

Continuous intermediate fixes & updates on the portal

2024

Week 7

Type	Description
New	Microsoft Health page: A link was added to show you a fully exportable list of all recently closed incidents and advisories. Incidents and advisories shown in this list are those that occurred in the last 30 days and are relevant to the Microsoft tenant.
New	User Search page: The user search page now remembers the users you've recently interacted with and shows them as "Recently visited" items by default even before you have to do a search. Items on the recently visited page are personal and can be removed individually ('x' in the last column) or collectively "x Clear history" option in right upper corner. This feature allows you to quickly return to the user's you are currently or often interacting with.
New	User Search page: An option was added below the search field to only include search results for users with the OfficeExpert agent installed. This feature allows you to eliminate finding results for whom now TrueDEM data is available because they do not have the agent installed. For example: System accounts, test accounts, etc. This feature is activated by default but can be deactivated to include those results if wanted.
New	User Search page: A secondary option was added to only include "Focus Group" users. This feature allows organizations to search specifically for users specified by the organization as belonging to the focus group. More information about this feature can be found here: https://panagenda.com/kbase/display/OE/How+to+use+the+Focus+Group
Improvement	User Search page: The requirement to enter at least 3 characters in the search box has been removed
Improvement	We've added a link on the User Details page that allows you to switch to the user's User Experience page.
New	Real Time Call Data Details page: An indicator was added to the top of the page to indicate if the call represented is an ongoing call or has ended. This is important when the call is opened from the Live Teams call overview and can be ongoing.
Improvement	Real Time Call Data Details page: We've streamlined and optimized the top section where general info is shown about the equipment and codec used during the call
Improvement	Real Time Call Data Details page: adjusted the coloring for the audio, video & screensharing diagram
New	Real Time Call Data - Details page: A new section was added with a table containing the raw call data at the bottom of the Real Time Call Data Details page. To identify the exact changes and also to allow the customer to export the data for further analysis.
Improvement	User Search page: The link to "Call list" is only shown from now on if the user has the OfficeExpert TrueDEM agent installed and there is call data to be shown.
Improvement	The obsolete column was hidden from The User Search page.

Im pr ov e m ent	A column called 'Type' was added to the Microsoft Teams Version report to indicate if the Teams client is the classic Teams or new Teams client
Bu g fix	The Microsoft Teams Version reports now also includes the Microsoft Teams v2 versions
Im pr ov e m ent	TrueDEM Agent Status page: The indicator that shows Active Agents was changed to show the active agents seen in the last 21 instead of last 10 days.
New	TrueDEM Agent Status page: A bar chart was added to show the distribution of installed OfficeExpert TrueDEM Agent Manager versions. To see a table of the users having the installed version, click on the bar. This table can also be exported
Bu g fix	User Search page: Corrected an issue where the information text to indicate that we only showed the first 50 search results did not appear in certain cases.
Bu g fix	We've made several small textual changes to clarify where we talk about the OfficeExpert TrueDEM agent
Pr evi ew	Help pages: We've started including context specific help pages on several of the interfaces and will continue expanding them in the coming weeks.

Week 4

Type	Description
Bug fix	Fix timezone issue in Connectivity Journey on User Experience
Bug fix	Teams Call List on User Experience shows now "No Rows To Show" if no call exists

Week 3

Ty pe	Description
N ew	On the User Experience page a new tab was added called "Connectivity Journey". Through this tab you can see the exact connectivity journey (hops) a user took to connect to the Microsoft Teams cloud during the day. By clicking on a scan line, you get the details consisting of information about the users local IP, local Wifi/network connection, their ISP (first & last) and connection to Microsoft Teams as well as a list of all the hops in between.
Im pr ov e m ent	On User Details: The "Teams Version History and CPU Utilization" table will now also mention the Teams v2 version numbers
Im pr ov e m ent	On User Details: ISPs Identified for this user panel has now a the option to click through to Final ISP details
Im pr ov e m ent	The "Preview" indicator on tiles were moved to prevent accidentally clicking on them instead of the tile

Im pr ov e m ent	User Experience is no longer in Preview status
Im pr ov e m ent	On User Experience, the data is no longer limited to 7 days but now shows up to 21 days of data and is configurable through the date/time picker

