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The Microsoft Collaborate portal provides tools and services to streamline engineering collaboration within the Microsoft ecosystem by enabling the sharing of engineering system work items (bugs, feature requests, etc.) and the distribution of content (builds, documents, specs).

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Introduction to Microsoft Collaborate

3/5/2019 • 8 minutes to read • Edit Online

The Microsoft Collaborate (MS Collaborate) portal provides tools and services to streamline engineering collaboration within the Microsoft ecosystem.

MS Collaborate enables:

- Sharing of engineering system work items (bugs, feature requests, etc.);
- Distribution of content (builds, documents, tools, specs);
- Ability to manage users of the system.

Available via the Microsoft Partner Center Dashboard, the new MS Collaborate portal provides a single location using a single set of credentials to see your work items and content. This new system replaces the Microsoft Connect portal as well as the SysDev Feedback Management portal.

You can access MS Collaborate using the friendly link: https://aka.ms/collaborate.

Sign-in using your Partner Center credentials, as either an individual or as a member of a company or organization. Before using MS Collaborate, you will need to register for Partner Center. For more information, see Register with Microsoft Collaborate.

Programs and Engagements

The MS Collaborate system uses the concept of **Programs** and **Engagements** as the core building blocks for the system. Programs provide structure and facilitate managing engagements. Engagements have only one parent program and they inherit feedback forms, queries, and publishing templates defined at the program level. Engagements can be customized and they define sets of users who can interact with content and feedback associated with the engagement. Program Owners are Microsoft users who have permissions to:

- define program metadata, including Program Landing pages
- define default feedback forms
- define publishing templates to facilitate publishing packages to multiple engagements
- identify Engagement Managers who have permissions to create Engagements under the program.

When you log into MS Collaborate, you will see the programs and engagements you belong to. It is possible that you are a member of only one engagement or of many engagements within a program. The functionality you see in MS Collaborate also depends on your role within each engagement. Participant users can download content and submit/edit feedback. If you have administrative permissions, you will also see icons to edit items you are given permission to view and edit. You can be a partcipant in one engagement and a power user in another.

For more information, see Programs and Engagements

Engagement Management

An engagement defines which users are enabled to see and interact with specific content or work items associated with that engagement. Unless a user is a member of an engagement, the users does not see anything related to the engagement.

Engagements are similar to a virtual security group, allowing engagement owners to identify which users can see and work with the artifacts associated with that engagement. There are a few different types of engagements determined by the kinds and number of organizations/users within the engagement:

- collaboration between a single company/organization and a single Microsoft organization,
- collaboration between multiple named organizations (e.g., Microsoft team 1 users, company A users, and company B users), and
- collaboration with users from any organizations.

Each engagement is associated with either the default MS Collaborate Terms of Use or an appropriate custom legal agreement between the parties in the engagement. Participant users should visit the engagement page and see the description and agreement that applies to each specific engagement. For more information about seeing the legal agreement for an engagement, see How to view your Engagements.

Engagement owners are Microsoft users who manage the engagement in MS Collaborate. Users with Engagement Owner permissions can:

- create new collaborations in the system as a named engagement that will map content or feedback to users,
- associate users with various roles in the system (including adding organization admins as Power Users,
- manage feedback forms for the engagement, and
- publish content to the engagement users.

Organization admins (Power Users) can self-manage their organization's users within an engagement, including the ability to:

- add or remove organization user accounts as participant users in an engagement, and
- add or remove other organization Power Users.

For information, see Managing organization users.

Content Sharing

Content sharing is accomplished by publishing "packages" of files (documents, binaries, builds, tools, etc.) in MS Collaborate. Content Publishers can target all engagements within a program or specific engagements when publishing a package so it is available to the users of targeted engagements. When published, packages are associated with engagements, descriptions, and keywords to facilitate finding the right packages easily. Within MS Collaborate, participant users can search for and download files within a package.

MS Collaborate also provides a Distribution Manager to facilitate downloading of large or multi-file packages. The Distribution Manager is a ClickOnce client app that can be accessed from within the MS Collaborate Package Download pages.

For more information, see Working with Package Downloads.

Feedback Work Item Exchange

The feedback, or Work Item Exchange, system within MS Collaborate enables the sharing of feedback work items (bugs, features, etc.) within the MS Collaborate portal or via an API directly to an organizations' engineering system. Each work item is associated with one engagement, which determines which users or organizations are permissions to see and interact with the work item.

Each program and/or engagement can determine how each feedback form will be shared and which fields will be available - the decisions and configuration are the responsibility of the engagement owner. In addition, engagement owners can further customize each feedback form to help facilitate and simplify the process for sharing work items. Depending on how the engagement is configured, work items can be created by either participant users for Microsoft to address or by Microsoft users for partner organizations to address. Feedback forms can also be enabled to share attachments to the feedback form.

The MS Collaborate Feedback pages provide views of all your feedback items, advanced search to identify specific feedback, and the ability to save and share queries. New in MS Collaborate is the ability to have shared queries available to all users within an engagement or program. These queries can be configured to match queries used by Microsoft users to facilitate having the same list of bugs for review.

MS Collaborate also brings new functionality enabling multiple parties to share the same work item. If the engagement contains multiple parties, all members of the engagement can see, edit, and collaborate on the same work items. Multi-party feedback collaboration does require appropriate legal agreements between the parties.

Because of the new multi-party sharing functionality, MS Collaborate introduces a new Universal ID that makes it possible for all parties to be using the same ID when referring to work items. Specific engagements can be configured to also share additional fields to help the members of an engagement collaborate, for example, an engagement owner can choose to also include a field showing the specific internal Microsoft system ID.

The MS Collaborate portal can be used to collaborate on feedback work items. The Work Item Exchange service can also connect to different types of engineering systems. Agents exist to make connecting VSTS instances possible through simple configurations – no code is required. Partner organizations can connect WITEX directly to their own engineering system behind their firewall, including the following features:

- Feedback forms: Customized feedback forms will be available for each engagement to help streamline and simplify the sharing of information.
- Shared feedback: Engagements can have traditional 1-1 sharing of feedback forms between two organizations. In addition, they can have feedback forms that are shared between multiple organizations.

For more information, see Working with Feedback work items.

Notifications and invitations

Users will be able to receive notifications when specific actions or events happen within the system. There will be default notifications (invitations to new engagements, new packages available for download, feedback work items that change state, etc.) that are available to all users. In future versions, users will be able to subscribe and customize the notifications they receive.

To receive notifications, each user must ensure an appropriate email address is provided in the Notications section on Partner Center. MS Collaborate uses your Partner Center account information for notifications and permissions within the system.

Reporting and Analytics

Reporting from the MS Collaborate portal will be available to users. The reports available is determined by your membership role within engagements. Pre-defined reports indicating overall system health and usage statistics will be available, as well as the ability to use Power BI to analyze data.

How does MS Collaborate differ from Microsoft Connect?

Microsoft Connect was launched in July 2005 and has been used by millions of users to provide feedback and to download content. Microsoft Connect enabled users to:

- Find Microsoft products currently accepting community feedback;
- Participate in feedback programs managed by Microsoft product teams;
- Download and test beta products;
- Submit bugs and suggestions for future releases;
- Vote, comment, and validate other people's feedback.

MS Collaborate replaces Microsoft Connect, including a different look and new functionality to facilitate collaboration.

CONNECT CONCEPT	MS COLLABORATE PORTAL CONCEPT
Sites	N/A
Programs	Programs

CONNECT CONCEPT	MS COLLABORATE PORTAL CONCEPT
Security groups	Engagements (define users and permissions)
Downloads	Packages (collections of files)
Feedback	Feedback (bugs, features, and other work items)
Program Admin (PA)	Program Owner and Engagement Owners
Product keys	N/A - no longer available

New concepts in MS Collaborate

When migrating from MS Connect to MS Collaborate, it is important to understand how programs and engagements work, and how they are used to drive user access to and collaboration on content and feedback.

- *Organizations*: MS Collaborate integrates with the Account Management System in Partner Center, which uses both Microsoft Accounts (MSAs) and Azure Active Directory. By adding Active Directory, MS Collaborate can take advantage of Partner Center's concept of organizations or companies; users are members of organizations using a corporate account or they are individuals with an MSA (single sign-on Microsoft account).
- *Engagement Owner*: Administrator for the engagement, able to configure the engagement, modify users; inherits all other user role powers for the engagement (publishing, configuration of feedback, etc.).
- *Content Manager*: Able to publish and edit packages for an engagement or program.
- Program and engagement names are visible to all users. Engagements with defined organiations or companies clearly identify the organizations who have permissions for the engagement on the engagement page. The legal agreement for the engagement is also available to all users who are members of the engagement.

When migrating from the older system to the new Partner Center-based MS Collaborate, the biggest change is migrating user accounts to Partner Center. Partner Center identifies a "Partner Center Admin" who is responsible for managing the Partner Center accounts for the company. You will need to know who your admin is and whether your company uses Active Directory or not.

Registration

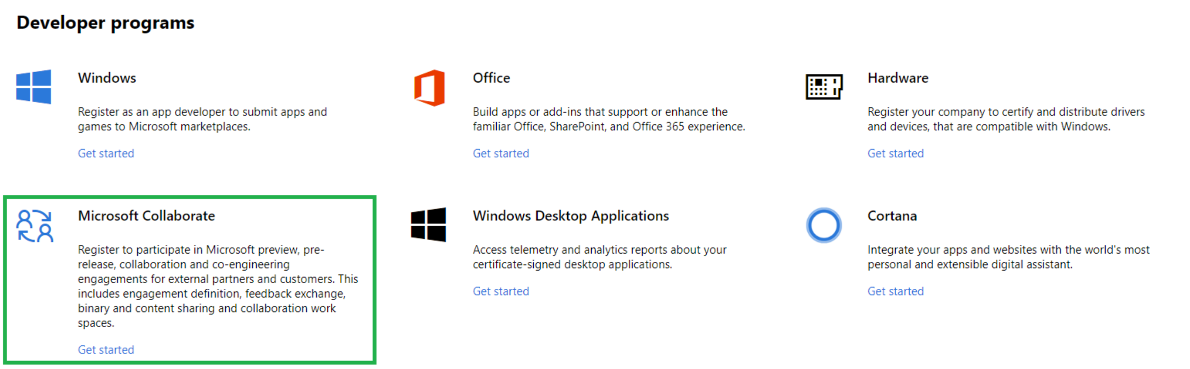
5/1/2020 • 6 minutes to read • Edit Online

Microsoft Collaborate program is offered through Partner Center and requires registration. If you already have an account in Partner Center, it is best to use the same account to enroll in Collaborate.

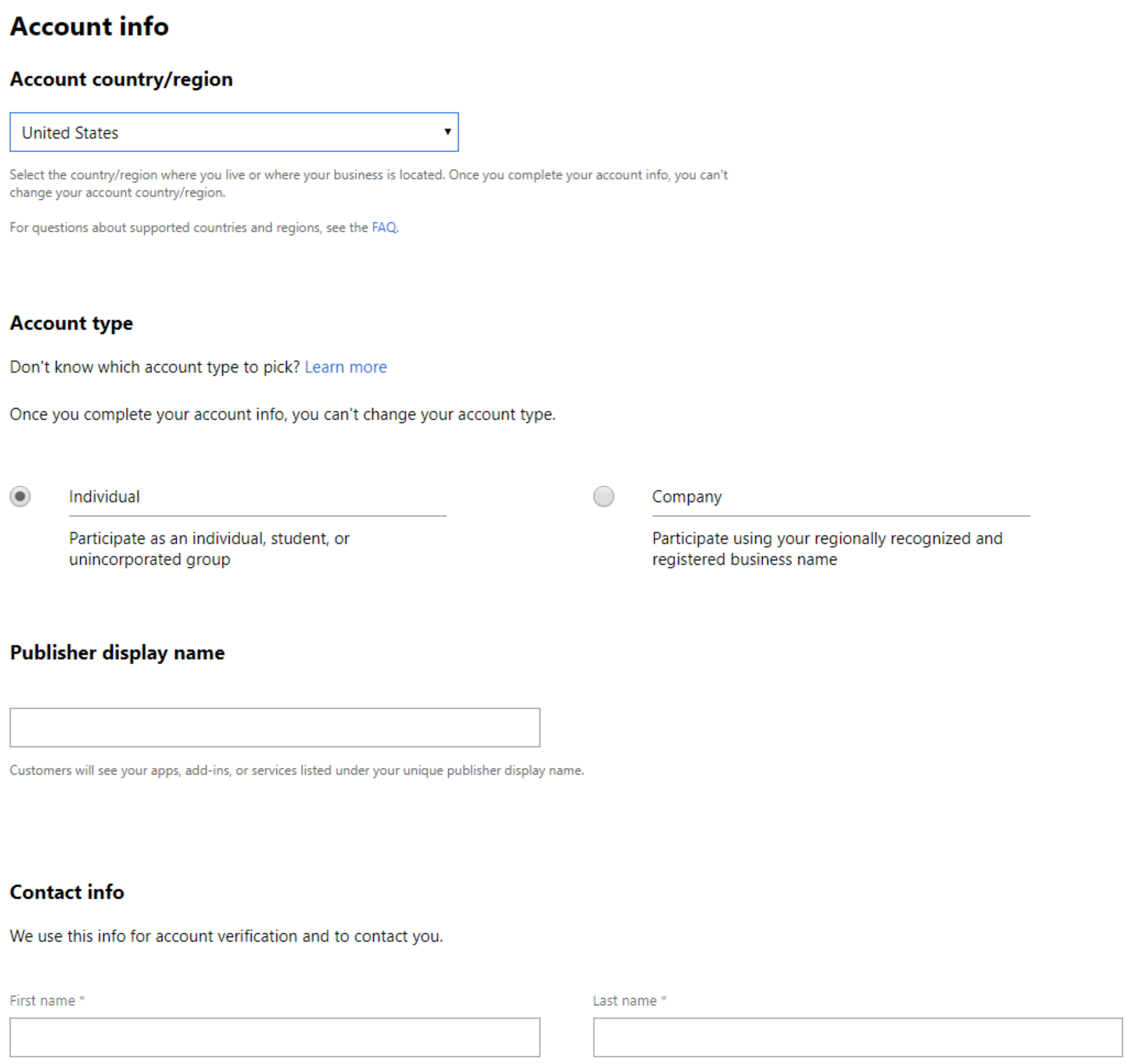
> **IMPORTANT**
>
> You can use one of the following accounts to work in Partner Center:
>
> - *Microsoft Account* (personal account)
> - *Azure AD* (organizational account)
>
> Only users with *global administrator* role can register using *Azure AD* account. If you do not have this role, you can try to find global administrator for your organization to help you register.

