

# When Clouds Collide

## Office 365 Troubleshooting for IT Pro's

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# Andy Malone

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Microsoft MVP (Enterprise Security)  
Microsoft Certified Trainer (20 years)  
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Worldwide Event Speaker  
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6. mars i Oslo og 3. april i Bergen

glasspaper

# MCSA: Office 365 Boot Camp



[www.glasspaper.no/office365](http://www.glasspaper.no/office365)

Andy Malone



# Something went wrong

Sorry, we ran into a problem.

[Go online for additional help.](#)

Error Code: 30088-4

- A Strange New World! Life in the Cloud
- DNS / Connectivity Issues
- Certificate Issues
- Deployment Troubleshooting
- Identity Troubleshooting
- User & Group Troubleshooting
- Exchange Online Troubleshooting
- Troubleshooting Resources & Techniques
- Review

# Why Do Things Go Wrong?



A photograph of a man with dark hair, wearing a blue button-down shirt, sitting at a desk in an office environment. He is leaning far back in his chair, with his head tilted back and eyes closed, appearing to be in a state of exhaustion, frustration, or despair. In front of him is a computer setup with two monitors on a black stand, a black keyboard, and a black mouse on a wooden desk. The background shows a light-colored wall and a wooden door.

# Human Error

"What the \*%^%@#@\*!"

Starting Point ...

# Microsoft Support and Recovery Assistant for Office 365

- Problems with Outlook
- Problems with Office 365 email on your phone
- Trouble setting up Office apps
- Need help with Outlook on the web?
- Problems with Dynamics CRM Online



# Connectivity Issues

# Demo

Configuring DNS For Office 365

# DNS Troubleshooting

## Verify domains

- Add all SMTP domains as verified domains before synchronizing
- Can either be a TXT or MX Record
- Cannot be removed until all synchronized objects are no longer using the domain as a proxy address or UPN

## Plan UPN suffix

- Verify on-premises user objects have a value (not null) for UPN suffix and that it is correct
- The default routing domain (e.g. contoso.onmicrosoft.com) is used for Office 365 UPN suffix if the on-premises UPN suffix does not contain a verified + public routable DNS domain (e.g. cannot use \*.local) Note: we recommend SMTP == UPN

# Sub Domain DNS Gotchas

Domains	Office 365 Business Essentials	Office 365 Business Premium	Office 365 Enterprise E1
Add custom 2nd-level domains, like fourthcoffee.com	Yes	Yes	Yes
Add custom 3rd-level domains, like marketing.fourthcoffee.com	No	Yes	Yes
Add up to 900 custom domains	Yes	Yes	Yes

## DNS records created automatically by Office 365 ▾

These are the DNS records for your Microsoft Office 365 services. They are displayed for your information and cannot be modified.

TYPE	PRIORITY	HOST NAME	POINTS TO ADDRESS	TTL
MX	0	@	[REDACTED].mail.protection.outlook.com	1 Hour
CNAME	-	autodiscover	autodiscover.outlook.com	1 Hour
CNAME	-	sip.[REDACTED]	sipdir.online.lync.com	1 Hour
CNAME	-	lyncdiscover [REDACTED]	webdir.online.lync.com	1 Hour

TYPE	TXT NAME	TXT VALUE	TTL
TXT	@	v=spf1 include:spf.protection.outlook.com -all	1 Hour

TYPE	SERVICE	PROTOCOL	PORT	WEIGHT	PRIORITY	TARGET	NAME	TTL
SRV	_sip	_tls	443	1	100	sipdir.online.lync.com	[REDACTED]	1 Hour
SRV	_sipfederationtls	_tcp	5061	1	100	sipfed.online.lync.com	[REDACTED]	1 Hour

