



M365 MONITORING ESSENTIALS

Why you need monitoring to keep your Microsoft 365 journey successful

March 12th, 2024



Upgrade Your Time

Host & Speaker



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All attendee lines are muted

This is to prevent interruptions during the presentation.



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The webinar is being recorded

After the webinar, we will send you a mail to give access to the recording and presentation slides.



Share your feedback with us

Use the link provided at the end to let us know what we can do better.

Agenda

- About panagenda
- Why do we have the need to monitor Microsoft 365?
- Traditional Monitoring vs. Digital Experience Monitoring
- Customer Examples using OfficeExpert TrueDEM
- Q & A





About panagenda



- Founded 2007, privately owned and funded
- HQ in Vienna (Austria)
- Offices in Germany, USA and The Netherlands
- panagendians work from >20 different locations



OPTIMIZE

MICROSOFT 365
MICROSOFT TEAMS
AND MORE



ANALYZE

APPLICATIONS
SERVERS
MAIL

REDUCE

INFRASTRUCTURE
WORKLOAD
COST

Time
Your
Upgrade

MANAGE

NOTES
NOTES WEB
NOTES MOBILE



**Why do we have the need to
monitor Microsoft 365?**

Everything changed in 2020 with the covid-19 pandemic

- Starting March 2020 a massive growth in the number of employees working remotely
- Currently still > 25% of all employees* work (partially) remote
- Company data centers struggled to cope with so many people coming from outside the local network.
- SaaS/Cloud solutions like Microsoft 365, Google Apps and others filled the void
- What does this mean for IT departments?
 - No or limited control about the technical environment
 - Non-managed networks → routers, repeaters, bandwidth, quality, latency, Wifi vs. Ethernet, etc.

Some numbers ...

- > 2.3 million companies with > 400 million users use Microsoft 365
- ~300 million daily users use Microsoft Teams
- More than 30 Apps and countless Add-Ins and connected Apps

With this, Microsoft 365 has permeated nearly every level of business process and is **critical to the operations** of many organizations

We need monitoring for Microsoft 365, because it



- is crucial for maintaining reliability, stability and optimal performance
- helps understand trends in usage, behavior and resource utilization
- allows you to detect issues before they impact end users

In summary:

Monitoring is not just about reacting to problems → it empowers you to proactively manage and enhance your digital services and keeps your employees productive.



**Traditional Monitoring
Vs.
Digital Experience Monitoring**

Monitoring

Traditional monitoring techniques...

- Real User Monitoring
- Synthetic Transaction Monitoring
- Endpoint Monitoring
- Network Monitoring
- Application Performance Monitoring



Cloud requires more: Focus on the 'journey'
End-to-end User Experience monitoring



Traditional Monitoring

Digital Experience Monitoring

primarily centers around technology performance. It assesses metrics related to servers, networks, and applications from an infrastructure perspective.

shifts the focus to the end user experience. It monitors how users interact with applications, infrastructure, availability, performance and quality from the end-user's perspective **and context**.

Scope & Focus

provides high-level aggregated data, often lacking granularity. It might inform you about overall trends but doesn't delve into individual user data.

offers granular visibility. It allows businesses to understand user insights through advanced filtering and real-time metrics.

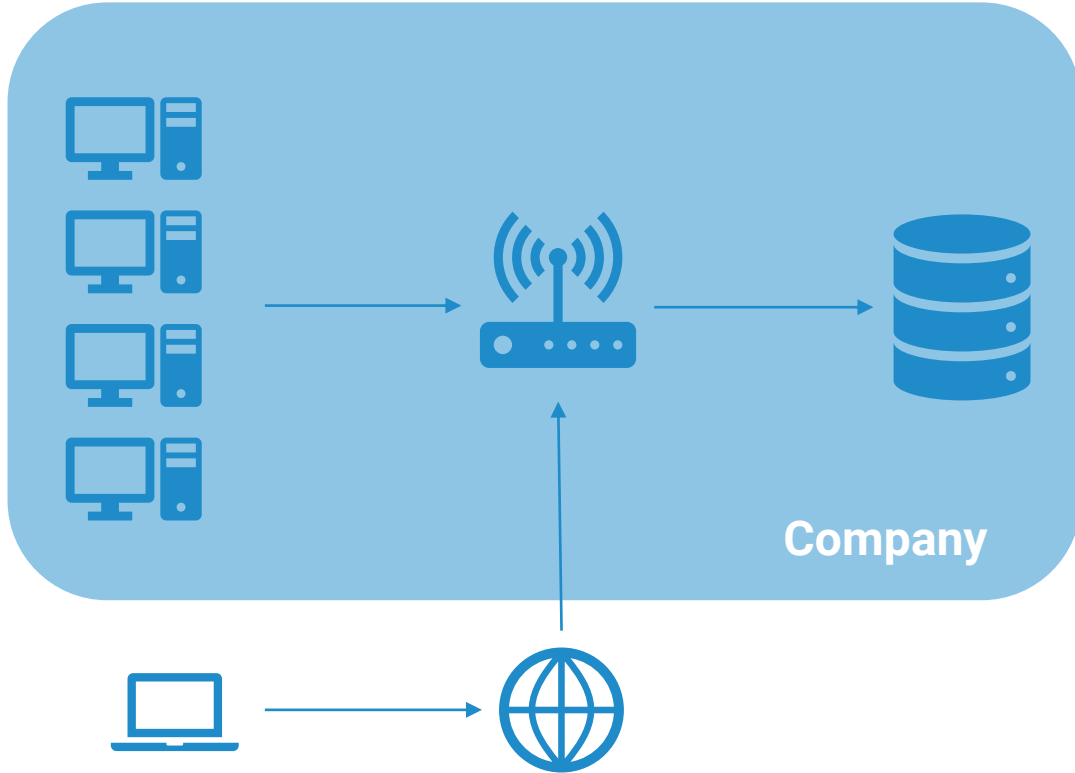
Granularity & Insights

covers servers and services, networks and applications.

