#NVSummit2021

Make the most from your Desktop Analytics infra

- Mirko Colemberg, MVP, baseVISION, @mirkocolemberg
- Panu Saukko, MVP, ProTrainIT, @panusaukko

NORDIC — VIRTUAL SUMMIT —

baseVISION

About Mirko

- **Mirko Colemberg**
  Workplace Sommelier
- Windows Insider MVP / Enterprise Mobility MVP
- MVM FY20 Q2 (Most Valuable Mentor)
- **Contact Me**
  @mirkocolemberg
- Don’t ask about Beer!!!

About Panu

Microsoft Certified Trainer

Since 1995

Microsoft® Most Valuable Professional

Enterprise Mobility, since 2005

@panusaukko

Let's have a discussion about NBA & especially Chicago Bulls

NORDIC
– VIRTUAL SUMMIT –

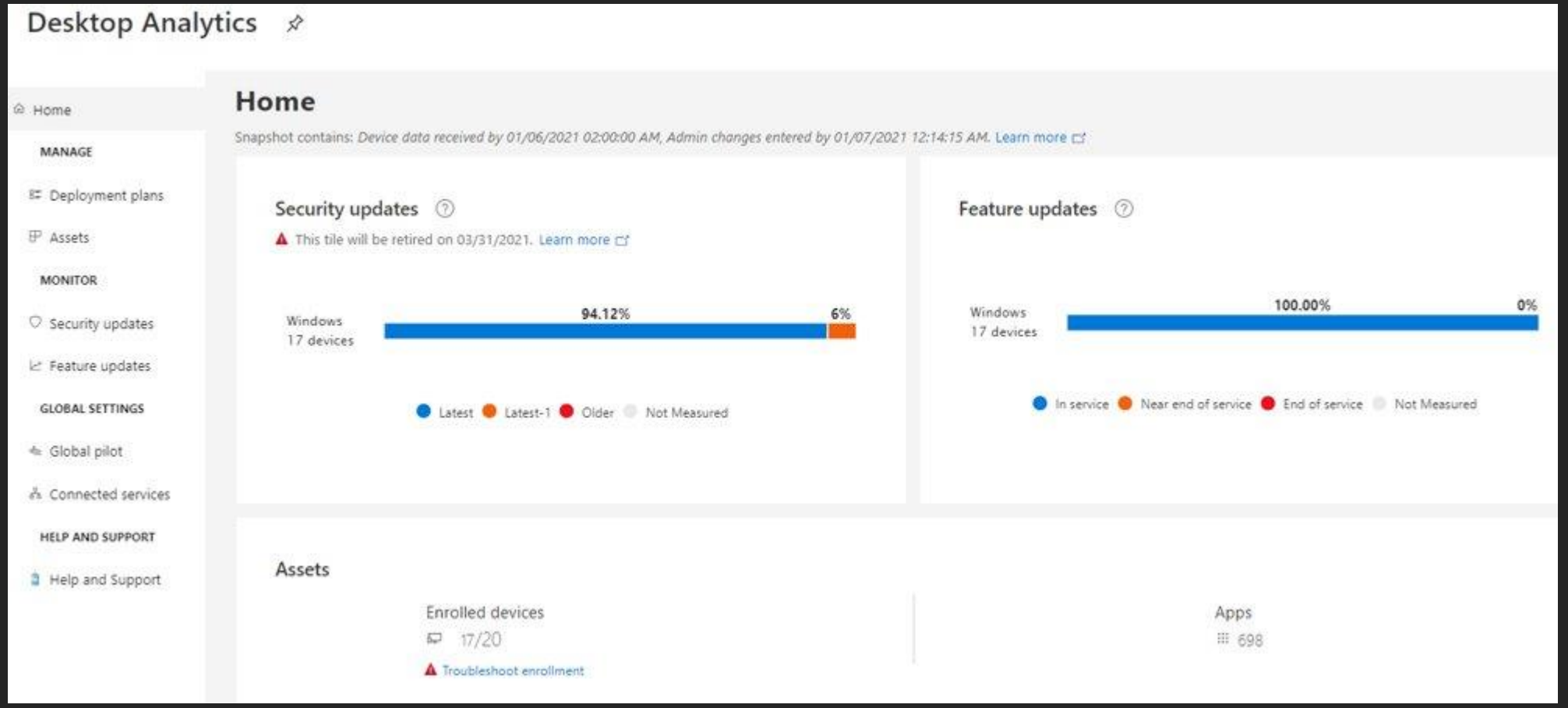
Make the most from your Desktop Analytics infra

What is Desktop Analytics?

