ScienceLogic

Microsoft: Office 365 PowerPack Release Notes

Version 106

Overview

Version 106 of the *Microsoft: Office 365* PowerPack includes an update to the "silo_apps" content library.

- **Minimum Required SL1 Version**: 10.1.0

This document covers the following topics:

Before You Install or Upgrade

Ensure that you are running version 10.1.0 or later of SL1 before installing "Microsoft: Office 365" PowerPack version 106.

> **NOTE**: For details on upgrading SL1, see the relevant *SL1 Platform 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.

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. Search for and download the PowerPack from the **PowerPacks** page (Product Downloads > PowerPacks & SyncPacks) at the ScienceLogic Support Site.

2. In SL1, go to the **PowerPacks** page (System > Manage > PowerPacks).

3. Click the **Actions** menu and choose *Import PowerPack*. The **Import PowerPack** modal appears.

4. Click **[Browse]** and navigate to the PowerPack file from step 1.

5. Select the PowerPack file and click **[Import]**. The **PowerPack Installer** modal displays a list of the PowerPack contents.

6. Click **[Install]**. The PowerPack is added to the **PowerPack Manager** page.

Features

This release 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 106 of the *Microsoft: Office 365* PowerPack:

- The "silo_apps" content library was updated to support SL1 version 11.2.0.

- The "GraphToken" collection object was removed from the "Microsoft: Office 365 Token Manager" Dynamic Application.

- New duration values that were added to the API by Microsoft have been excluded from this version of the PowerPack due to inconsistency in data types, such as Count versus Duration (seconds).

Known Issues

The following known issues affect version 106 of the *Microsoft: Office 365* PowerPack:

- The Office 365 credential test may fail on the last step in versions 106 and earlier of the PowerPack. If the credential fields are correct, you may go ahead and attempt discovery of the Office 365 account.

- 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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