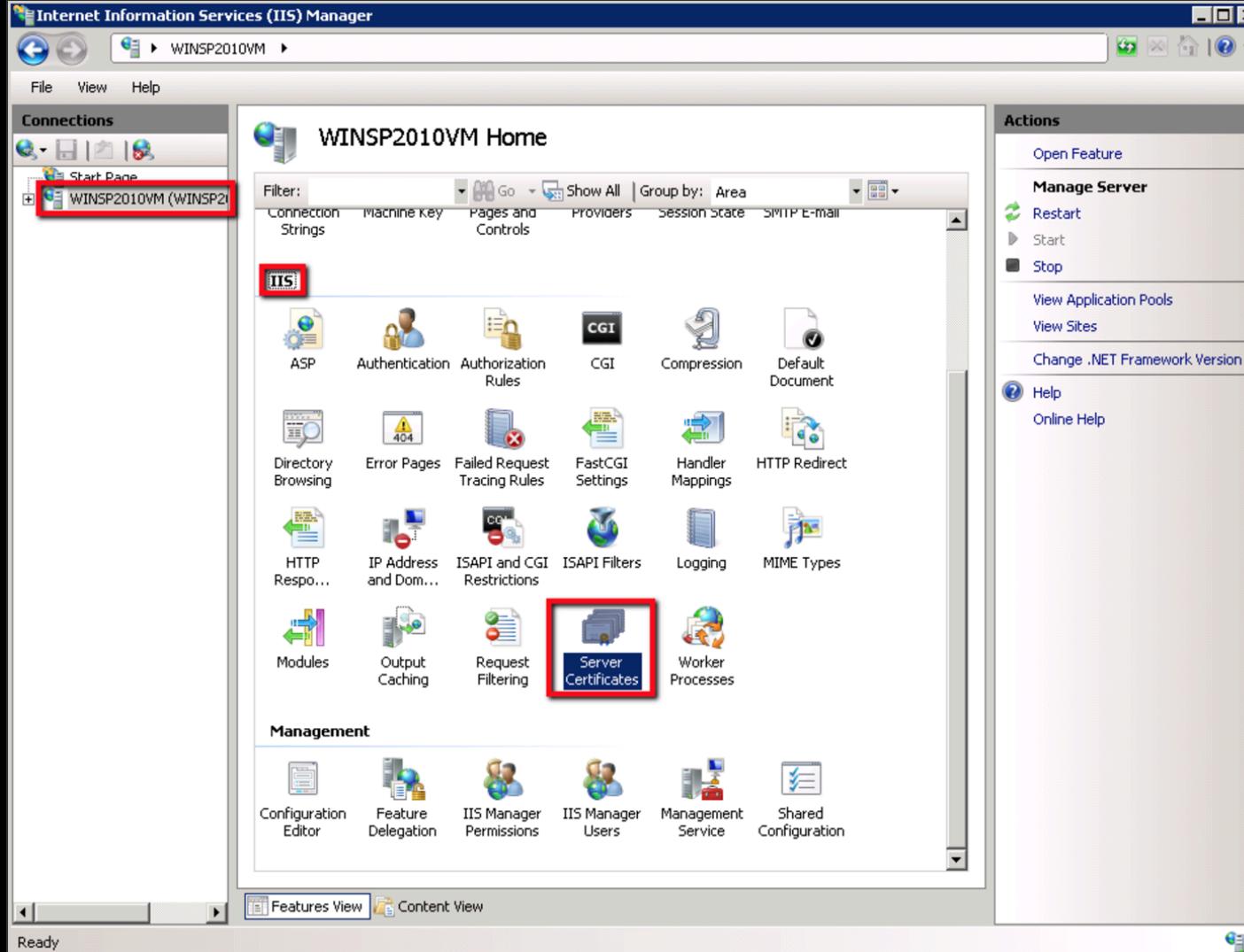
# Other DNS Gotcha's

Scenario	Troubleshooting steps
<b>Problems with domain verification</b>	<ol style="list-style-type: none"><li data-bbox="616 222 1845 260">1. Make sure TXT or MX record is entered correctly.</li><li data-bbox="616 287 1845 433">Wait up to 72 hours for replication of TXT or MX record update. For a list of online tools that help with troubleshooting DNS propagation, click <a href="http://www.bing.com/search?q=dns+propagation+check">http://www.bing.com/search?q=dns+propagation+check</a>.</li><li data-bbox="616 449 1845 487">2. Use tools such as nslookup or network-tools.com to verify entries.</li></ol>
<b>Unable to verify domain</b>	<ol style="list-style-type: none"><li data-bbox="616 500 1845 548">1. Check whether the domain already exists in Office 365.</li><li data-bbox="616 564 1845 602">2. Check whether part of the domain may be blacklisted.</li></ol>
<b>Unable to remove domain</b>	<ol style="list-style-type: none"><li data-bbox="616 629 1845 678">1. Make sure that MSO ID does not use the domain.</li><li data-bbox="616 694 1845 732">2. Make sure that the email addresses do not use the domain.</li><li data-bbox="616 748 1845 786">3. Make sure that the sub-domains of the domain do not exist.</li></ol>
<b>Problems with DNS settings, for example, MX, email Autodiscover, or Lync Autodiscover.</b>	<ol style="list-style-type: none"><li data-bbox="616 827 1845 875">1. Wait up to 72 hours.</li><li data-bbox="616 892 1845 983">2. Use tools such as nslookup or network-tools.com to verify entries are added correctly.</li></ol>

# DNS Requirements

Service	Required DNS records	Purpose
Exchange Online	MX record	Configures email routing.
Exchange Online	CNAME record	Autodiscover record that is used to help users easily set up a connection between Exchange Online and the user's Outlook desktop client or a mobile email client.
Exchange Online	TXT/SPF record	Specifies that outlook.com, the domain that is used by the Office 365 mail servers, is authorized to send mail on behalf of your domain. Create this SPF record to help prevent your outgoing mail from being flagged as spam.
SFB Online	SRV record	Helps enable federation with other instant messaging services, such as Windows Live or Yahoo!
SFB Online	CNAME record	Autodiscover record that is used to help users easily set up a connection between the Lync desktop client and Microsoft Lync Online.
SFB Online	CNAME record	Autodiscover record that is used to help users easily set up a connection between the Lync mobile client and Lync Online.
SharePoint Online	A record	Routes traffic to your public-facing SharePoint Online website.
SharePoint Online	CNAME record	Routes traffic to your public-facing SharePoint Online website.

# Certificate Woes



Internet Information Services (IIS) Manager

File View Help

Connections

- Start Page
- WINSP2010VM (WINSP2010VM)
- Application Pools
- Sites

Server Certificates

Use this feature to request and manage certificates that the Web server can use with Web sites configured for SSL.

Name	Issued To	Issued By
	WMSvc-WIN2008VM	WMSvc-WIN2008VM

Actions

- Import...
- Create Certificate Request...
- Complete Certificate Request...**
- Create Domain Certificate...
- Create Self-Signed Certificate...

Help Online Help

Features View Content View

Ready



## Specify Certificate Authority Response

Complete a previously created certificate request by retrieving the file that contains the certificate authority's response.