- Cloud-based service to ease your Windows 10 upgrades
- Integrates with ConfigMgr
- Gives you info about:
  - App compatibility against different Windows 10 versions
  - App usage
  - Basic info from your devices
  - Security update installations (until 31.3.2021)
- Intelligent piloting
- Utilizes Windows 10 diagnostics data (telemetry)

What info you get from Desktop Analytics?

NORDIC
– VIRTUAL SUMMIT –



Demo: Basic features

Requirements

- Active global Azure subscription
  - With global administrator permissions. Microsoft Accounts aren't supported.
- Azure subscriptions
  - Log Analytics workspace
- Configuration Manager 1902 with update rollup (4500571) or later
  - Full Administrator role
- Based on Windows 10 telemetry (AKA “Analytics data”)
  - Basic or Optional (limited) Diagnostic data level

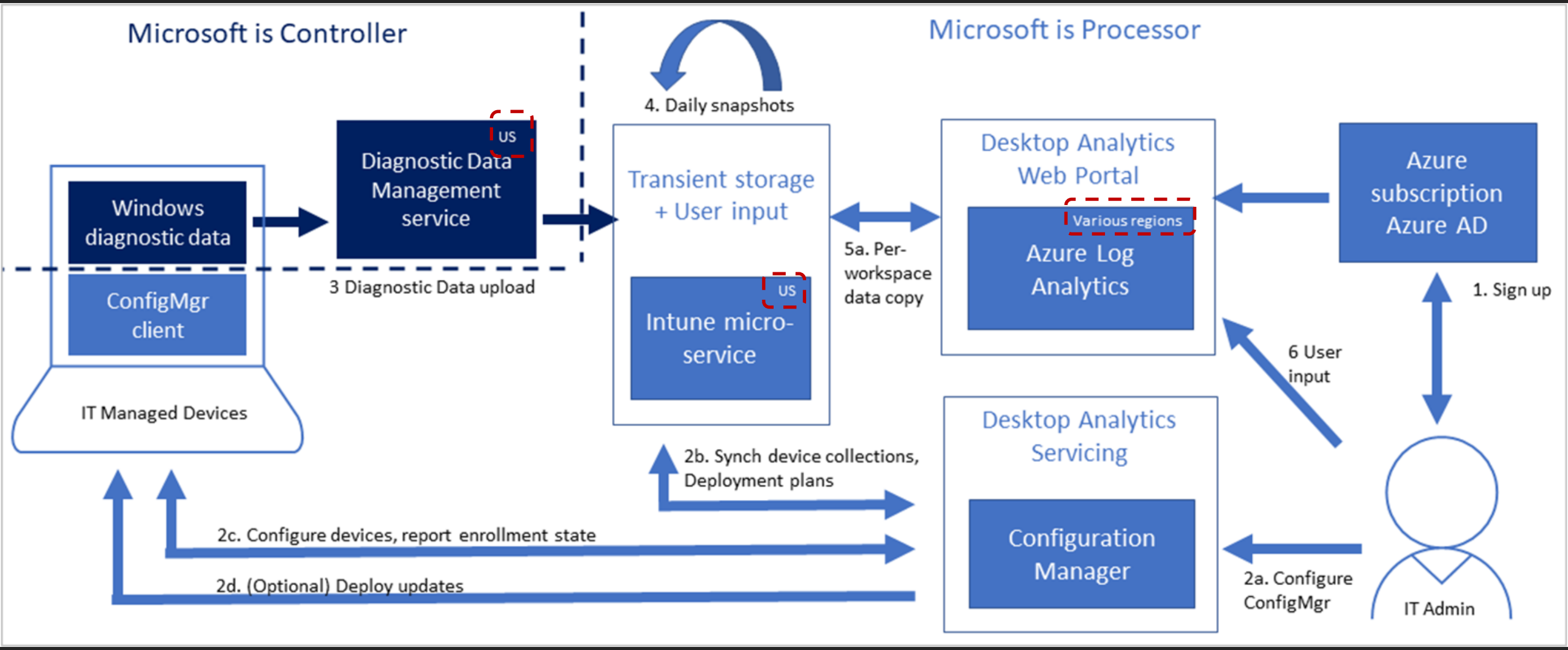
Update Compliance & Desktop Analytics

- Security Update info will be removed from Desktop Analytics 31.3.2021
- Update Compliance has a similar functionality
  - Missing security update installation timeline chart currently in DA
  - Can be done with Log Analytics
- You can use both update compliance & desktop analytics
  - Need to use the same commercialID = same Log Analytics workspace
  - Remember: One commercialID/Windows 10 device!
- Update compliance doesn’t require ConfigMgr

