



Microsoft: Office 365 PowerPack Release Notes

Version 105

Overview

Version 105 of the *Microsoft: Office 365* PowerPack includes new icons and adds support for the Microsoft Graph API.

- **Minimum Required SL1 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 105.

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 this PowerPack:

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 the *Microsoft: Office 365* version 105 PowerPack 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 105.
5. Click the **[Install]** button. For details on installing PowerPacks, see the chapter on *Installing a PowerPack* in the **PowerPacks** manual.

Features

Version 105 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 105 of the *Microsoft: Office 365* PowerPack:

- New SVG icons were added to the device classes in the PowerPack for the new user interface.
- The "Office365 Credential Test" was updated to use the Microsoft Graph API.
- The following Dynamic Applications were updated to use the Microsoft Graph API:
 - Microsoft: Office 365 Exchange Online Discovery
 - Microsoft: Office 365 Microsoft Teams Discovery
 - Microsoft: Office 365 One Drive Discovery
 - 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
- Microsoft: Office 365 Yammer Discovery
- The "Availability" collection object was updated in the following Dynamic Applications to address an issue in which an influx of child device alerts would occur when a parent device became unavailable:
(Case: 00213332)
 - Microsoft: Office 365 Exchange Online Discovery
 - Microsoft: Office 365 Microsoft Teams Discovery
 - Microsoft: Office 365 One Drive Discovery
 - Microsoft: Office 365 Service Bucket Discovery
 - Microsoft: Office 365 Services Discovery
 - Microsoft: Office 365 Sharepoint Online Discovery
 - Microsoft: Office 365 Skype for Business Discovery
 - Microsoft: Office 365 Yammer Discovery

Known Issues

The following known issues affect version 105 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. However, SL1 typically returns data for the previous 24 or 48 hours.
- 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, causing "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 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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