Center notifications for security updates. If a security update does require service impact, it is considered planned maintenance, and will be posted with the estimated impact duration, and the window when the work will occur.

For more information about security, see Trust Center.

Planned maintenance

Planned maintenance includes updates and changes to the service to provide increased stability, reliability, and performance.

These changes can include:

- Hardware or infrastructure updates
- Integrated services, such as a new version of Microsoft 365 or Azure
- Service changes and software updates
- Minor service updates that occur several times per year. See Service updates.

Unplanned maintenance

The Power Platform services and the Dynamics 365 apps (Sales, Customer Service, Supply Chain Management, etc.) may encounter issues that require unplanned changes to protect availability. Microsoft strives to provide as much notification as possible during these events, but because they can't be predicted, they are not considered planned maintenance.

When this happens, your organization receives an “Unplanned Maintenance” notification in the Message Center. We also attempt to send an email to all System Administrators in the environment that is affected by the unplanned maintenance. You can see the status of current unplanned maintenance activities in the Message Center.

Regional maintenance windows

To limit the impact on customers and their users, we plan the maintenance window according to the region where the environments are deployed. The following maintenance timeline list shows the maintenance window for each region. The times are shown in Coordinated Universal Time (UTC, which is also known as Greenwich Mean Time). For organizations with users around the globe, we recognize that these Maintenance Windows might affect you differently. We apologize for the impact this may have on your users.

Maintenance timeline

To limit the impact on users, the maintenance window is planned according to the region where environments are deployed. The following list shows the maintenance window for each region. The times are shown in Coordinated Universal Time (UTC, which is also known as Greenwich Mean Time).

The following are service update times. Database updates run as soon as possible depending on the system load during the maintenance window of the environment.

Region	URL	Window (UTC)
NAM	crm.dynamics.com	2 AM to 11 AM
DEU	crm.microsoftdynamics.de	5 PM to 2 AM
SAM	crm2.dynamics.com	12 AM to 10 AM
CAN	crm3.dynamics.com	1 AM to 10 AM
EUR	crm4.dynamics.com	6 PM to 3 AM
FRA	crm12.dynamics.com	6 PM to 3 AM

Region	URL	Window (UTC)
APJ	crm5.dynamics.com	3 PM to 8 PM
OCE	crm6.dynamics.com	11AM to 9PM
JPN	crm7.dynamics.com	10 AM to 7 PM
IND	crm8.dynamics.com	7:30PM to 1AM
GCC	crm9.dynamics.com	2 AM to 11 AM
GCC High	crm.microsoftdynamics.us	2 AM to 11 AM
GBR	crm11.dynamics.com	6 PM to 3 AM
ZAF	crm14.dynamics.com	5 PM to 2 AM
UAE	crm15.dynamics.com	3 PM to 12 AM
GER	crm16.dynamics.com	6 PM TO 3 AM
CHE	crm17.dynamics.com	6 PM to 3 AM
CHN	crm.dynamics.cn	3 PM to 9 PM

Service incidents

A service incident is a term used to refer to an event (or series of events) that typically causes multiple customers to have a degraded experience with one or more of our services. These incidents are effectively platform issues that cause unplanned downtime – including unavailability, performance degradation, and problems interfering with service management. We communicate service incidents through an authenticated experience on the Microsoft 365 admin portal Service health dashboard to provide visibility of service health to administrators across multiple Cloud services. Examples of service incidents may include:

- Unable to sign-in to a specific environment or admin portal
- Slow performance in apps or Dataverse queries
- Error messages or unexpected blank pages

How do I find out about service incidents?

Check the Service health dashboard to view the status of the service, details about existing service incidents, and up to 30 days' worth of history. Service Health (within the Microsoft 365 admin center) knows which tenants you manage, so it shows a much more accurate view of any known issues impacting your services than non-authenticated sources of information. If you are experiencing an issue that is not displayed in the Service health dashboard, contact Microsoft support by creating a ticket in the Power Platform admin center.

If there is a broad customer impact during a service incident, we may also provide status updates on one of several service-specific support pages, including the Power Apps support page, Power Automate support page, or the Power BI support page.

If the Microsoft 365 admin portal is unavailable, we will provide status updates through our backup status site.

What information is provided about service incidents?

During the event, we include information that is related to the user impact, duration, any feasible workaround, and preliminary root cause. Our goal is to provide status updates on a hourly cadence, although this guideline may be reduced for substantive new information or extended based on waiting on recovery activities. At the restoration of the service to optimal operation, we will publish a final status update and determine if additional post incident report will be provided based on the breadth and type of impact to customers.

A post incident report (PIR) may be published after five business days on the Microsoft 365 Service health dashboard for certain events.

This report summarizes the following details:

- Summary
- User Experience
- Timeline of major activities or actions
- Contributing Factors
- Next steps

Additional methods of receiving notifications

Because of the critical nature of service notifications and communications, there are additional methods of connecting to Service Communications.

- Download and install the Microsoft 365 Admin mobile app on your mobile device to view service updates and incident notifications
- Connect directly to our Service Communications using an externally accessible Service Communication API
- Use PowerShell to configure additional notification email addresses in Dataverse
- Track your message center tasks in Planner

Notice about online policies

Review Notice About Online Policies and Similar Documents.

If you have any feedback, fill out our survey, and share your thoughts!

Track Power BI service health in Microsoft 365

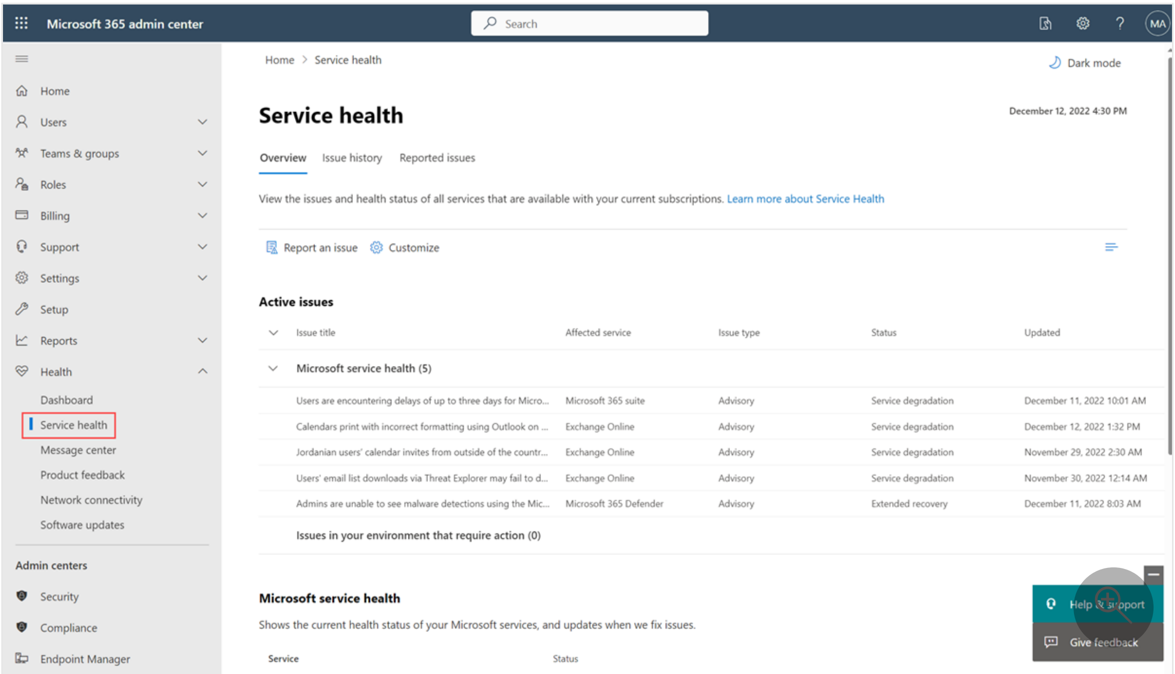
Article • 06/22/2023

The Microsoft 365 admin center provides important tools for Power BI admins. The tools include current and historical information about service health. To access service health information, you must be in one of the following roles:

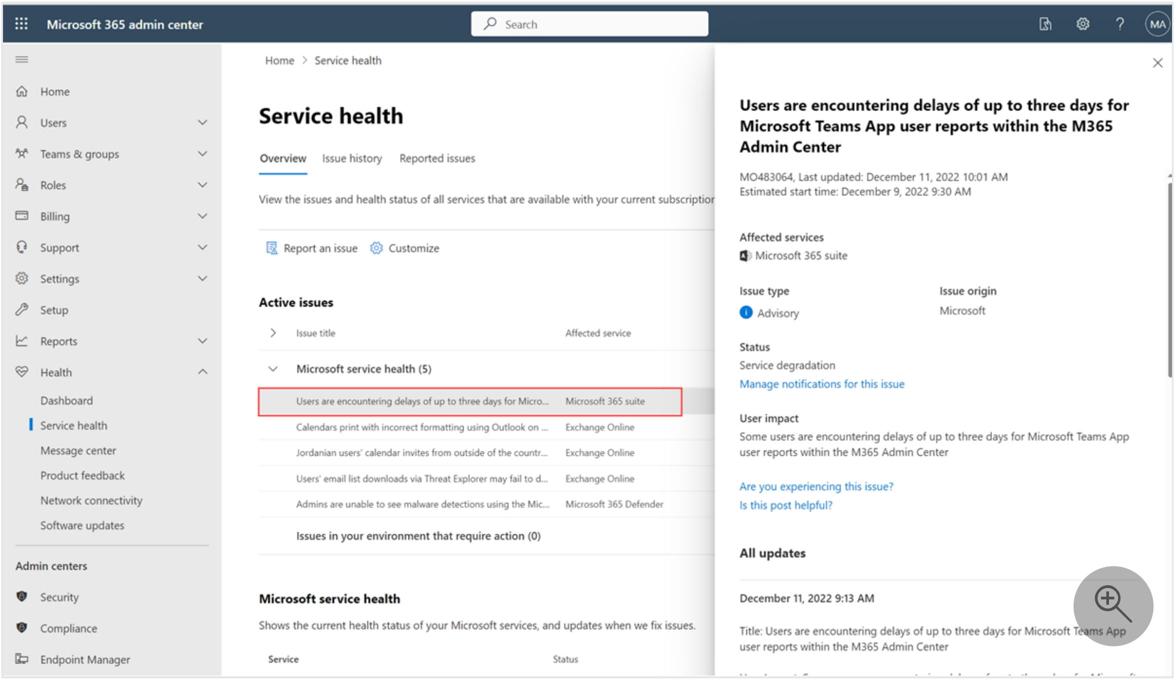
- Fabric administrator
- Global administrator

For more information about roles, see Administrator roles related to Power BI.