File name containing the certification authority's response:

Friendly name:

Internet Information Services (IIS) Manager

File View Help

Connections

- Start Page
- WINSP2010VM (WINSP2010)
- Application Pools
- Sites
  - Default Web Site
  - SharePoint - 80
  - SharePoint Central /
  - SharePoint Web Ser

Default Web Site Home

Filter: Go Show All Group by: Area

ASP.NET

- .NET Authorization
- .NET Compilation
- .NET Error Pages
- .NET Globalization
- .NET Profile
- .NET Roles
- .NET Trust Levels
- .NET Users
- Application Settings
- Connection Strings
- Machine Key
- Pages and Controls
- Providers
- Session State
- SMTP E-mail

IIS

- ASP
- Authentication
- Authorization Rules
- CGI
- Compression
- Default Document
- Directory Browsing
- Error Pages
- Failed Request Tracing Rules
- Handler Mappings
- HTTP Redirect
- HTTP Response
- IP Address and Dom
- ISAPI Filters
- Logging
- MIME Types
- Modules
- Output Caching

Actions

- Explore
- Edit Permissions...
- Edit Site**
- Bindings...**
- Basic Settings...
- View Applications
- View Virtual Directories

Manage Web Site

- Restart
- Start
- Stop

Browse Web Site

- Browse \*:80 (http)
- Advanced Settings...

Configure

- Failed Request Tracing...
- Limits...

Help

- Online Help

Features View Content View

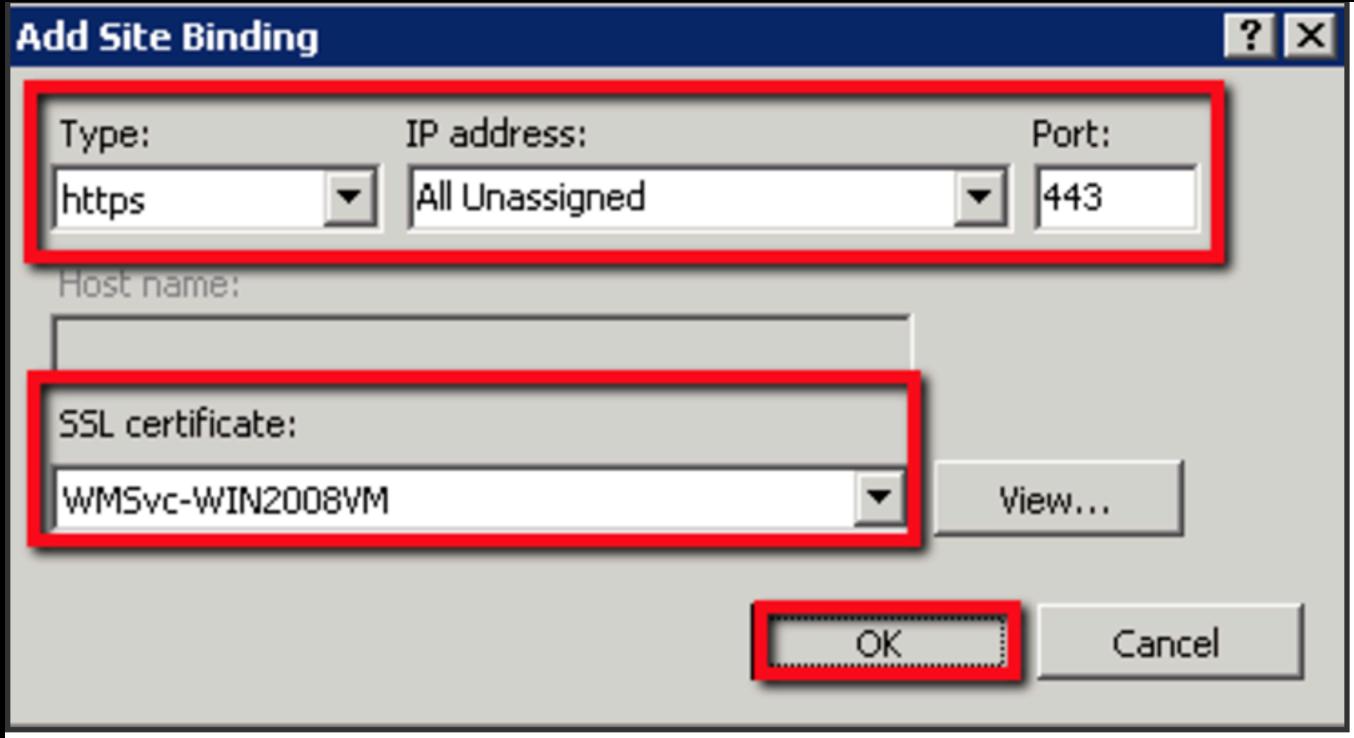
Ready

## Site Bindings

[?](#)[X](#)

Type	Host Name	Port	IP Address	Binding
http		80	*	
net.tcp				808:*
net.pipe				*
net.m...				localho
msmq...				localho

[Add...](#)[Edit...](#)[Remove](#)[Browse](#)[Close](#)



# Certificate Troubleshooting

Active users - Windows Internet Explorer

https://portal.microsoftonline.com/UserManagement/ActiveUsers.aspx

Office 365

Office 365 admin center

dashboard

setup

ALERTS

 One of your on-premises Federation Service certificates is expiring. Failure to renew the certificate and update trust properties within 14 days will result in a loss of access to all Office 365 services for all users. [Update now](#)

# Certificate Troubleshooting

- Check if the certificates need to be updated
- Check the AutoCertificateRollover state
- Get-Adfsproperties

```
Administrator: Windows Azure Active Directory Module for Windows PowerShell

        urn:oasis:names:tc:SAML:2.0:ac:classes:TLSClient,
        urn:oasis:names:tc:SAML:2.0:ac:classes:X509...}

AuditLevel          : {Basic}
AutoCertificateRollover : True
CertificateCriticalThreshold : 2
CertificateDuration      : 365
CertificateGenerationThreshold : 20
CertificatePromotionThreshold : 5
CertificateRolloverInterval : 720
```