2023

Week 50

Type	Description
New	<p>New Call List: The Call list has been improved by combining insights and data about the call, the call quality for the user as well as the call quality for the other participants.</p> <p>Making it a robust and strong insight into what the call quality is for any user in your organization!</p> <p>To see further details about a call quality for the participant or other participants, simply hover over the icons that indicate problems or click on the call to get to the call details.</p>
New	<p>If the user is in a call, a purple button will appear at the top of the call list on the User Experience page and allow you to switch immediately to the Real Time Call data - Details for that user & call as it is going on. This means that you now can see full call details even if the call is still ongoing.</p> <p><i>Note! There is a processing delay of 3-5 minutes before the data is visible. The streaming metrics page is still available if you want to see the near real time values but keep in mind that the Real Time Call Data - Details page has a lot more data to show</i></p>
Impr ove ment	<p>New format of the Real Time Call data - Details page: This page has been changed and improved to highlight potential problems during the call.</p> <p>Changes:</p> <ol style="list-style-type: none"> 1. A graph was added to the top of the Call details page showing the distribution of detected issues and problems. Each measurement refers to a 30 seconds block in which this problem was detected. Multiple problems can occur within the same block. 2. A timeline was added to show when consecutive problems with Audio, Video or Screen sharing are occurring. A Concurrent issue is when the issue persists for periods longer than one 30 second block. <p>Between these two graphs, you will be able to see the type of issues occurring for the user and whether it was momentary or consecutively having an impact.</p>
Impr ove ment	In order to make the navigation more logical, the call list was moved into the User Experience page and combined with the call metrics already there.
Bug fix	The call metrics page was streamlined and certain obsolete graphs were removed.
Impr ove ment	On the Call Live Details there is now a link available to the Streaming metrics page to quickly move between them
Impr ove ment	The Changes indicators on the Real Time Call data - Details page were moved to the top to make it more clear what happened during the call
Impr ove ment	The "Open list" link that will take you to see the calls was changed to point at the new call list on the User Experience page. In future this link will be removed
Impr ove ment	The User Experience page now gives you a time/date selector to indicate the period for which you want to see calls and call metrics. The default is 7 days but this can be increased up to 21 days or any specific range within that period.
Impr ove ment	On the Real time Call Data - Details page in the Video section: Reorder Video Packets is no longer a cumulative curve

Impr ove ment	On the Real Time Call Data - Details page in the Screen sharing section: Reorder screen sharing packets is no longer a cumulative curve
New	On the Real time Call Data - Details page in the Screen sharing section: Two new charts: <ul style="list-style-type: none"> • Sharing Rtp Packets sent • received added.
Bug fix	On the User Details page: Removed Media Relay list & geo map due to Microsoft changing the information
Impr ove ment	On the User Details page: Moved down the Teams version table to below the call list
Bug fix	On the User Details page: Bug fix on the connectivity journey (user details) where a connection of 100mb was shown instead of 1gb.

Week 43

Improve ment	On the User Experience page - Tab Microsoft Teams we added links to the numbers where we talk about calls. When clicked, these will take you to the Call list (full list, not filtered list)
Improve ment	On the same tab, we rewrote several tooltips to give more clarification on the numbers shown
New	On the Teams Versions report, an extra column was added to indicate if a device is 64bit
Fix	We removed the preview flag from teams versions report as it is no longer preview
Improve ment	In the App Status overview we made it so that if you click on an app it opens the side bar with additional details and if you click again it closes it now (Toggle app tile)
Improve ment	In the Microsoft Status page, when you clicked on a service to see the incidents, These are now sorted by classification (incidents first, advisories second) and last update time
Improve ment	We reduced ingested and stored scan data (storage size and data ingestion impact) and improved performance when using the data

Week 39

T y p e	Description
N ew	User details: The user details page has been restructured. At the top we now show you key events (blue) and alerts (red) that took place during the selected period for: device (CPU/RAM), networking (changes in network and wifi used), applications (installations, removals & updates) and Teams (consecutive problems with audio, video and screen sharing). This allows you to see what key events are taking place at and around the time problems occur.
N ew	User Details: Under the section Networking TrueDEM now shows you a visual representation of the users connectivity journey when using Teams. From device, local network (including wifi), ISPs and Microsoft network. This allows you to see the route the user is taking as well the hops and time needed to make the connection. For more details, you can click on an ISP to see the overall information for that ISP and the users currently using it.
F ix	Outage Report: The percentage of users affected showed in certain cases the wrong percentage. this could even result in percentage over 100%. This has been corrected.
I m p r o v e m e n t	Outage Report: The list of incidents on which reports are generated has been extended