1. Sign in to the Microsoft 365 admin center.
2. From the nav pane, select **Show all** > **Health** > **Service health**. The Service health page appears. Active issues are listed on this overview page:



3. To see more information, select an item.



Scroll down to see more information, then close the pane when you're finished.

4. To see historical information across all services, select **Issue history**, and then select **Past 7 days** or **Past 30 days**.

5. To return to current service health, select **Overview**.

Power BI planned maintenance

Article • 10/24/2022

Planned maintenance for the Power BI service is a necessary part of our commitment to providing a reliable product to our customers. When planned maintenance is happening, the Power BI service will be unavailable to your organization for some time. Users may not be able to access the Power BI service and background operations may be unsuccessful. After the maintenance window, we expect the service to operate normally and both interactive and background operations to succeed.

Maintenance is planned to happen outside of normal business hours to help minimize any impact to your organization. For organizations that have users around the globe, we recognize that "outside of normal business hours" might affect you differently. We apologize for any effect to your users. We're working hard to improve Power BI and to minimize these maintenance windows.

If your organization is affected, we'll provide you with advance notice. Microsoft 365 admins will see an advance notice in the Microsoft 365 Message center.

Actions to take now

- Microsoft 365 administrators should check the Message center for messages about Power BI planned maintenance. Share the message with people who should be aware but may not have access to Message center. Set your preferences in Message center to receive email notifications.
- If you're not a Microsoft 365 admin, engage with your IT department or your internal support teams to ask about any upcoming maintenance.

Actions to take when maintenance is complete

- Users should refresh any open browser windows.
- Power BI Mobile app users will need to verify they're using the most recent version and sign out then sign back into the app. Check your phone's app store or check our Power BI Mobile page.
- Customers who were actively editing or publishing reports that use organizational visuals, whether locally or from OneDrive and SharePoint locations, will need to either reimport the visual via the organization visual store or download an updated

PBIX before republishing. For more information about organizational visuals, see Organization visuals.

- Links to Power BI embedded in content might fail to connect when maintenance is done. For example, an embedded link in SharePoint or Teams may result in a user error. To resolve this problem, you have to regenerate the embedded link in Power BI and then update the locations where they're used. For more information about embedded links, see Embed a report web part in SharePoint Online and Collaborate in Microsoft Teams with Power BI.

- Some of the usage data collected before maintenance isn't available after maintenance completes. This usage data includes:
  - Power BI activity log. Users should download activity logs before maintenance. You can also use the Office 365 audit log data to get equivalent activity details.
  - View count in lineage view
  - Data protection metrics report
  - Usage metrics (Preview)

Next steps

- Enable service interruption notifications
- Track upcoming change in Message center

Fabric known issues

Article • 08/19/2024

This page lists known issues for Fabric and Power BI features. Before submitting a Support request, review this list to see if the issue that you're experiencing is already known and being addressed. Known issues are also available as an interactive embedded Power BI report .

For service level outages or degradation notifications, check https://support.fabric.microsoft.com/ .

Currently active known issues

Select the **Title** to view more information about that specific known issue.

Expand table

Issue ID	Product experience	Title	Issues publish date
815	Data Factory	Dataflows automatically create tables from queries on Fabric destinations	August 19, 2024
814	Power BI	Scorecard dropdown slicers aren't visible when filtering	August 19, 2024
811	Data Engineering	Fabric Runtime 1.3 causes invalid libraries	August 16, 2024
810	Data Warehouse	Inserting nulls into Data Warehouse tables fail with incorrect error message	August 16, 2024
809	Data Factory	Dataflow Gen2 refresh fails due to missing SQL analytics endpoint	August 14, 2024
808	Power BI	Custom visuals are blurry in zoomed in or out Microsoft Edge (Chromium) browser	August 14, 2024
807	Data Warehouse	Mirroring for Azure Cosmos DB fails when you create a new container	August 14, 2024
796	Data Warehouse	Mirroring for Azure Cosmos DB fails	August 6, 2024
781	Data Factory	Pipeline copy to Oracle using on-premises data gateway errors	August 6, 2024

Issue ID	Product experience	Title	Issues publish date
801	Power BI	Custom visuals don't render in Desktop	August 1, 2024
800	Data Engineering	Teaching bubble blocks Lakehouse explorer context menu from opening	July 31, 2024
797	Data Engineering	Localization blocks operations in a lakehouse	July 31, 2024
795	Data Factory	Multiple installations of on-premises data gateway causes pipelines to fail	July 31, 2024
789	Data Engineering	SQL analytics endpoint table queries fail due to RLE	July 24, 2024
784	Data Activator	Data Activator alert created from visual with no dimensions doesn't work	July 18, 2024
782	Data Engineering	Tables aren't visible in the SQL analytics endpoint in schema enabled lakehouse	July 18, 2024
778	Power BI	Direct Lake semantic model table changes don't work	July 16, 2024
774	Data Factory	Data warehouse deployment using deployment pipelines fails	July 5, 2024
770	Data Warehouse	Data warehouse connection or query execution fails	July 3, 2024
769	Data Factory	Dataflows Gen2 staging lakehouse doesn't work in deployment pipelines	July 2, 2024
767	Data Warehouse	SQL analytics endpoint table sync fails when table contains linked functions	July 2, 2024
765	Data Factory	Dataflows Gen2 staging warehouse doesn't work in deployment pipelines	July 2, 2024
757	Data Factory	Copy activity from Oracle to lakehouse fails for Number data type	June 20, 2024
755	Real-Time Intelligence	Real-Time hub **Set Alert** fails on prior version of an eventstream	June 20, 2024
753	Data Factory	Pipeline Web activity through on-premises data gateway doesn't support SPN authentication	June 11, 2024
752	OneLake	Cross region shortcuts don't show data	June 11, 2024
740	Real-Time	Eventstreams paused for more than two hours	June 11, 2024

Issue ID	Product experience	Title	Issues publish date
	Intelligence	don't show data	
736	Real-Time Intelligence	Previous Eventstream UX loads instead of new UX	June 6, 2024
734	Real-Time Intelligence	Custom endpoint or Reflex destination on derived stream keeps loading	June 6, 2024
733	Real-Time Intelligence	Sample data doesn't flow after destination later added into eventstream	June 6, 2024
749	Power BI	Tenant migrations paused for June 2024	May 31, 2024
732	Data Engineering	Shortcut creation on a lakehouse preview table takes long time	May 31, 2024
730	Real-Time Intelligence	Real-Time hub **Set alert** doesn't work for derived streams	May 29, 2024
729	Real-Time Intelligence	Opening a reflex for a stream in Real-Time hub doesn't work	May 29, 2024
726	Data Factory	Pipeline using XML format copy gets stuck	May 24, 2024
723	Data Warehouse	Azure SQL Database change data doesn't propagate to mirror	May 24, 2024
728	Data Engineering	Environment doesn't work when runtime version is changed to Runtime 1.1	May 23, 2024
717	Data Factory	West India region doesn't support on-premises data gateway for data pipelines	May 16, 2024
722	Data Warehouse	Delta tables don't appear in SQL Analytics Endpoint Object Explorer	May 16, 2024
718	OneLake	OneLake under-reports transactions in the Other category	May 13, 2024
716	Data Warehouse	Response times when composing SQL queries slower than expected	May 13, 2024
715	Power BI	TMDL semantic models won't open in Desktop after web edited	May 2, 2024
708	Data Warehouse	SQL analytics endpoint and semantic model are orphaned when a lakehouse is deleted	May 1, 2024
702	Data Factory	SQL database mirror doesn't start when you create connection during mirror creation	May 1, 2024

Issue ID	Product experience	Title	Issues publish date
667	Power BI	Upload reports from OneDrive or SharePoint fails	April 1, 2024
658	Data Engineering	PySpark import statements fail for .jar files installed through environment	March 28, 2024
657	OneLake	Cross-region internal shortcuts don't work with SQL analytics endpoints	March 28, 2024
647	Data Engineering	Library management updates with public python libraries time-out	March 14, 2024
641	Power BI	Visuals using the Denodo connector might show connection errors	March 5, 2024
640	Power BI	Microsoft Defender detects OpenSSL vulnerabilities in Power BI Desktop	March 5, 2024
643	Data Engineering	Tables not available to add in Power BI semantic model	February 27, 2024
591	Data Factory	Type mismatch when writing decimals and dates to lakehouse using a dataflow	February 16, 2024
618	Data Warehouse	Using an inactive SQL analytics endpoint can show old data	February 14, 2024
597	Data Factory	Dataflow Gen1 admin switch affects Dataflow Gen2	November 6, 2023
592	Data Warehouse	Relationships in the default semantic model get dropped	January 8, 2024
563	Data Engineering	Lakehouse doesn't recognize table names with special characters	November 22, 2023
529	Data Warehouse	Data warehouse with more than 20,000 tables fails to load	October 23, 2023
508	Data Warehouse	User column incorrectly shows as System in Fabric capacity metrics app	October 5, 2023
506	Data Warehouse	InProgress status shows in Fabric capacity metrics app for completed queries	October 5, 2023
454	Data Warehouse	Warehouse's object explorer doesn't support case-sensitive object names	July 10, 2023
447	Data Warehouse	Temp tables in Data Warehouse and SQL analytics endpoint	July 5, 2023

Recently closed known issues

Select the **Title** to view more information about that specific known issue. Known issues are organized in descending order by fixed date. Fixed issues are retained for at least 46 days.