- Confirm that AD FS and Azure AD are in sync
- Connect-MsolService
- Get-MsolFederationProperty -DomainName <domain.name> | FL Source, TokenSigningCertificate

```
>PS C:\Windows\system32> Get-MsolFederationProperty -DomainName anandmsft.com | FL Source, TokenSigningCertificate
```

```
Source          : ADFS Server
TokenSigningCertificate : [Subject]
                  CN=ADFS Signing - fs.anandmsft.com
[Issuer]
                  CN=ADFS Signing - fs.anandmsft.com
[Serial Number]
                  5749E54F05874FB14F6C97665B865988
[Not Before]
                  3/4/2016 11:27:04 AM
[Not After]
                  3/4/2017 11:27:04 AM
[Thumbprint]
D6549E772FE320C00449869B1326A992745BCACF
```

AD FS Properties

```
Source          : Microsoft Office 365
TokenSigningCertificate : [Subject]
                  CN=ADFS Signing - fs.anandmsft.com
[Issuer]
                  CN=ADFS Signing - fs.anandmsft.com
[Serial Number]
                  5749E54F05874FB14F6C97665B865988
[Not Before]
                  3/4/2016 11:27:04 AM
[Not After]
                  3/4/2017 11:27:04 AM
[Thumbprint]
D6549E772FE320C00449869B1326A992745BCACF
```

Azure AD Properties

# Certificate Troubleshooting

- Check if your certificate is about to expire
- In the output of either Get-MsolFederationProperty or Get-AdfsCertificate, check for the date under "Not After." If the date is less than 30 days away, you should take action

AutoCertificateRollover	Certificates in sync with Azure AD	Federation metadata is publicly accessible	Validity	Action
Yes	Yes	Yes	-	No action needed. See <a href="#">Renew token signing certificate automatically.</a>
Yes	No	-	Less than 15 days	Renew immediately. See <a href="#">Renew token signing certificate manually.</a>
No	-	-	Less than 30 days	Renew immediately. See <a href="#">Renew token signing certificate manually.</a>

[–] Does not matter

# Certificate Troubleshooting

- **Renew the token signing certificate automatically (recommended)**
  - You don't need to perform any manual steps if the following are true:
    1. You have deployed Web Application Proxy, which can enable access to the federation metadata from the extranet.
    2. You are using the AD FS default configuration (AutoCertificateRollover is enabled)
    3. The AD FS property AutoCertificateRollover must be set to True
    4. The AD FS federation metadata is publicly accessible
      - Example: <https://fs.contoso.com/federationmetadata/2007-06/federationmetadata.xml>

# Certificate Troubleshooting

- **Renew the token signing certificate Manually**
  - Verify that you are logged on to the primary AD FS server.
  - PS C:>Get-ADFSCertificate -CertificateType token-signing
  - PS C:>Update-ADFScertificate -CertificateType token-signing
  - If you only see one certificate, and the **NotAfter** date is within 5 days, you need to generate a new certificate
  - To generate a new certificate, execute the following command at a PowerShell command prompt:
  - PS C:>Update-ADFScertificate -CertificateType token-signing
  - Verify the update by running the following command again:
  - PS C:>Get-ADFScertificate -CertificateType token-signing

# Certificate Troubleshooting

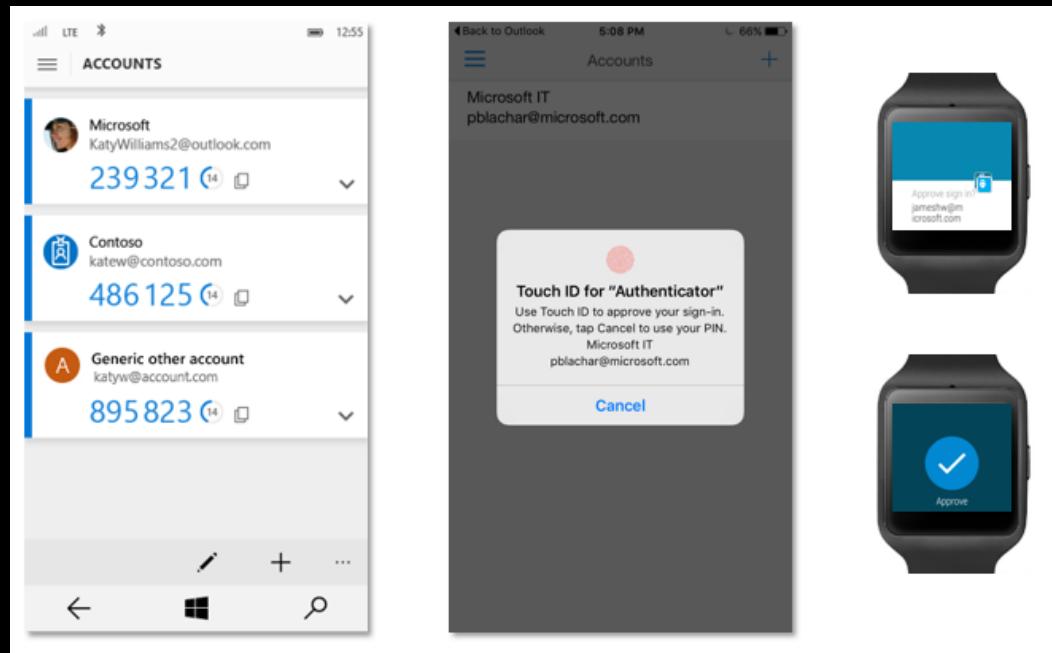
Update the new token signing certificates for the Office 365 trust