Licensing

- Configuration Manager license
- Users of the device need one of the following licenses:
  - Windows 10 Enterprise E3, A3, F3 or higher
- No additional cost for using DA within Azure Log Analytics
  - Free from any Log Analytics data ingestion and retention charges
  - Additional solutions outside of DA will be charged!
- Desktop Analytics inherits the workspace's data retention policy
  - If your workspace is on the free plan → retains the last 30 days of "daily snapshots"

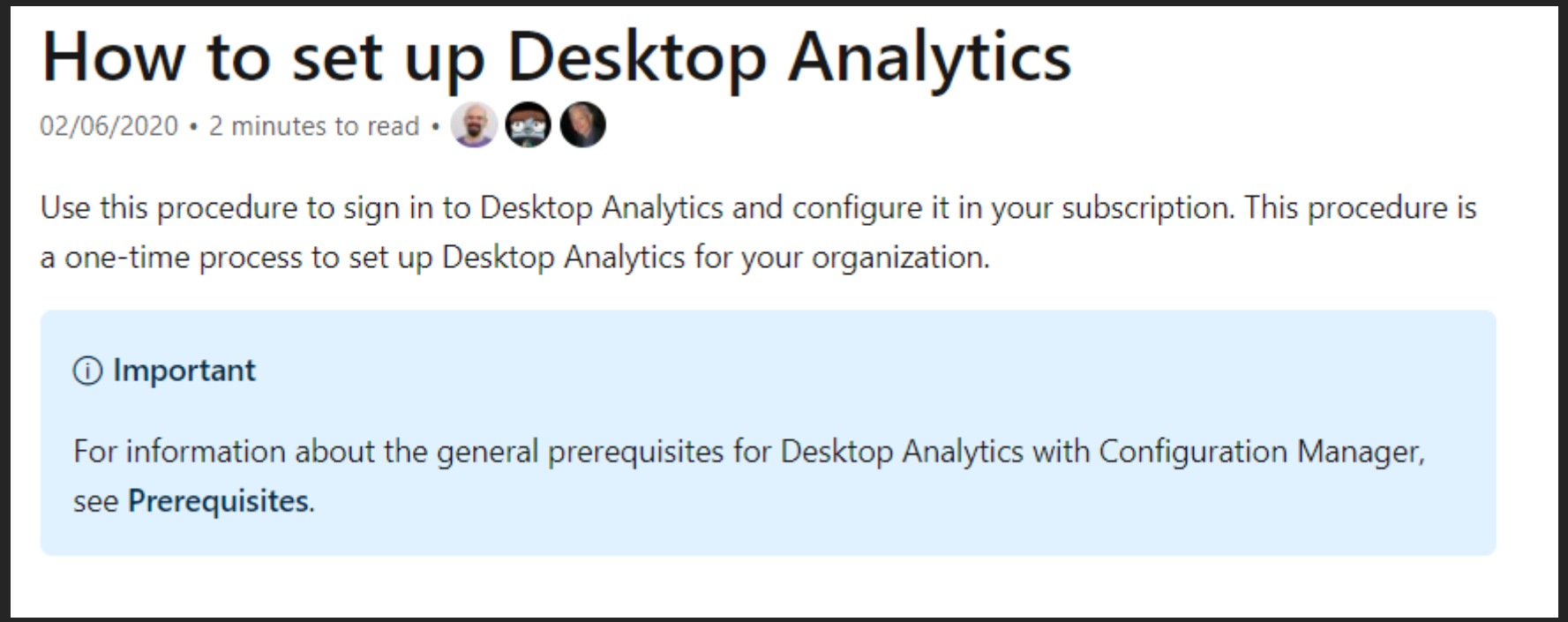
How it works?


Microsoft is Controller
Microsoft is Processor
4. Daily snapshots
US
Diagnostic Data Management service
Windows diagnostic data
ConfigMgr client
IT Managed Devices
3 Diagnostic Data upload
Transient storage + User input
US
Intune micro-service
5a. Per-workspace data copy
Desktop Analytics Web Portal
Various regions
Azure Log Analytics
Azure subscription Azure AD
1. Sign up
6 User input
Desktop Analytics Servicing
Configuration Manager
2b. Synch device collections, Deployment plans
2c. Configure devices, report enrollment state
2d. (Optional) Deploy updates
2a. Configure ConfigMgr
IT Admin

How to setup Desktop Analytics

NORDIC
– VIRTUAL SUMMIT –

- Good documentation about how to set up Desktop Analytics



How to set up Desktop Analytics

02/06/2020 • 2 minutes to read •

Use this procedure to sign in to Desktop Analytics and configure it in your subscription. This procedure is a one-time process to set up Desktop Analytics for your organization.