Expand table

Issue ID	Product experience	Title	Issues publish date	Issue fixed date
764	Power BI	New card and reference label tabular layout content hidden or truncated	June 26, 2024	Fixed: August 16, 2024
670	Power BI	Filled or bubble layers on Azure Maps visual doesn't render	April 11, 2024	Fixed: August 16, 2024
222	Power BI	Search strings that include Japanese symbols don't return matches	August 3, 2022	Removed: August 16, 2024
785	Power BI	Add data to a report when scrollbar is present doesn't work	July 24, 2024	Fixed: August 14, 2024
780	Power BI	Cognitive Services ScoreSentiment function doesn't work in dataflows	July 18, 2024	Fixed: August 14, 2024
773	Data Factory	Dataflow Gen2 ownership takeover fails	July 5, 2024	Fixed: August 6, 2024
709	Data Factory	Query folding indicators are incorrect for certain Power Query SDK based connectors	May 1, 2024	Fixed: July 31, 2024
596	Data Factory	Refresh history reports in progress for some tables that failed	August 24, 2023	Fixed: July 31, 2024
790	Data Engineering	Spark operations fail	July 19, 2024	Fixed: July 24, 2024
724	OneLake	Shortcuts to a firewall-enabled ADLS stop working if lakehouse is shared	May 23, 2024	Fixed: July 24, 2024
762	Power BI	Python and R visuals don't work in Fabric capacity	June 26, 2024	Fixed: July 18, 2024
743	Power BI	Semantic models in Desktop sometimes fail in March 2024 and later versions	May 30, 2024	Fixed: July 18, 2024

Issue ID	Product experience	Title	Issues publish date	Issue fixed date
701	OneLake	Shortcut data inaccessible if data is in a paused capacity	April 25, 2024	Fixed: July 18, 2024
761	Power BI	Report Builder can't sign in to the service for some clouds	June 20, 2024	Fixed: July 16, 2024

Related content

- Go to the embedded interactive report version of this page
- Service level outages
- Get your questions answered by the Fabric community

Feedback

Was this page helpful? Yes No

Provide product feedback | Ask the community

Ten tips for getting help with your Power BI questions

Article • 02/07/2024

Do you ever get frustrated using Power BI or struggle because you can't get answers to your Power BI questions?

Here are 10 tips that Power BI experts (including people who work on the product at Microsoft) commonly follow to find answers to their Power BI questions.

Tip 1: Use a search engine

Experts who need answers for Power BI often use search. For example, to find a DAX formula for a common business calculation, use the internet to find solutions. Bookmark where you find the best answers, then create a folder for yourself for the tips and answers you find.

Tip 2: Check the Power BI documentation

The Power BI team is continually updating and improving the Power BI documentation. You can find great content, including recordings of webinars, white papers, tutorials, how-to articles, and links to blog posts of all the latest features.

Tip 3: Ask or search in the Power BI community

Ask questions and find answers in the Power BI community. BI experts around the world are active in the community and questions are answered quickly. Make sure to benefit from their knowledge by using this resource.

Tip 4: Check the service status and known issues

If you're having an issue with the service, it may be that the service itself is having issues. Check the Power BI and Fabric Support page for any reports.

It might be that you encountered a problem that is already known and is being actively worked on. Check the known issues report.

Tip 5: Read the Power BI blog for the latest news

The Power BI team explains all the new features in their regular Power BI blog posts. Find out what's new in everything from Power BI Desktop to the Power BI mobile apps. Make a habit of returning often to learn about the new features released each month. You never know when you'll benefit from that bit of information you noticed months ago.

Tip 6: Watch videos on YouTube

Do videos fit your learning style better? Power BI has two sets:

- To start, see Power BI home page on YouTube.
- Next, see a larger selection of videos Power BI Videos channel.

Tip 7: Attend training

The training options available are nearly endless, from in-person lab training to short videos.

- Microsoft Learn training for Power BI.
- Free Power BI webinars, live and on-demand.

You can find more options online, such as:

- **edX.org** offers free and paid courses, including certifications.
- **LinkedIn Learning** offers many Power BI courses including Power BI Essential Training.
- Look for in-person "**Dashboard in a Day**" training sessions.

Tip 8: Try Twitter

Lots of Power BI customers and experts are on Twitter. Ask your question in a tweet. Add the hashtags `#PowerBI` and `#PowerBIHelp` so the people who know see your tweet.

Tip 9: Join or create a Power BI user group

Join a Power BI user group and ask your group for help with answering your questions. Or you start your own user group and create a community of people who help each other out, focused on your needs: in your area, for your data, in your time zone.

Tip 10: Just try it

If all else fails, the final tip is to observe the system. Often, people ask what capabilities Power BI has. You can often answer this type of question by opening the Power BI service or Power BI Desktop, looking at the options in the user interface, and then trying to use them.

Try opening the Power BI service and navigating to **Home**. Scroll down for links to Getting Started resources.

Related content

- What is Power BI?

Capture diagnostic information from the Power BI service

Article • 12/06/2022

Before you contact Microsoft Support for help with a problem you're having with the Power BI service, you can collect files that will help us solve your problem. We recommend you get a browser trace from your browser session. A browser trace is a diagnostic file that can provide important details about what is happening in the Power BI service when the problem occurs.

Power BI admins can use the **Help + support** experience in the Power Platform admin center to get self-help solutions and to contact Support. The diagnostic files that you collect by using the following steps can be attached to your support request to help with troubleshooting. For more support options, see Power BI support options.

To collect a browser trace and other session information, use the proceeding steps for the browser you use. If you need to collect diagnostic information from Power BI Desktop, follow the instructions in Power BI Desktop diagnostics collection.

Collect a browser trace

> ⓘ **Important**
>
> Sign in to the **Power BI service** *before* you start to collect browser trace information, no matter which browser you use. This step is important to make sure that the trace information doesn't include sensitive information related to your sign-in.

Google Chrome or Microsoft Edge

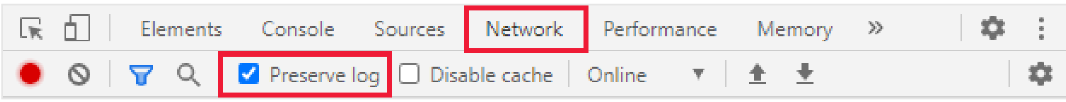
Google Chrome and Microsoft Edge (Chromium) are both based on the Chromium open source project. The following steps show how to use the developer tools, which are similar in the two browsers. For more information, see Chrome DevTools and Microsoft Edge (Chromium) Developer Tools. The following reference images are taken from Google Chrome.

1. After signing in, press F12 on your keyboard. Or, in Microsoft Edge select **Settings and more (...)** > **More tools** > **Developer tools**. In Google Chrome,

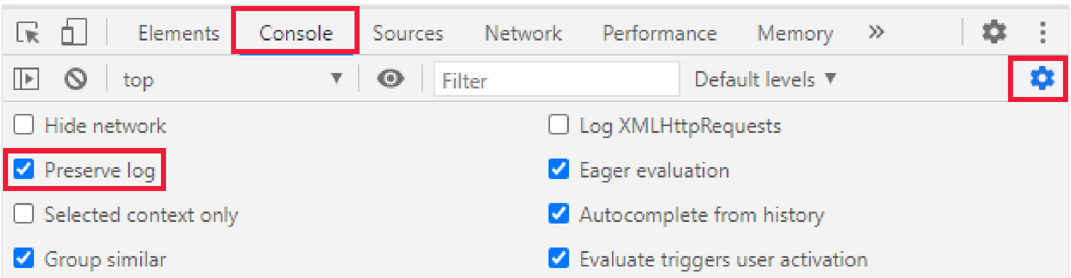
select **Customize and control Google Chrome** > **More tools** > **Developer tools**.

2. Prepare to collect the browser trace by setting trace options. You'll also stop and clear any information that was collected before you start to reproduce the problem. By default, the browser keeps trace information only for the page that's currently loaded. Follow these steps to set up the browser to keep all trace information, even if your repro goes to more than one page:

   a. In the **Developer tools** window, select the **Network** tab. Then, select **Preserve log**.

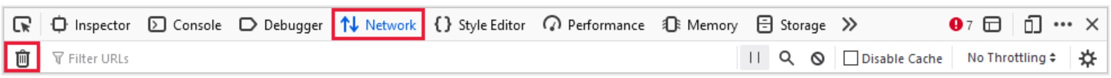
   

   b. Select the **Console** tab, then select **Settings** > **Preserve log**.

   Select **Settings** again to close the **Console settings**.

3. Next, stop and clear any recording in progress. Select the **Network** tab, select **Stop recording network log**, then **Clear**.

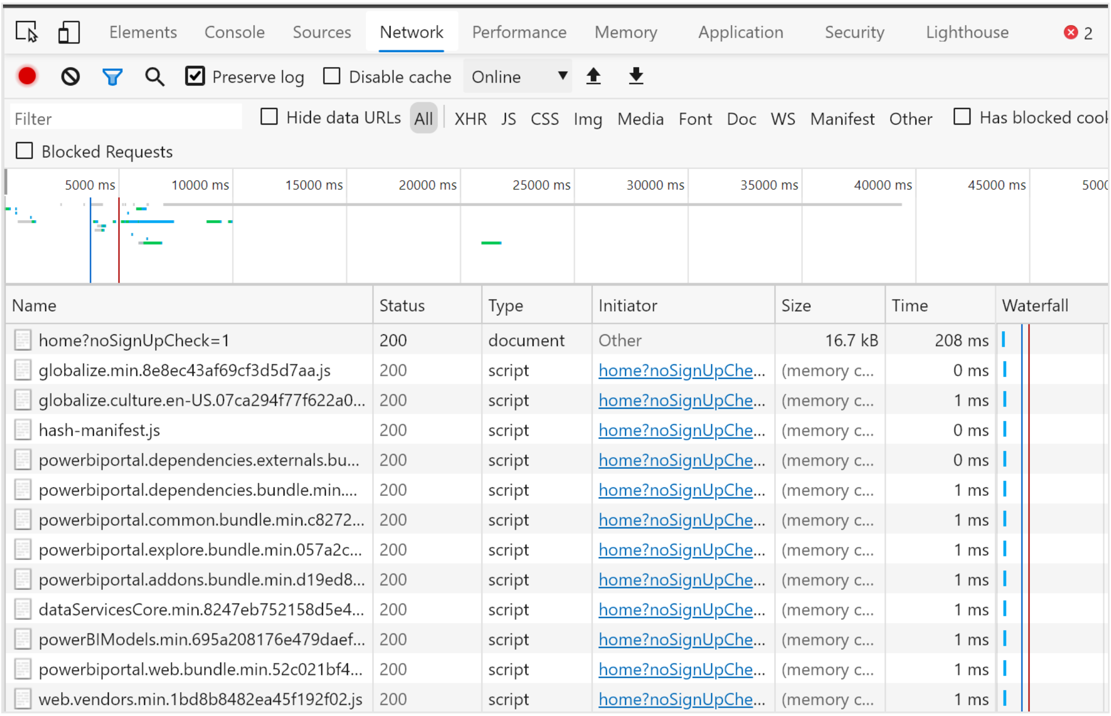


4. Now, you'll reproduce the problem that you were having in the Power BI service. To start, in **Developer tools** select the **Network** tab. Select **Record network log**.