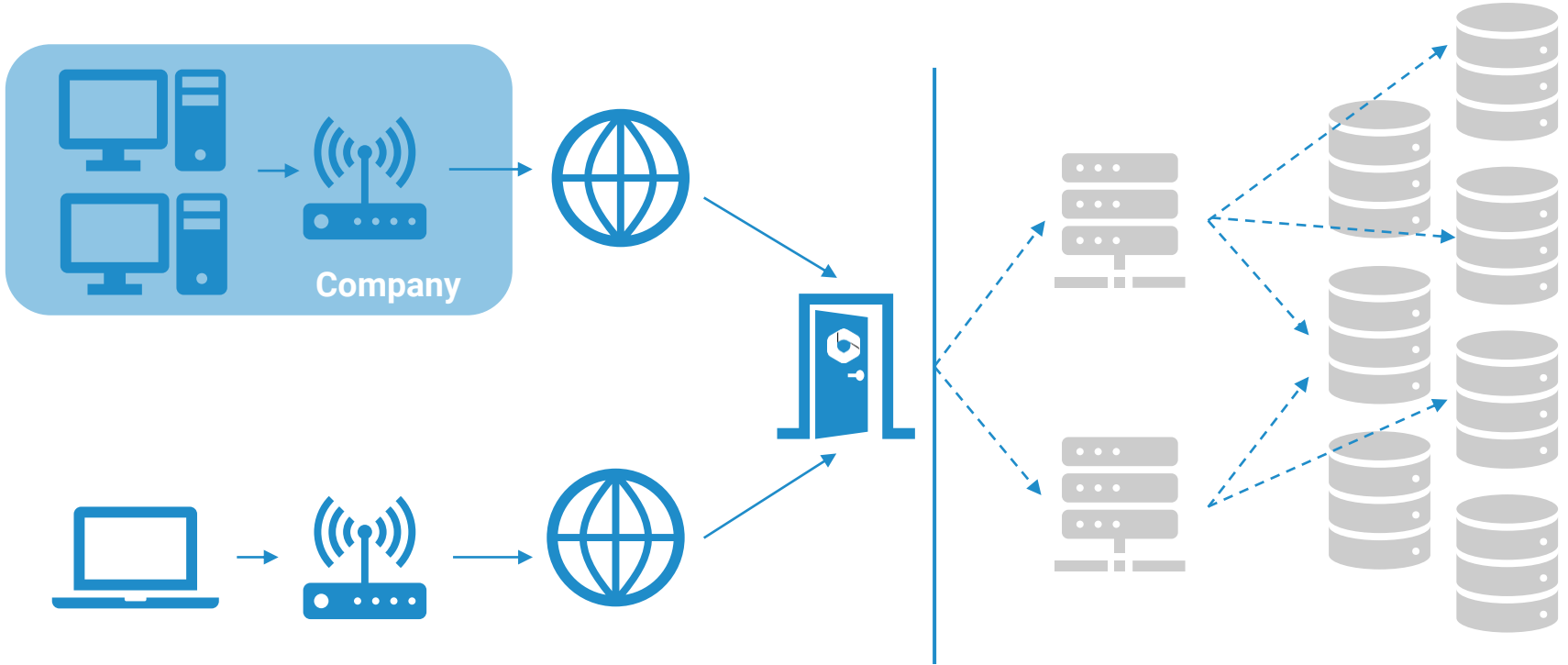
extends beyond infrastructure to also include user endpoints, apps, web apps and API's

Monitored Components

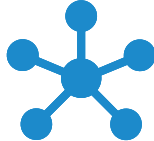
Traditional 'user journey'



Context is key!



Example: Microsoft 365 → Teams

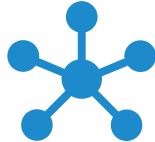


Example: Microsoft 365 → Teams



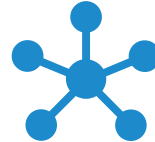
USERS DEVICE

- Device type
- Hardware
 - * CPU
 - * Memory
 - * Harddisk(s)
 - * GPU
 - * ...
- OS & OS version
- Teams version
- Attached devices
 - * Camera
 - * Headset
 - * ...
- Drivers
- Installed Software
- Current running processes
- Hardware consumption



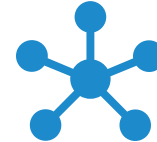
LOCAL NETWORK

- Company or home network
- Managed vs. Non-managed
- Bandwidth
- Quality
- Hop's (routing)
- Wifi vs. Ethernet
- If Wifi
 - * Signal strength
 - * 2,4 vs. 5 Ghz
 - * Volatility
- If Company network
 - * Switches
 - * Firewalls
 - * Proxies
 - * QoS
 - * 3rd-party SaaS Security
 - * ...



ISP NETWORK

- Direct Vs. VPN
- Hop's (routing)
- Bandwidth
- Quality
- DNS
- Latency



MICROSOFT NETWORK

- Regional Ingress vs. unexpected far away
- Authentication
- Hop's (routing)
- Bandwidth
- Quality
- Service availability
- Service performance



Microsoft 365



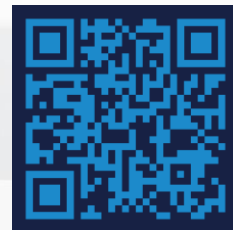
And more ...

Digital Experience Monitoring

shifts the focus to the complete 'User Journey'



Customer Examples
using **OfficeExpert TrueDEM**





Client App

Accurately monitor all your devices



Network/ISP/MSFT

The entire path



Quality of M365 services

True User Experience



Call Quality

Ensure your SLAs are consistently met



OfficeExpert



TrueDEM M365



TrueDEM Advanced



Example: Identifying MS Teams Clients on 32-bit

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panagenda Home / Microsoft Teams / Microsoft Teams Versions

Clients that have been online and in calls within the last 30 days are shown in that list.

