



Microsoft: Office 365 PowerPack Release Notes

Version 108

Overview

Version 108 of the *Microsoft: Office 365* PowerPack adds new Dynamic Applications and includes an update to the "Microsoft: Office 365 Usage Performance" Dynamic Application.

- **Minimum Required SL1 Version:** 11.3.0

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Before You Install or Upgrade

Ensure that you are running version 11.3.0 or later of SL1 before installing *Microsoft: Office 365* version 108.

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 11.3.0 or later release.
3. Download the *Microsoft: Office 365* version 108 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 108.
5. Click the **[Install]** button. For details on installing PowerPacks, see the chapter on *Installing a PowerPack* in the **PowerPacks** manual.

Features

Version 108 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 enhancements and addressed issues are included in version 108 of the *Microsoft: Office 365* PowerPack:

- Added the following Dynamic Applications:
 - Microsoft: Office 365 Exchange Online Mailbox Configuration
 - Microsoft: Office 365 Sharepoint Online Configuration
 - Microsoft: Office 365 Sharepoint Online Performance
- Updated the "Microsoft: Office 365 Usage Performance" Dynamic Application to show "Total Storage" as the total of all mailbox, site, and OneDrive storage used.

- Addressed an issue in which the PowerPack would not use the proxy in the credential unless the proxy username and password were set in the credential. (Support Case: 00331414)

Known Issues

The following known issues affect version 108 of the *Microsoft: Office 365* PowerPack:

- After upgrading the PowerPack from version 106 to version 108, performance Dynamic Applications that display multi-series data might be out of sync because of a change of index. After 24 hours, all data will be using new indexes and will display properly. This will not happen if you are on version 107.
- Universal credentials are not supported as part of the Office 365 credential test.
- 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 might cause some data gaps to appear in the performance metrics. If this happens often, contact ScienceLogic Support.
- During initial discovery, a 4xx event error might be raised at the root device level because the cache is not yet populated. After approximately 10 minutes, the event should clear itself.

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