I m p r o v e m e n t	User Details: The section Applications has been extended. Apart from the list with recently installed, updated and removed applications, it now also contains a full list of applications installed in the device.
I m p r o v e m e n t	User Details: The Media Relay and Teams Versions and CPU utilization sections have been moved into the Teams Call Expanded Detail section.
P r e v i e w	<p>a new Live Teams Call Status report was added to the Microsoft Teams section (button on home). This report shows details about all ongoing calls in relation the networks they are being taken on. Apart from overall numbers on the number of calls, participants and bad/vs good calls, this report also show the situation per managed network. The networks are shown that have users in calls. A separate entry is for "Unmanaged networks". This is the aggregated list of monitored users connecting from other than managed networks (for instance home wifi).</p> <ol style="list-style-type: none"> 1. Clicking through on a network shows details about the (monitored) users in those networks currently in calls, as well as a graphical representation of the most currently occurring consecutive problems in that user group. This will help you identify if there are major problems on a specific network or if the problems seem to be more end-user-device (RAM/CPU) related. 2. Clicking through on an individual user from the list of users in a network will take you to the Call detail page for that user/call which is shown in real time as the call progresses (automatically updating)
I m p r o v e m e n t	<p>update of the Grafana platform to version 9.5.9</p> <p>Note! This update contains changes to the interface of Grafana and means that the sidebar of Grafana has been removed. to access the OfficeExpert TrueDEM homepage, simply click the Grafana logo in the top left corner, or open the Home toggle menu in the right upper corner (below the Grafana logo) and select apps - panagenda OfficeExpert TrueDEM</p>

Week 31

Type	Description
New	Microsoft 365 App Status: A new page that shows you not which API's are having problems, but what apps and functionalities are showing a degraded user experience. By giving you insight into the affected features and platforms, it's easier to determine if users need to be informed and if something is going on that requires attention.
Improvement	Microsoft Outage Report: performance improvements
Fix	Due to a change in Microsofts data representation, it could happen that in certain cases users who did have an agent were not showing as having any data. This has been addressed and all users with agents should be visible again at all times
Improvement	Minor fix on the Teams Version list

Week 29

Type	Description
New	Microsoft Health Status: Redesigned details page for running incidents to make easier to see the updates
Improvement	Microsoft Outage Report: Remove empty report lines
Improvement	Microsoft Outage Report: Add Incident Number as file name

Improvement	Export feature on multiple tables: Add descriptive file names
Preview	We now Hide/Lock the "Go to Advanced User Details" button on the User Experience page if the customer is on TrueDEM for M365
Fix	We collapse all categories by default in the Teams Versions Grid view on opening
New	We now show you the last used IP information on the Device Summary tab of the User Experience page if the user is in a managed network
Improvement	Fixed bug with Teams versions view crashing when the categories were collapsed
Fix	We changed the redirect URL to the new plans & features page on click of unlicensed (locked) items