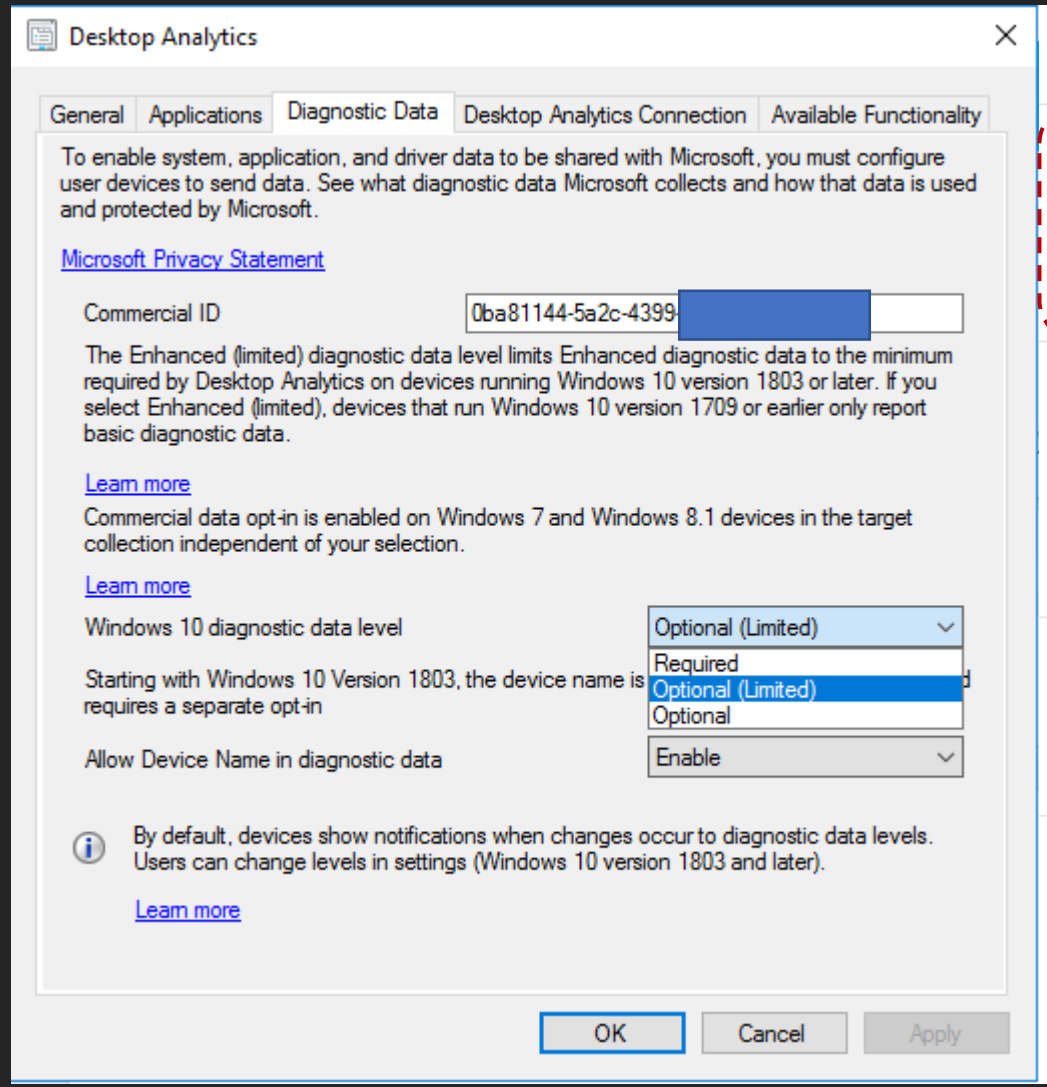
ⓘ Important

For information about the general prerequisites for Desktop Analytics with Configuration Manager, see **Prerequisites**.

NORDIC
– VIRTUAL SUMMIT –

Demo: Desktop Analytics setup

DA “Telemetry” Settings



Optional settings (need manually set)

Display name	Registry value	Effect on devices enrolled in Desktop Analytics
Configure telemetry opt-in change notifications	DisableTelemetryOptInChangeNotification	Starting in Windows 10, version 1803, Windows notifies users when the diagnostic data level changes. Use this policy to disable notifications.
Configure telemetry opt-in setting user interface	DisableTelemetryOptInSettingsUx	When you configure the diagnostic data level, you set the upper boundary for the device. Starting in Windows 10, version 1803, users can set a lower level. Use this policy to prevent users from changing the diagnostic level. For more information, see Configure Windows diagnostic data in your organization.
Disable deleting diagnostic data	DisableDeviceDelete	Starting in Windows 10, version 1809, users can delete diagnostic data from the **Diagnostic & feedback** settings page. Use this policy to prevent the deletion of diagnostic data that Microsoft collects from the device.
Disable diagnostic data viewer	DisableDiagnosticDataViewer	Starting in Windows 10, version 1809, users can enable and open the Diagnostic Data Viewer from the **Diagnostic & feedback** settings page. Use this policy to disable the Diagnostic Data Viewer in Windows settings, and prevent it from showing diagnostic data that Microsoft collects from the device.