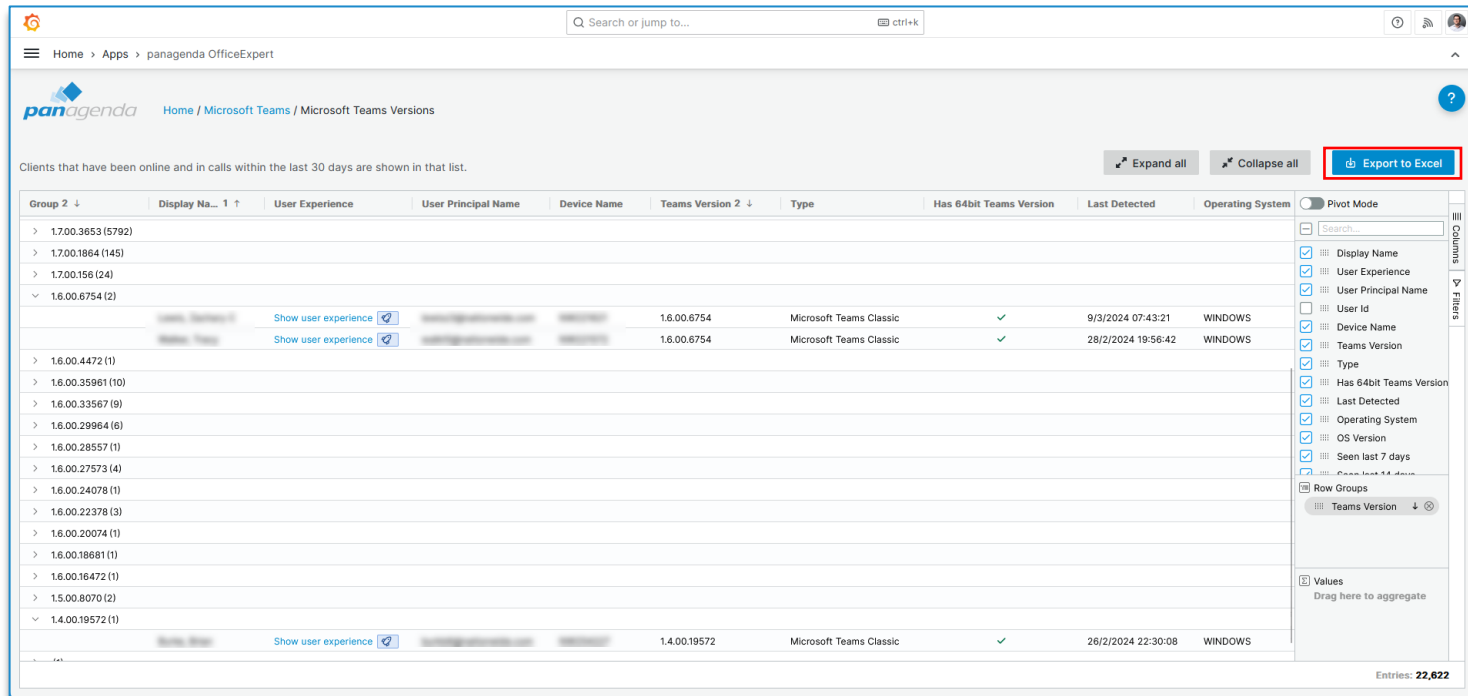
[Expand all](#) [Collapse all](#) [Export to Excel](#)

Group	Display Name	User Experience	Has 64bit Teams Ver...	Device Name	Type	Last Detected	Operating System	OS Architecture	OS Version	Pivot Mode
24046.2802.2703.9... (1)	FLORIAN WENZEL	Show user experience <input checked="" type="checkbox"/>	✗	FLORIAN WENZEL	Microsoft Teams	3/10/2024 1:54:04 AM	WINDOWS	X64	10.0.22631	<input type="checkbox"/>
24033.811.2738.2546 (3)										<input checked="" type="checkbox"/>
24004.1309.2689.2... (4)										<input checked="" type="checkbox"/>
24004.1307.2669.70... (1)										<input checked="" type="checkbox"/>
1.7.00.3653 (84)										<input checked="" type="checkbox"/>
1.7.00.1864 (10)										<input checked="" type="checkbox"/>
	Max Hill	Show user experience <input checked="" type="checkbox"/>	✗	MAX HILL	Microsoft Teams Classic	3/11/2024 1:19:21 PM	WINDOWS	X64	10.0.22621	<input checked="" type="checkbox"/>
	Ms Wenzel	Show user experience <input checked="" type="checkbox"/>	✗	MS WENZEL	Microsoft Teams Classic				..	<input checked="" type="checkbox"/>
	Florian Wenzel	Show user experience <input checked="" type="checkbox"/>	✗	FLORIAN WENZEL	Microsoft Teams Classic	3/11/2024 2:26:00 AM	WINDOWS	X64	10.0.19045	<input checked="" type="checkbox"/>
	Florian Wenzel	Show user experience <input checked="" type="checkbox"/>	✗	FLORIAN WENZEL	Microsoft Teams Classic	3/11/2024 9:50:32 AM	WINDOWS	X64	10.0.22621	<input checked="" type="checkbox"/>
	Florian Wenzel	Show user experience <input checked="" type="checkbox"/>	✗	FLORIAN WENZEL	Microsoft Teams Classic					<input checked="" type="checkbox"/>
	Ms Hill	Show user experience <input checked="" type="checkbox"/>	✗	MS HILL	Microsoft Teams Classic	3/11/2024 1:22:36 PM	WINDOWS	X64	10.0.19045	<input checked="" type="checkbox"/>
	Florian Wenzel	Show user experience <input checked="" type="checkbox"/>	✗	FLORIAN WENZEL	Microsoft Teams Classic	2/28/2024 1:54:42 PM	WINDOWS	X64	10.0.19045	<input checked="" type="checkbox"/>
	Ms Wenzel	Show user experience <input checked="" type="checkbox"/>	✗	MS WENZEL	Microsoft Teams Classic	2/29/2024 9:07:42 AM	WINDOWS	X64	10.0.19045	<input checked="" type="checkbox"/>
	Florian Wenzel	Show user experience <input checked="" type="checkbox"/>	✗	FLORIAN WENZEL	Microsoft Teams Classic					<input checked="" type="checkbox"/>
1.7.00.156 (2)										<input checked="" type="checkbox"/>
	Florian Wenzel	Show user experience <input checked="" type="checkbox"/>	✗	FLORIAN WENZEL	Microsoft Teams Classic	3/11/2024 1:25:49 PM	WINDOWS	X64	10.0.19045	<input checked="" type="checkbox"/>
	Florian Wenzel	Show user experience <input checked="" type="checkbox"/>	✗	FLORIAN WENZEL	Microsoft Teams Classic	3/11/2024 1:20:07 PM	WINDOWS	X64	10.0.19045	<input checked="" type="checkbox"/>
1.6.00.35961 (1)										<input checked="" type="checkbox"/>
	Ms Wenzel	Show user experience <input checked="" type="checkbox"/>	✗	MS WENZEL	Microsoft Teams Classic	3/6/2024 7:46:14 AM	WINDOWS	X64	10.0.19045	<input checked="" type="checkbox"/>

Entries: 118 of 89,695

Example: Identifying MS Teams Clients < v1.7

- > 24033.811.2738.2546 (540)
- > 24033.807.2716.7297 (33)
- > 24033.804.2695.4008 (1)
- > 24004.1309.2689.2246 (12651)
- > 24004.1307.2669.7070 (257)
- > 23335.232.2637.4844 (234)
- > 23320.3021.2567.4799 (13)
- > 17.00.6460 (2)
- > 17.00.6062 (4)
- > 17.00.6058 (2882)
- > 17.00.156 (24)
- > 17.00.3653 (5792)
- > 17.00.1864 (145)
- > 17.00.156 (24)
- > 16.00.6754 (2)
- > 16.00.4472 (1)
- > 16.00.35961 (10)
- > 16.00.33567 (9)
- > 16.00.29964 (6)
- > 16.00.28557 (1)
- > 16.00.27573 (4)
- > 16.00.24078 (1)
- > 16.00.22378 (3)
- > 16.00.20074 (1)
- > 16.00.18681 (1)
- > 16.00.16472 (1)
- > 15.00.8070 (2)
- > 14.00.19572 (1)



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Clients that have been online and in calls within the last 30 days are shown in that list.

