



SL1 Microsoft: Office 365 PowerPack Release Notes

Version 104

OverviewMicrosoft: Office 365 PowerPack, Release Notes version 104



Version 104 of the *Microsoft: Office 365 PowerPack* includes updates to the sample credentials, security updates, and addresses an issue with alerts.

- **Minimum Required Platform Version:** 10.1.0

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Before You Install or Upgrade

Ensure that you are running version 10.1.0 or later of SL1 before installing *Microsoft: Office 365* version 104.

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

Installation and Upgrade Process

NOTE: You cannot upgrade to version 101 of the PowerPack from version 100. Instead, if you are currently using version 100, ScienceLogic recommends that you install version 101 of the 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.

TIP: By default, installing a new version of a PowerPack will overwrite all content in that PowerPack that has already been installed on the target system. You can use the **Enable Selective PowerPack Field Protection** setting in the **Behavior Settings** page (System > Settings > Behavior) to prevent the new version of the PowerPack from overwriting local changes for some commonly customized fields.

NOTE: If you are currently using the Dynamic Applications in this PowerPack to monitor devices, collection errors might occur for one or two polling cycles during the installation of a new version. To prevent collection errors during an upgrade, you can optionally disable collection for monitored devices before performing the following steps and re-enable collection after the upgrade.

To install or upgrade 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 or Upgrade](#) section. If you have not done so already, upgrade your system to the 10.1.0 or later release.
3. Download *Microsoft: Office 365* version 104 from the Support Site 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 *Microsoft: Office 365* version 104.
5. Click the **[Install]** button. For details on installing PowerPacks, see the chapter on *Installing a PowerPack* in the **PowerPacks** manual.

Features

Version 104 of the *Microsoft: Office 365* PowerPack 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 known issues affect version 104 of the *Microsoft: Office 365* PowerPack:

- The "Microsoft: Office 365 Token Manager" Dynamic Application was updated to display "True" when authentication is successful.
- The "Office 365 Cred Proxy Example" and "Office 365 Credential Example" sample credentials were updated to input the secret key to the **Embedded Password [%P]** field.
- Snippet logging was updated in the PowerPack to improve security.
- An issue was addressed in which false alerts from the "Microsoft: Office 365 Service Health Configuration" Dynamic Application were being generated and not cleared. The alert formulas were updated for the following alerts:

- Microsoft: Office 365 False Positive
- Microsoft: Office 365 Service Restored
- The **Maintain State** was changed to Yes for the following alerts:
 - Microsoft: Office 365 Extended Recovery
 - Microsoft: Office 365 Post Incident Report Published
 - Microsoft: Office 365 Restoring Service
 - Microsoft: Office 365 Service Degradation
 - Microsoft: Office 365 Service Interruption

Known Issues

The following known issues affect version 104 of the *Microsoft: Office 365 PowerPack*:

- Users must create SOAP/XML credentials in the classic UI, as there is an issue in which credentials created in the new SL1 user interface will not discover Office 365 resources. This issue will be fixed in SL1 version 11.1.0.
- 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. 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 subject to change later.
- 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 may 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 because the cache is not yet populated. After approximately ten minutes, the event should clear itself.

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