Week 25

Type	Description
Preview	User Experience page received two new tabs Teams Call information & Device Information
Improvement	The top section for the User Experience tab has been rearranged to show information about the user and location as the device information is now depicted on a separate tab.
Improvement	A new color scheme and other navigation enhancements have been implemented to make navigation more visible
Improvement	Datetime format and locale now match with the Grafana setting
Preview	A new report was added to show Outage information with the option to export a list of affected users.
Preview	A new report was added under the MS Teams section to open a report showing information about the OS & Teams versions running on devices equipped with our agent. The report can be used to get insights into version distribution and allows for pivoting the data.
Fix	Device Hardware Report: The column DeviceType had a trim function that would only allow the first 19 characters to be visible. This has been altered to show up to 128 characters.
New	Environment status: The ISP list is now clickable. When clicked they will show the performance of the various workloads for the specific ISP. Note! Only the 6 ISP's with the most users at that moment are shown. In small organizations these subset numbers might be skewed if less than 100 users use the ISP.
Improvement	Call List: Two columns were added showing the overall call quality for the call and a list of icons for the users. On mouse over the names can be seen and the column can also be used to filter for specific users.
Improvement	Call List: The Duration column was aligned right for better understanding
Preview	Call Quality Debug Level: A new section was added with two preview features: <ol style="list-style-type: none"> 1. A Sankey diagram depicting the relevant duration of particular problems like audio, video or other issues occurring for users in either the upload or download streams. 2. A table containing users with problems and the metrics that should be looked at for those users
Improvement	Real Time Call Data - Details: We added a RAM usage graph and redesigned the CPU graph to a heatmap showing the top processes as well as a "Possible OS drivers" and "Other Processes" category. The 'crosshair' feature that allows you to mouse over one graph and will show an indication line now also works with the CPU and RAM graphs
New	Real Time Call Data - Details: Changes like a change in WiFi network, codec or audio/video device used during calls are now highlighted. Both as text indicators at the top of each section as well as indicators in each graph. Move over with your mouse to see the change.
Preview	A new Microsoft Teams Rooms view has been added to the navigation for easy identification and reporting on MTR's (Note! This feature requires separate licensing and will appear 'locked' if not licensed)

Week 18

Type	Description
------	-------------

Fix	Fixed a problem with the Tenant Wide Overview page
Improvement	column sorting/filtering enabled on all ISP pages

Week 14

Type	Description
Type	Description
Fix	The new Real Time call page now can now also be opened from the user search page and fully replaces the previous page
Improvement	User Details: Call List table now uses Real Time data for CPU & Memory usage
Improvement	User Details: Through the button in the top right you now have direct links to detailed user reports which will open directly for the right user & device
Improvement	User Details: Windows update history table was removed. Individual updates to windows components will be listed in the Added software table instead
Improvement	Agent Support page is renamed to TrueDEM Agent Status
Fix	Teams Version History & CPU graph fixed by using real time data
Improvement	Several old dashboards were moved to the Legacy folder and will in time be removed. These are obsolete or will be replaced soon
Improvement	<p>New Monitored services were added to the Environment Health status page. These include:</p> <ul style="list-style-type: none"> • Delve • Forms • Lists • OneDrive • OneNote • Planner • ToDo • Yammer <p>Click on any of the services to see the status of monitored elements.</p>
Improvement	The Application processes - Real Time Call Data - Details shows the top 5 CPU using processes. All other processes are now summarized into "Other User Processes" and "Possible OS & Drivers".

Week 11

Type	Description
Fix	Fix on Call Quality Debug Level page to avoid Errors on the User Details page. The open User Details drill down link will now only appear if a pguid is available meaning that it will only show a link to the user details if the users device contains an EPM agent.
Improvement	User Details page: Added new table to Software Related Metrics Section with Information of which Software got added/removed
Improvement	User Details page: Realtime Monitoring Link (right top corner) will open liveV2
Improvement	User Details page: The Call list now shows a new date/time column, representing the time a user joined the meeting. The existing meeting start time column was moved to the end of the table but is still available.
Improvement	The default homepage will from now on open the AppPlugin whenever you login to TrueDEM Portal or click the Grafana logo in the left bar

Week 4

Type	Description
Improvement	Grafana was updated to version 9.3.1

Fix	Fix applied to home page to fix missing data element
Fix	Fix applied to Call Quality Debug page to fix problem with links that do not show for people in certain situations
Improvement	New pages were added to show Environment Status and Microsoft Health for your environment

2022

Week 51

Type	Description
Fix	Performance improvements to the Call Quality Debug page
Improvement	Restructured the collection of data to minimize impact on the agent/user

Week 49

Type	Description
Improvement	On user details the existing graphs for CPU usage Over Time and Memory Usage Over Time now are filled by data coming from the Streaming Metrics data. This means that we now have data points at a much shorter interval. You can even zoom in to see more details.
Improvement	We added two new graphs on the User Details page in the Users' Network section to show Network traffic - Sent kbits /Sec & Network Traffic - Received kbits/Sec. These are also based on streaming metrics data.
Improvement	we added a table in the Teams Call Expanded Details section on the user details page to show 'Teams Voice Endpoint Latency' that shows you which endpoints are performing best or worst.

