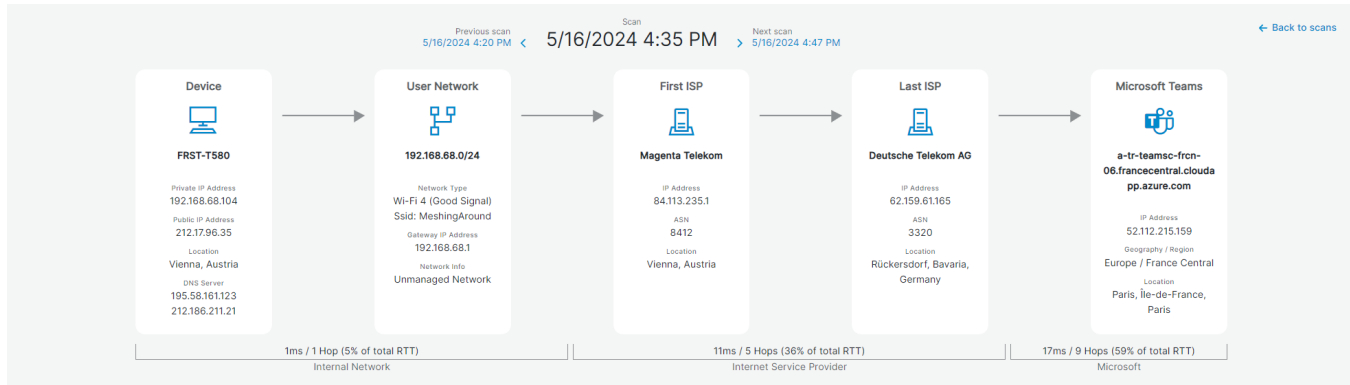


User Experience - Connectivity Journey

The Connectivity Journey tab is located on the User Experience page for an individual user and represents the full network path a user takes while connecting to Microsoft Teams or Outlook.

What is the Connectivity Journey:

Users have different ways of connecting to Microsoft depending on their network type and time of day. A managed network may direct a user to the nearest entry point at MSFT while an unmanaged one could take a completely different route. The Internet Service Provider can also make a significant difference. On the Connectivity Journey tab, you can see the exact route that a user takes while connecting to Microsoft Teams. Open the tab and select a date and a time you would like to see the connectivity journey for. This will open a visual representation of the connectivity journey as well as a complete list of all hops for that time & date.



What is meant with "Certain Segments/Portions of the scan cannot be verified"?

The connectivity journey table will show you all measurements that were taken, regardless of their completeness. A partial scan can happen, if too few ISP Hops or Microsoft Hops have been detected. This means that some hops are missing, and the connectivity journey is likely not complete. There are several reasons for this like network providers who sometimes hide or block certain traceroute data or parts of the network path. TCP Traceroute being blocked or CGNAT at the ISP level are common examples of this. If we detect this, we will indicate that scan results are potentially partial or inaccurate by placing a yellow exclamation mark icon next to the time column in the connectivity journey scan result list and on the visualization itself. The results will still be listed with all hops we do detect.

Using the Connectivity Journey

The tab, when opened, will by default show you a list of available scans for the period selected. In the top left, you can select between Teams and Outlook to look at the individual scans per service. Scans are available for up to 90 days back.

The table has several columns:

- Scan time: When the measurement was done.
- Device IP Address: The IP address that the End-User device used at that time.
- User Network IP: Shows a managed Network IP subnet or "Unmanaged" if the user was on an unmanaged network (e.g. HomeOffice).
- User Network Type: Shows either Ethernet or Wireless
- Teams Destination: Microsoft data center location the user was connecting with.
- First ISP: Which was the first ISP detected?
- Last ISP: Which was the last ISP detected before the data entered Microsoft?
- RTT columns: What was the time it took for data to go back and forth on the Internal Network vs, ISP vs Microsoft

panagenda Home / User Search / User Experience

Rosalee Melvin rosalee.melvin@panagenda.com [Go to Advanced User Details](#)

Device name	FRST-T580	Department	OE & GL Product	Office Location	-	State	-
Job Title	Product Manager & Senior Consultant	Company Name	panagenda GmbH	City	Vienna	Country	Austria

User Insights **Connectivity Journey** User Experience Teams Call List Device Summary

Microsoft Teams [Scans on 5/16/2024](#)