1. In the Microsoft Azure Active Directory Module for Windows PowerShell.
2. Run `$cred=Get-Credential`. When this cmdlet prompts you for credentials, type your cloud service administrator account credentials.
3. Run `Connect-MsolService -Credential $cred`. This cmdlet connects you to the cloud service. Creating a context that connects you to the cloud service is required before running any of the additional cmdlets installed by the tool.
4. If you are running these commands on a computer that is not the AD FS primary federation server, run `Set-MSOLAdfscontext -Computer , where is the internal FQDN name of the primary AD FS server`. This cmdlet creates a context that connects you to AD FS.
5. Run `Update-MSOLFederatedDomain -DomainName` . This cmdlet updates the settings from AD FS into the cloud service, and configures the trust relationship between the two

# Authenticate with the App

# Top Tip: Deploy the Microsoft Authenticator

- New app which works with both Microsoft accounts and Azure AD accounts
- Supports both enterprise and consumer scenarios



# Microsoft Authenticator

- **User experience refresh.** Simple experience while maintaining the highest level of security.
- **Best in breed MFA experience through one-click push notifications.** Users only need to click the “approve” button in the notification to complete your login.
- **Support for wearables.** You can use an Apple Watch or Samsung Gear device to approve MFA challenges.
- **Finger prints instead of passcodes.** Support finger print based approvals on both iPhone and Android.
- **Certificate based authentication.** Support for enterprise customers to sign in through certificates instead of passwords.

# Mail Problems

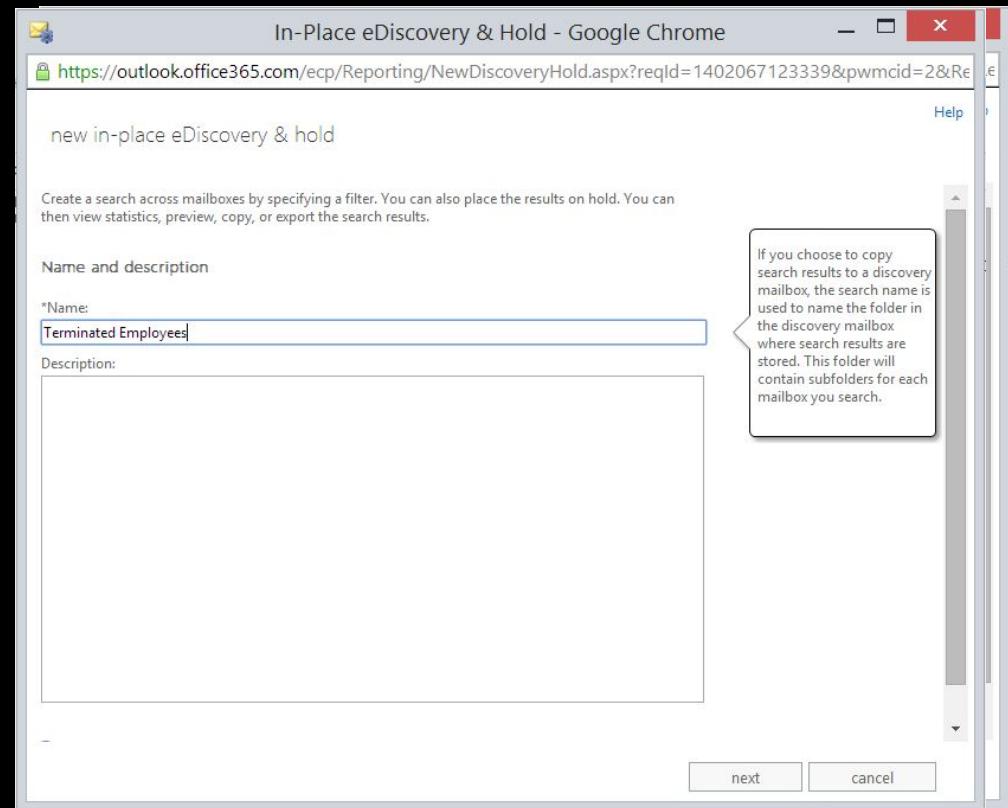
# Inactive Mailboxes

A New feature that allows you to keep a terminated employees mailbox on your Office 365 cloud environment even after you have deleted their user account and freed up their Licence

- The mailbox can remain on Office 365 indefinitely without any cost to your company
- Requires Exchange Plan 2 (E3,G3,A3 and Above) or an Exchange Online Archiving subscription to the user so that an In-Place Hold can be placed on the mailbox - **Note:** You only need one of these licenses and it is only used temporarily
- Once the mailbox has been marked as Inactive you can free up the licence and use it again to do the next one

# Inactive Mailboxes

1. Log in to the Office 365 Admin center and go to the Exchange Admin Center
2. Click Compliance Management on the left hand side and In Place eDiscovery and Hold at the top
3. Create a new In-Place Hold Policy and call it Terminated Employees
4. Add the terminated user to the policy