How to register as an individual

1. Navigate to the Partner Center Directory.
2. If you're not already signed, sign in now using existing account or create new *Microsoft Account*.
3. Scroll down to **Developer programs** section and click on Get Started link for **Microsoft Collaborate**.



4. The **Get Started** link will take you to the registration page.



NOTE

If you signed in with the existing Partner Center account, the page would contain information from that account. You can modify **Publisher display name** and **Contact info** if needed.

IMPORTANT

The following error indicates that user is signed in with an *Azure AD* account that does not have administrator privileges and registration cannot be completed.

> We could not validate your identity as a global administrator.

Try to find global administrator for your organization or sign out and sign in again using *Microsoft Account*.

5. Select the **Account country/region** in which you live, or where your business is located. You won't be able to change this later.

6. Select your **Account type** (individual or company). You won't be able to change this later, so be sure to choose the right type of account.

7. Enter the **Publisher display name** that you wish to use (50 characters or fewer). Select this carefully, as this name will be used when you interact with Collaborate (download content, submit feedback etc.). For company accounts, be sure to use your organization's registered business name or trade name. Note that if you enter a name that someone else has already selected, or if it appears that someone else has the rights

to use that name, we will not allow you to use that name.

> **NOTE**
>
> Make sure you have the rights to use the name you enter here. If someone else has trademarked or copyrighted the name you picked, your account could be closed. If someone else is using a publisher display name for which you hold the trademark or other legal right, contact Microsoft.

8. Enter the contact info you want to use for your account.

> **NOTE**
>
> We'll use this info to contact you about account-related matters. For example, you'll receive an email confirmation message after you complete your registration.

If you are registering as a company, you'll also need to enter the name, email address, and phone number of the person who will approve your company's account.

9. Review your account info and confirm that everything is correct. Then, read and accept the terms and conditions of the Collaborate Agreement. Check the box to indicate you have read and accepted these terms.
10. Click **Finish** to confirm your registration.

How to configure access for multiple users

> **TIP**
>
> Partner Center leverages Azure AD for multi-user account access and management. If your organization already uses Office 365 or other business services from Microsoft, you already have Azure AD. Otherwise, you can create a new Azure AD tenant from within Partner Center at no additional charge.

- Associate Azure Active Directory with your Partner Center account
- Add users, groups, and Azure AD applications to your Partner Center account
- Set roles and custom permissions for account users

What happens when an Azure AD tenant is linked to a Partner Center account?

- *Tenant ID* is added to the account data
- Account *Administrator* gets the ability to view users of the *Azure AD* tenant and add them to the account
- Tenant *Global Admin* gets the ability to add new tenant users in Partner Center
- Tenant *Global Admin* gets the ability to invite guest users in Partner Center

No changes are made to the *Azure AD* tenant itself.

How to register as an organization

Before you begin

To create an account on Partner Center, you'll need to have on hand the following information. You may want to take a few minutes to gather these items before you get started:

- Global administrator work email. If you're not sure what your company's work account is, see how to find global administrator.

- If your company doesn't have a work account, you can create one during the account creation process.
- Your company's legal business name, address, and primary contact. We need this information to confirm that your company has an established profile and that you are authorized to act on its behalf.
- Authority to sign legal agreements. Ensure that you are authorized to sign legal agreements on your company's behalf as you'll be asked to do so during the enrollment process.
- Name and company email of the person you want to act as your primary contact.

Guidelines

When creating a company account, we suggest that you follow these guidelines, especially if more than one person needs to access the account.

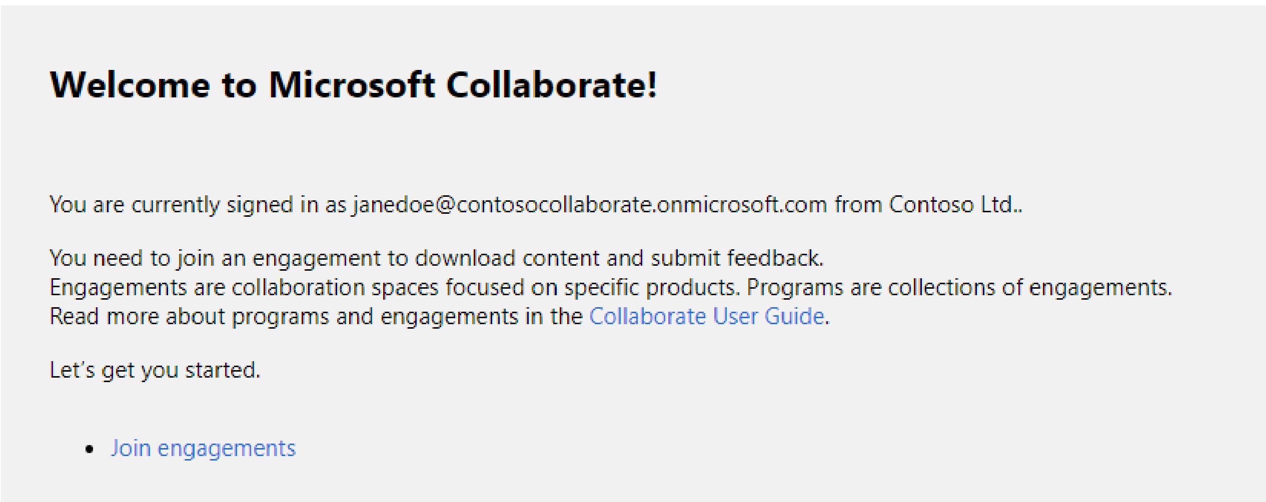
- Create your Microsoft account using an email address that doesn't already belong to you or another individual, such as *MyCompany_PartnerCenter@outlook.com*. You may not be able to use an email address at your company's domain, especially if your company already uses Azure AD.
- If you plan to join **Windows** program for app development in future and want to reuse your partner center account, then it is recommended that you enroll to **Windows** program first and then join **Collaborate**. Otherwise you might have to create separate accounts for these programs.
- Add a company phone number that does not require an extension and is accessible to key team members.

Next steps

Navigate to the portal

1. Navigate to the Collaborate homepage: https://aka.ms/collaborate.
2. Sign in using Partner Center account credentials.
3. If your organization created multiple *Azure AD* tenants, select the one it uses for Collaborate. Click on badge icon on the *right* of the screen to view the list of available tenants.
4. If your organization opened multiple accounts in Partner Center, select the one it uses for Collaborate. Click on the account name in the *left* navigation menu to view list of account.
5. When authentication is completed, you will see the homepage displaying your name and organization.

> **TIP**
>
> Homepage will look different if you participate in at least one engagement - you will see links to resources available to you.



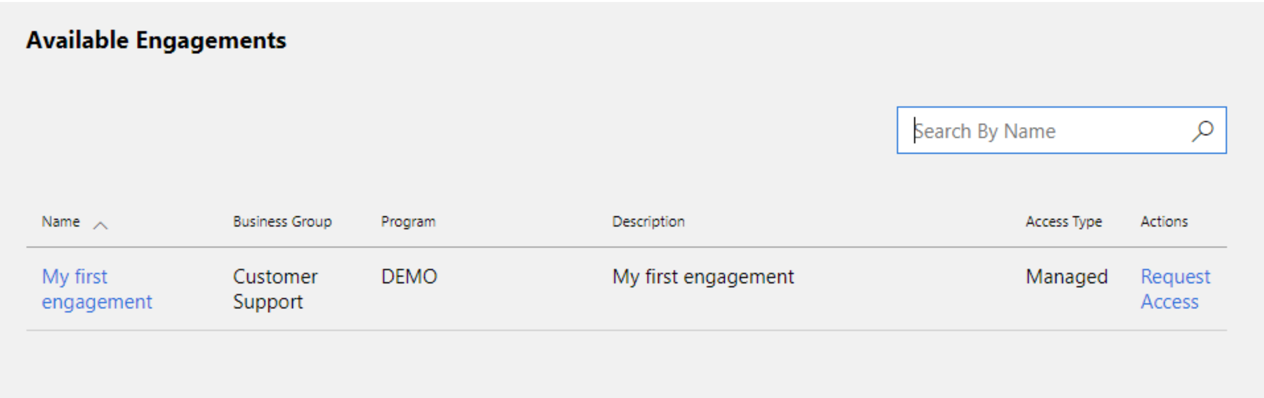
Request access

Before you can download content or submit feedback, you need to join an engagement. Depending on how engagement is configured, you can:

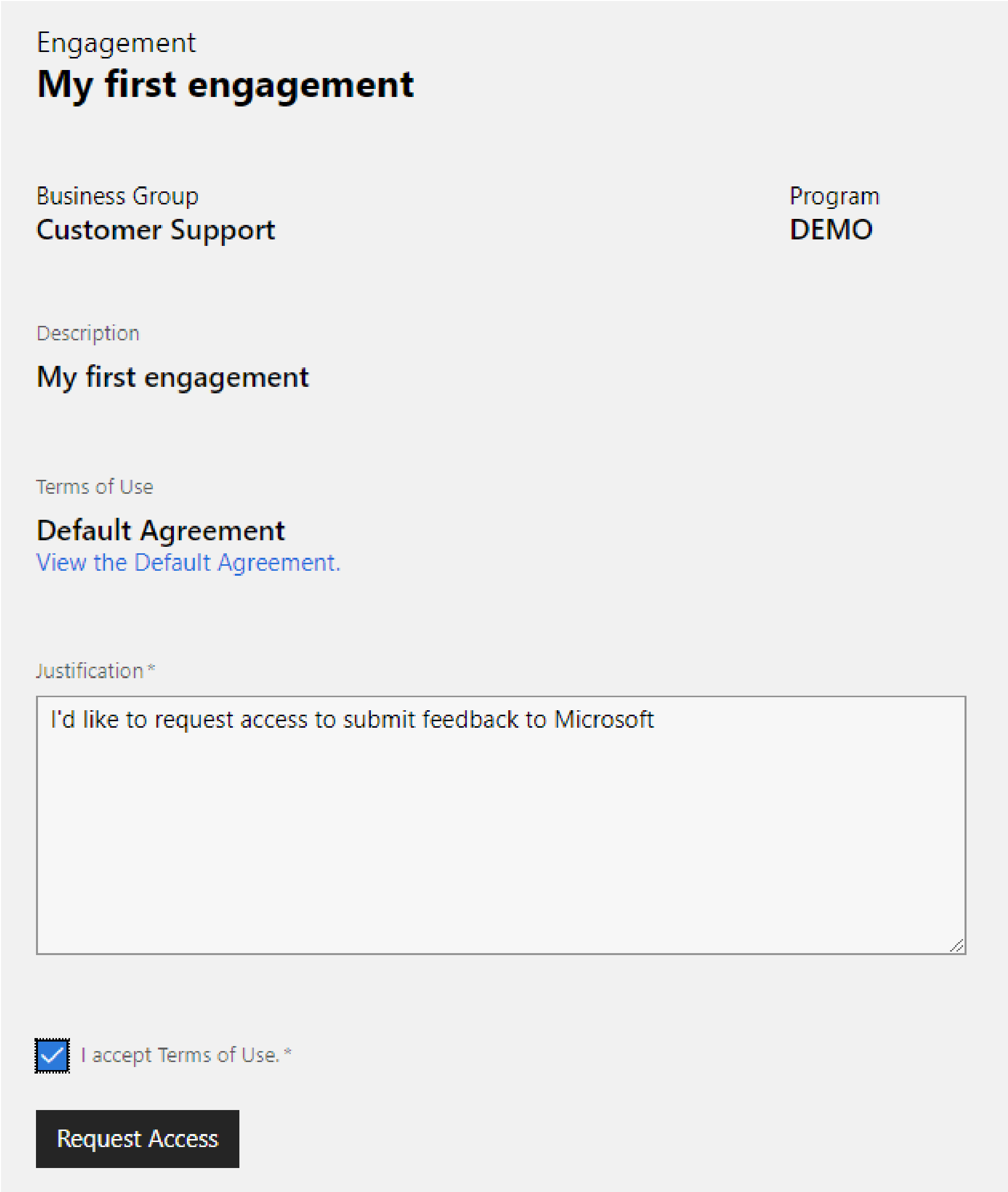
- Join
- Request access
- Contact engagement administrators (users with **Engagement Owner** or **Power User** role) using other channels, for example e-mail, and ask them to add you to the engagement.

> **TIP**
> **Power User** is a representative from your organization who manages engagement access.
> Depending on how engagement is configured, owner approval might be required for users to join. Some engagements only require acceptance of terms of use.

1. Click on the *Join engagements* link to browse the list of *new* engagements available to you and your organization.



2. Find the engagement you are interested in and click on its name. Page with detailed engagement information will open.



3. Review *Description* and *Terms of use* to make sure you understand the engagement purpose and terms of use.
4. Check *I accept Terms of Use* field and click **Join** or **Request Access** button.
5. If owner approval **is not required** (*Join* option), engagement will be added to the engagement list and you can start using it. If you do not see the engagement in the list - press **F5** to refresh the page.
6. If owner approval **is required**, you will be asked to provide justification for requesting access. *Engagement owner* and *Power User* will be notified about access request via e-mail. They will review the request and configure engagement access. Usually they will notify you when access is granted. If you do not receive a notification, review the list of engagements to check if your access request was approved.

Access Management

5/1/2020 • 5 minutes to read • Edit Online

Overview

What a user can do within the portal is defined by the *engagements* and *groups* they belong to. If user is a *participant*, they can see the engagement metadata, content and feedback associated with the engagement. Additional permissions can be granted through other groups.

At this time, only Microsoft users can manage programs and engagements. Partners and customers can participate in the existing engagements and manage user access for their organization.