> ⓘ **Important**
>
> Refresh the browser page in the Power BI service before you start to reproduce the problem so that traces are correctly captured.

Reproduce the steps that resulted in the problem you need help with.

As you reproduce the problem, you'll see output similar to the following image in the **Developer tools** window.

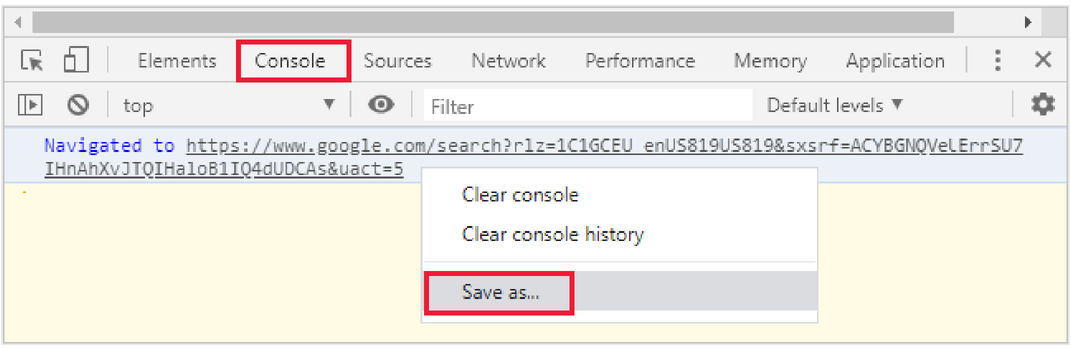


5. After reproducing the problem behavior, you need to save the log files and attach them to your support request.

   a. To export the network log, in **Developer tools** select the **Network** tab. Select **Stop recording network log**. Then, select **Export HAR...** and save the file.

   b. To export the console output, in **Developer tools** select the **Console** tab. Right-click on a displayed message, then select **Save as...**, and save the console output to a text file.

Package the saved HAR file, console output, and screen recording in a compressed format, such as .zip, and attach the file to your support request.

After you collect the diagnostic files, attach them to your support request to help the support engineer solve your problem. The HAR file will contain all the information about network requests between the browser window and the Power BI service, including:

- The activity IDs for each request.
- The precise timestamp for each request.
- Any error information returned to the client.

This trace will also contain the data used to populate the visuals shown on the screen.

Next steps

- Track Power BI service health in Microsoft 365
- Service interruption notifications
- Join the Power BI Community

Find your environment and organization ID and name

Article • 07/22/2022

Use the following steps to find your environment ID, organization ID, and organization name.

Find your environment and organization ID

1. Sign in to the Power Platform admin center.

2. Select an environment and review the information in the **Details** section.

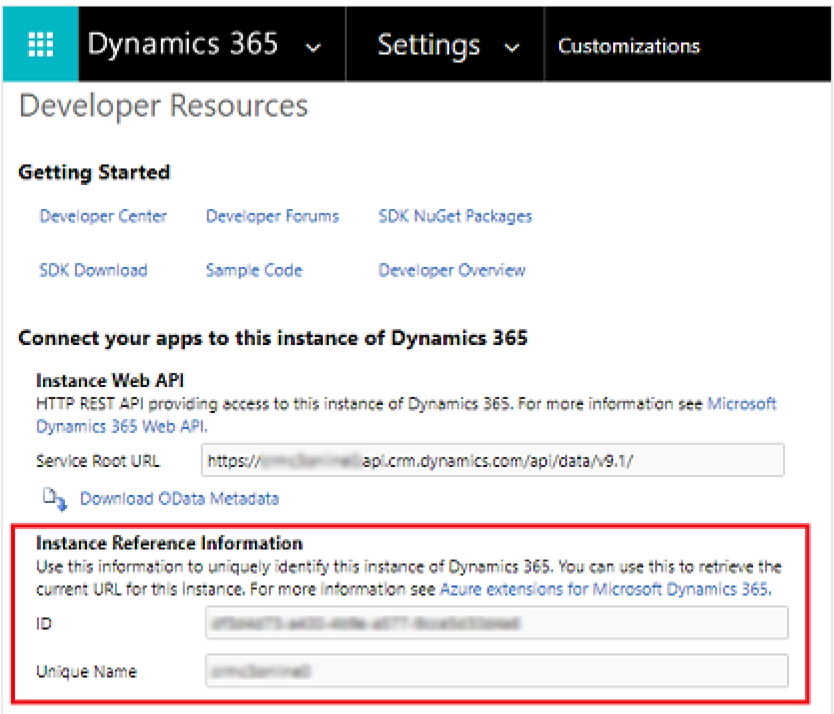
Find your organization name

1. In the Power Platform admin center, select an environment. Select **Settings** > **Resources** > **All legacy settings**.

   For Unified Interface, in the upper-right corner select Settings ( ) > **Advanced Settings**.

2. Go to **Settings** > **Customizations** > **Developer Resources**.

3. Under **Instance Reference Information**, make note of **ID** and **Unique Name**. **Unique Name** is the organization name.



ⓘ **Note**

The organization name is derived from the domain name when the environment was provisioned. You cannot change the organization name using the **Business Unit** form but it can be changed using the **Web API**.

Troubleshoot sign-in issues for Power BI

Article • 06/25/2024

This article describes how to troubleshoot sign-in issues for Power BI. If you're a Power BI user having sign-in issues, first work with your organization's internal support team for assistance. If your organization enabled Self-Service Password Reset, you can reset your own password with the Self-Service Password Reset wizard. If this process fails, a link to contact Support displays.

If you're an **admin** for your organization, we recommend that you Enable users to unlock their account or reset passwords using Microsoft Entra self-service password reset. If you forgot your own password, follow the steps in Forgot sign-in password to Microsoft 365, Azure, or Intune to recover your password. To troubleshoot other sign-in issues, review the solutions listed in You can't sign in to Microsoft 365, Azure, or Intune.

Customers who purchase Microsoft Premier support can contact Premier support over the phone:

- For customers in the United States (US) and the rest of the Americas: +1-800-936-3100
- For customers in Europe, the Middle East, and Asia (EMEA): +44-844-800-8338
- For customers in India: +1-800-425-5666

> Note
>
> It's helpful to provide additional diagnostic information at the time you engage support.

Power BI community

If you can't create a post in the Power BI community forum, it's because the forum also requires you to sign in. For more information, see Community Support.

Related content

- Power BI Pro and Power BI Premium support options

Feedback

Move between regions

Article • 02/07/2024

ⓘ **Important**

At this time, we only offer the tenant migration service to customers with a P (Premium) SKU and F64 and above SKU. The location selected during sign-up determines your default data region. However, this region might not be optimal if most of your users are located in a different geographic location. You might want to move to another region to reduce latency or to ensure data governance. You can’t move your organization’s tenant between regions by yourself. Self-service migration of Power BI resources stored in Azure isn’t supported. If you need to change your default data location from the current region to another region, you have to contact Microsoft support to manage the migration for you.

⊗ **Caution**

This article describes how to request a move between regions and keep Power BI or data. Be sure you're aware of what can’t be moved and steps you have to do before and after the region move. Moving between regions is considered a tenant migration. You can request a different process to move your tenant to another region if data loss and reconfiguration is acceptable. To determine your current data region, follow the steps in **Find the default region for your organization**.

Prerequisites

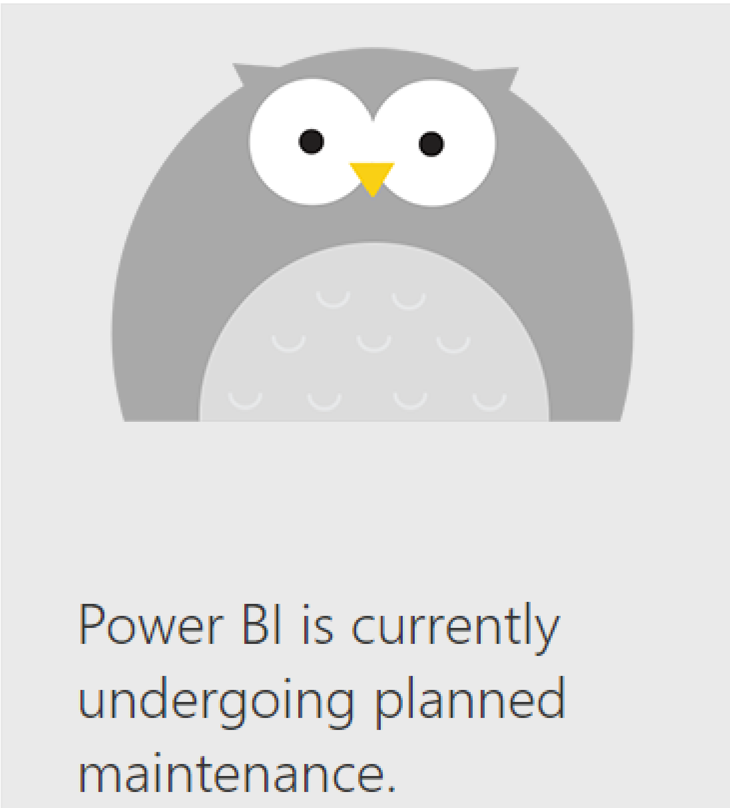
- The person who requests the data region move must be assigned the global administrator role. You can learn more about the different admin roles and what they can do in Understanding Power BI administration roles. We can't help identify your global administrator for you. Look for global administrator role holders in Microsoft 365 or Microsoft Entra ID or ask your help desk.
- We must receive written approval confirming your awareness and agreement of the effect of the tenant migration on your organization.
- You must provide a point of contact for after business hours during the migration.

Prepare

The migration process moves all tenant data to the new region. The GUID assigned to datasets, reports, dashboards, and other content don't change. However, there are some limitations you should be aware of and some preparation steps you need to take.