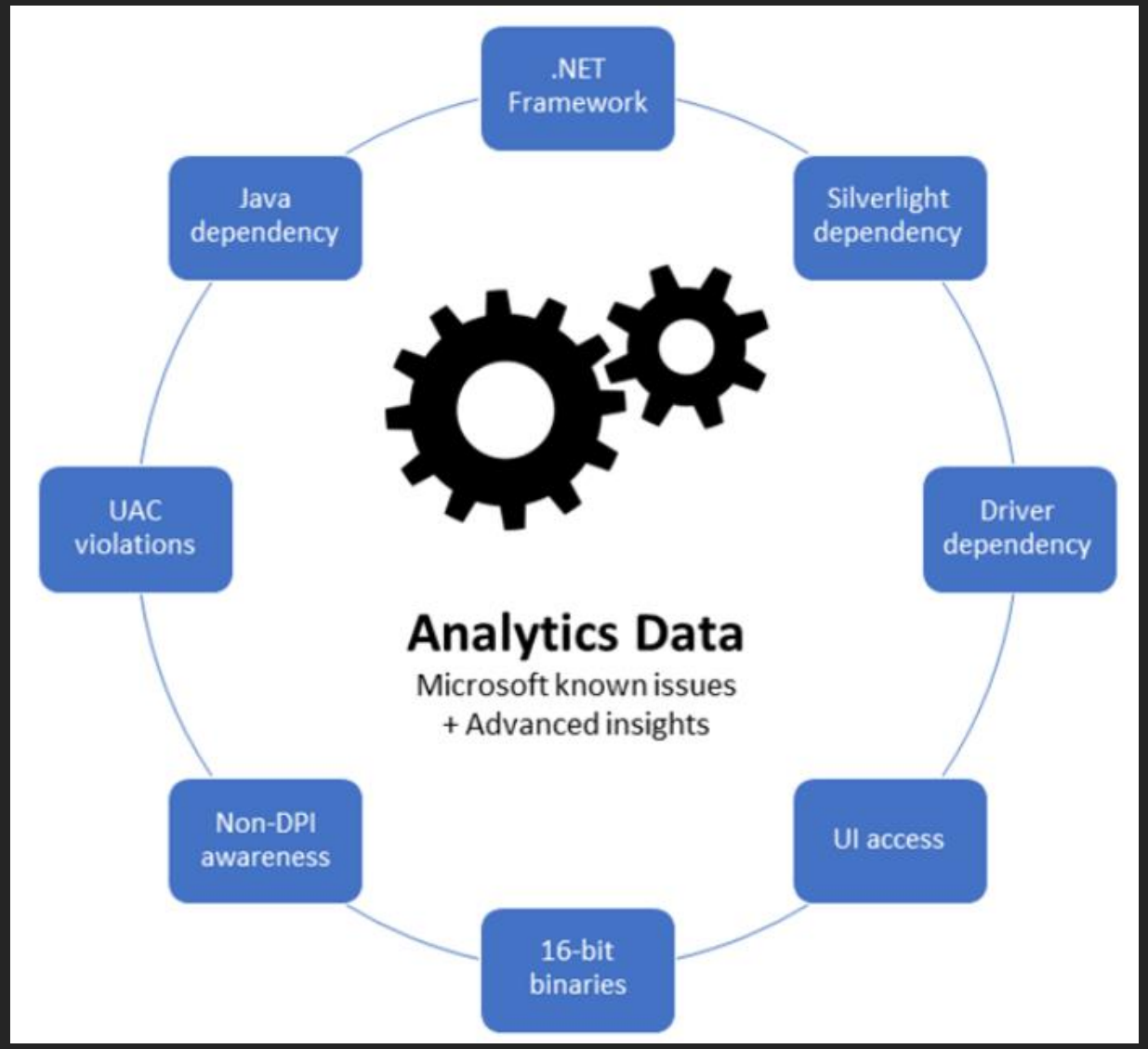
What are Deployment Plans?