Expand all Collapse all Export to Excel

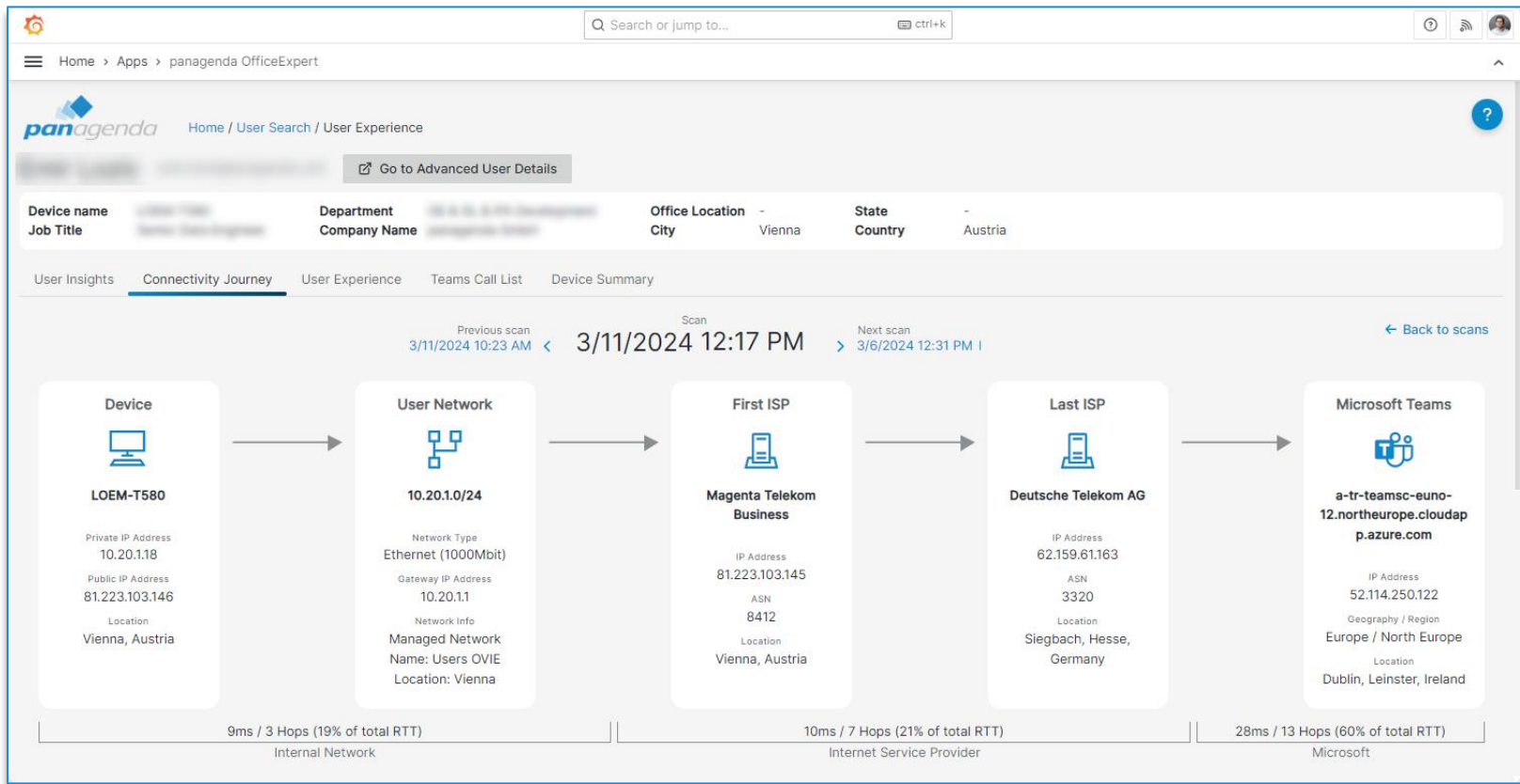
Group 2 ↓	Display Na... 1 ↑	User Experience	User Principal Name	Device Name	Teams Version 2 ↓	Type	Has 64bit Teams Version	Last Detected	Operating System	Pivot Mode
>	17.00.3653 (5792)									
>	17.00.1864 (145)									
>	17.00.156 (24)									
>	17.00.3653 (5792)									
>	17.00.1864 (145)	Show user experience <input checked="" type="checkbox"/>			16.00.6754	Microsoft Teams Classic	✓	9/3/2024 07:43:21	WINDOWS	
>	17.00.156 (24)	Show user experience <input checked="" type="checkbox"/>			16.00.6754	Microsoft Teams Classic	✓	28/2/2024 19:56:42	WINDOWS	
>	16.00.4472 (1)									
>	16.00.35961 (10)									
>	16.00.33567 (9)									
>	16.00.29964 (6)									
>	16.00.28557 (1)									
>	16.00.27573 (4)									
>	16.00.24078 (1)									
>	16.00.22378 (3)									
>	16.00.20074 (1)									
>	16.00.18681 (1)									
>	16.00.16472 (1)									
>	15.00.8070 (2)									
>	14.00.19572 (1)									
>	14.00.19572 (1)	Show user experience <input checked="" type="checkbox"/>			14.00.19572	Microsoft Teams Classic	✓	26/2/2024 22:30:08	WINDOWS	

