

# Error in fetching user details from O365

## Summary

This article shows how to fix error related to Syncing Skype for Business user from O365.

## Applies To

This article applies to MachPanel Build V5.6.30.

## Error Message:

Error in syncing SfB user. Details: Error in fetching SfB user from Office 365. Details: Error Processing command: The remote name could not be resolved.

Log Date	Log Details
Log # 1 Date: 4/19/2017 12:47:08 PM	Error in syncing SfB user. Details: Error in fetching SfB user details from office 365. Details: Error processing command: The remote name could not be resolved: lyncdiscover.robert123.tk
Log # 2 Date: 4/19/2017 12:49:10 PM	Error in syncing SfB user. Details: Error in fetching SfB user details from office 365. Details: Error processing command: The remote name could not be resolved: lyncdiscover.robert123.tk
Log # 3 Date: 4/19/2017 12:52:02 PM	Error in syncing SfB user. Details: Error in fetching SfB user details from office 365. Details: Error processing command: The remote name could not be resolved: lyncdiscover.robert123.tk
Log # 4 Date: 4/19/2017 12:56:05 PM	Error in syncing SfB user. Details: Error in fetching SfB user details from office 365. Details: Error processing command: The remote name could not be resolved: lyncdiscover.robert123.tk
Log # 5 Date: 4/19/2017 1:01:03 PM	Error in syncing SfB user. Details: Error in fetching SfB user details from office 365. Details: Error processing command: The remote name could not be resolved: lyncdiscover.robert123.tk
Log # 6 Date: 4/19/2017 1:07:04 PM	Error in syncing SfB user. Details: Error in fetching SfB user details from office 365. Details: Error processing command: The remote name could not be resolved: lyncdiscover.robert123.tk

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## Solution\Fix:

Please add DNS records as per details on link below:

<https://support.microsoft.com/en-us/help/2566790/troubleshooting-skype-for-business-online-dns-configu>

DNS MANAGEMENT for robert123.tk

[Back to domain details](#)

**Record added successfully**

Name	Type	TTL	Target	
LYNCDISCOVER	CNAME	3600	webdir.online.lync.com	Delete
SIP	CNAME	3600	sipdir.online.lync.com	Delete
	TXT	3600	MS=ms10403629	Delete

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```
10:21:23 AM [Error] - 417815013 - [Error] Error in fetching user details from Office 365. Details: Error processing command: The remote name could not be resolved.
10:21:07 AM [Error] - 417815013 - [Error] Error in fetching user details from Office 365. Details: Error processing command: The remote name could not be resolved.
```

MachPanel Knowledgebase

<https://kb.machsol.com/Knowledgebase/54539/Error-in-fetching-user-details-f...>