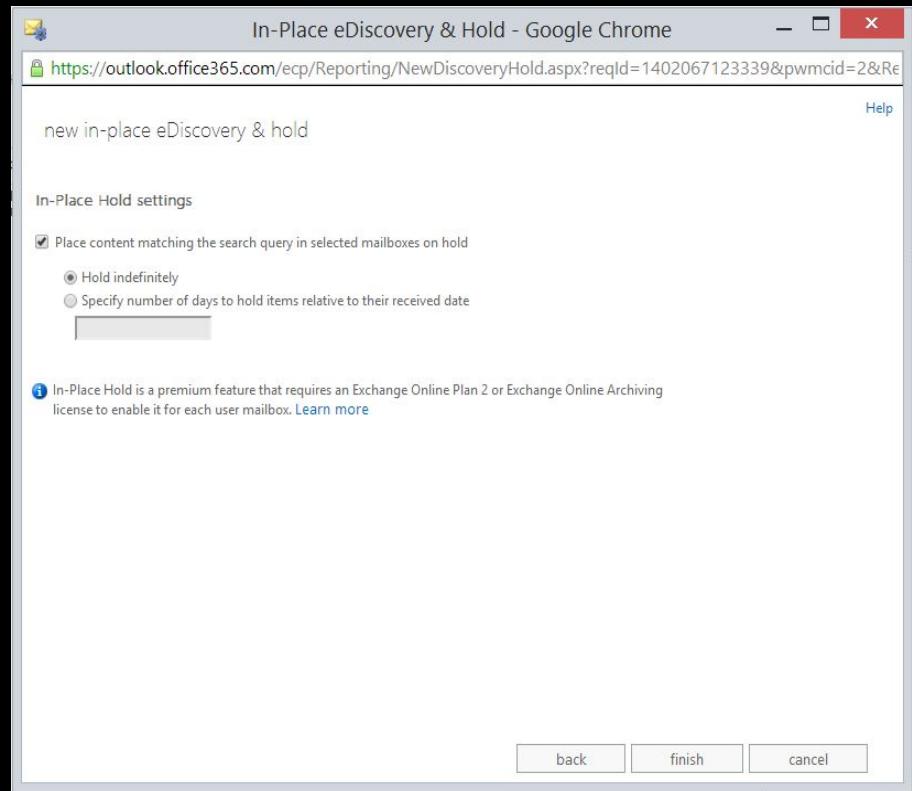
# Inactive Mailboxes

5. Ensure that All Mailbox Content is preserved

6. Tick the box to enable the hold

7. You should now see the user on hold in the recipients section

8. Delete the Users Account from the Office 365 Administrator center. The mailbox is now deemed “Inactive” and the licence can be re-assigned



# Inactive Mailboxes

9. To view a list of all your Inactive Mailboxes in Office 365 you can use the following PowerShell cmdlet

```
PS C:\Users\alan\Desktop> Get-Mailbox -InactiveMailboxOnly
```

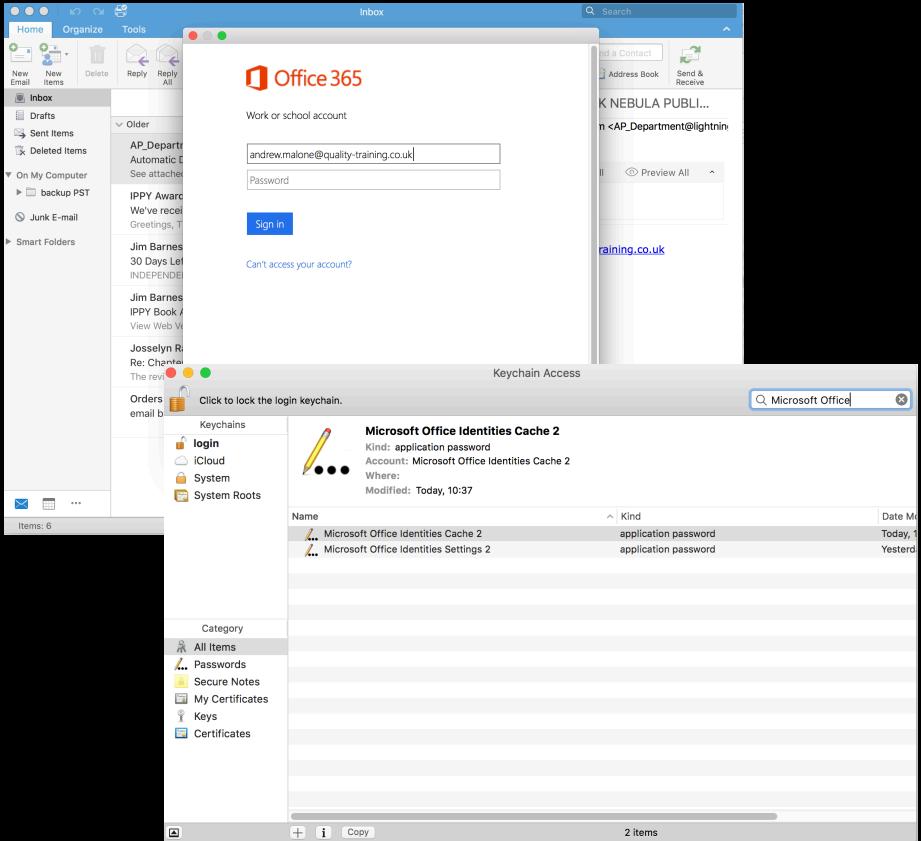
Name	Alias	ServerName	ProhibitSendQuota
DavidL	DavidL	am3pr07mb0534	49.5 GB

# Outlook 2016 for Mac Current Issue

Outlook will not accept user password

Solution:

- Open up Mac Keychain tool.
- Choose "Login"
- Remove \*ALL\* (delete) references to:
  - "Exchange"
  - "Microsoft Office Identities Cache 2"
  - "@<something>" that has a type of "MicrosoftOffice15\* \*"
  - "Microsoft Office Identities Settings 2"
  - "MSOpenTEch.ADAL.<something>"



## Demo

Inactive Mailboxes

# Office Pro Plus Problems

## So What do I do Now?

Your subscription has expired

On 13 April 2013, most features of Word will be disabled. Choose an option below to reactivate.