Entries: 22,622

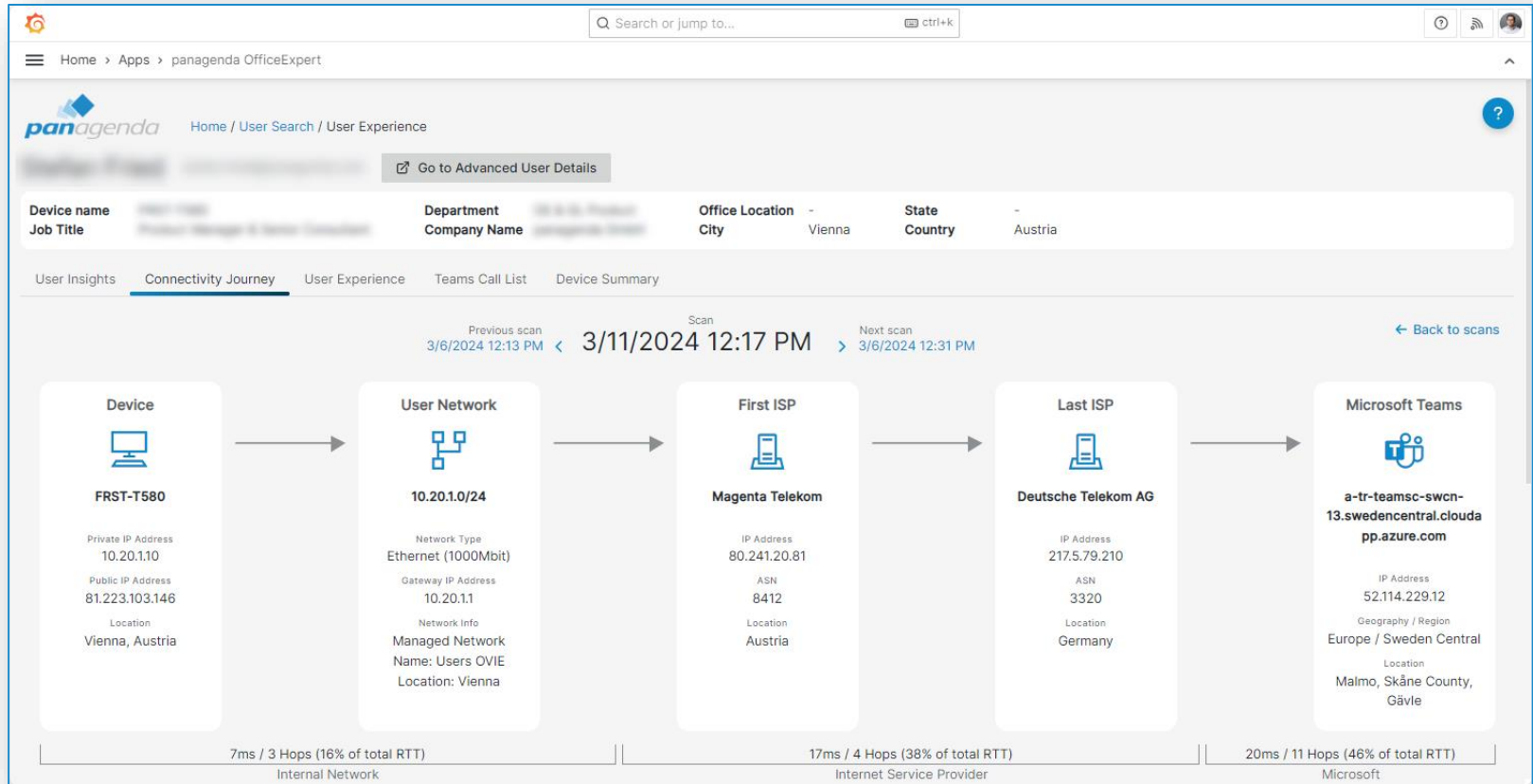
Example: Understanding the Users Connectivity Journey - I



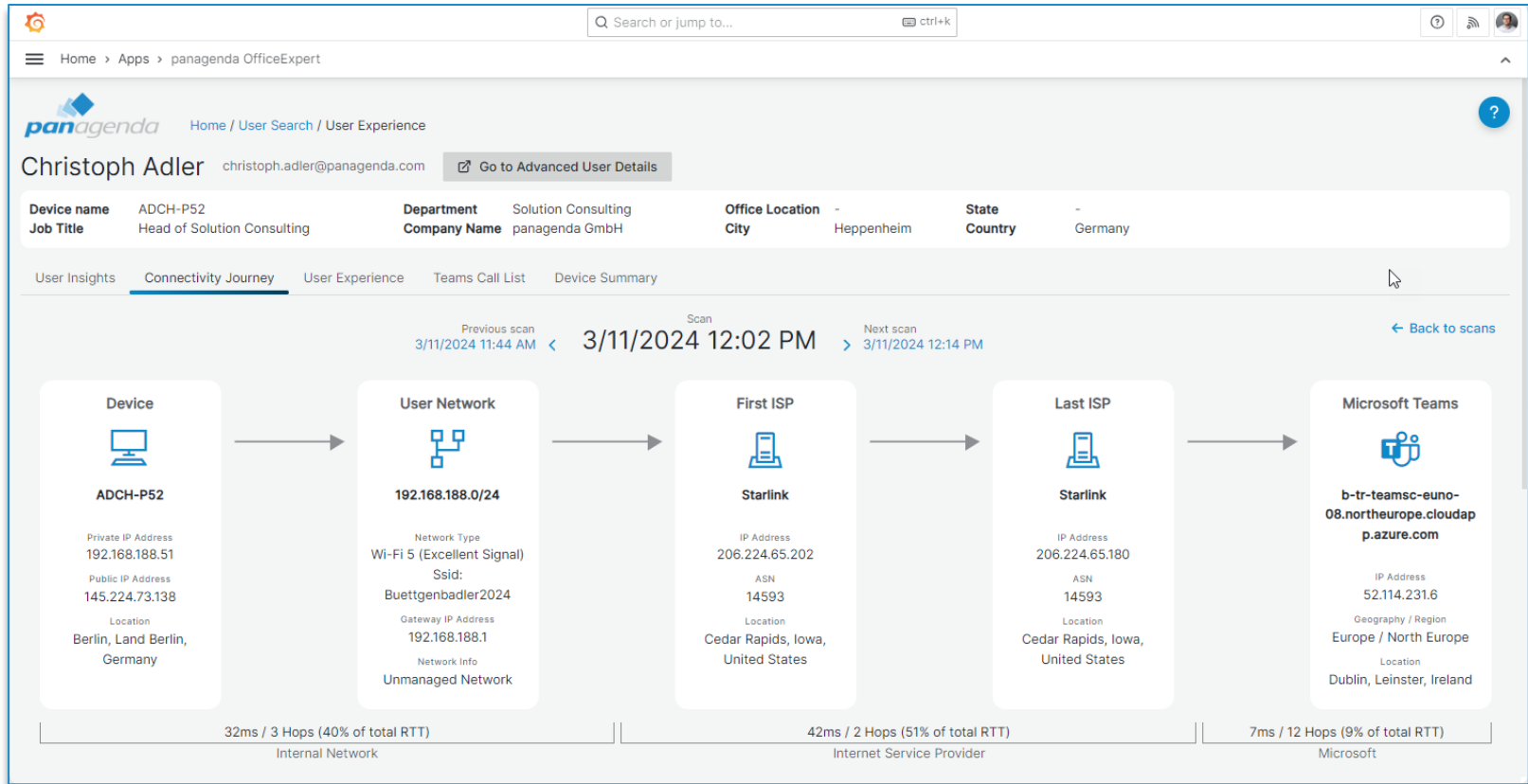
USER A



Example: Understanding the Users Connectivity Journey - II



Example: Understanding the Users Connectivity Journey - III



USER
C(hris)