Week 40

Type	Description
Fix	Fixed issue with data not showing in Direct Routing optimization
Preview	Version 2 of the new Real Time metrics page is released. The page can be accessed by changing the URL of the existing real time metrics page to include V2: (.../live/... to .../liveV2/...)

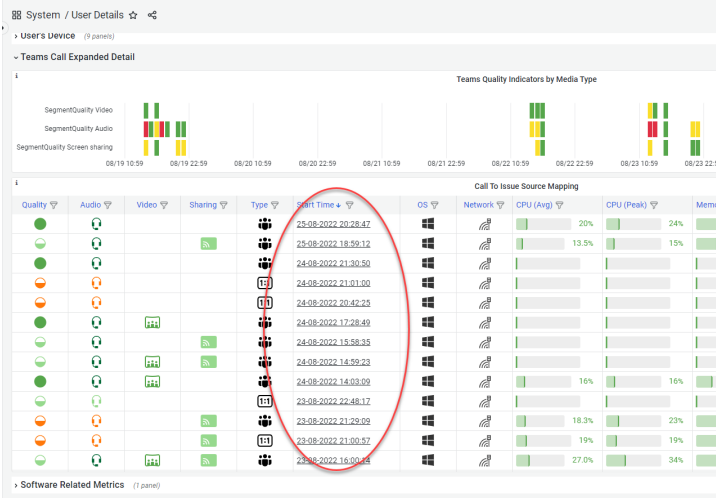
Week 37

Type	Description
Improvement	User Details page: Fixed problem with hover over on bar charts not showing a legend.
Improvement	User Details page: Adjusted the process tables to show only significant processes. A significant process is any process that was in the top 10 of processes consuming CPU at the scan interval plus any of a predefined list of processes we will always monitor (Teams, Chrome, etc).
Fix	Remove empty lines in Hardware report
Improvement	Routing map: We enhanced and added maps for all three tested workloads (Teams, Presence, Outlook). This changes the layout for the page but also now gives you the option to see the different routes your data is taking for different workloads
Improvement	On the Corporate Network Call Quality Report (Reports folder) Microsoft was removed as an ISP as it was confusing and could lead to inaccurate conclusions.

Week 36

Type	Description
Fix	Fixed several errors that could cause red errors in certain dashboards
Improvement	User Details page: We moved the OneDrive info into a separate section at the bottom of the page and changed the graphs.
Fix	Fixed a problem on the call list where sometimes calls were shown more than once.

Week 34

Type	Description
Fix	The User Search page only requires search strings of 3 or more characters
Improvement	<p>User Details page: In the section "Teams Calls Expanded Details", the calls in the list are now clickable and will take you to the call details page for that call.</p> 
Fix	Interface improvements for consistency

Week 33

Type	Description
Improvement	Removed obsolete graph panels on the Microsoft Services dashboard
Improvement	The New portal homepage is now dynamic. Meaning that we can release new pages to customers more quickly (this will happen soon!)
Improvement	User Details page: The values for Last Reboot Time and Device Model were added tot the page header.

Week 30

Type	Description
Improvement	On the Agent Support page, the bar charts are now clickable & exportable
Improvement	<p>Real Time metrics page:</p> <ul style="list-style-type: none"> KPI boxes times have been unified on date format KPI boxes units have been unified
Fix/Improvement	<p>in the Exports of lists from the new App:</p> <ul style="list-style-type: none"> Dates now export correctly Additional identifier (Userid/PGUID) columns are added for debugging purposes
Improvement	<p>Agent History Report:</p> <ul style="list-style-type: none"> is now grouped by device Agent version column is added
Improvement	<p>Real Time metrics page:</p> <ul style="list-style-type: none"> KPI boxes times have been unified on date format KPI boxes units have been unified
Improvements	Tabs in the portal app now show the name of the page

Improvements	Logo on all app pages is clickable and takes you back to home page
Improvements	We removed some icons from links and show only an icon if we open that link outside the current tab ('jump out')
Improvement	Improved ISP Overview page renders the ISP Overview by ASN page obsolete. The obsolete page was archived

Week 28

Type	Description
Improvement	The Real Time Metrics page showing metrics during calls now shows pre-loaded historical data from earlier in the call
Fix	The number of "failures to connect" and "mid-call drops" on the Tenantwide Overview page was corrected as it showed incorrect values in certain cases.