[Buy](#)

I want to renew or buy Office.

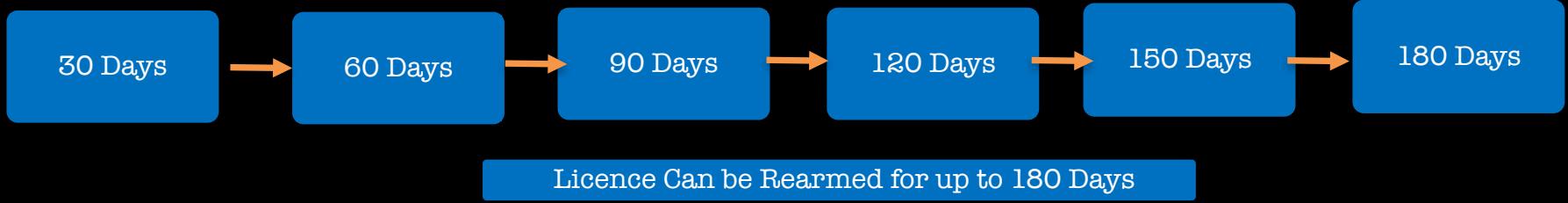
[Enter Key](#)

I have a product key.

[Sign In](#)

Add this computer to an active account.

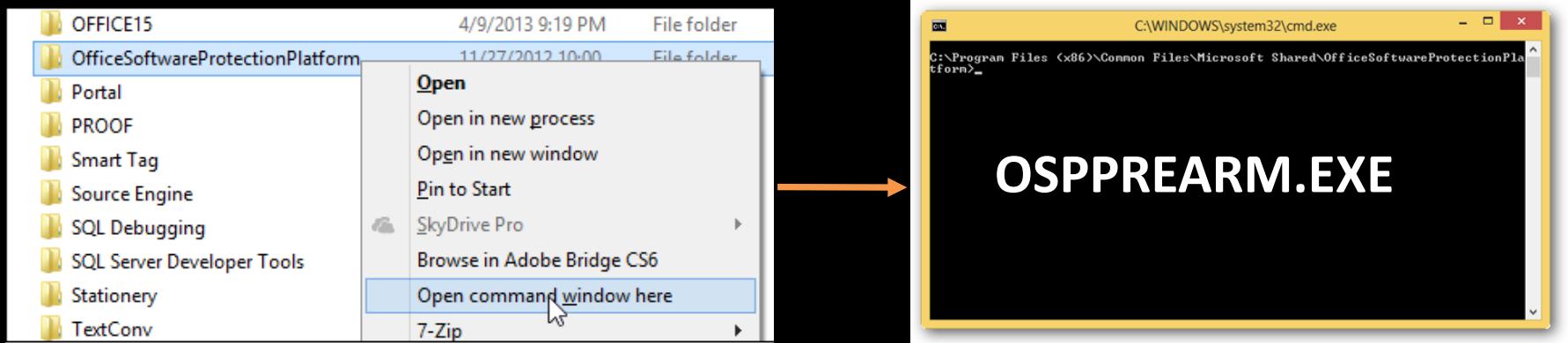
# “Unofficially, Extended!”



OSA.EXE & OSS.EXE

# “Unofficially, Extended!”

- Navigate 64bit Explorer to C:\Program Files\Common Files\Microsoft Shared\
- Or 32bit to C:\Program Files (x86)\Common Files\Microsoft Shared\



# Nuggets

## New features and updates

Choose how to release new features and updates to your organization. [Learn more](#)

### Standard release

Get updates when we release them broadly.

Standard

### First release

Get updates we're building early.

Entire organization

Get updates early for your entire organization

Select people

Pick people to preview updates so that you can prepare your organization

## Protect your information

Microsoft Azure Rights Management safeguards your email and documents, and

[Manage](#)

[Learn more about Microsoft Azure Rights Management](#)

## Manage user software through Office 365

Choose which software your users can download and install directly from Office 365.

[How do I manage user software?](#)

### Software for PC

Which versions of Office desktop apps do you want to make available for download?

2016 version

- Office (includes Skype for Business)
- Skype for Business (Standalone)

Additional Office desktop apps that need to be downloaded separately

- SharePoint Designer 2013
- InfoPath 2013

How often do you want users to get updates for Office 2016 apps?

Every month (Current channel)

Every 4 months (Deferred channel)

2013 version

- Office (includes Skype for Business)
- Skype for Business (Standalone)
- SharePoint Designer

# Manage Office Pro Plus Licenses

Andy Malone  
CEO

RESET PASSWORD EDIT USER ROLES

DELETE EDIT

ADD TO GROUP

Primary email address:  
Andrew.malone@quality-training.co.uk Edit

Assigned license  
Office 365 Business Premium Edit

Office Installations:  
View and manage which devices this person has Office apps installed on. Edit

Mailbox permissions:  
Give other users permissions to receive and send email as this mailbox. Edit

Edit Exchange properties

## Active / Deactivate Office Installs

### Manage Office installs

Andy Malone  
Andrew.malone@quality-training.co.uk

Andy Malone has installed and activated Office apps on the devices listed here. You can deactivate devices that Andy Malone is no longer using to free up the number of available installs.