Awareness

- **The end-to-end migration process might take up to six months**. We prioritize service reliability and deployment schedules can change, so we might need to reschedule during migration at any time. We can't guarantee successful migration due to inconsistent data or bugs.
- During the migration process, it's possible to encounter unforeseen issues that might result in multiple failures. Allow for multiple attempts to ensure a successful migration.
- Migration requires about six hours of down time. During migration, users can't access Power BI and an error message similar to the one shown in the following screenshot is displayed. The actual down time depends on the volume of data to be migrated.



- Capacities and Premium workspaces can't be migrated.
- Power BI Premium Per User (PPU) capacity are deleted before migration starts. After the migration, PPU capacity is recreated at first PPU user sign-in. For more information about PPU licenses, see Power BI Premium Per User.

- After migration, Excel workbooks that use the Analyze in Excel feature might fail to refresh. You might need to update the connection string or redownload the ODC connection for that dataset. Follow the steps in Start in Power BI with Analyze in Excel if necessary.

- Push datasets might not be migrated. If they can't be migrated, you need to delete the datasets.

- You have to reconfigure data gateways after migration. To learn more about this step, read Migrate, restore, or take over an on-premises data gateway.

- Dataset and workspace storage modes shouldn't be changed one day before the migration. Changing the storage mode before the migration can leave the datasets unusable after the migration. For more information, read Dataset modes in the Power BI service and Manage data storage in Power BI workspaces.

- Some usage data collected before migration is unavailable after migration. Usage data in the following sources will be lost:
  - Power BI Activity Log
  - View count in Lineage view
  - Data protection metrics report
  - Usage metrics(preview)

- If Fabric Metadata is linked to the Purview Data Map, it continues to be stored in the home region of the tenant. You can choose to delete the assets manually by navigating to Microsoft Purview and following the steps described here: Asset management in the Microsoft Purview Data Catalog.

Preparation steps

Our support team works with you to verify that the following steps are done to prepare for the migration:

- We can't migrate capacities and Premium workspaces, so you have to delete all capacities before migration. After the region move, these resources can be recreated. If you move resources from a Premium workspace to a shared workspace, datasets larger than 1 GB can't be viewed until they're moved back to Premium capacity.
  - To avoid conflicts during migration, delete any gateways that are already in the target region.

- To keep user activity logs, follow the steps in Track user activities in Power BI. You can get log data from either the Power BI activity log or the Unified audit log.

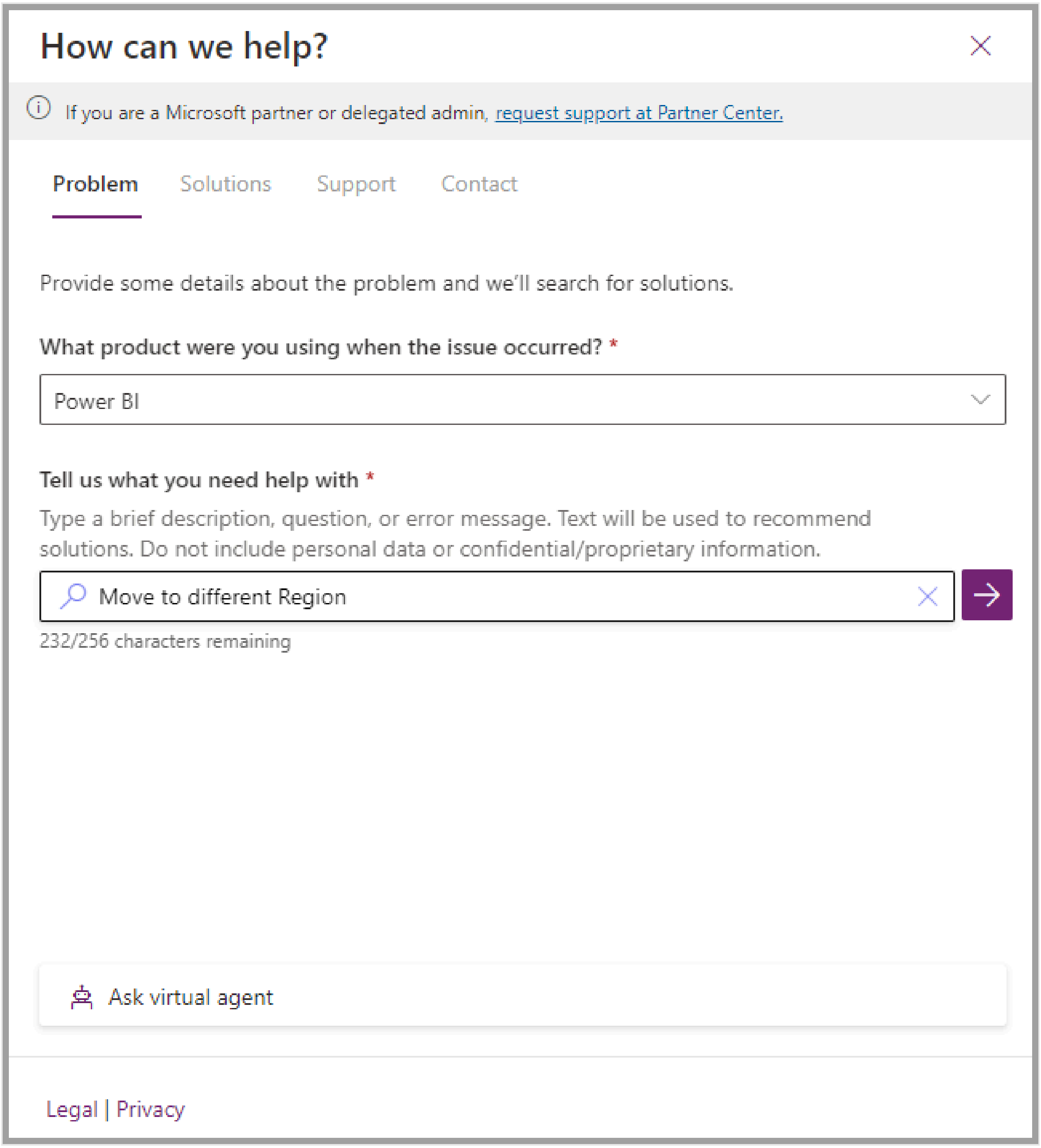
- **All Fabric items have to be deleted individually** before deleting the capacity or workspace. Deleting the capacity or workspaces does not delete the Fabric items immediately.
- All Fabric trial capacities have to be deleted before the migration. To delete Fabric trial capacities, **the users who own** the trial capacity need to cancel the trial from the Me profile at least one and a half days before the migration.

Request a region move

To find out the best way to contact support, read Power BI support options. Most admins can use the **Help + support** experience in the Power Platform Admin Center to submit a service request. Use the following steps to get started:

1. Go to Power Platform Admin Center Help + support and sign in using admin credentials.
2. Select **New support request**, then select the following options to request a region move.
   - Product: Power BI
   - Tell us what you need help with: Move to a different region
   - Problem type: Administration
   - Problem Subtype: Tenant Management
   - Are you contacting us to move your tenant to another region: Yes

   Select **See solutions** to move to the next screen.



3. Select the arrow button to continue to **Select your support plan**. Choose your support plan. Add a description and include the information in the following table:

Expand table

Information needed	How to find the information
Tenant object ID	How to find your Microsoft Entra tenant ID
Current region	Find the default region for your organization
Proposed region	International availability of Microsoft Power Platform
Proposed date and time for migration	Give us three options in UTC time. The proposed dates should be at least two weeks later than when you submit the request.

Information needed	How to find the information
Contact available after during off-business hours	Name, phone number, and email address

4. Under **Is the problem you're reporting related to a recent service change?**, choose N/A. Select a severity level, then select **Next**.

5. Add your contact information, then **Submit**.

Our support team will be in touch. The support team makes sure you're authorized to make this request, confirms your awareness of the issues listed earlier, and obtains written approval to confirm you want to move your tenant between regions.

Be sure to provide contact details for someone who can act as the point of contact for Support. The contact has to be available after business hours.

Support reviews the submitted information, including your tenant object ID, current data region, and target data region. After details are confirmed, we coordinate the proposed migration time frame with you.

During the region move

- Don't do any manual or scheduled refreshes until after migration is complete.
- Support copies your data to the new region. Power BI isn't available to users during the move.

After the region move

When migration is complete, you can access Power BI in about 20-30 minutes. Support contacts you to make sure everything is working.

Do the following steps to recreate the configuration of the original region:

1. Recreate capacities and move workspaces back to Premium. Read more about this step in Configure and manage capacities in Power BI Premium.
2. Recreate push datasets if they were deleted. For more information, see Real-time streaming in Power BI to learn how to push data into a dataset.
3. Reconfigure your data gateways. Follow the steps in Migrate, restore, or take over an on-premises data gateway.
4. Update the connection string or redownload the ODC connection for datasets that didn't refresh. Excel workbooks that use the Analyze in Excel feature might fail to refresh. Follow the steps in Start in Power BI with Analyze in Excel if necessary.

5. Regenerate embedded links that didn't reconnect. Links to Power BI that are embedded in content might fail to connect when migration is complete. For example, an embedded link in SharePoint might result in a user error. To resolve this problem, you have to regenerate the embedded link in Power BI, and then update the locations where they're used. To fix this issue, follow the procedure in Embed a report web part in SharePoint Online.

To verify that the default region for data storage was moved, follow the steps in Find the default region for your organization.

Frequently asked questions

Can I migrate back to the original region? If yes, what's the process so that I don't lose data?

No, you can't revert to using the old region.

Is my data deleted immediately from the old region? If not, how long is it kept and do I have access to it?

Data is retained in the old region for 30 days and is then deleted. Customers don't have access to data in the old region after migration.

What happens to my Microsoft 365 groups, SharePoint sites, etc.? Are they also migrated?

We only migrate Power BI-specific resources. Your Microsoft 365 groups and SharePoint sites aren't touched.

Can I request that some of my data be migrated to a different region?

No, migration of data to different regions isn't a supported scenario.

Does migration change any of my data or settings for Microsoft Entra ID?

No, migration doesn't affect anything outside of Power BI.

Can I use Power BI REST APIs for read-only operations during migration?

No, using Power BI during tenant migration activity isn't recommended.

Why do I need to provide three proposed migration dates?