- Check the compliance data against a specific Windows 10 build
  - Need a deployment plan for each Windows 10 build
- Desktop Analytics knows about whether a specific version of an application/driver is compatible with a specific Windows 10 build
  - Only drivers that are available from Microsoft update!
- Need to define upgrade decision

What you need to do for pilot?

- Decide pilot devices
  - Intelligent selection
- Specify upgrade readiness info for applications
  - Not for every app
- Any blocking apps/drivers?

App Risk Assessment

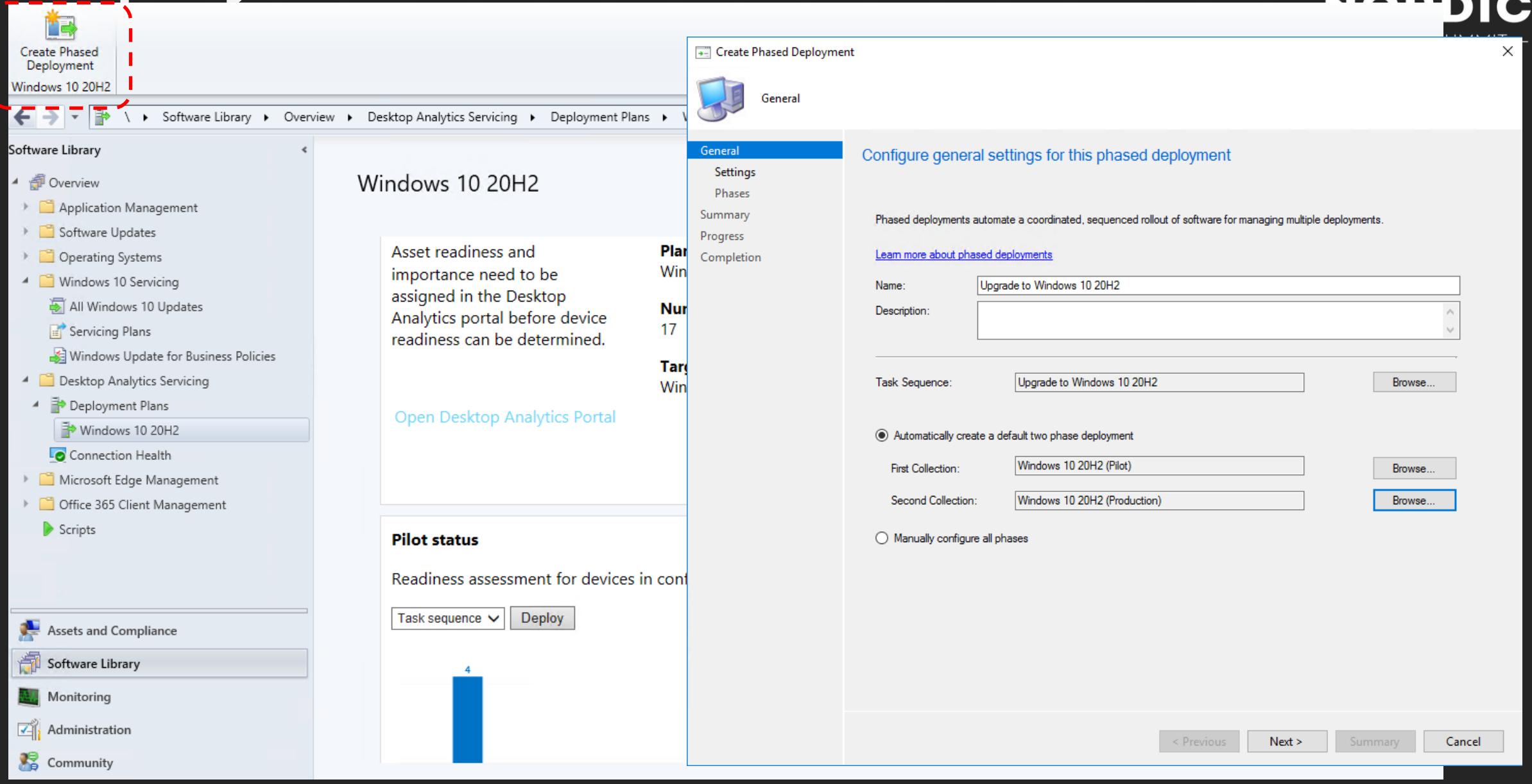


From: [Compatibility assessment - Configuration Manager | Microsoft Docs]

NORDIC
— VIRTUAL SUMMIT —

Demo: Deployment Plans

Deployment Plans in MEMCM



Desktop Analytics and KQL

NORDIC
– VIRTUAL SUMMIT –

- Desktop Analytics data is stored in Log Analytics
- You can run your own Kusto Query Language (KQL) queries against DA data
- KQL queries not supported!
  - Data tables are not documented ☹
  - You just read data → cannot do any harm!