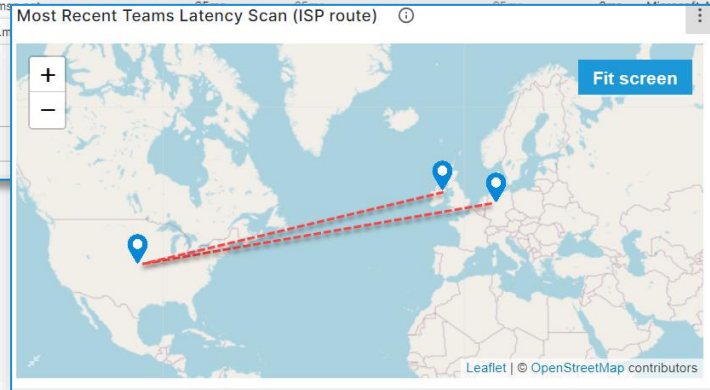
Example: Understanding the Users Connectivity Journey - IV

Hops

[Export to Excel](#)

↑ Hop ...	Source IP	Target IP	≡	Hostname	RTT	(Rtt1)	(Rtt2)	(Rtt3)	Jitter	ISP Name	Asn
1	127.0.0.1	192.168.188.1		fritz.box	4ms	5ms	4ms	3ms	1ms		
2	192.168.188.1	100.64.0.1			35ms	32ms	40ms	33ms	4ms		
3	100.64.0.1	172.16.250.44			32ms	31ms	32ms	34ms	2ms		
4	172.16.250.44	206.224.65.202		undefined.hostname.localhost	113ms	94ms	132ms		27ms	Starlink	14593
5	206.224.65.202	206.224.65.180		undefined.hostname.localhost	42ms	36ms	44ms	46ms	5ms	Starlink	14593
6	206.224.65.180	104.44.56.243		ae88-0.ier02.fra32.ntwk.msn.net	45ms	45ms	46ms	43ms	2ms	Microsoft Azure	8075
8	104.44.56.243	104.44.20.248		be-102-0.lbr01.fra23.ntwk.msn.net	67ms	67ms			0ms	Microsoft Azure	8075
9	104.44.20.248	104.44.7.77		be-2-0.lbr04.bl7.ntwk.msn.net	63ms	74ms	57ms	58ms	10ms	Microsoft Azure	8075
10	104.44.7.77	104.44.30.108		be-14-0.lbr01.lon24.ntwk.msn.net	64ms	63ms	62ms	67ms	3ms	Microsoft Azure	8075
11	104.44.30.108	104.44.30.47		be-3-0.lbr01.dub08.ntwk.msn.net	65ms	65ms	65ms	65ms	3ms	Microsoft Azure	8075
12	104.44.30.47	104.44.11.70		ae100-0.icr01.dub08.ntwk.msn.net	65ms	65ms	65ms	65ms	3ms	Microsoft Azure	8075

