Unable to setup Administrator from Portal

Last updated by | Vitor Tomaz | Feb 18, 2021 at 2:30 AM PST

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Unable to setup Administrator from Portal

Issue

Customer is unable to view all the groups or users in AAD while trying to setup AAD Admin through portal, but it works via PowerShell

Mitigation

Ask the AAD Administrator for the customer subscription to go to the portal and verify under AAD->User Settings-> Administration Portal

If Restrict access to Azure AD administration portal is set to "Yes" then this can create issues for people trying to set AAD Admin via portal. Please set your permissions to "No" to allow people to have access to view all AAD Groups and users

Overview

MANAGE

All users

All groups

Password reset

Company branding

User settings

Group settings

Device settings

ACTIVITY

Sign-ins

Audit logs

TROUBLESHOOTING + SUPPORT

Troubleshoot

New support request

Save   Discard

Enterprise applications

Users can consent to apps accessing company data on their behalf ⓘ | Yes | No |

Users can add gallery apps to their Access Panel ⓘ | Yes | No |

App registrations

Users can register applications ⓘ | Yes | No |

External users

Guest users permissions are limited ⓘ | Yes | No |

Admins and users in the guest inviter role can invite ⓘ | Yes | No |

Members can invite ⓘ | Yes | No |

Guests can invite ⓘ | Yes | No |

Administration portal

Restrict access to Azure AD administration portal ⓘ | Yes | No |

Next steps

If there are concerns regarding the mismatch in permissions between the two tools (portal and PowerShell), please direct your concerns to Azure AAD Team as this piece of the Azure portal is owned by them.

Classification

Root cause Tree - Connectivity/AAD Issue/AAD User Configuration issues

How good have you found this content?

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