Microsoft: Office 365 PowerPack Release Notes

Version 101

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Overview

Version 101 of the *Microsoft: Office 365* PowerPack adds the ability to discover several new Office 365 resources and introduces the ability to discover Office 365 resources using a proxy server. It also adds new Dynamic Applications, Device Classes, and Event Policies, as well as a new Device Template, sample Credential, and Credential Test.

- **Minimum Required SL1 Version**: 8.7.0
- **Support Status**: Beta

This document describes:

- *Pre-installation or pre-upgrade information*
- *The installation and upgrade process for the PowerPack*
- *The features included in version 101*
- *The enhancements and issues addressed in version 101*
- *The known issues and workarounds for version 101*

Before You Install

Ensure that you are running version 8.7.0 or later of SL1 before installing the *Microsoft: Office 365* PowerPack version 101.

> **NOTE**: For details on upgrading SL1, see the appropriate ScienceLogic Release Notes.

Installing Microsoft: Office 365 PowerPack version 101

> **NOTE**: You cannot upgrade to version 101 of the *Microsoft: Office 365* PowerPack from version 100. Instead, if you are currently using version 100, ScienceLogic recommends that you install version 101 of the *Microsoft: Office 365* PowerPack and then rediscover your Office 365 resources to prevent some odd behaviors due to the updates made in version 101. However, because version 100 does not collect performance data, no performance data will be lost.

To install the *Microsoft: Office 365* PowerPack, perform the following steps:

1. Familiarize yourself with the *Known Issues* for this release.
2. See the *Before You Install* section. If you have not done so already, upgrade your system to SL1 8.7.0 or later.

3. Download version 101 of the *Microsoft: Office 365* PowerPack from the Customer Portal to a local computer.

4. Go to the **PowerPack Manager** page (System > Manage > PowerPacks). Click the **[Actions]** menu and choose *Import PowerPack*. When prompted, import version 101 of the *Microsoft: Office 365* PowerPack.

5. After importing the PowerPack, you will be prompted to install the PowerPack. Click the **[Install]** button to install the PowerPack.

6. See the manual **Monitoring Microsoft Office 365** for instructions on using the PowerPack.

Features

Microsoft: Office 365 PowerPack version 101 includes the following features:

- Dynamic Applications that discover, model, and collect performance and configuration data for Office 365 resources
- Event Policies that are triggered when Office 365 resources meet certain status criteria
- Device Classes for each type of Office 365 resource monitored
- A Device Template that helps align Dynamic Applications to devices
- Sample Credentials for discovering Office 365 resources
- A Credential Test to ensure that your Office 365 credential works as expected

Enhancements and Issues Addressed

The following enhancement is included in version 101 of the *Microsoft: Office 365* PowerPack:

- The following Dynamic Applications were added to the PowerPack:

    o Microsoft: Office 365 License Usage Count

    o Microsoft: Office 365 Microsoft Teams Discovery

    o Microsoft: Office 365 Microsoft Teams Performance

    o Microsoft: Office 365 OneDrive Discovery

    o Microsoft: Office 365 OneDrive Performance

    o Microsoft: Office 365 Performance Metrics Monitor

    o Microsoft: Office 365 Relationship Services Configuration

    o Microsoft: Office 365 Skype for Business Performance

    o Microsoft: Office 365 Token Manager

    o Microsoft: Office 365 Usage Performance

    o Microsoft: Office 365 Yammer Discovery

    o Microsoft: Office 365 Yammer Performance

> **NOTE:** The "Microsoft: Office 365 Relationship Services Configuration" Dynamic Application creates device component map relationships between Office 365 tenants and Azure tenants, for users who also have the *Microsoft: Azure* PowerPack installed.

- The following Dynamic Applications were updated to use the silo_core_rest ScienceLogic library:

    - Microsoft: Office 365 Exchange Online Discovery
    - Microsoft: Office 365 Exchange Online Mailbox Performance
    - Microsoft: Office 365 Service Bucket Discovery
    - Microsoft: Office 365 Service Health Configuration
    - Microsoft: Office 365 Services Discovery
    - Microsoft: Office 365 Sharepoint Online Discovery
    - Microsoft: Office 365 Skype for Business Discovery

- The "Microsoft: Office 365 Exchange Online Mailbox Performance" Dynamic Application was updated to collect the following additional data:

    - Total Mailboxes
    - Total Inactive Mailboxes
    - Storage Mailboxes
    - Mailbox Quota
    - Email Activity

- The "Microsoft: Office 365 Exchange Online Configuration" Dynamic Application was removed from the PowerPack.

- The following Device Classes were added to the PowerPack:

    - Office 365 Azure Information Protection
    - Office 365 Bookings
    - Office 365 Dynamics 365
    - Office 365 StaffHub
    - Office 365 Teams

- The following Device Classes were updated with new billing tier values:

Device Class	Tier
Office 365 Account	3
Office 365 Azure Information Protection	1
Office 365 Bookings	1
Office 365 Dynamics 365	1
Office 365 Dynamics CRM Online Service	1
Office 365 Dynamics Marketing	1
Office 365 Exchange Online Archiving Service	1
Office 365 Exchange Online Protection Service	1
Office 365 Exchange Online Service	5
Office 365 Exchange Online Threat Protection	1
Office 365 Generic Service	1
Office 365 Identity Service	1
Office 365 Intune	1
Office 365 Mobile Device Management	1
Office 365 Office Applications Service	1
Office 365 Office Online Service	1
Office 365 Office Subscription	1
Office 365 OneDrive for Business Service	5
Office 365 Planner	1
Office 365 Platform Service	1
Office 365 Portal	1
Office 365 Power BI for Office 365 Service	1
Office 365 Power BI Service	1
Office 365 Project Online Service	1
Office 365 Project Pro Service	1
Office 365 Rights Management Service	1
Office 365 Service Bucket	3