Groups

The following groups exist in the portal:

GROUP	SCOPE OF PERMISSIONS	DESCRIPTION	PERMISSIONS
Participant	Engagement	Regular engagement users	View engagement and program overview, download content, view and modify existing feedback, submit new feedback
Power User	Engagement	Advanced users who manage access for their organization	Add and remove participants for their organization
Content Publisher	Engagement	Microsoft users who publish content	Publish content
Engagement Owner	Engagement	Microsoft users who manage existing engagements	Manage all aspects of the engagement
Engagement Manager	Program	Microsoft users who create new engagements	Create new engagements under specific program
Program Owner	Program	Microsoft users who manage programs	Manage all aspects of the program and all engagements under the program

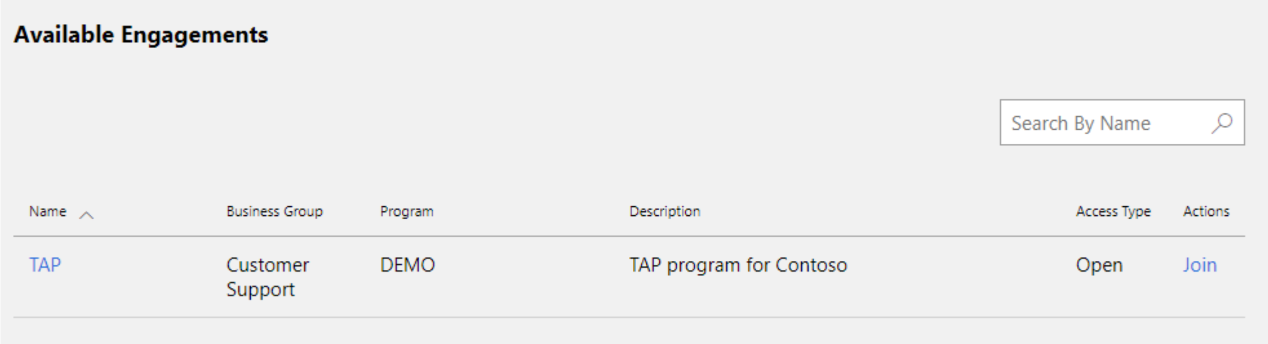
Discovering available engagements

New users

- Click on the Join engagements link on the dashboard to browse the list of *new* engagements available to you and your organization.

Existing users

- Navigate to the engagements list and click **Join** button to view available engagements.



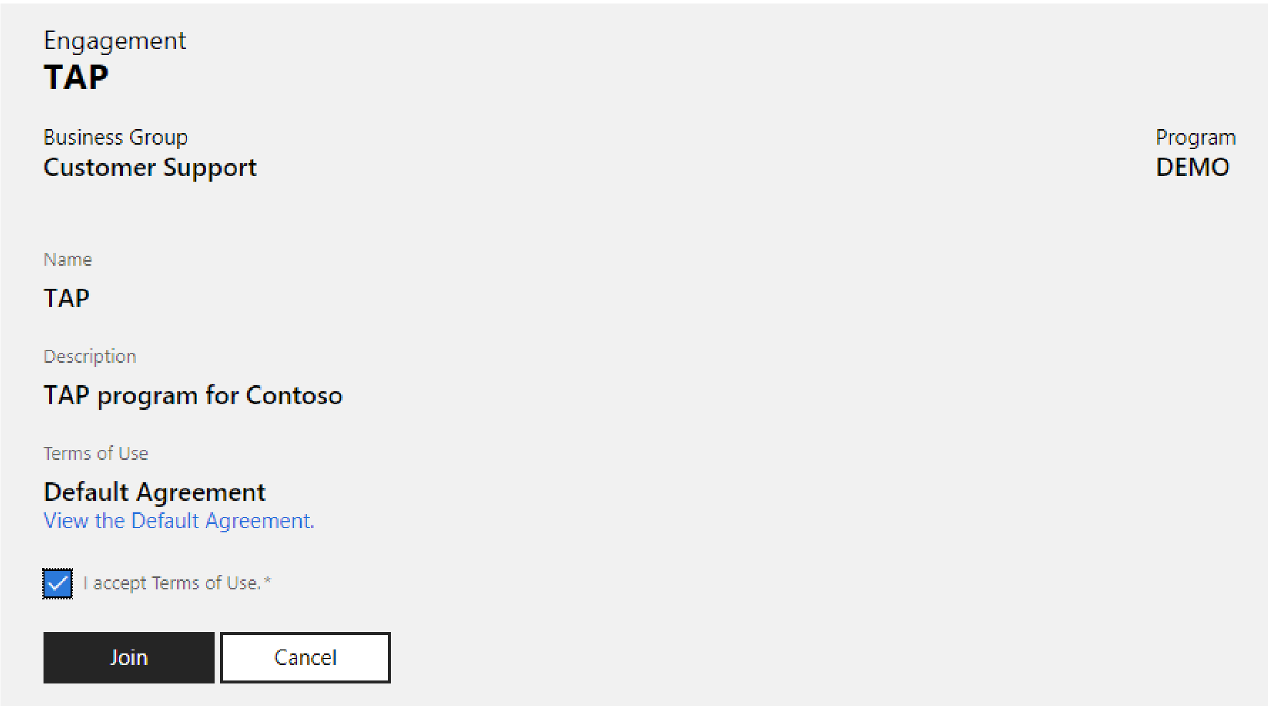
In order to download content or submit feedback you need to become a participant. Depending on how engagement is configured, you can:

- Join
- Request access
- Contact engagement administrators (users with **Engagement Owner** or **Power User** role) using other channels, for example e-mail, and ask them to add you to the engagement.

> **TIP**
> **Power User** is a representative from your organization who manages engagement access.
> Depending on how engagement is configured, owner approval might be required for users to join. Some engagements only require acceptance of terms of use.

Join

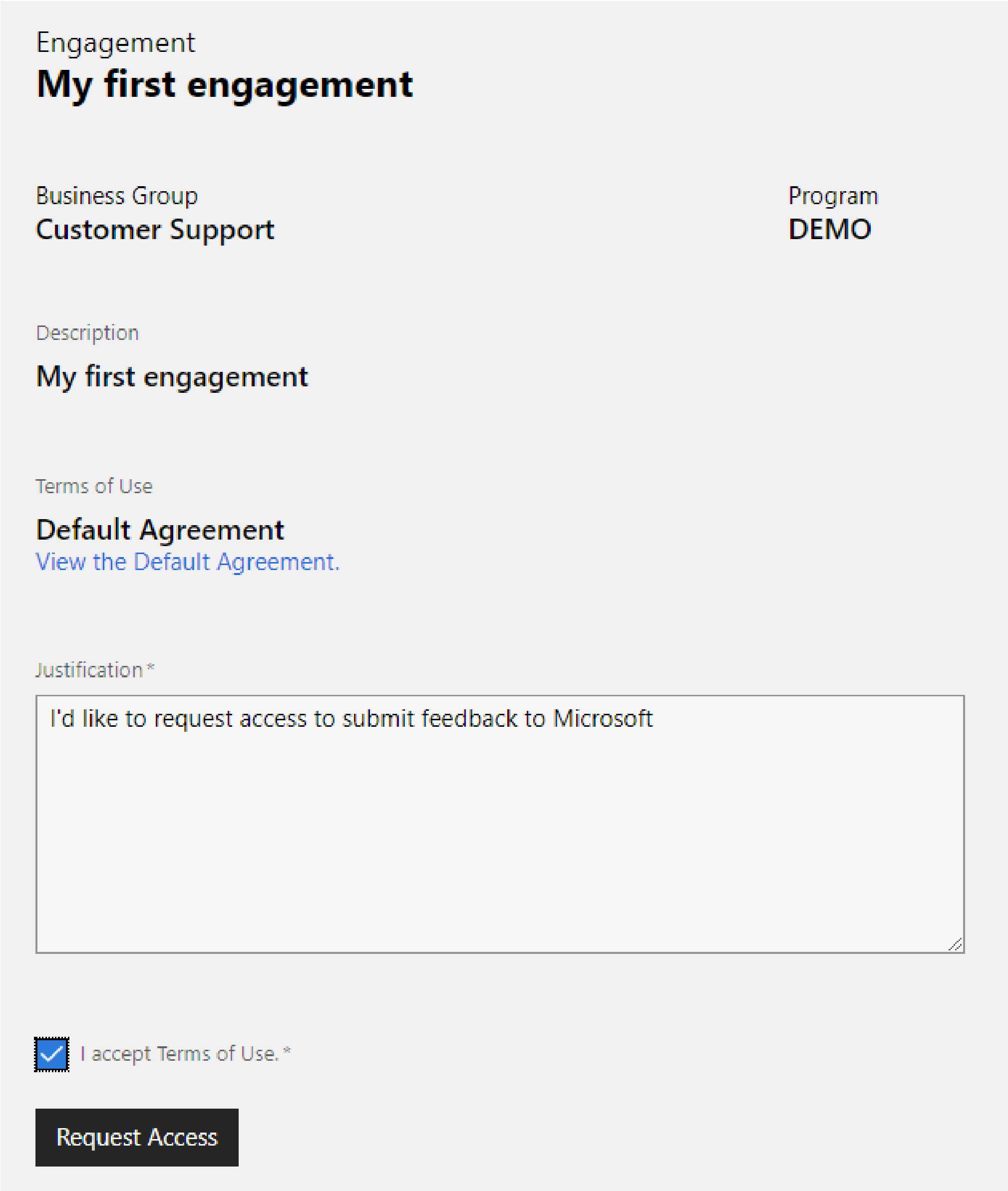
1. Find the engagement you are interested in and click on its name. Page with detailed engagement information will open.
2. Review *Description* and *Terms of use* to make sure you understand engagement purpose and terms of use.
3. Check *I accept Terms of Use* field.
4. Click **Join** button.



Engagement will be added to the engagement list and you can start using it. If you do not see the engagement in the list - press **F5** to refresh the page.

Request access

1. Find the engagement you are interested in and click on its name. Page with detailed engagement information will open.
2. Review *Description* and *Terms of use* to make sure you understand engagement purpose and terms of use.
3. Check *I accept Terms of Use* field.
4. Provide justification for requesting access.
5. Click **Request Access** button.



Administrators (users in *Engagement owner* and *Power User* groups) will be notified about access request via e-mail. They will review the request and configure engagement access. It is recommended that they notify users when access is granted. If you do not receive a notification, review the list of engagements to check if your access request was approved.

Managing users

Only users that exist in a Partner Center account can be added to engagements. If a company or an organization does not have an account in Partner Center, their representative needs to create an account and identify an organization admin who can add other users.

See Register with Microsoft Collaborate for more information about creating an account in Partner Center.

NOTE

Collaborate uses the same account as other programs in Partner Center. The type of account you choose is important if your company or organization plans to enroll in other Partner Center programs that require bank account or certificate information.

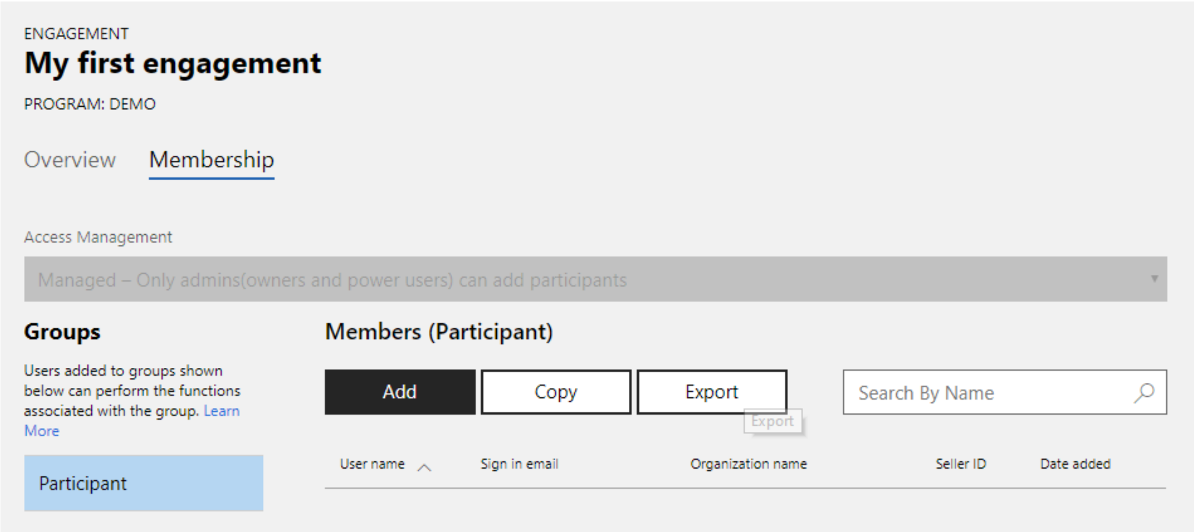
If your organization uses Azure Active Directory (AAD), you need to add users from AAD tenant to the Partner Center account before they can join an engagement.

If you belong to multiple Partner Center accounts, be sure to use Collaborate with the one your organization used for Collaborate onboarding.