NORDIC
– VIRTUAL SUMMIT –

Demo: KQL Queries for Desktop Analytics

Desktop Analytics Tables

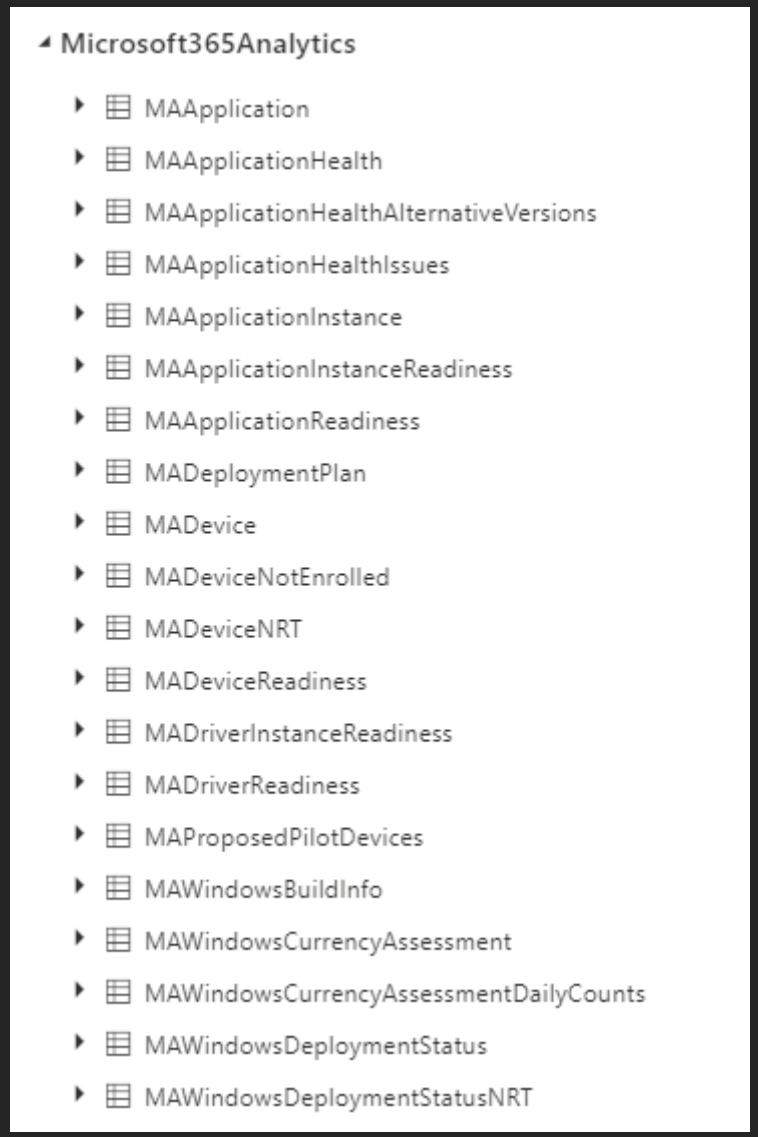
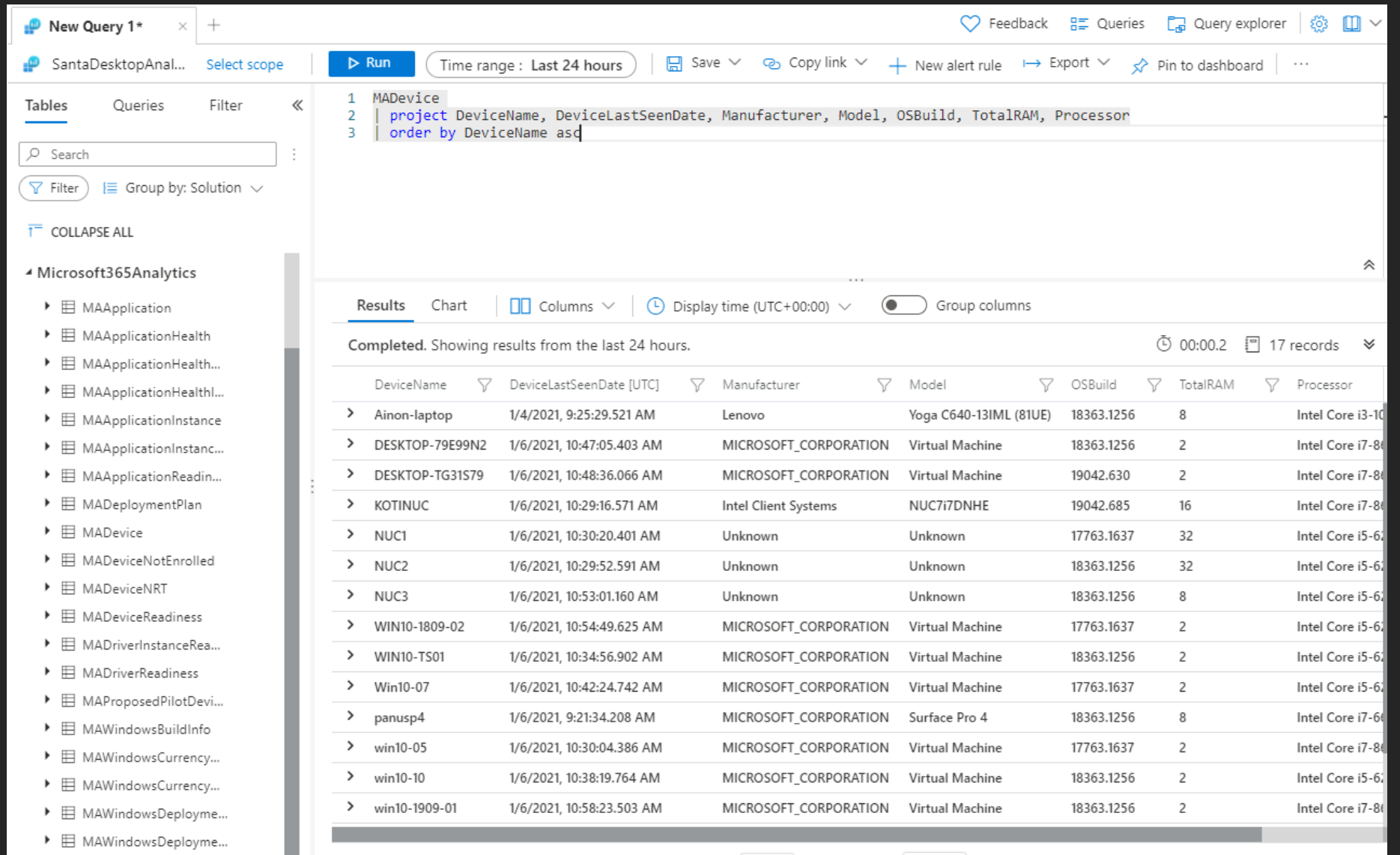