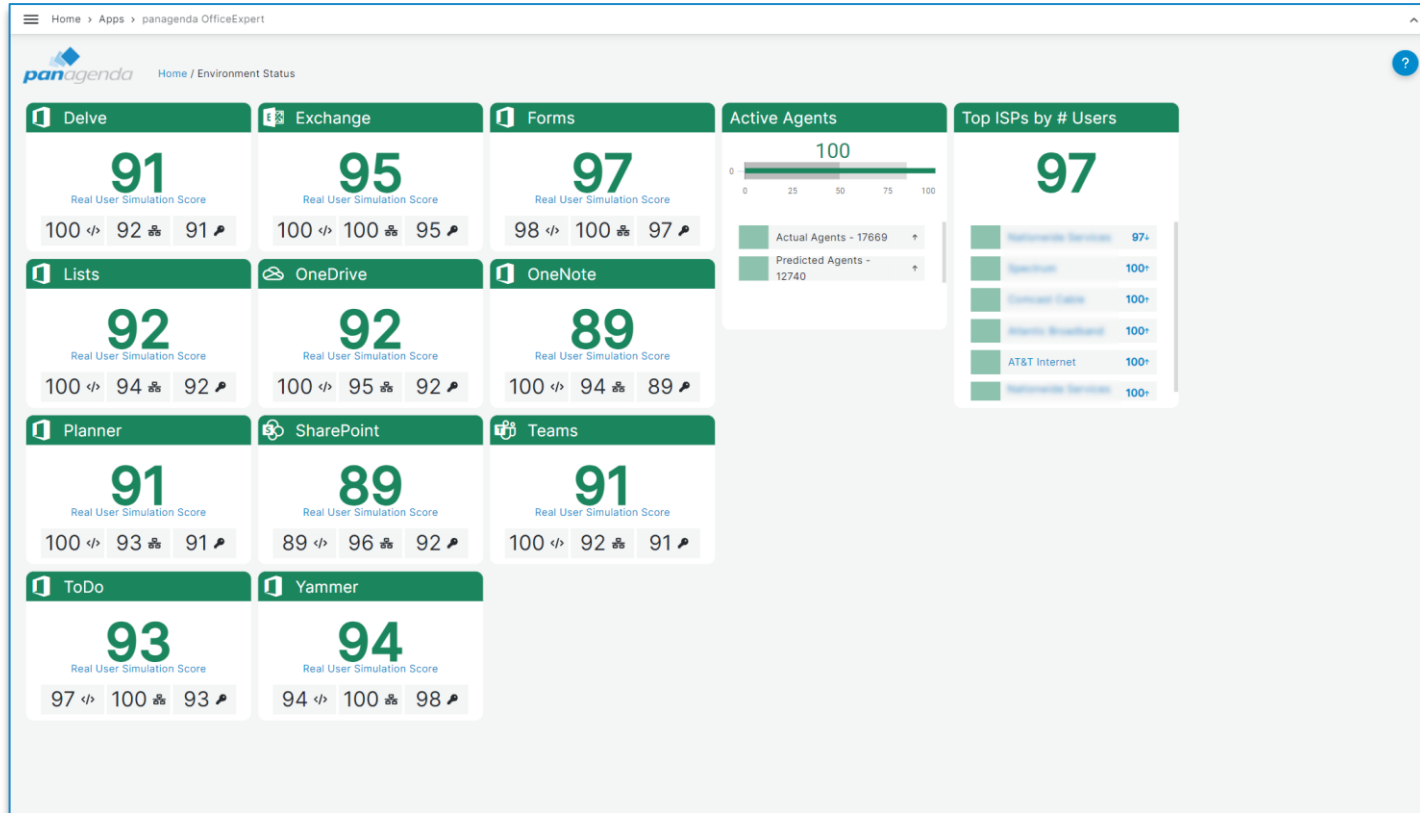
Entries: 11



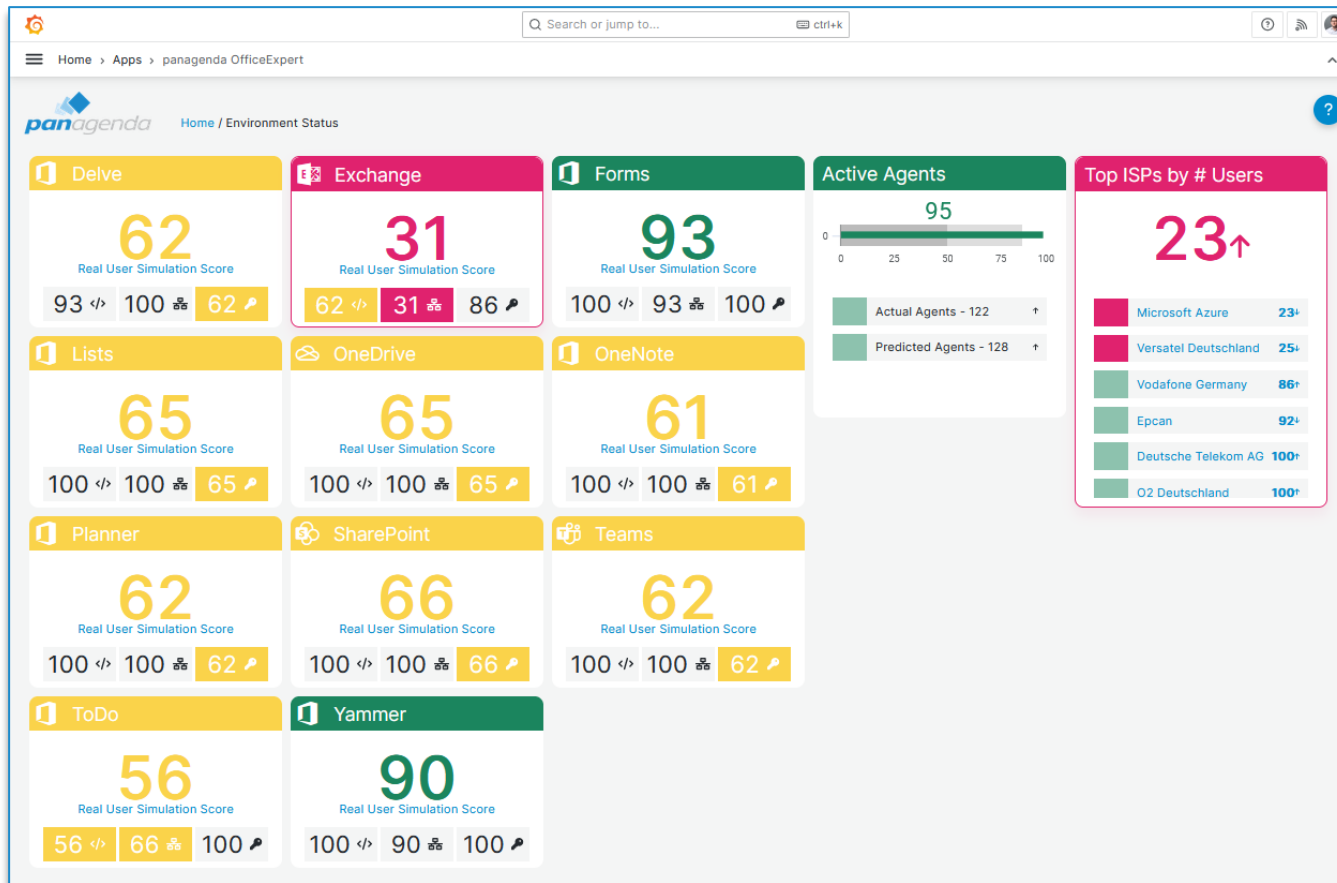
USER
C(hris)