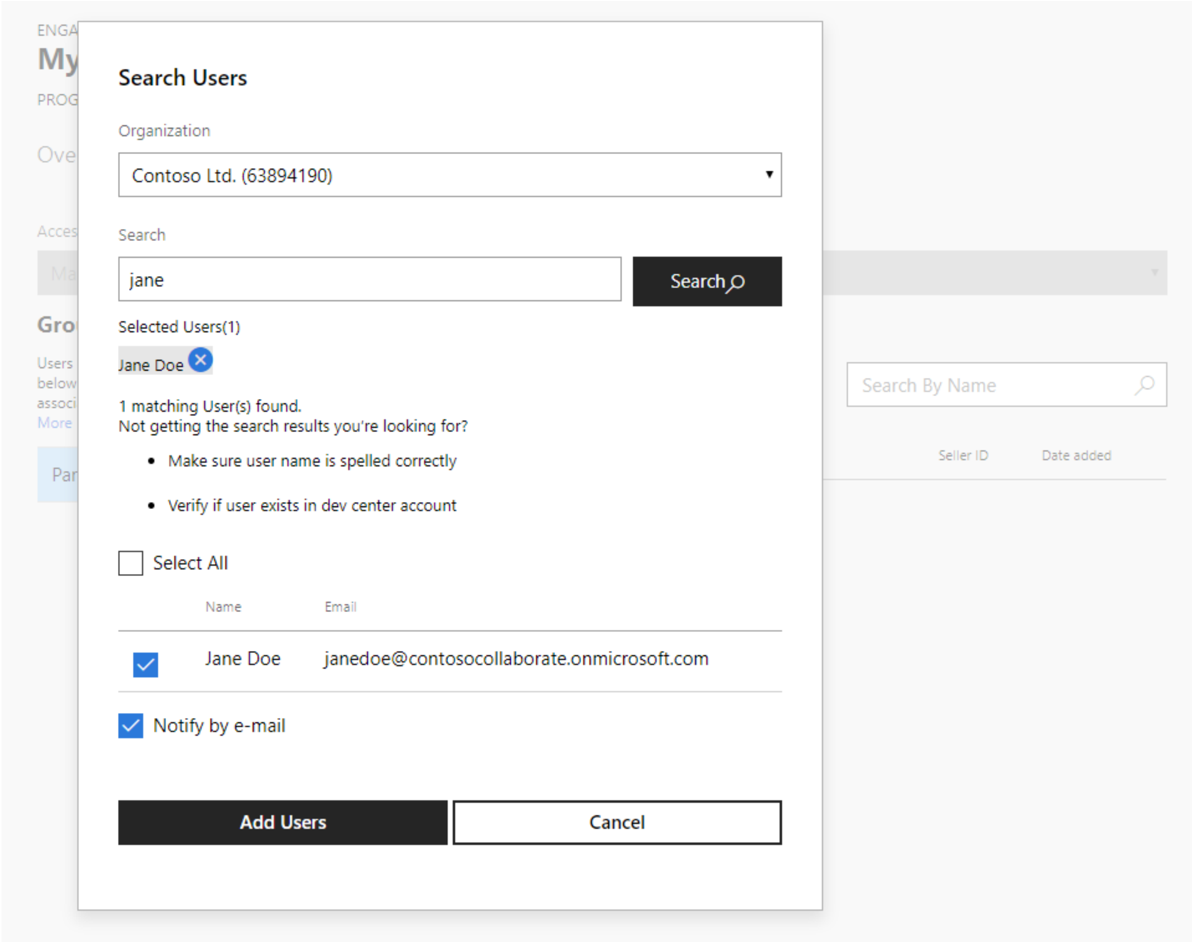
How to add a participant

Once a user is added to a Partner Center account, *Power User(s)* delegated by the organization can add them to engagements. *Power User(s)* can only manage *Participant(s)* group for their organization. *Power User(s)* cannot add or remove other *Power User(s)*.

1. Find the engagement you want to add participant to and click **Manage Membership**.
2. Click on the **Membership** tab and select the *Participant* group.



3. Click the **Add** button under **Members (Participant)**.
4. Search dialog will open. Enter name of the user or e-mail address click **Search** button. You can also search using partial match.



5. Select the users you want to add to the engagement. You can also use **Select All** option.
6. Select if you want to send an invitation mail to the user(s) with engagement link.

Once added to the *Participant* group, users can download content and submit feedback (if engagement is configured to accept feedback).

How to remove a participant

1. To remove a user, select their name in the list and click the delete  icon.
2. Confirm that you want to remove the user, and they will no longer be a member of the group.

Note that removing a user from an engagement does not impact the user's account in the Partner Center account system. The user account will remain available for other engagements and other Partner Center programs.

How to add a power user

Only *Engagement Owners* can add *Power Users* for an organization. Reach out to your Microsoft contact to inform them who will manage access for your organization and they will add them to the *Power User* group.

If a user is missing from search results

An organization's *Power Users* can only search for users within their own organization's Partner Center account.

If a user does not appear in search results:

- verify if they are added to the organization’s account in Partner Center. If not, work with the **Administrator** of your organization account to add missing users. See Add users to your Partner Center account article for the detailed instructions.
- It is possible that the organization has more than one Partner Center organization account (seller ID) in Partner Center. Verify that correct organization is used. If incorrect organization is used, reach out to your Microsoft contact.

How to export list of participants to a file

1. Select the *Participant* group.
2. Click **Export** button.
3. Save the file to local disk.

How to copy participants from other engagement

1. Select the *Participant* group.
2. Click **Copy** button.
3. Type name of the engagement you want to copy users from and click **Search** button.
4. Select users from the list and click **Add Users** button.

Understanding Programs and Engagements

5/2/2019 • 2 minutes to read • Edit Online

Microsoft Collaborate organizes engagements into **Programs** and each program belongs to a Business Group. A Microsoft Program Owner is responsible for managing the program and the default configurations for the engagements associated with that program. The Program Owner can pre-define feedback forms, publishing templates inherited by the engagements. Larger programs (for example, the Windows TAP or EEAP programs) will typically have many engagements under the program. Users may be in multiple engagements within a program, or in only one engagement within a program.

An MS Collaborate program has metadata associated with it that is visible to users within the engagements under the program. If the program has a landing page enabled, you can see additional information and helpful links for the program.

Click the *Programs* list on your Dev Center dashboard to see a list of the programs you belong to. You will be able to see the Business Group the program belongs to, as well as a description of each program.

Program Landing Pages

From the **Programs** list, click on a program name to launch the landing page for the program. Each landing page is configured and curated by the Program Owner. The program landing page is intended to be a location where you get all essential information about the program. How it is used depends on how the Program Owner choose to implement the page.

In addition to general text provided by the program owner, a program landing page can also contain the following features:

- Your engagements in the program
- Program announcements
- Shared queries for the program

Program Announcements

Program owners can post announcements on the program landing page. You can search through announcements, sort by date, and expand/collapse an announcement to see the full text of the announcement. Announcements have an Effective date - the first date it will be available on the program landing page, as well as an Expiration date - when the announcement will no longer appear on the program landing page.

You can **open an announcement** on the Program landing page by clicking the announcement title.

Program Engagements List

The program landing page will show you the engagements you belong to that are under the program. You may belong to one or more engagements within a program.

You can **open an engagement** from the Program landing page by clicking on the engagement name.

When you open the engagement, you can see the following information:

- title and description of the engagement,
- the business group and program the engagement belongs to,
- participating organizations (if any) - organizations that can see and edit feedback and content associated with

the engagement,

- the Terms of Use that apply for the engagement, including information about the agreement if it is a custom agreement,
- a button to see a list of packages associated with the emgagement, and
- a list of feedback work items available to the engagement, including a link to create new work items and any queries saved by you or shared to the program or engagement.

Program Shared Queries

Any feedback queries that are shared to the program will be available on the program landing page. You can click on the query to launch the query in the feedback pages. This is an easy way for all to have a consistent query to use. For more information about feedback queries, see Working with Feedback work items.

Working with Packages to Download Content

3/24/2018 • 5 minutes to read • Edit Online

In Microsoft Collaborate (MS Collaborate), downloadable content is available as *Packages* that contain the files to download. Packages have metadata associated with them to facilitate finding the right packages, such as a description, package type, publish date, and keywords.

Which packages you can download depends on the engagements you belong to. During publishing, Content Publishers target specific engagements for the package. If you are a participant member of an engagement, you will be able to see the packages for that engagement. This means users can only see packages associated with engagements they belong to.

MS Collaborate provides two mechanisms for downloading content packages:

1. MS Collaborate **Packages page on the portal** enables you to find packages and download individual files from a package.
2. MS Collaborate **Distribution Manager** can be installed on your local machine to download multiple files and packages at once.

Regardless of the download mechanism used, users will see the same packages in the portal as in the Distribution Manager.

Content Publisher is a permissions role in MS Collaborate associated with engagements. At this time, only Microsoft users can publish to engagements. Engagement Owners define which users have Content Publisher permissions.

Finding Packages in the MS Collaborate portal

On the **Packages** page, you can filter and search for packages based on multiple criteria, including:

- words in the name,
- the Program or Engagement that the package belongs to,
- when the package was published,
- the type of files in the package, and
- by using keywords.

For example, if you are looking for a specific Windows Build package and you know the build number, you could enter it as a filter. Each filter box is cumulative, so you can start with fewer filters and add more to limit the number of packages returned until you find what you are looking for. You can also sort the list of packages by column to help with locating packages.

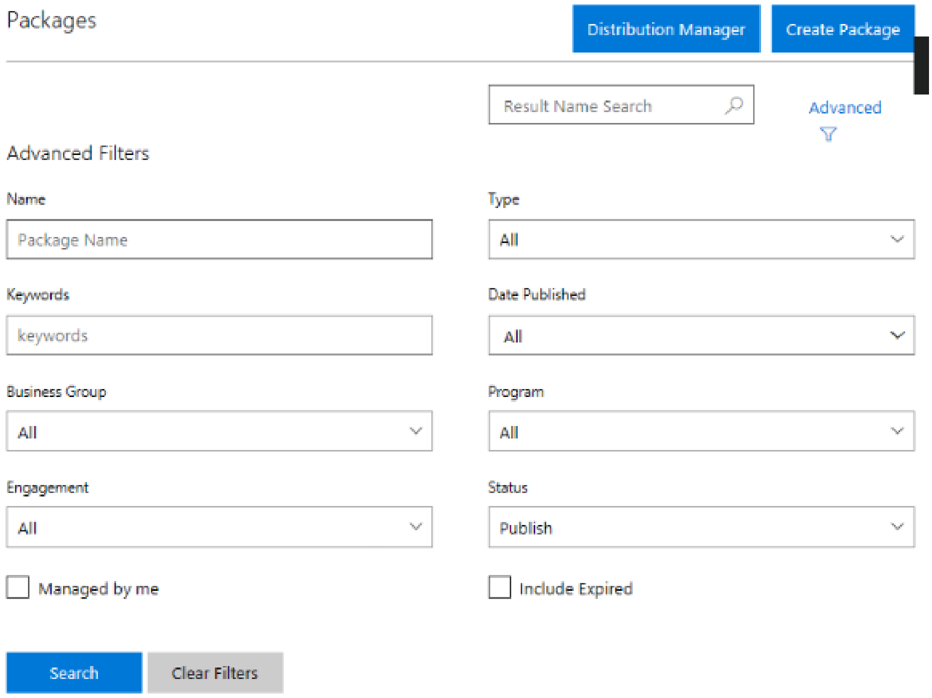
The Distribution Manager has basic search/sort capabilities, but the portal provides a richer search/filter experience. If you have many packages available to you, it is recommended that you use the portal's search to find the right package, and then search on the package name in the Distribution Manager.

How to download files from the MS Collaborate portal

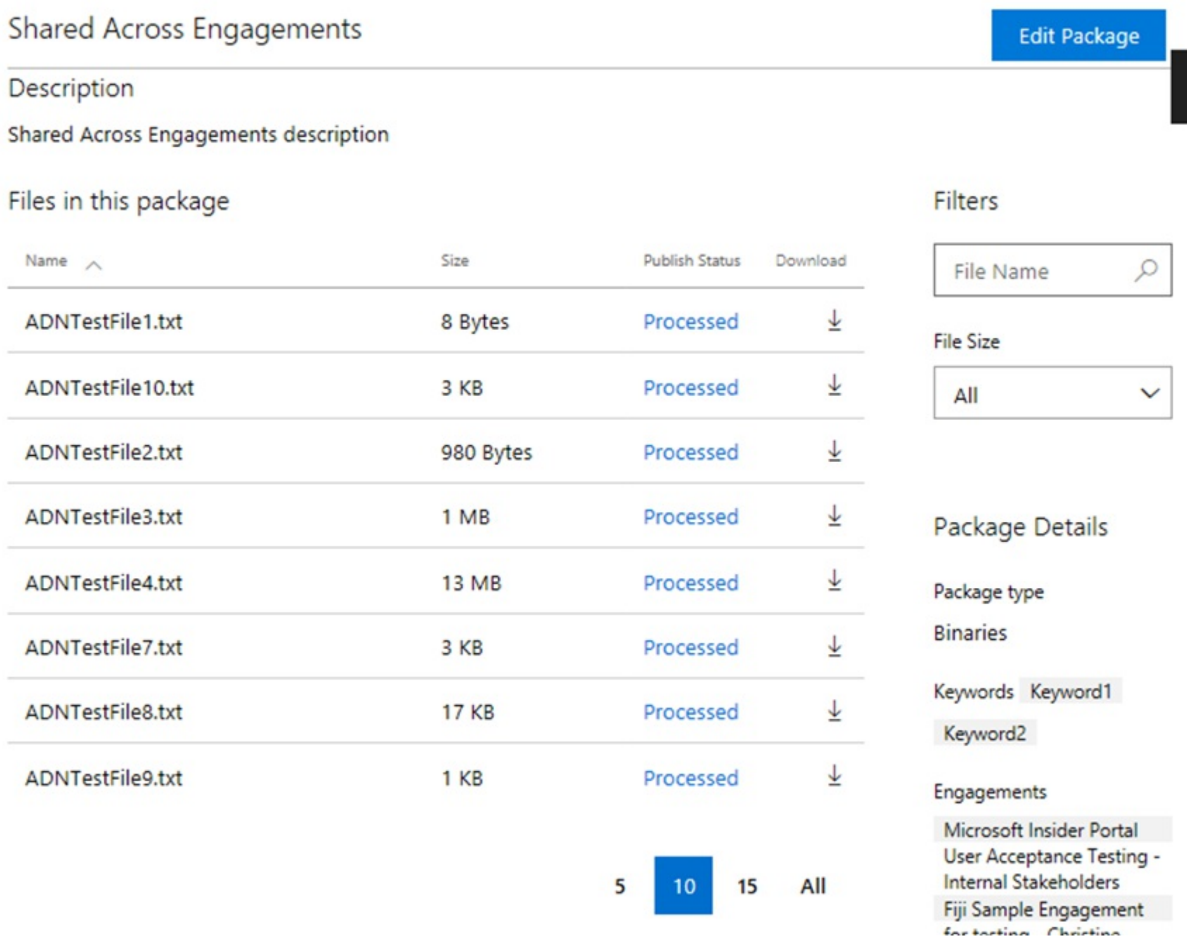
1. From the Dashboard, click on "Packages" to get to the **Packages** page, where you will see a list of all packages available to download.

2. Search or use **Advanced Filters** to find the package you would like to download. The filters are cumulative to help narrow the search. Use the "Clear Filters" button to remove all filters.

- Click the **Advanced Filters** icon to toggle display of the Advanced Filter" fields.



3. When you locate the package you want to download, click on it to open the package. You will find all of the details about the package and a list of files available to download.