Table	Description
MAApplication	Basic application info
MADevice	Device information
MAApplicationHealth	OS version specific app health info
MAApplicationReadiness	App compatibility issues per Win10 version
MAApplicationInstanceReadiness	Devices with app compatibility issues
MADeviceReadiness	Status of Windows upgrade. E.g. success/blocked/error
MADriverReadiness	Driver compatibility info per Win10 version
MADriverInstanceReadiness	Devices with driver issues
MAWindowBuildInfo	Support info of different Windows builds
MAWindowsDeploymentStatus	Status of the deployment

Using Desktop Analytics with KQL queries

NORDIC
– VIRTUAL SUMMIT –



Example KQL Queries (1)

NORDIC
– VIRTUAL SUMMIT –

- Chart of OSBuilds

```
MADevice
| summarize dcount( DeviceId) by OSBuild
| render piechart
```

- Most common Adobe application

```
MAApplication
| where AppVendor contains "Adobe"
| distinct  AppName, AppVersion, AppVendor, TotalInstalls
| order by TotalInstalls desc
```

Example KQL Queries (2)

- All medium/high risk apps within a deployment plan

```
MADeploymentPlan | project Name, DeploymentPlanId
| join (MAApplicationReadiness) on DeploymentPlanId
| where Name contains "20H2" and (RiskAssessment == "High" or RiskAssessment == "Medium")
| distinct AppVendor, AppName, AppVersion, AHAInsight, RiskAssessment, AdoptionStatus, Issue, UpgradeDecision
```

- Most common app crashes

```
MAApplicationHealthIssues
| summarize dcount( DeviceId) by AppName
| top 5 by dcount_DeviceId
| render piechart
```

Summary

- Desktop Analytics gives you valuable information about application & driver compatibility for your Windows 10 servicing
- Application usage data is useful for many purposes:
  - Most common application
  - Most common hw models
  - App crashes
- With KQL, it is easier to analyze DA data from different angles
- And it is free!

NORDIC
— VIRTUAL SUMMIT —

Thank you!

MSEndPointMgr.com
#MSEndPointMgr

System Center User Group Finland
#SCUGFI

System Center User Group Denmark

#SCUGDK

System Center User Group Sweden
#SCUGSE

Modern Management User Group Norway
#MMUGNO