



Microsoft: Office 365 PowerPack Release Notes

Version 103

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Overview

Version 103 of the *Microsoft: Office 365 PowerPack* includes a new HTTP credential header, a new minor event, a new execution environment, and addresses a number of issues.

- **Minimum Required SL1 Version:** 8.14.0
- **Support Status:** GA

This document describes:

- [Pre-installation or pre-upgrade information](#)
- [The installation and upgrade process for the PowerPack](#)
- [The features included in version 103](#)
- [The enhancements and issues addressed in version 103](#)
- [The known issues and workarounds for version 103](#)

Before You Install or Upgrade

Ensure that you are running version 8.14.0 or later of SL1 before installing the *Microsoft: Office 365 PowerPack* version 103.

NOTE: For details on upgrading SL1, see the appropriate ScienceLogic [Release Notes](#).

Installing or Upgrading to Microsoft: Office 365 PowerPack version 103

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 8.14.0 or later.

3. Download version 103 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 103 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 103 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 103 of the *Microsoft: Office 365PowerPack*:

- An HTTP header field was added to the sample credentials included in the PowerPack that enables or disables a logging feature for events related to your Office 365 components.
- The "Microsoft: Office 365 Silo Apps Device Error" minor event was added to the PowerPack. This event triggers when a field in a credential does not meet the requirements to perform a successful discovery of an Office 365 component.
- The "Microsoft: Office 365 EE" execution environment was added to the PowerPack. The credential tester and all Dynamic Applications that are included in the PowerPack were aligned to the new execution environment.
- The "Email App Usage" collection object in the "Microsoft: Office 365 Exchange Online Mailbox Performance" Dynamic Application was updated to address an issue in which data was not sorting by Report Date.
- An issue was addressed in which a data collection error was preventing data collection for Performance Dynamic Applications.
- An issue was addressed in which Office 365 devices were not being discovered when credential headers contained blank spaces. If an Office 365 credential now contains a blank space, discovery will run as expected.

- An issue was addressed in which blank spaces in the embedded values of a credential were causing credential tests to fail. If an Office 365 credential now contains a blank space, it will not cause the credential test to fail.
- An issue was addressed in which the "Office 365 Credential Test" was failing due to SSL certification verification failure.
- An issue was addressed in which the Request metric in the **[Performance]** tab of an Office 365 component was counting calls to cached data and not only calls to the Office 365 API.

Known Issues

The following known issues affect version 103 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.
- During initial discovery, a 4xx event error may be raised at the root device level. This is because the cache is not yet populated. After approximately ten minutes, the event should clear itself.

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