Device Class	Tier
Office 365 SharePoint Online	1
Office 365 Skype for Business	5
Office 365 Social Engagement	1
Office 365 StaffHub	1
Office 365 Sway	1
Office 365 Teams	5
Office 365 Yammer Enterprise	5

- A new "Microsoft: Office 365 Template" Device Template was added to the PowerPack to align Dynamic Applications to the Office 365 root device.
- The following Event Policies were added to the PowerPack:

Event Policy Name	Event Source	Severity	Need to Be Enabled/ Configured?	Dynamic Application
Microsoft: Office 365 Available License Percentage Dropped Below Threshold	Dynamic	Major	Yes	Microsoft: Office 365 License Usage Count
Microsoft: Office 365 Available License Percentage Returned Above Threshold	Dynamic	Healthy	Yes	Microsoft: Office 365 License Usage Count
Microsoft: Office 365 Critical Event	3rd Party	Critical	No	N/A
Microsoft: Office 365 Error count 4xx exceeded Threshold	Dynamic	Major	No	Microsoft: Office 365 Performance Metrics Monitor
Microsoft: Office 365 Error count 5xx exceeded Threshold	Dynamic	Major	No	Microsoft: Office 365 Performance Metrics Monitor
Microsoft: Office 365 Error count Connection errors exceeded Threshold	Dynamic	Major	No	Microsoft: Office 365 Performance Metrics Monitor
Microsoft: Office 365 Error Count SSL errors exceeded Threshold	Dynamic	Major	No	Microsoft: Office 365 Performance Metrics Monitor
Microsoft: Office 365 Error count timeout exceeded Threshold	Dynamic	Major	No	Microsoft: Office 365 Performance Metrics Monitor

Event Policy Name	Event Source	Severity	Need to Be Enabled/ Configured?	Dynamic Application
Microsoft: Office 365 Exchange Online Mailbox Storage Utilization Exceeded	Dynamic	Major	Yes	Microsoft: Office 365 Exchange Online Mailbox Performance
Microsoft: Office 365 Exchange Online Mailbox Storage Utilization Has Returned to Normal	Dynamic	Healthy	Yes	Microsoft: Office 365 Exchange Online Mailbox Performance
Microsoft: Office 365 License Count Below Threshold	Dynamic	Major	Yes	Microsoft: Office 365 License Usage Count
Microsoft: Office 365 License Count Returned Above Threshold	Dynamic	Healthy	Yes	Microsoft: Office 365 License Usage Count
Microsoft: Office 365 Usage Mailbox Storage Utilization Exceeded	Dynamic	Major	Yes	Microsoft: Office 365 Usage Performance
Microsoft: Office 365 Usage Mailbox Storage Utilization Has Returned to Normal	Dynamic	Healthy	Yes	Microsoft: Office 365 Usage Performance
Microsoft: Office 365 Usage Site Storage Utilization Exceeded	Dynamic	Major	Yes	Microsoft: Office 365 Usage Performance
Microsoft: Office 365 Usage Site Storage Utilization Has Returned to Normal	Dynamic	Healthy	Yes	Microsoft: Office 365 Usage Performance

NOTE: The Event Policies with "Yes" in the *Need to Be Enabled/Configured?* column have alerts that must be enabled and thresholds that must be configured.

To enable an alert policy, go to the **Dynamic Applications Manager** page (System > Manage > Applications), and then locate the Event Policy's corresponding Dynamic Application and click its wrench icon (🔧). When the **Dynamic Applications Property Editor** modal page appears, click the **[Alerts]** tab. On the **Dynamic Applications Alert Objects** modal page, select *Enabled* in the **Active State** field, and then click **[Save]**.

To configure an Event Policy's threshold, go to the **Dynamic Applications Manager** page (System > Manage > Applications), and then locate the Event Policy's corresponding Dynamic Application and click its wrench icon (🔧). When the **Dynamic Applications Property Editor** modal page appears, click the **[Thresholds]** tab. On the **Dynamic Applications Threshold Objects** modal page, click the wrench icon (🔧) for the threshold that you want to configure in the lower pane, and then configure the threshold values as needed in the upper pane. When you are finished, click **[Save]**.

- The PowerPack was updated to support the ability to discover Office 365 resources using a proxy server, and a new "Office 365 Credential - Proxy" sample Credential that you can use as a template when doing so was

added to the PowerPack.

- A new "Office 365 Credential Test" was added to the PowerPack. You can use this Credential Test to ensure that your Office 365 credential works as expected and that your credential has the minimum permissions required to monitor your Office 365 account.

Known Issues

The following known issues affect version 101 of the *Microsoft: Office 365* PowerPack:

- The Microsoft Office 365 API does not return fresh data for performance metrics; rather, it typically returns data for the previous 24 or 48 hours. Therefore, the data that SL1 displays as current is actually data for the previous day or two.

- The Microsoft Office 365 Graph API does not always return data in ascending or descending order consistently. Therefore, the data that SL1 displays might be the oldest data available instead of the most recent data.

- The Microsoft Office 365 API sometimes returns an "UnknownTenantId" error in its response, which in turn causes "API 4xx" errors to appear in the device log for the virtual device used as the root Office 365 device, as well as some data collection gaps.

- Microsoft Office 365 uses the Service Communications API (manage.office.com) to build discovery data. This API is still in its preview (beta) version, and therefore it might change in the future.

- Microsoft API endpoints can throttle and return 429 errors when the number of requests reaches the API limit. The errors will appear for the root virtual device, and this can cause some data gaps to appear in the performance metrics. If this happens often, contact ScienceLogic support.

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