Scan Time	Device IP Address	User Network IP	User Network Type	First ISP	Last ISP	RTT Internal Network	RTT ISP	RTT Microsoft
5:22 PM	192.168.68.104	Unmanaged	Wireless80211	Magenta Telekom	Deutsche Telekom AG	8ms	11ms	8ms
5:18 PM	192.168.68.104	Unmanaged	Wireless80211	Magenta Telekom	Deutsche Telekom AG	2ms	10ms	35ms
5:06 PM	192.168.68.104	Unmanaged	Wireless80211	Magenta Telekom	Deutsche Telekom AG	2ms	14ms	20ms
4:47 PM	192.168.68.104	Unmanaged	Wireless80211	Magenta Telekom	Deutsche Telekom AG	2ms	10ms	27ms
4:35 PM	192.168.68.104	Unmanaged	Wireless80211	Magenta Telekom	Deutsche Telekom AG	1ms	11ms	17ms
4:20 PM	192.168.68.104	Unmanaged	Wireless80211	Magenta Telekom	Deutsche Telekom AG	6ms	19ms	2ms
4:05 PM	192.168.68.104	Unmanaged	Wireless80211	Magenta Telekom	Deutsche Telekom AG	5ms	28ms	18ms
3:47 PM	192.168.68.104	Unmanaged	Wireless80211	Magenta Telekom	Deutsche Telekom AG	3ms	15ms	25ms
3:35 PM	192.168.68.104	Unmanaged	Wireless80211	Magenta Telekom	Deutsche Telekom AG	3ms	16ms	30ms
3:20 PM	192.168.68.104	Unmanaged	Wireless80211	Magenta Telekom	Deutsche Telekom AG	3ms	13ms	35ms
3:05 PM	192.168.68.104	Unmanaged	Wireless80211	Magenta Telekom	Deutsche Telekom AG	1ms	12ms	38ms
2:47 PM	192.168.68.104	Unmanaged	Wireless80211	Magenta Telekom	Deutsche Telekom AG	3ms	13ms	37ms
2:31 PM	192.168.68.104	Unmanaged	Wireless80211	Magenta Telekom	Deutsche Telekom AG	1ms	20ms	16ms
2:20 PM	192.168.68.104	Unmanaged	Wireless80211	Magenta Telekom	Deutsche Telekom AG	1ms	18ms	24ms
2:03 PM	192.168.68.104	Unmanaged	Wireless80211	Magenta Telekom	Deutsche Telekom AG	2ms	14ms	28ms
1:47 PM	192.168.68.104	Unmanaged	Wireless80211	Magenta Telekom	Deutsche Telekom AG	4ms	11ms	28ms

Entries: 38

Further Details

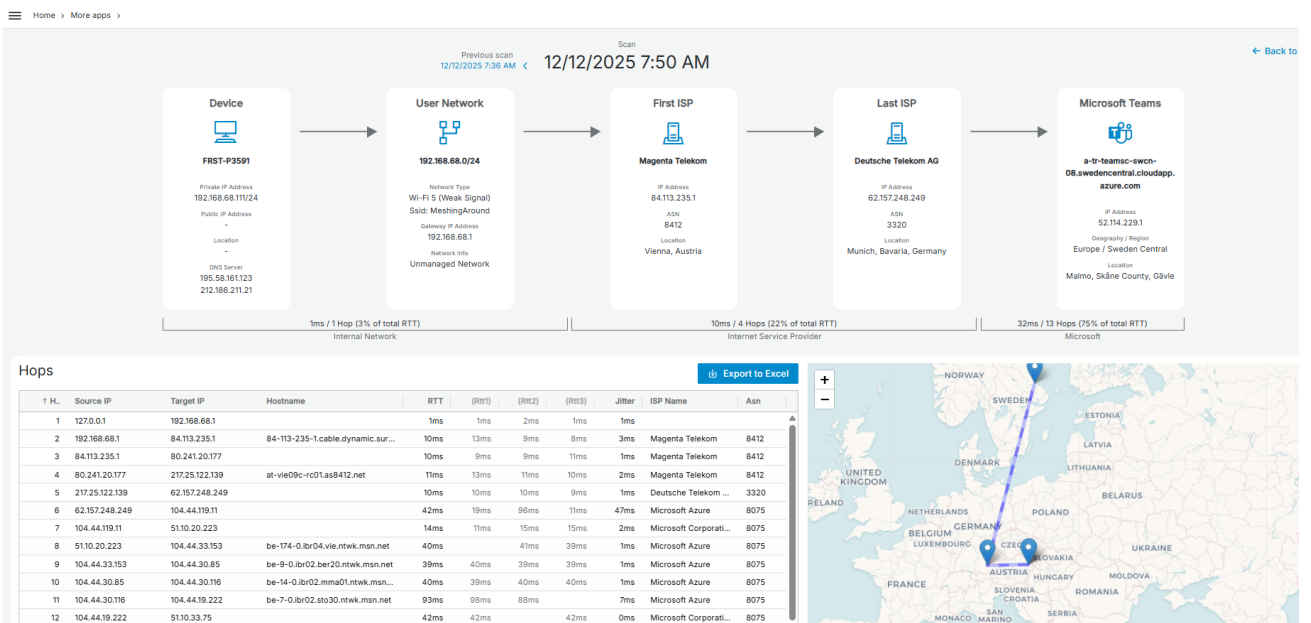
When you select an individual scan (by clicking on it), the subsequent page will show you further details in the form of a graphical overview of the journey and the time it takes to move through the three parts of the journey:

- Internal Network
- Internet Provider
- Microsoft

This allows you to see in which part of the journey delays are taking place. It also shows you information like the DNS server used, and the Microsoft data center the user connected to.

Below the graphical interface, a table shows each of the hops along the journey with details for each hop (RTT1, RTT2, and RTT3) and the jitter (Standard Deviation across the three RTT values for each hop) encountered on each hop.

i Please note that the number of hops displayed in the graph may differ from the number reflected in the table. This discrepancy occurs because hops without responses are not represented in the table.



Navigation

To go to another scan or to return to the scan table, use the buttons in the top of the tab.

Previous scan 5/16/2024 3:47 PM < Scan 5/16/2024 4:05 PM > Next scan 5/16/2024 4:20 PM

[← Back to scans](#)

Device

User Network

First ISP

Last ISP

Microsoft Teams