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

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MachPanel Knowledgebase

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