Microsoft: Office 365 PowerPack Release Notes

Version 102

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Overview

Version 102 of the *Microsoft: Office 365* PowerPack addresses an issue in which library version conflicts could cause Sciencelogic libraries in the PowerPack to become corrupted.

- **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 102*
- *The enhancements and issues addressed in version 102*
- *The known issues and workarounds for version 102*

Before You Install or Upgrade

Ensure that you are running version 8.7.0 or later of SL1 before installing the *Microsoft: Office 365* PowerPack version 102.

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

Installing or Upgrading to Microsoft: Office 365 PowerPack version 102

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 for the first time or to upgrade from a previous version, perform the following steps:

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

3. Download version 102 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 102 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 102 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 enhancements and addressed issues are included in version 102 of the *Microsoft: Office 365*PowerPack:

- This version addresses an issue in which library version conflicts could cause the ScienceLogic libraries in this PowerPack to become corrupted. In this case, deployment of the PowerPack and subsequent collection would fail.

Known Issues

The following known issues affect version 102 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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