4. Click on each file to initiate the download. In the MS Collaborate portal you can download one file at a time.

Using Distribution Manager for multi-file downloads

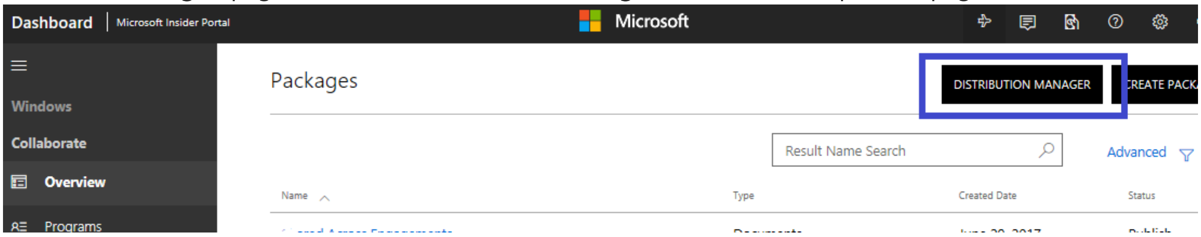
If you want to download a whole packages with multiple files or large packages, we recommend installing the **Distribution Manager**. The Distribution Manager is a ClickOnce client application that will update as required.

This client application connects to MS Collaborate services using the same credentials you use to log in to the MS Collaborate portal. All of the same packages you can see on the MS Collaborate portal will appear in the Distribution Manager.

In addition to downloading multiple files at once, you can queue many packages to run in the background and you can also customize download settings to address connection issues.

How to install the Distribution Manager

1. From the **Packages** page, click the **Distribution Manager** button at the top of the page.



2. Click **Open** on the message and then click **Install** in the Application Install dialog box.

If you are already logged into Dev Center, when you click the Distributuion Manager button, the Distribution Manager will launch and sign you in with the same account you used to log in to MS Collaborate.

How to log in to Distribution Manager

Distribution Manager uses the same account you use for MS Collaborate. If you launch it from the MS Collaborfate portal, you will be logged in automatically. If you are not already logged into MS Collaborate, or if you are using an MSA account to access the site, you may need to log in to the Distribution Manager again. This will be using the same account and process you used to log into the MS Collaborate portal.

1. Launch the Distribution Manager application on your computer by selecting the **Distribution Manager** button on the **Packages** page in the MS Collaborate portal OR by navigating to **Distribution Manager** in your computer's list of applications.

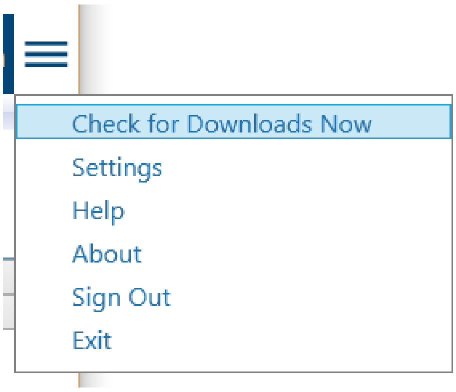
2. You will see the same log in screen you see when you log into Dev Center or MS Collaborate. Select the appropriate account, enter your password, and Distribution Manager will connect to your MS Collaborate account.

How to download packages using Distribution Manager

1. In the Distribution Manager, search for packages using the search functionality or by scrolling through your package list.
2. You can select multiple files within a package, or multiple packages to download. Up to four packages can download at a time.
3. You can select the folder you would like to download using the **Browse** button.
4. Click **Download** to initiate the downloading of the selected packages.
5. Icons update to indicate the status for packages that are queued for download.

You will see the files that are **Downloading Now** as well as packages that are queued for download. You can click **Download Now** to see just the files that are downloading.

You can also navigate to **Check for Downloads Now** from the Menu in Distribution Manager.



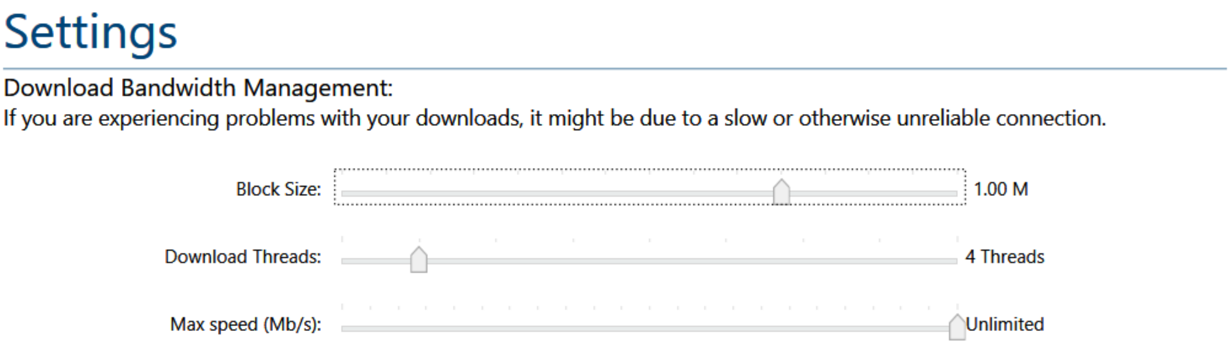
> **NOTE**
>
> - You can **pause downloading** and then resume to continue downloading.
> - You can force a sync of Distribution Manager, by clicking the menu item and then selecting **Check for Downloads Now**.
> - Clicking on **Settings** from the Menu allows you to make customizations.

Customizing Distribution Manager Settings

In Distribution Manager, you can access **Settings** from the menu near your log in name. Distribution Manager settings are intended to enable you to customize how packages get downloaded. You can adjust the following settings:

- Block Size,
- Download Threads, and
- Max speeds.

It is recommended that you only change these if you are experiencing problems with downloading that might be due to a slow or unreliable connection.



Feedback

5/11/2018 • 3 minutes to read • Edit Online

Overview

The Feedback Hub is a common mechanism for submitting bugs, issues and suggestions to Microsoft. For organizations that are collaborating with Microsoft, MS Collaborate provides additional functionality that enables organizations and users to collaborate on feedback work items. Feedback can be configured in different ways to enable the functionality needed to support each specific collaboration.

The MS Collaborate Feedback "work items" are typically bugs and feature requests that you submit to Microsoft, but the work items can be any kind of data that can be shared in a form (such as surveys, incidents, etc.). Each MS Collaborate Engagement Owner defines the feedback forms and how the data is synced to an internal Microsoft team engineering system (such as VSTS). Engagement Owners also configure routing to internal systems to ensure your feedback gets to the right feature teams.

In addition to using the MS Collaborate portal, some co-engineering partner organizations choose to integrate the MS Collaborate system into their own internal engineering system behind their firewall. This enables the partner organization's engineers to work in their own system while sharing data with Microsoft engineers, but does require additional work by the organization to onboard to MS Collaborate.

Engagement Types

In the MS Collaborate portal, each feedback work item is associated with a single engagement to ensure only the right users and systems have access to the work item. Engagements can be between a Microsoft organization and one other organization (a single organization engagement) or the engagement can be between multiple organizations (multi-party engagements) - for example, a Microsoft organization plus an OEM, an ODM, and an IHV partner working on a specific device. For more information on engagements, see Programs and Engagements.

- In **single-party engagements**, only the specific Microsoft organization and the one named organization can see the feedback work item(s) associated with the engagement. Both organization users can create new and collaborate on existing work items in the engagement. No other organizations or users not associated with the engagement can see the work item.
- In **multi-party engagements**, all organizations named in the engagement can see and edit the same shared work item(s). No other organizations or users not associated with the engagement can see the work item.
- In **any organization engagements**, users are added as individuals and not as organizations. This engagement style is typically used for incoming feedback only.

Legal Agreement

When you onboard to MS Collaborate, you accept the terms of use covering the feedback for the engagements you belong to. You can always review default terms here: MS Collaborate Terms of Use.

In collaboration engagements, a legal agreement must exist between the parties in order for them to collaborate. You may be asked to accept a legal agreement or terms of use before you access the engagement for the first time. As a member of the engagement, you will be able to see the other organizations participating in the collaboration. Users can assign the bug to a specific organization to indicate the “partner on point.” However, users will only see the names of other users in their organization. Other organizations will not have access to the users list.

Universal Partner ID

The Universal Partner ID is an ID provided by the MS Collaborate feedback system and is shared with all users who have access to the work item. This ID is the ID within the MS Collaborate system and is not the specific ID of any feature team engineering system. This new universal ID facilitates multi-party collaborations so there is one common ID used by all parties.

> Engagement owner(s) may decide to also include additional fields showing the specific ID in the engineering system (for example, a VSTS ID).

View, Vote and Comment on Feedback

2/15/2019 • 2 minutes to read • Edit Online

How to view feedback

By default, the most recent feedback from engagements you belong to is shown on the MS Collaborate **Overview** page.

To view feedback in the **All Feedback** page:

1. From the Dashboard, click on the feedback icon or select **Feedback** menu item in the left navigation. This takes you to the **All Feedback** page.
2. Click on any field to open the work item.

To view feedback from an **Engagement's Feedback** page:

1. Open engagement overview page.
2. Scroll to the feedback section and select one of the following:
   - Select the Work Item Type link to see all work items of that type
   - Select one of the queries to view work items specific to the query

How to vote on feedback

Users can vote on work items submitted by other users.

> **NOTE**
>
> **Prerequisite**: Engagement must have voting configured for the work item. This step is performed by engagement owner.

How to vote using feedback list view

1. Open overview page for the engagement that feedback belongs to
2. Scroll to the feedback section and click on **Work Item Type** link to see all work items of that type
3. Click on one of the voting icons in the left column

How to vote using work item view

1. Open work item from list
2. Click on one of the voting icons

How to update the vote

User can change previously submitted vote any time.

To remove a vote:

1. Open work item from list
2. Click on the same voting icon you used before

To change a vote:

1. Open work item from list
2. Click on different voting icon compared to the one you used before

How to comment on feedback

Users can comment on work items they submitted and work items submitted by other users.

> **NOTE**
>
> **Prerequisite**: Engagement must have commenting configured for the work item. This step is performed by engagement owner.

1. Open overview page for the engagement that feedback belongs to
2. Scroll to the feedback section and click on **Work Item Type** link to see all work items of that type
3. Open work item from the list and scroll to the bottom of the page
4. Enter comment into the **Post Comment** section and click **Submit Comment** button.

> You cannot modify or remove submitted comments.

Submit and Modify

2/15/2019 • 2 minutes to read • Edit Online

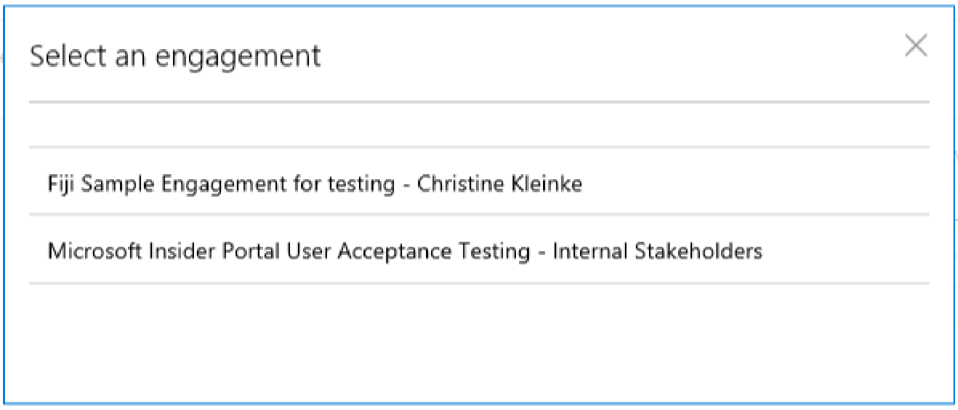
How to submit new feedback

When you want to submit new feedback, you first select an engagement to associate with the feedback. Each work item must be associated with only one engagement because the engagement and work item type determine which form to use and which organization in Microsoft to sync the feedback to.

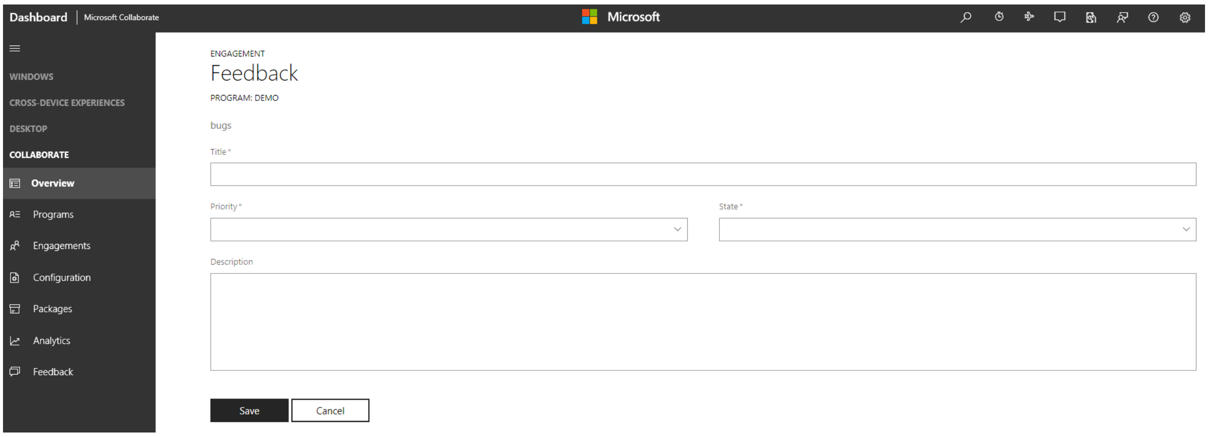
1. Choose one of the multiple ways to create new feedback:

- From the **MS Collaborate Dashboard**, click "Add New" under the Feedback item.
- From the **All Feedback** list page, select "Submit New Feedback".
- From an **Engagement** page, select "New" next to the specific work item type.

2. Select the appropriate Engagement for the work item.



3. The “Submit Feedback” page will appear. Complete the required fields and click “Save”.



> Fields on the **Submit Feedback** page are dependent on the Engagement selected. Engagements can customize the feedback forms as needed.

4. Clicking **Save** will take you to the **Feedback List** view. Work items submitted will appear on this page.

> **NOTE**
>
> **Prerequisites**:
>
> - User must belong to at least one engagement.
> - Engagement owner must enable feedback for the engagement.

How to update feedback

1. Open a work item from any of the **Feedback List** pages. The **Edit Feedback** page will appear. You can edit any available fields depending on the state of the work item and the rules established for the engagement.

2. Saving the work item will sync changes for all organizations in the Engagement.

How to assign feedback to others

When you are working with feedback work items in MS Collaborate, you can assign a work item to specific users in your organization, to a Microsoft feature team or division, or to another organization who is part of a multi-party engagement.

When you log into MS Collaborate, the system knows which organization you belong to. This enables the feedback forms to populate user information for your organization.