We need to ensure that migration happens outside of the production deployment window. This time frame is subject to change on a weekly basis. We can only confirm the actual migration date five days before the migration.

Can I request migration during weekdays (if my company allows) or on any public holiday recognized by my organization?

Yes, you can request migration during weekdays or public holidays.

How do I verify my data is now stored in the requested region?

Follow the steps in Find where data is stored. You should see the new region next to **Your data is stored in**.

Can I migrate or merge my Power BI tenant into a different tenant (for example, because of a company merger)?

No, migration from one tenant to another isn't possible.

After migration, is it normal to still see some refreshes happening from the old tenant location?

Refresh in the old region should stop after migration.

My allowlist contains Power BI IP ranges that are used to access some data sources. Do I need to update the IP ranges to match the new location?

Yes. Because it’s a new location, the IP ranges are also changing, and the ranges need to be updated. Download the Azure IP Ranges JSON file to identify the needed IP ranges.

Is there a cost to have my tenant moved to a different region?

No, there's no cost charged for region migration. Customers that have any paid licenses can migrate. A global administrator must request the operation.

Feedback

Was this page helpful? Yes No

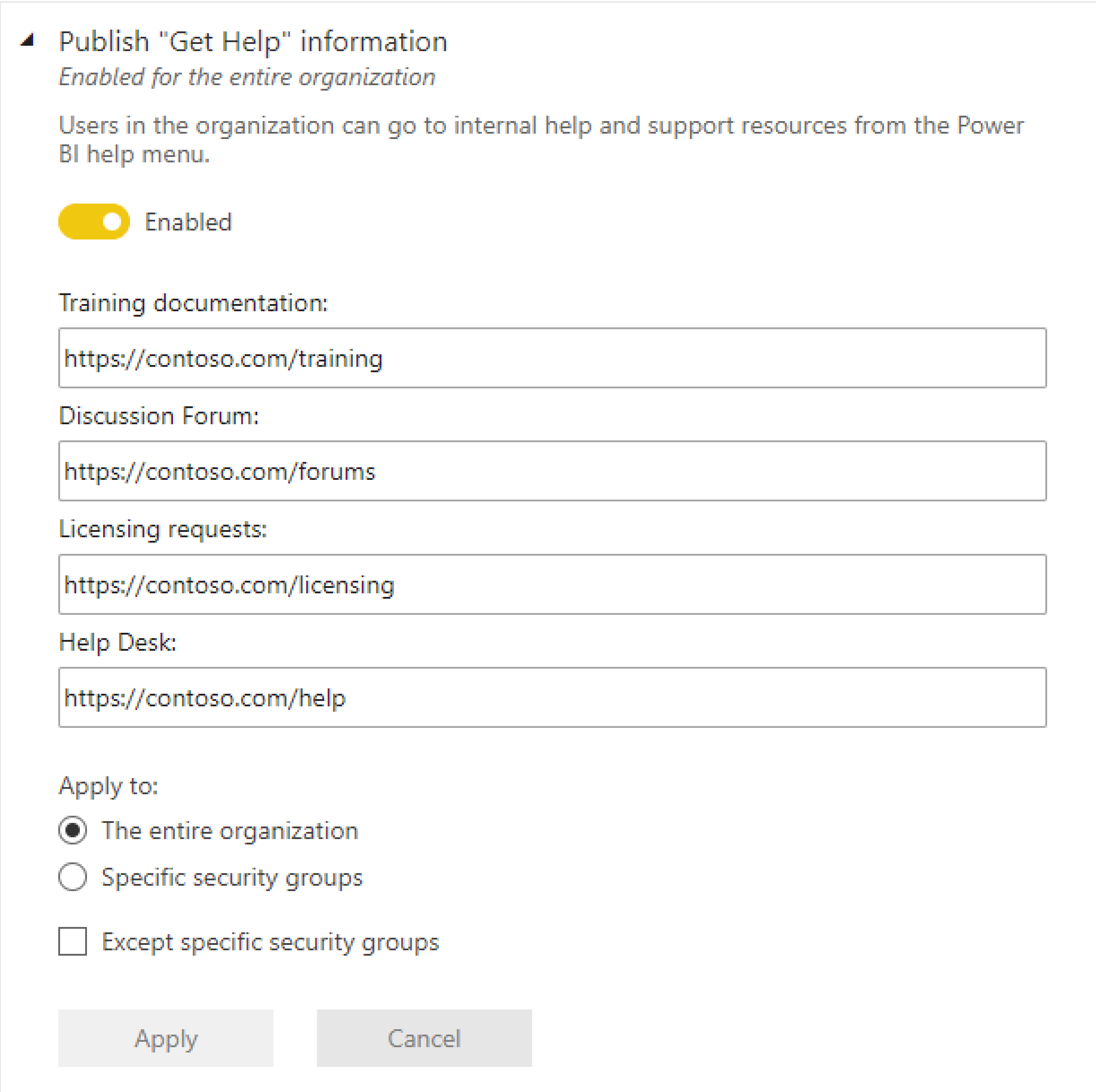
Provide product feedback | Ask the community

Help and support tenant settings

Article • 07/22/2024

These settings are configured in the tenant settings section of the Admin portal. For information about how to get to and use tenant settings, see About tenant settings.

Publish "Get Help" information



Admins can specify internal URLs to override the destination of links on the Power BI help menu and for license upgrades. If custom URLs are set, users in the organization go to internal help and support resources instead of the default destinations. The following resource destinations can be customized:

- **Learn**. By default, this help menu link targets a list of all our Power BI learning paths and modules. To direct this link to internal training resources instead, set a custom URL for **Training documentation**.

- **Community**. To take users to an internal forum from the help menu, instead of to the Power BI Community, set a custom URL for **Discussion forum**.

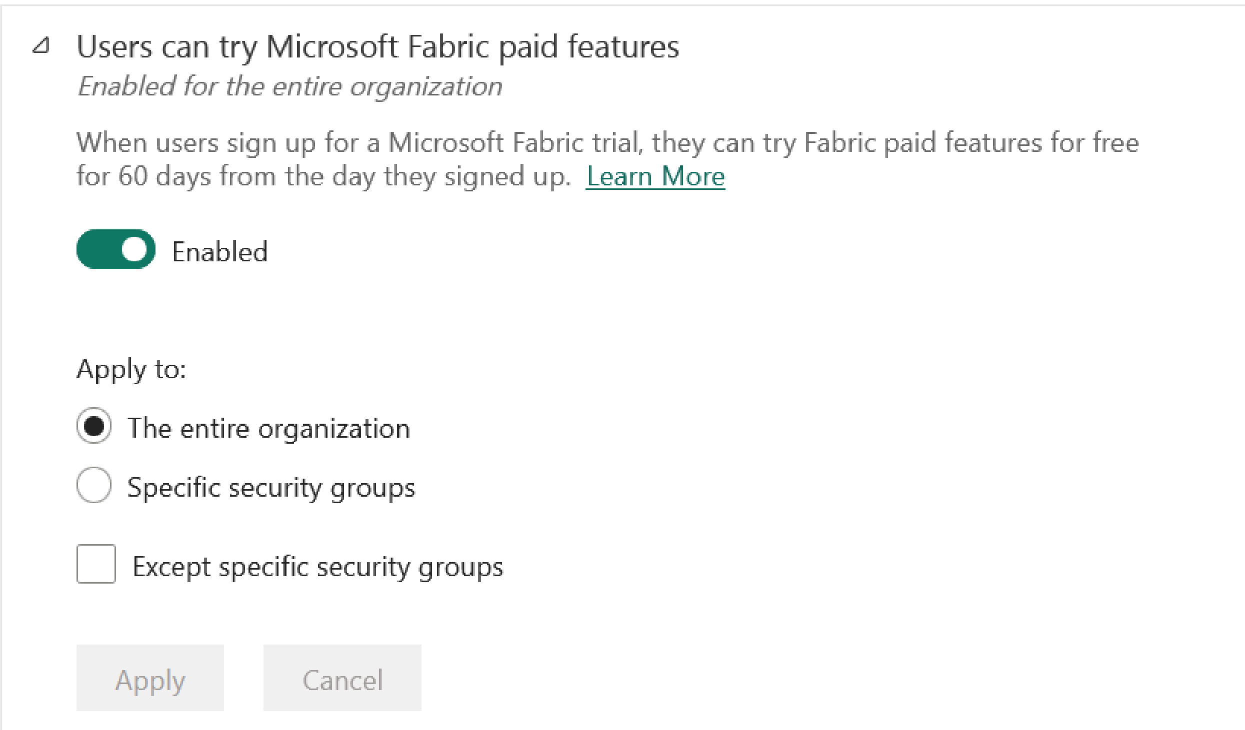
- **Licensing upgrades**. Users with a Fabric (Free) license can be presented with the opportunity to upgrade to Power BI Pro (Pro) or Power BI Premium Per User (PPU). Users with a Fabric (Free) or Power BI Pro license can be presented with the opportunity to upgrade their account to a Power BI Premium Per User license. If you specify an internal URL for **Licensing requests**, you redirect users to an internal request and purchase flow and prevent self-service purchase. You might want to prevent users from buying licenses, but are okay with letting users start a Power BI Pro or PPU trial or a trial of a Fabric capacity. For this scenario, see Users can try Microsoft Fabric paid features to separate the buy and try experiences.

- **Get help**. To take users to an internal help desk from the help menu, instead of to Microsoft Fabric Support, set a custom URL for **Help Desk**.

Receive email notifications for service outages or incidents

If this tenant is impacted by a service outage or incident, mail-enabled security groups receive email notifications. Learn more about Service interruption notifications.

Users can try Microsoft Fabric paid features



The setting to **Users can try Microsoft Fabric paid features** is enabled by default. This setting increases your control over how users get license upgrades. In scenarios where you block self-service purchase, this setting lets users use more features free for 60 days. Users can start a Power BI pro or PPU trial or a trial of a Fabric capacity. Changing **Users can try Microsoft Fabric paid features** from **enabled** to **disabled** blocks self-service trials of new licenses and of the Fabric capacity trial. It doesn't impact purchases that were already made.