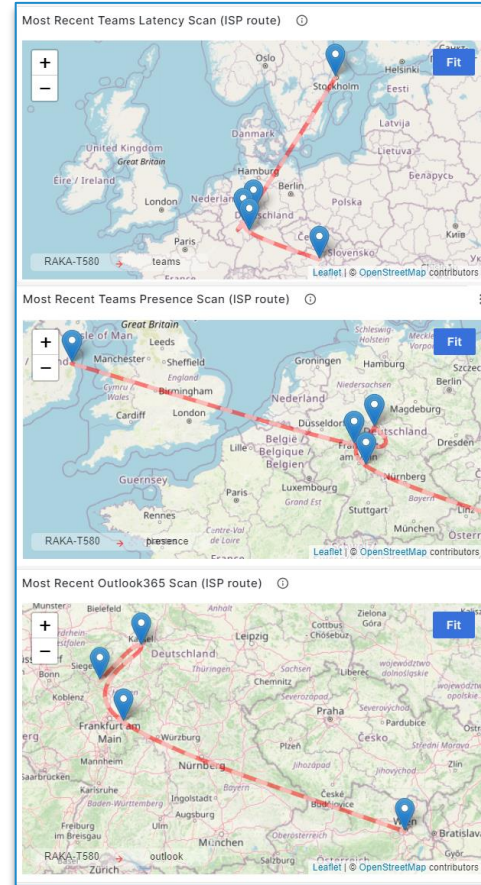
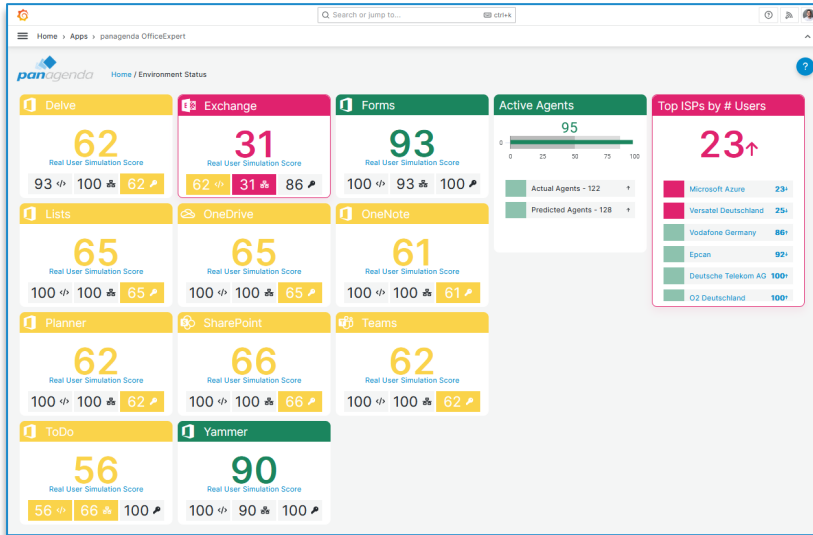
Example: Microsoft 365 Environment Status - Good



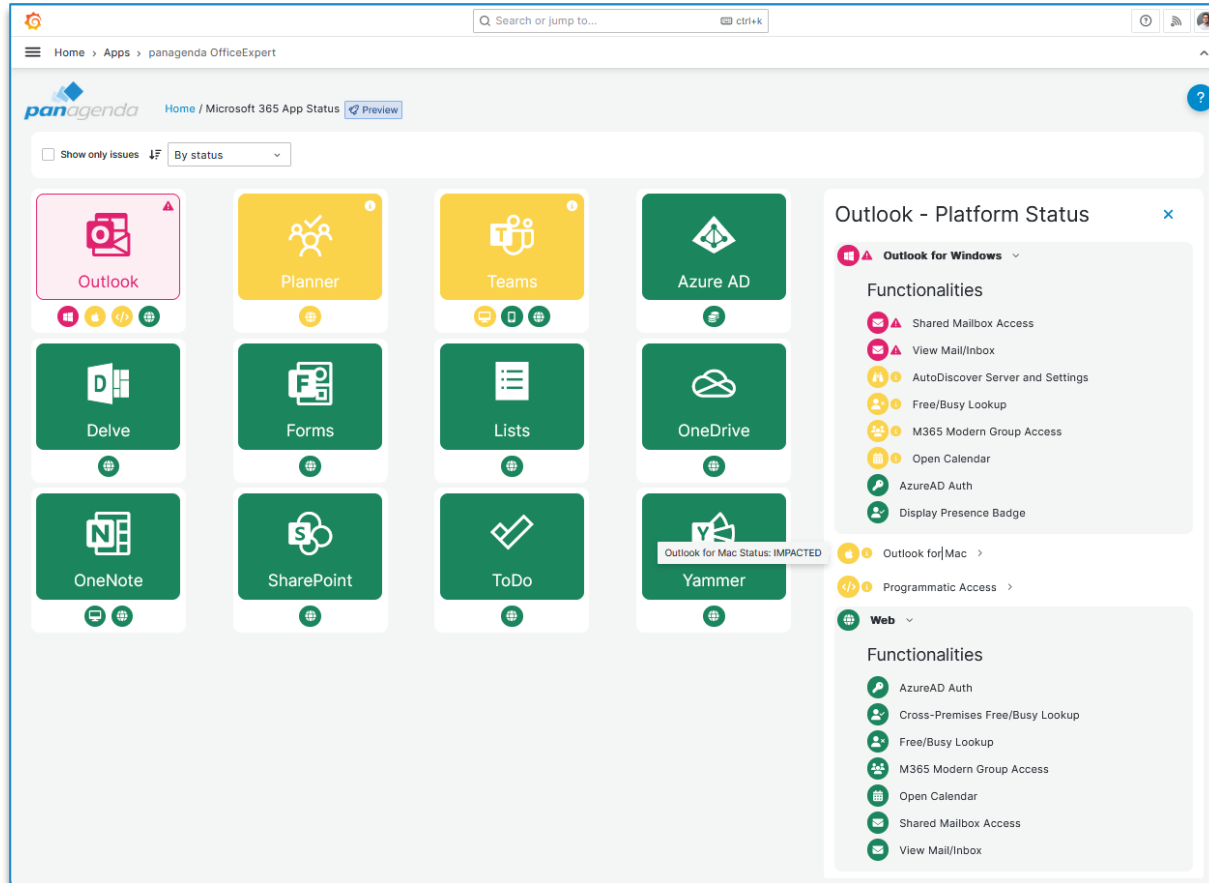
Example: Microsoft 365 Environment Status with issues



Example: Microsoft 365 Environment Status with issues



Example: Microsoft 365 App Status with issues and solution



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Show only issues By status

Outlook - Platform Status

- Outlook for Windows**
 - Functionalities
 - Shared Mailbox Access
 - View Mail/Inbox
 - AutoDiscover Server and Settings
 - Free/Busy Lookup
 - M365 Modern Group Access
 - Open Calendar
 - AzureAD Auth
 - Display Presence Badge
- Outlook for Mac** IMPACTED
 - Functionalities
 - AzureAD Auth
 - Cross-Premises Free/Busy Lookup
 - Free/Busy Lookup
 - M365 Modern Group Access
 - Open Calendar
 - Shared Mailbox Access
 - View Mail/Inbox
- Programmatic Access**
- Web**
 - Functionalities
 - AzureAD Auth
 - Cross-Premises Free/Busy Lookup
 - Free/Busy Lookup
 - M365 Modern Group Access
 - Open Calendar
 - Shared Mailbox Access
 - View Mail/Inbox

Digital Experience Monitoring

shifts the focus to the complete 'User Journey'

THANK YOU!



Your Feedback Matters to Us



SCAN ME



M365 monitoring essentials
WEBINAR

Why device, WiFi, and ISP insights are crucial to supporting remote M365 users

April 9th, 2024 | 10:00am EDT | 16:00 CEST



Christoph Adler

Head of Solution Consulting
panagenda



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