New work items that are available for your organization to triage and assign typically have Assigned to = Active. Note: engagement owners can customize the forms, so the exact functionality depends on how your engagement owner configured the forms.

When you select a people-based drop-down, you will see the name of the users in your organizations and of the other organization name(s). Note that any named organizations can see the work items.

A work item assigned to you means it is your responsible to take action on the work item.

To assign a work item to Microsoft, select the Microsoft organization in the Assigned to field.

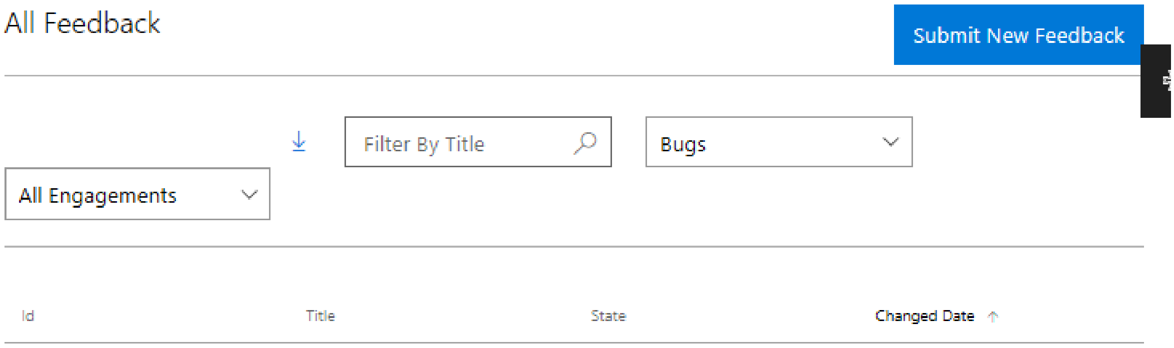
Search and Queries

2/15/2019 • 2 minutes to read • Edit Online

Search

On the All Feedback page in the MS Collaborate portal, you can see all work items for the engagements you have access to. You can filter the page for specific feedback in the following ways:

- Sort individual columns in the feedback table.
- Select specific engagements.
- Filter by **Title**.
- Filter by **Work item type**.



Types of queries

The Feedback system in MS Collaborate has different types of saved queries. Feedback queries are an easy way to find work items that meet the criteria you define. You simply click on the query link and the results list will appear. You can also save edits to an existing query or use **save as** to create a new query with a new name.

You can use use the following types of queries for an engagement or program:

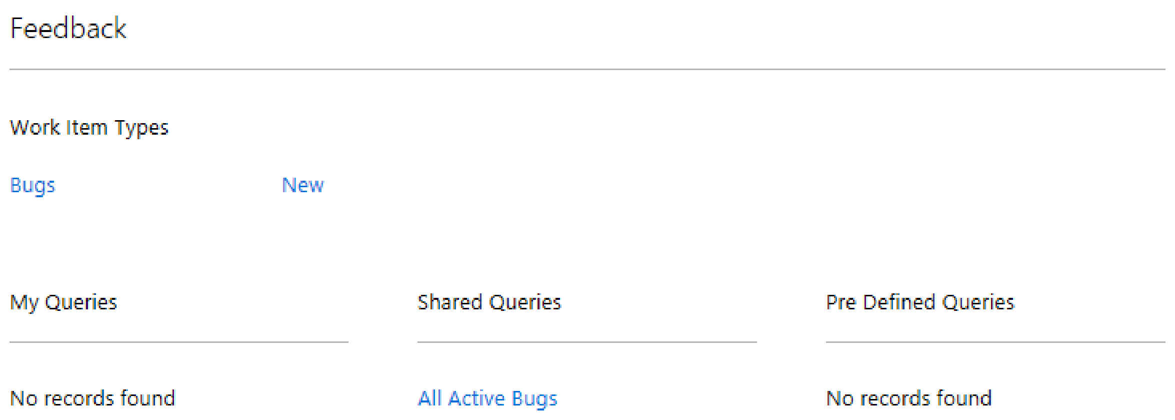
- **My Queries** are created by you and are visible only to you. This is a private query.
- **Shared Queries** are created by program and engagement owners. These queries are visible to all users within an engagement.
- **Pre-Defined Queries** are managed by the MS Collaborate team. Contact your engagement owners to recommend changes.

You can open any existing query and use the **Save As** option to save it to your **My Queries** list or to create a new query from the existing one.

How to create queries

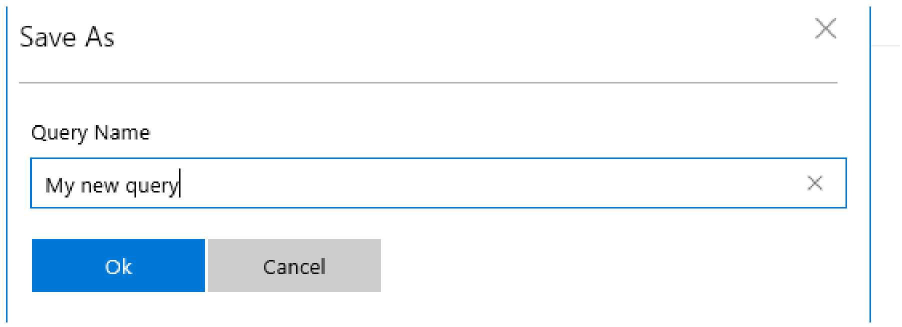
To create queries, you must be within the context of a specific engagement.

1. Navigate to an Engagement and click on one of the options within the Engagement page to get to the list of feedback that you want in the query.



2. Click the **Advanced Filter** icon to see the fields that you can use to define the query.

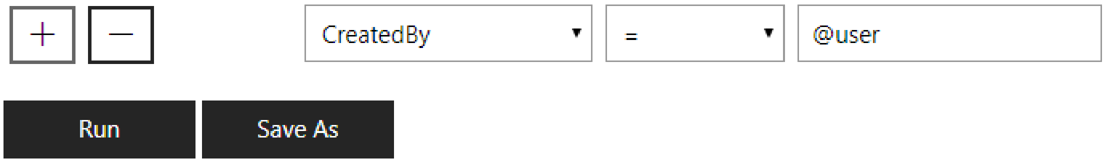
3. Click **Run** to return the desired query results, you can click **Save As** to add the query.



4. To **Edit** an existing query, navigate to the query, click the **Advanced Filter** icon and then click **Save As** to save the query as a new query.

How to find feedback submitted by you

1. Navigate to an Engagement and click on one of the options within the Engagement page to get to the list of feedback that you want in the query.
2. Click the **Advanced Filter** icon to see the fields that you can use to define the query.
3. Click the '**+**' button to add new filter. Select **CreatedBy** from list of available fields.
4. Type **@user** in the textbox.
5. Click **Run** to return the desired query results.

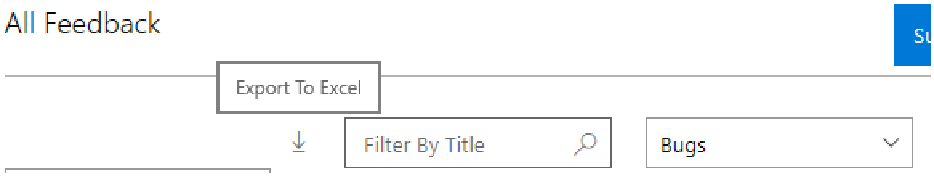

CreatedBy
=
@user
Run
Save As

Export

5/11/2018 • 2 minutes to read • Edit Online

How to export feedback

After filtering to identify the work items that you want to export, you can export the table to Excel by clicking the export arrow.



Remove personal data

5/1/2020 • 2 minutes to read • Edit Online

When feedback form allows modifications, users can manually update form fields to modify or remove data as needed. Users can also change their votes, and de-identify feedback and comments.

NOTE

How feedback form is configured depends on engagement. Engagement owner can setup feedback as:

- view only after submission
- view and update after submission

How to update the vote

User can change previously submitted vote any time. Read more: How to update the vote

How to de-identify a feedback work item and comments

Follow the steps below to de-identify feedback work item and/or any comments you submitted for this work item.

1. Open the work item
2. Click on **De-identify** link in bottom of the form on the right
3. Press **Confirm** to proceed when system prompts for confirmation

IMPORTANT

You cannot de-identify individual comments or work item only. De-identify will unlink your account from both the feedback work item and any comments you submitted for this work item.

How to de-identify all feedback submitted by you

Users can de-identify all feedback they submitted using **Privacy Response Center**. More information on GDPR is available at Microsoft.com/GDPR.

How to leave an organization as a guest user

A user, who previously accepted **invitation** from an organization to partcipate in Collaborate, can decide to leave organization at any time if access is no longer needed. A user can leave an organization on their own, without having to contact an administrator. See Leave an Organization for detailed instructions.

Notifications

6/12/2018 • 2 minutes to read • Edit Online

Users can setup alerts to be notified when a work item changes. For example, you can set an alert to be notified whenever a bug that you opened is resolved or a work item is assigned to your organization.

How to configure notification preferences

Users can configure preferred e-mail address and choose which types of notifications to receive.

1. Click on the **Settings** icon in the upper right corner and select **My preferences** from the drop down menu.
2. Verify that **Preferred e-mail address** is correct. Change if needed.
3. Click on **Microsoft Collaborate** under **Notification preferences**.
4. Find *Work Item Management* in the list and check **Email** field.
5. Click **Save preferences** button.

How to setup notification for feedback that you submitted

Perform these steps to review or modify notifications setup for an engagement.

1. Click on the engagements icon on the dashboard
2. Open engagement from the list by clicking on its name
3. Click **Notification** button
4. Find *A work item I created is changed* in the list of available subscriptions
5. Check **Subscribe** field if you would like to receive notifications for your feedback
6. Uncheck **Subscribe** field if you no longer need to receive notifications for your feedback

> **TIP**
>
> By default, users receive notifications for the feedback they submitted.

How to setup notification for a work item

Perform these steps to subscribe to notifications for a specific work item.

1. Open work item
2. Click on the **Eye** icon to receive notifications (**Follow** work item).
3. Not that icon color has changed to blue and tooltip shows *Unfollow Work Item*

Perform these steps to unsubscribe to notifications for a specific work item.

1. Open work item
2. Click on the **Eye** icon again to cancel further notifications (**Unfollow** work item).
3. Not that icon color has changed back to black and tooltip shows *Follow Work Item*

How to get notified when a work item is assigned to your organization

Perform these steps to review or modify notifications for the work items that are assigned to your organization.

1. Click on the engagements icon on the dashboard
2. Open engagement from the list by clicking on its name
3. Click **Notification** button
4. Find *A work item is assigned to my organization* in the list of available subscriptions
5. Check **Subscribe** field if you would like to receive notifications for your organization
6. Uncheck **Subscribe** field if you no longer wish to receive notifications for organization

> **NOTE**
>
> Availability of this functionality depends on how feedback form is configured for an engagement. This step is performed by the engagement owner.

Microsoft Collaborate Terms of Use

5/1/2020 • 16 minutes to read • Edit Online

Updated: *April 2020*

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- If the Data provided to you includes any Personal Information, you agree to delete such Personal Information within thirty (30) days after receipt, and to return to Microsoft or destroy that information immediately upon Microsoft's request;
- During such thirty (30) days, you must store any Personal Information only on a secure server with access to such server limited to you, or if an entity, your regular employees. In addition, you must take any action reasonably requested by Microsoft related to this Data if necessary for Microsoft to comply with its legal obligations;
- If you are served with a court order compelling disclosure of any Personal Information, you will oppose the order, will notify Microsoft of such order, and will provide Microsoft the opportunity to intervene before you file any response to the order; and
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If any of the Services requires you to open an account, you must complete the registration process by providing us with current, complete and accurate information as prompted by the applicable registration form. You are entirely responsible for maintaining the confidentiality of your password and account. and for all activities that occur under your account. You agree to notify Microsoft immediately of any unauthorized use of your account or any other breach of security. Microsoft will not be liable for any loss that you may incur as a result of someone else using your password or account, either with or without your knowledge. However, you could be held liable for losses incurred by Microsoft or another party due to someone else using your account or password. You may not use anyone else's account.

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The Services may contain communities, notification services, and/or other message or communication facilities designed to enable you to communicate with others or share Submissions ("Communication Services"). You agree to use the Communication Services only to receive messages and material that are proper and, when applicable, related to the particular Communication Service. By way of example, and not as a limitation, you agree that when using the Communication Services, you will not:

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- disclosed or distributed in source code form;
- licensed for the purpose of making derivative works; or
- redistributable at no charge.

Microsoft is under no obligation to post or use any Submission, and Microsoft may remove any Submission at any time.

13. TERMINATION

Microsoft reserves the right to terminate your access to any or all of the Services at any time, without notice, for any reason whatsoever.

14. CHOICE OF LAW & JURISDICTION

The laws of the State of Washington govern these terms. If federal jurisdiction exists, we each consent to exclusive jurisdiction and venue in the federal courts in King County, Washington. If not, we each consent to exclusive jurisdiction and venue in the Superior Court of King County, Washington.

15. ASSIGNMENT

You may not assign these terms by operation of law, or otherwise without Microsoft's written approval.

16. DAMAGES

Each of us acknowledges that money damages may not be sufficient compensation for breaches of these terms. Each of us agrees that the other may seek court orders to stop confidential information from becoming public in breach of these terms.

17. ATTORNEY FEES

In any dispute relating to these terms the prevailing party will be entitled to recover reasonable attorneys' fees and costs.

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How to Get Support

5/1/2020 • 2 minutes to read • Edit Online

This page provides instructions on how to get support with Microsoft Collaborate.

Support Options

1. If you are not sure how to do something in Microsoft Collaborate, review the Documentation and Guidance for the area you have questions about.
2. If your question or issue is related to a specific program or engagement, check their support options first. This information is available on the program and engagement overview pages respectively.
3. If something is not working the way you expect, check the Troubleshooting Guides to see if your issue is described.
4. If none of the above answers your question or resolves your issue, contact Customer Support.

Customer Support

- Navigate to https://aka.ms/dcsupport.
- **Sign in**
- Click **Contact Us**
- Select **Dashboard Issue** for the **Developer Support Topic** dropdown
- Select **Collaborate** for the **Issue Type**

> **NOTE**
>
> You must sign in to chat or to submit an incident.