The user's license upgrade and trial experience depends on how you combine license settings. The following table shows how the upgrade experience is affected by different setting combinations:

Expand table

Self-service purchase setting	Users can try Microsoft Fabric paid features	End-user experience
Enabled	Disabled	User can buy an upgraded license, but can't start a trial
Enabled	Enabled	User can start a free trial and can upgrade to a paid license
Disabled	Disabled	User sees a message to contact the IT admin to request a license
Disabled	Enabled	User can start a trial, but must contact the IT admin to get a paid license

ⓘ Note

You can add an internal URL for licensing requests in **Help and support settings**. If you set the URL, it overrides the default self-service purchase experience. It doesn't redirect sign-up for a trial. Users who can buy a license in the scenarios described in the table are redirected to your internal URL.

To learn more, see Enable or disable self-service sign-up and purchasing.

Show a custom message before publishing reports

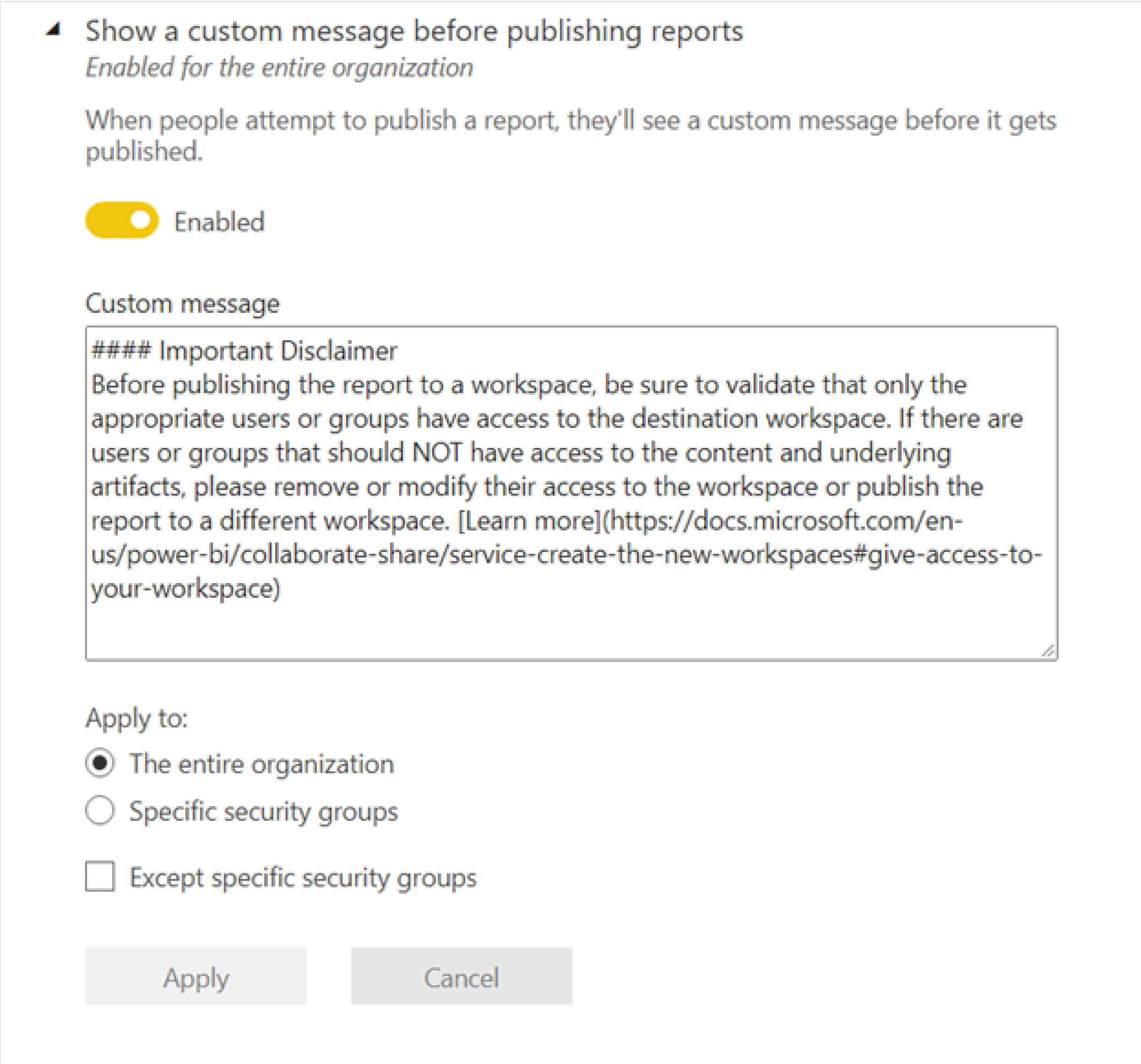
Admins can provide a custom message that appears before a user publishes a report from Power BI Desktop. After you enable the setting, you need to provide a **custom**

message. The custom message can be plain text or follow markdown syntax, as in the following example:

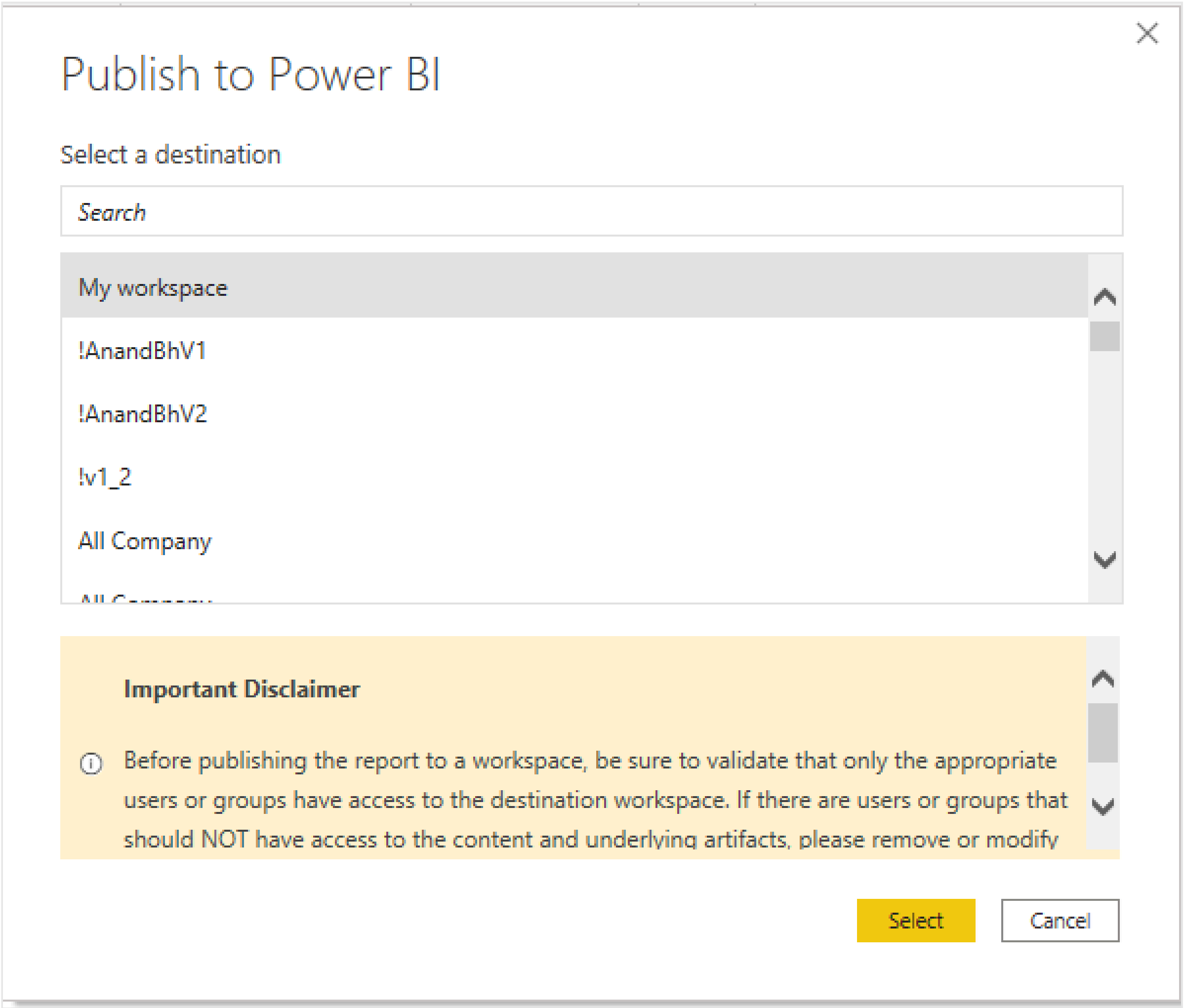
```markdown
### Important Disclaimer

Before publishing the report to a workspace, be sure to validate that the
appropriate users or groups have access to the destination workspace. If
some users or groups should *not* have access to the content and underlying
artifacts, remove or modify their access to the workspace, or publish the
report to a different workspace. Learn about [giving access to workspaces]
(/power-bi/collaborate-share/service-give-access-new-workspaces).
```

The **custom message** text area supports scrolling, so you can provide a message up to 5,000 characters.



When your users publish reports to workspaces in Power BI, they see the message you wrote.



As with other tenant settings, you can choose who the **custom message** applies to:

- **The entire organization**.
- **Specific security groups**.
- Or **Except specific security groups**.