Live Chat

- Click **Chat Now** under **Choose how to contact us**

Submit an Incident

- Click Submit an Incident under **Choose how to contact us**

Windows developer support

Get answers from the community and Microsoft experts

Key topics Forums & community Contact us

Contact us

1. Tell us what your issue's about

Developer support topic

Dashboard issue

Issue Type

Collaborate

2. Choose how to contact us

Live chat

Speak with a live Microsoft agent Monday-Friday 9 AM to 9 PM EST (excluding US holidays).

People waiting: 0

CHAT NOW >

Submit an incident

Send our support team an email and we'll get back to you.

SUBMIT AN INCIDENT >

How to Troubleshoot Common Issues

5/1/2020 • 7 minutes to read • Edit Online

This page provides troubleshooting guides for common issues.

Sign-in

Browser shows "Resources for partners" page when signing in to Partner Center

After navigating to Collaborate dashboard and entering your username and password, you are being redirected to Resources for partners page.

Fixes/Workarounds

Change Directory / Account

- click on the badge icon in the upper right corner and select the directory you usually work in
- use account selection control in the left navigation menu to select correct account

Clear browsing cache in EDGE

- Open **Settings and more** menu
- Select **Settings**, then **Privacy and security**
- Click on **Choose what to clear** button under **Clear browsing data** section
- Select **Cookies and saved website data** and **Cached data and files** options
- Click **Clear** button.

Read more about browser cache.

Clear browsing cache in Chrome

- Open **Customize and control Google Chrome** menu
- Select **More tools**, then **Clear browsing data...**
- Select **Cookies and other site data** and **Cached images and files** options
- Click **Clear data** button.

Microsoft Account Sign-in

If you can't sign in to Microsoft Collaborate website, try these suggestions:

- make sure that you sign in using your complete email address
- check the status of the Microsoft account service
- make sure that you entered your password correctly. Passwords are case sensitive. If you've forgotten your password, go to the Microsoft account reset your password page.
- make sure that your browser is configured to allow cookies. If your browser doesn't allow cookies, you can't sign in with your Microsoft account.
- try clearing your browser's cache, cookies, temporary files, and any other browsing history that is stored. Close your browser, then open a new InPrivate browsing session.

Browser hangs or shows "page can't be displayed" error when signing in to Partner Center

After navigating to Collaborate dashboard and entering your username and password, you see one of these issues or errors:

- your browser appears to hang or become unresponsive
- you get a "page can't be displayed" error
- you get an error that says "ERR_TOO_MANY_REDIRECTS"
- you get an error that says "Hmm, we can't reach this page."

- you accept an invitation email from Partner Center and you get this message:

> You have been invited to access ... application as ... . However, we are not able to create this work or school account because ... is a domain that is federated with your on-premises AD. Please contact your admin to ensure you are properly configured in your on-premises AD and you can re-attempt to accept this invite.

Why this is happening

There is a good chance this is happening because your corporate email address is linked to a personal MSA/Live ID (work and personal accounts share the same name), which was a common practice with Microsoft Connect accounts. This practice is no longer supported by Microsoft and could lead to various issues. Please see this blog post for more details.

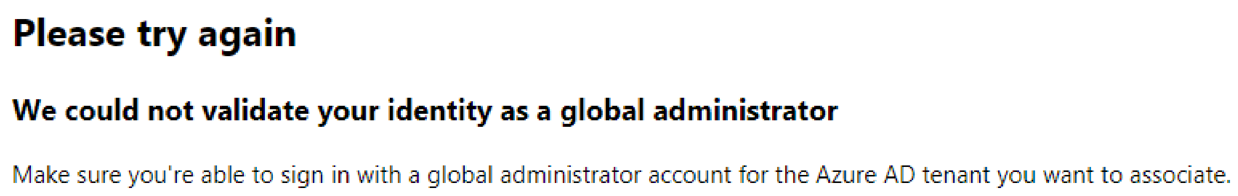
Fixes/Workarounds

The workaround is to rename your personal MSA account. See this article for the detailed steps.

Registration

Account registration

> We could not validate your identity as a global administrator. Make sure you're able to sign in with a global administrator account for the Azure AD tenant you want to associate.



The error indicates that a user is signed in with a work account (AAD) that does not have administrator privileges.

Fixes/Workarounds

Follow the instructions to register using Microsoft Account.

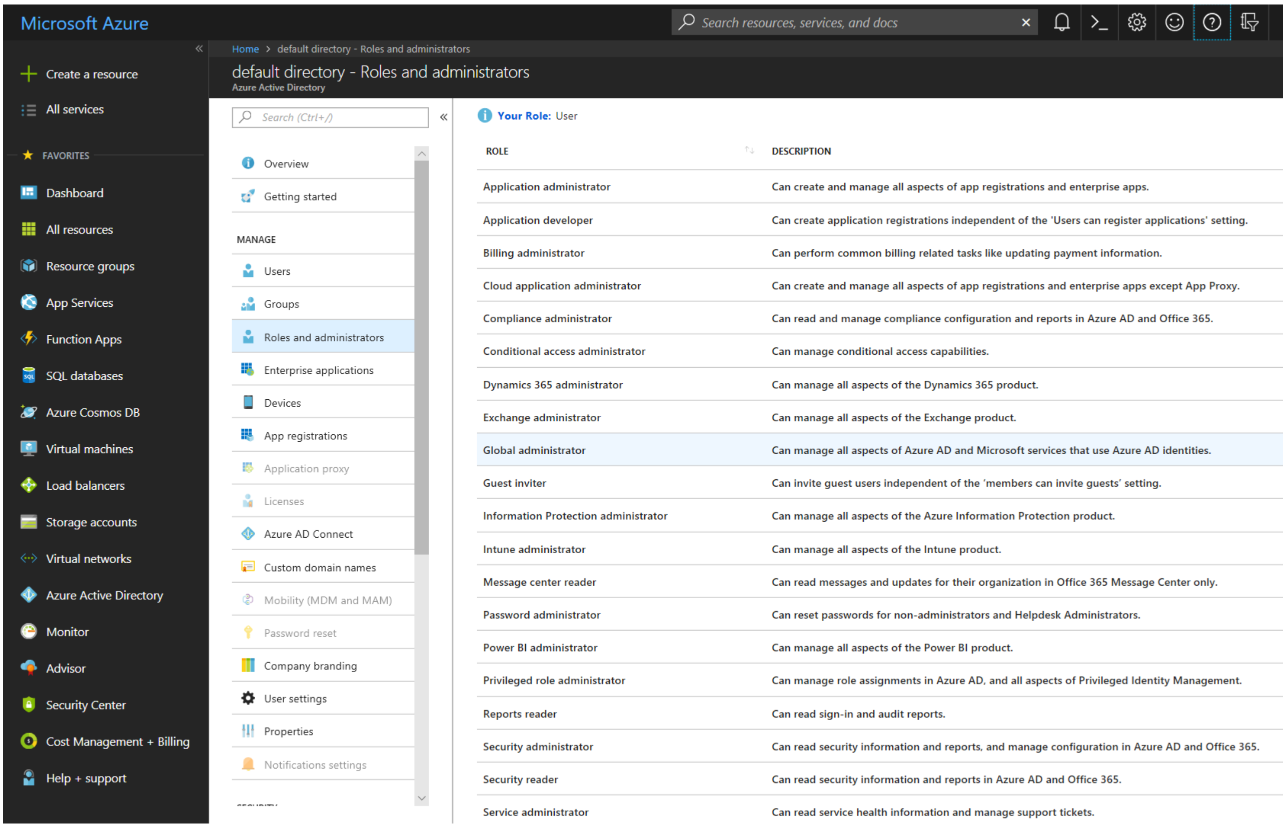
How to find Global Administrator for your Organization

Finding **Global Administrator** can be be a difficult task, especially if organization is big and offices are located in multiple countries.

Using Azure Portal:

> **NOTE**
>
> You must sign in with your organizational account to use **Azure Portal**.
> You will not be able to use **Azure Portal** if your organization decided to restrict user access for non-administrators.

1. Navigate to Azure Portal
2. Select Azure Active Directory in the first left menu
3. Select **Roles and Administrators** in the second left menu
4. Find **Global Administrator** role in the list and click to view members



Check out these articles to learn more about **Global Administrator** role.

- Understanding Azure identity solutions
- View members and descriptions of administrator roles in Azure Active Directory

Using PowerShell

> **NOTE**
> You must sign in with your organizational account to connect to Azure AD using PowerShell.

1. Launch Windows Powershell console as Administrator
2. If you have never installed Azure AD module for Powershell, execute this command

```
    Install-Module AzureAD
```

3. Execute these commands to view members of **Global Administrator** role

```
    Connect-AzureAD
    $role = Get-AzureADDirectoryRole | Where-Object {$_.displayName -eq 'Company Administrator'}
    Get-AzureADDirectoryRoleMember -ObjectId $role.ObjectId | Where-Object {$_.ObjectType -eq 'User'} | Get-
AzureADUser
```

Check out these articles to learn more about **PowerShell** and **Azure AD Module**.

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Invitations

If you have been invited to join Partner Center account, you need to accept the invitation before you can access Collaborate portal. If you see an error message similar to shown below, it means that you have two accounts with Microsoft using the same email address.

> You have been invited to access ... application as ... .
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The information below is intended to give you enough info to unblock yourself. Microsoft now is limiting usage of personal Microsoft accounts linked to a work/school email address, when the email domain is configured in Azure AD. If users have configured their work accounts as sign-in names for Microsoft account MSA then they would be prevented from accessing Collaborate Portal. In this scenario, users will have to rename their personal Microsoft account, by following these steps:

1. Sign in to the Your Info page of your Microsoft account.
2. Select **Manage how you sign in to Microsoft**.
3. Look under the **Account alias** section.

- If you already have a personal email address listed there, you can skip this step.
- If your work or school email address is the only one listed, enter your personal email address, or get a new one from Microsoft, and select **Add email** or **Add phone number**.
- If your personal email address does not have **(primary alias)** listed next to it, select **Make primary** to set it as your primary alias.
- Select **Remove** next to your work email address to remove it from your account.

Going forward, you'll sign in to your personal Microsoft account with your personal email address. You might need to sign in again to some apps and Windows devices.

Once completed proceed with accepting the Collaborate invitations that are send from Microsoft Invitations alias. More information about blocking the ability to create a new personal Microsoft using a work/school email address is available in this article.

Access

User cannot see packages and/or engagements he/she has access to

Most users belong to a single AAD tenant and single account within DevCenter. Users, that exist in several AAD tenants and/or accounts in DevCenter, might need to manually select specific AAD tenant and/or account to get access to resources.

How to select an AAD tenant

Click on the badge icon in the upper right corner of the screen. You will see a list of available AAD tenants if you exist in more than one AAD tenant.

How to select specific account for an AAD tenant

Account name is shown in the left navigation pane above list of programs available for this account. Click on the currently displayed account name to open a list of available accounts for the selected AAD tenant.

Distribution Manager

You may receive an error message when you use Distribution Manager. This article contains information to help you troubleshoot these error messages.

Cannot Install Application

> Cannot continue. The application is improperly formatted.
> Contact the application vendor for assistance.

This error indicates that Microsoft .NET Framework 4.6.1 (x86/x64) required by Distribution Manager is not installed on your computer. All ClickOnce applications require that the correct version of the .NET Framework is installed before they can be run.

Click on the link to install Microsoft .NET Framework 4.6.1 (x86/x64).

Cannot Launch Application

```
Object reference not set to an instance of an object.
```

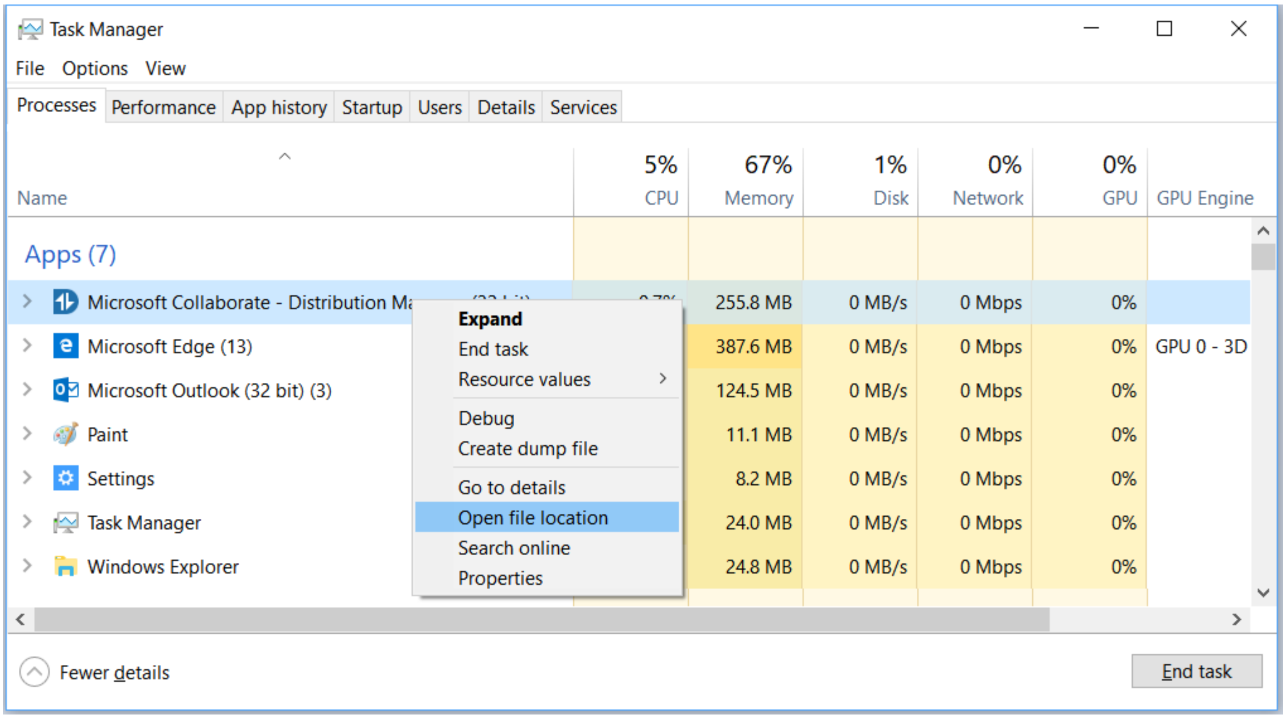
You may receive this error if you recently upgraded from an older version of the application.

Fixes/Workarounds

The workaround is to delete the click-once application data.

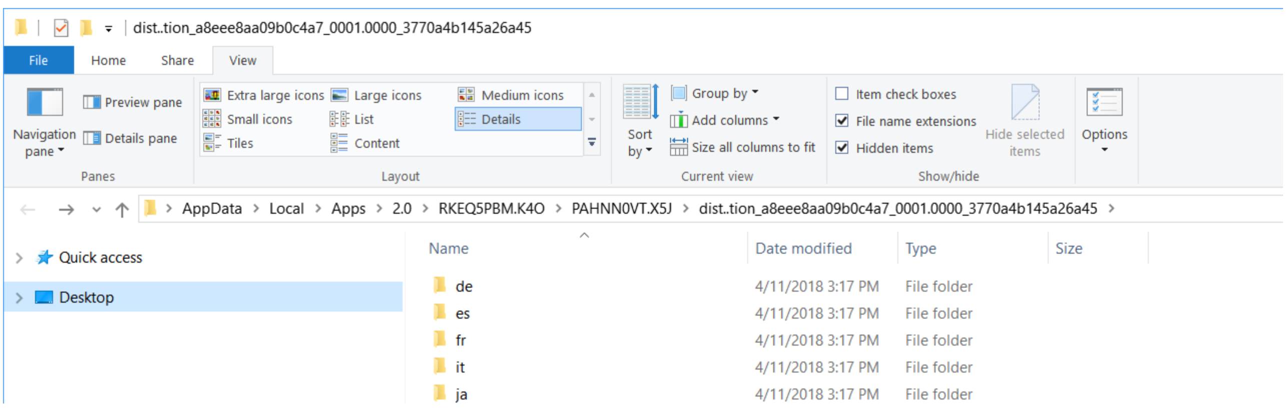
The exact path can be determined by the following steps:

1. Pressing **Ctrl + Alt + Del** on the keyboard and selecting Task Manager
2. Find **Microsoft Collaborate - Distribution Manager**
3. Right click and select **Open file location** from the list of options



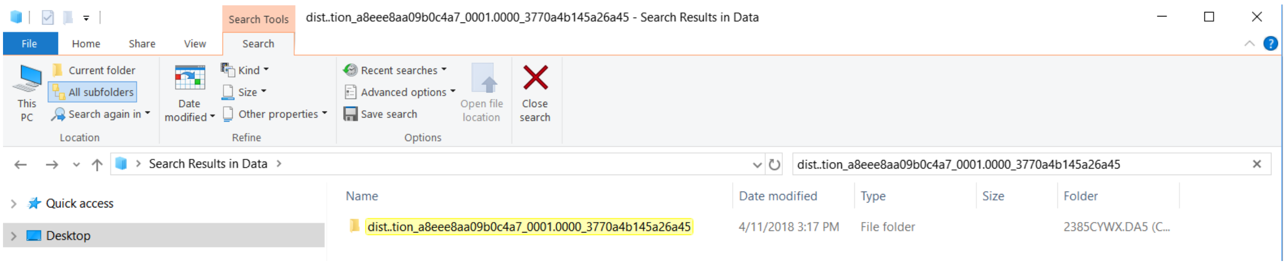
4. This should take you to a folder like:

```
%LOCALAPPDATA%\Apps\2.0\Data\xxxxxxxx.xxx\xxxxxxxx.xxx\dist..tion_xxxxxxxxxxxxxxxx_0000.0000_xxxxx
xxxxxxxxxxx\Data
```



5. Now go to the Data path (%LOCALAPPDATA%\Apps\2.0\Data), and search for a folder with the same name

> dist..tion_xxxxxxxxxxxxxxxx_0000.0000_xxxxxxxxxxxxxxxx\Data



6. Delete content of the folder
7. Restart the application

How to Troubleshoot Common Issues

5/1/2020 • 7 minutes to read • Edit Online

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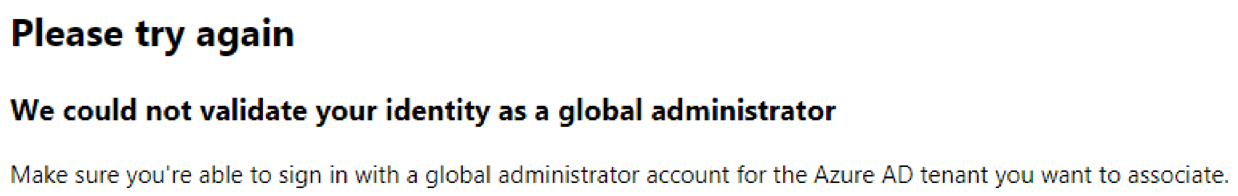

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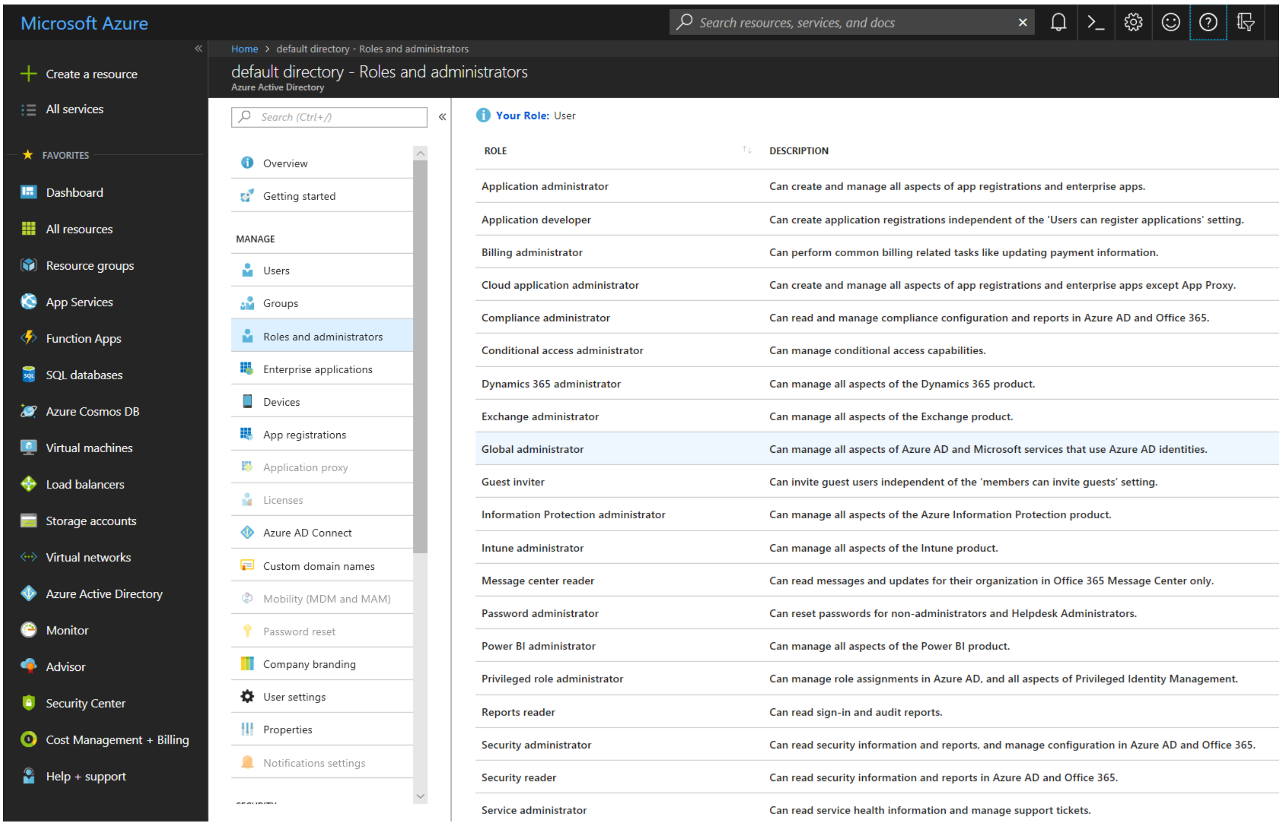

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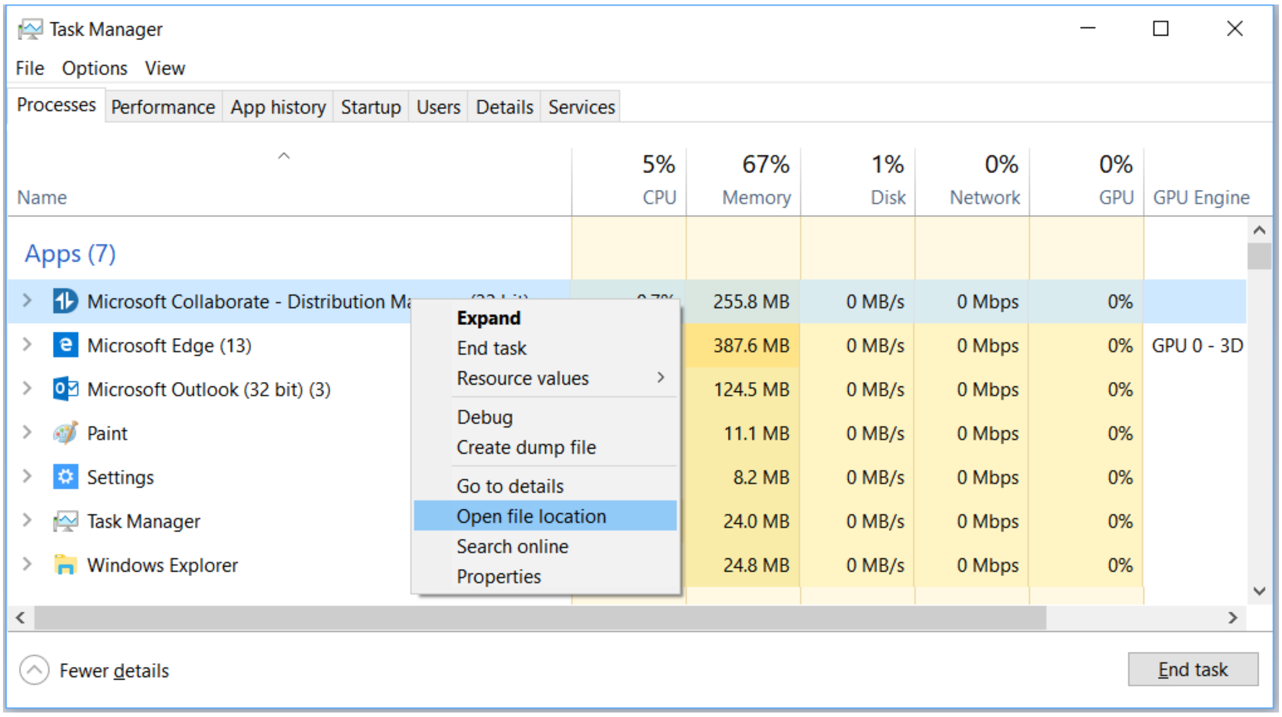
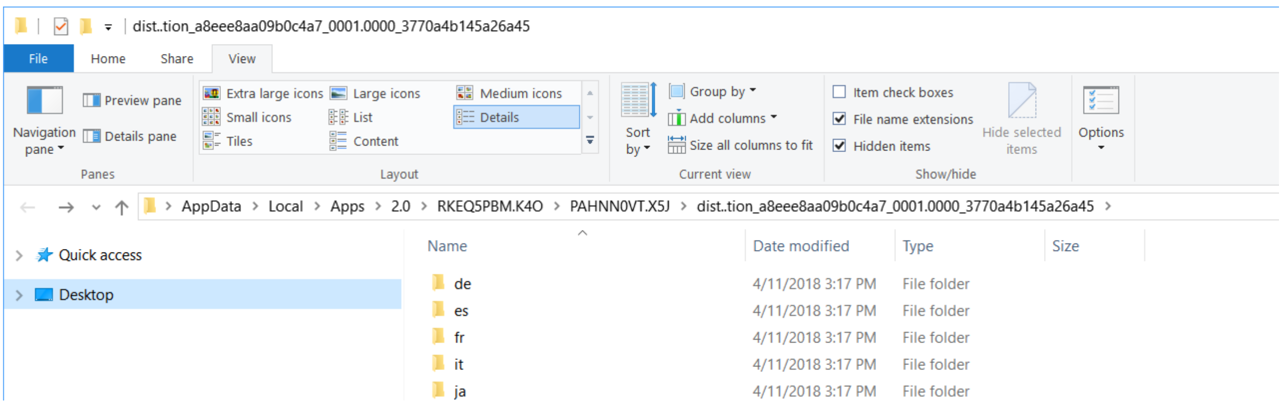
2. Find **Microsoft Collaborate - Distribution Manager**
3. Right click and select **Open file location** from the list of options



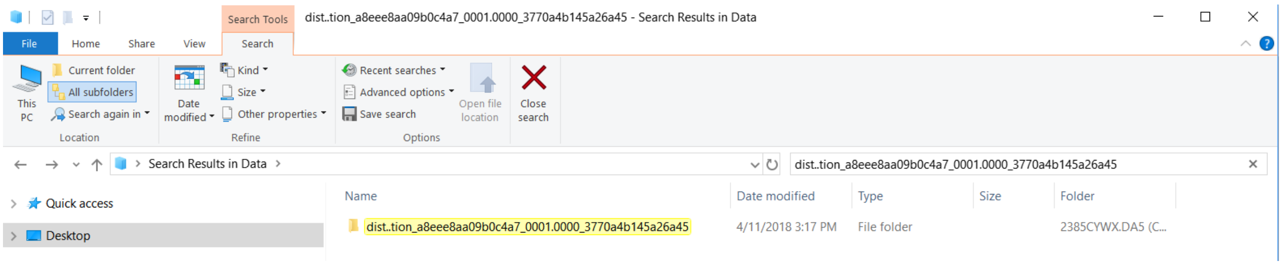
4. This should take you to a folder like:

```
%LOCALAPPDATA%\Apps\2.0\Data\xxxxxxxx.xxx\xxxxxxxx.xxx\dist..tion_xxxxxxxxxxxxxxxx_0000.0000_xxxxx
xxxxxxxxxxx\Data
```



5. Now go to the Data path (%LOCALAPPDATA%\Apps\2.0\Data), and search for a folder with the same name

> dist..tion_xxxxxxxxxxxxxxxx_0000.0000_xxxxxxxxxxxxxxxx\Data



6. Delete content of the folder
7. Restart the application