Related content

- About tenant settings

Feedback

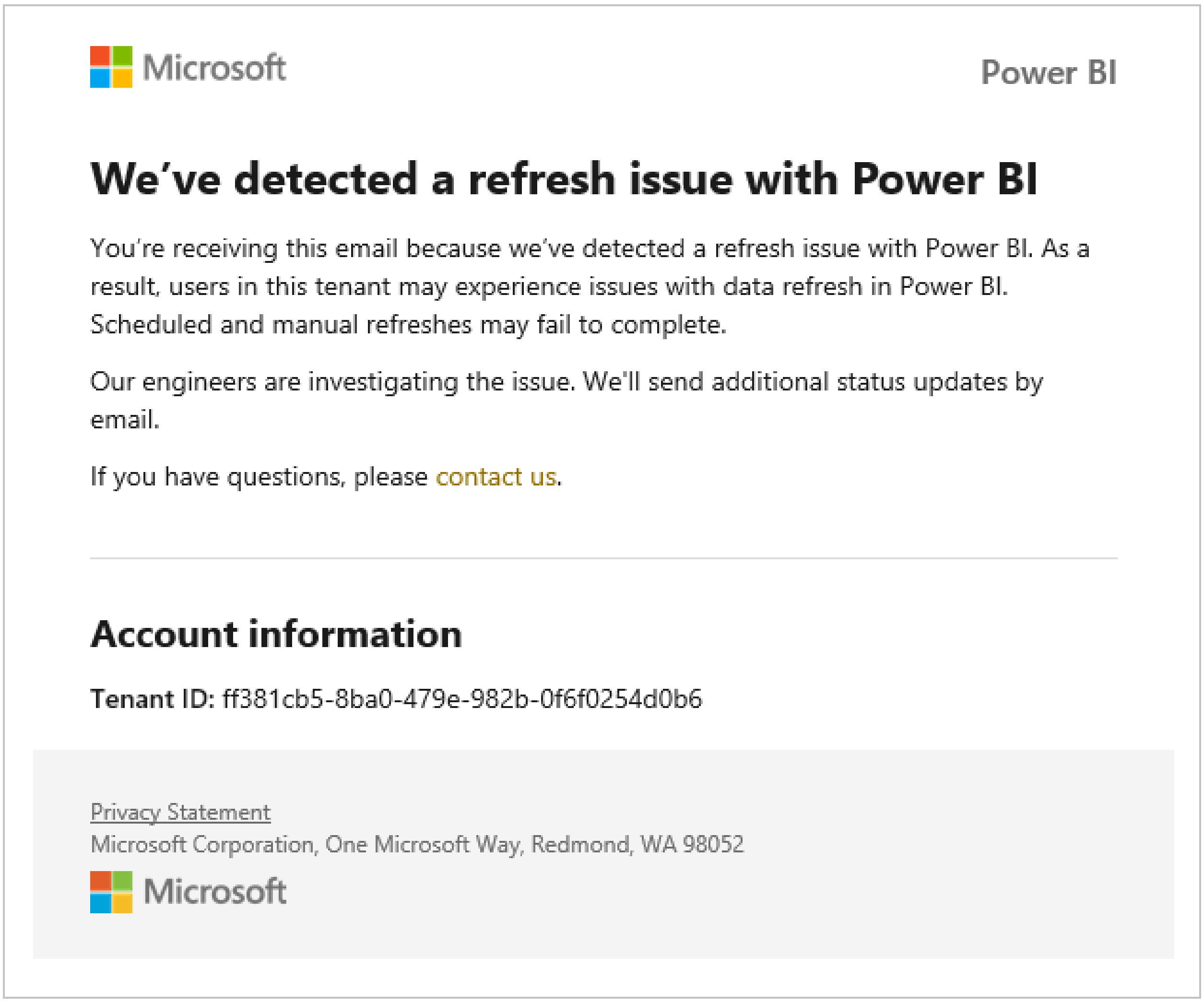
Was this page helpful? Yes No

Provide product feedback | Ask the community

Service interruption notifications

Article • 05/23/2023

It's important to have insight into the availability of your mission-critical business applications. Power BI provides incident notification so you can optionally receive emails if there's a service disruption or degradation. While the Power BI 99.9% service level agreement (SLA) makes these occurrences rare, it's still possible for disruptions to occur. The following screenshot shows the type of email you'll receive if you enable notifications:


Microsoft Power BI

We've detected a refresh issue with Power BI

You're receiving this email because we've detected a refresh issue with Power BI. As a result, users in this tenant may experience issues with data refresh in Power BI. Scheduled and manual refreshes may fail to complete.

Our engineers are investigating the issue. We'll send additional status updates by email.

If you have questions, please contact us.

Account information

Tenant ID: ff381cb5-8ba0-479e-982b-0f6f0254d0b6

Privacy Statement
Microsoft Corporation, One Microsoft Way, Redmond, WA 98052
Microsoft

At this time, emails are sent for the following *reliability scenarios*:

- Open report reliability
- Model refresh reliability
- Query refresh reliability

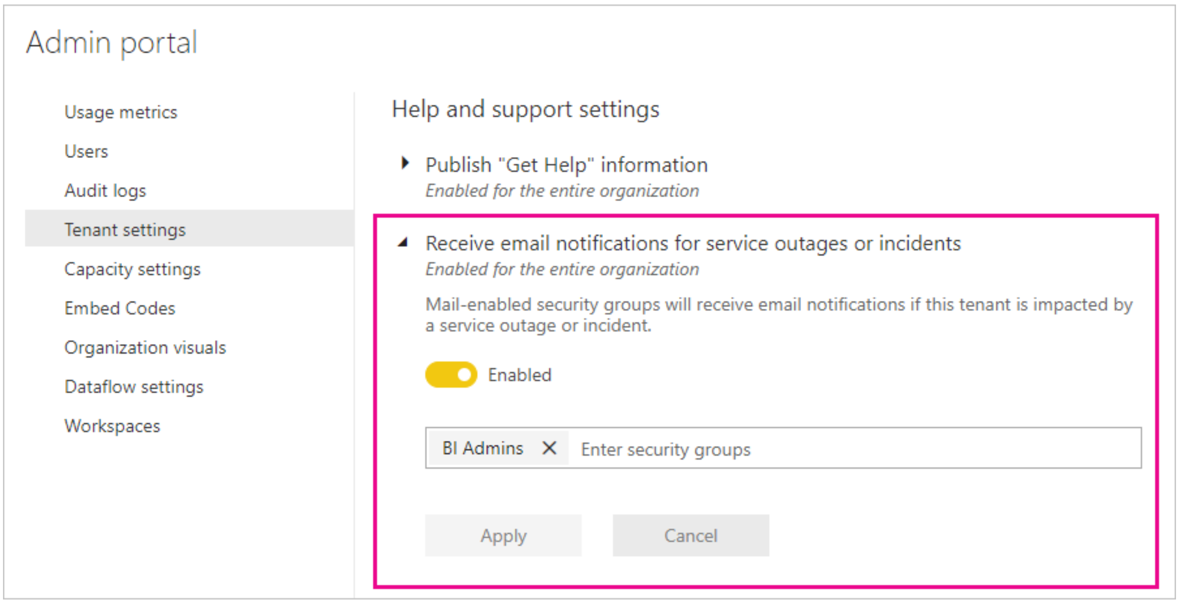
Notifications are sent when there's an *extended delay* in operations like opening reports, dataset refresh, or query executions. After an incident is resolved, you receive a follow-up email.

> ⓘ **Note**
>
> This feature is currently available only for capacities in Power BI Premium. It's not available for shared or embedded capacity.

Enable notifications for service outages or incidents

A Power BI admin can enable notifications for service outages or incidents in the admin portal:

1. Identify or create an email-enabled security group that should receive notifications.
2. In the admin portal, select **Tenant settings**. Under **Help and support settings**, expand **Receive email notifications for service outages or incidents**.
3. Enable notifications, enter a security group, and select **Apply**.



> ⓘ **Note**
>
> Power BI sends notifications from the account no-reply-powerbi@microsoft.com. Ensure that this account is added to your safe sender list so that notifications don't end up in a junk email folder.

Service health in Microsoft 365

This article describes how to receive service notifications through Power BI. You can also monitor Power BI service health through Microsoft 365. Opt in to receive email notifications about service health from Microsoft 365. Learn more in How to check Microsoft 365 service health.

Next steps

Power BI Pro and Power BI Premium support options

Notifications for Business Application Group services

Article • 02/15/2022

Microsoft regularly sends communications regarding service incidents, service changes, maintenance, releases, and customer action needed. These communications come primarily in the form of a post to the Microsoft 365 Service health dashboard and the Message center. From time-to-time we will also use direct email communications to provide status, updates, or information about the service.

Message Center

The Microsoft 365 Message Center will display any maintenance notifications, service changes, release information, or customer action requests.

Service health dashboard

The Service health dashboard will show the latest status of updates and incidents regarding your service. To learn how to get to the Microsoft 365 Service health dashboard, see Check your service health.

Email notifications

The notifications sent from the Business Application Group communications team will be for the following services and email addresses. Be sure to check your spam folder for these messages.

Service	Notification Email
Dynamics 365 apps	msdynamics365@microsoft.com
Dynamics 365 Business Central	msdynamics365@microsoft.com
Dynamics 365 Marketing	msdynamics365@microsoft.com
Dynamics 365 Market Insights	marketinsights@microsoft.com
Dynamics 365 Finance & Operations	msdyn365finops@microsoft.com
Microsoft Power Automate	mspowerautomate@microsoft.com

Service	Notification Email
Microsoft Power Apps	mspowerapps@microsoft.com
Microsoft Power BI	mspowerbi@microsoft.com

Email notifications are sent to Microsoft Dataverse users who have the System Administrator role in an impacted environment. If you want to change who receives email communications, see Manage email notifications.

Incident Communications

Major service incident emails can easily be identified by the red banner.

Microsoft will send you an email when normal system services have been restored. You can easily identify these emails by the green banner.

Maintenance communications

Planned maintenance includes updates and changes to the service to provide increased stability, reliability, and performance. Planned and unplanned maintenance emails can be identified by the light-orange banner.

Communications for releases, package deployments, and awareness

Communications can be informational in nature, drive specific actions, or both. The target audience for these communications is System Administrators or individuals designated to run the service. You can easily identify these by the light-blue banner.

Action requested communications

Action requested notifications are sent when we detect that a configuration or a setting for your environment is causing the service to perform below expectations. The notification will include details on the situation as well as guidance on how to return performance to normal.

Post-purchase customer lifecycle communications

Once a customer has purchased customer engagement apps (Dynamics 365 Sales, Dynamics 365 Customer Service, Dynamics 365 Field Service, Dynamics 365 Marketing, and Dynamics 365 Project Service Automation), we send a series of email communications to administrators during the first year. These communications direct customers to a number of resources that will assist both administrators and users to successfully adopt and expand their use of customer engagement apps.

You can easily identify these communications by the dark-blue banner.

Power BI known issues and troubleshooting

Self-service guidance to identify feature issues that are already known by Microsoft, to troubleshoot problems you are experiencing, and to learn how to contact Support.

Known issues

REFERENCE

What are the current known issues for Power BI + Fabric - chart

Current known issues for Power BI and Fabric - report

Are there any service-wide outages

See more >

Troubleshooting

HOW-TO GUIDE

Troubleshoot signing up and purchasing an individual license

Troubleshoot refresh scenarios

Troubleshoot subscribing to reports and dashboards

Troubleshoot gateways