Deactivating a device doesn't remove the app from the device. If this person wants to keep using the app on a device you have deactivated, they can reactivate it the next time they open the app.

If you are trying to prevent users from installing Office apps on their own, you can change this in [Service Settings > User Software](#)

Microsoft Office

Computer name	Operating system	Install date	Action
An*****ro	Mac OS X Version 10.10.1	28/01/2015	<a href="#">Deactivate</a>
AN***PC	Microsoft Windows 8.1	20/01/2015	<a href="#">Deactivate</a>

Remaining installs available: 3

[Close](#)

# Problem! Sign in is Blocked!

"It looks like your account has been blocked" error when a user tries to sign in to Office 365

 Email

 Print

## PROBLEM

---

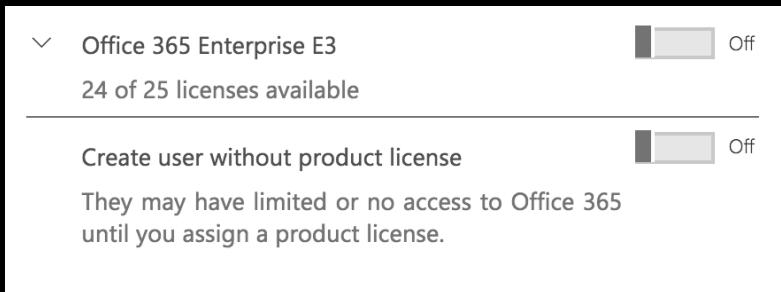
When a user tries to sign in to the Office 365 portal, he or she receives the following error message:

**It looks like your account has been blocked**

Please contact your admin to unblock it.

# Deployment! Unlicensed Users

- Allows for the addition of Users with no Licence
- May have limited access to Office 365
- Can be added / removed or modified individually or as a bulk add

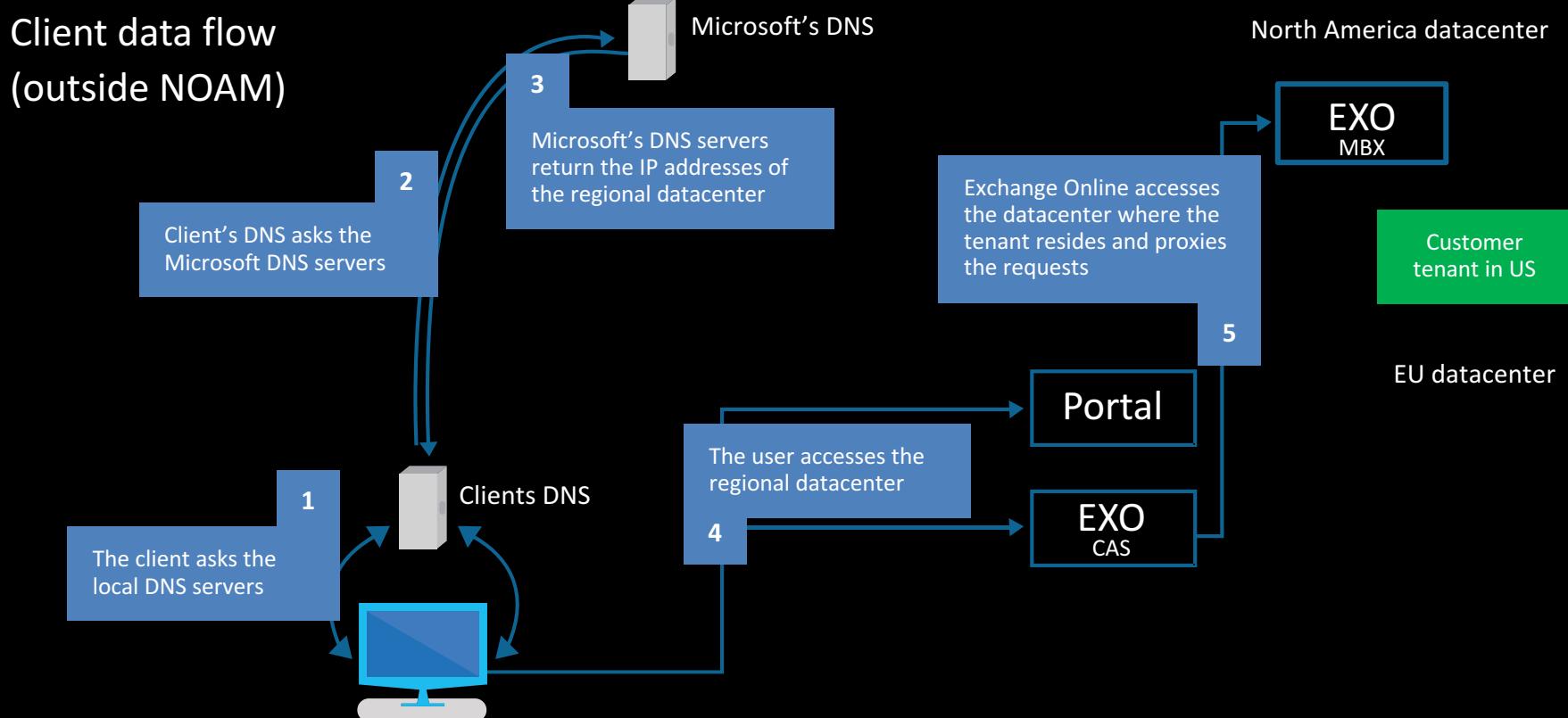


A screenshot of the Microsoft 365 Admin Center showing the 'Active users' page. The context menu is open over a list of users, with the 'Edit product licenses' option highlighted.

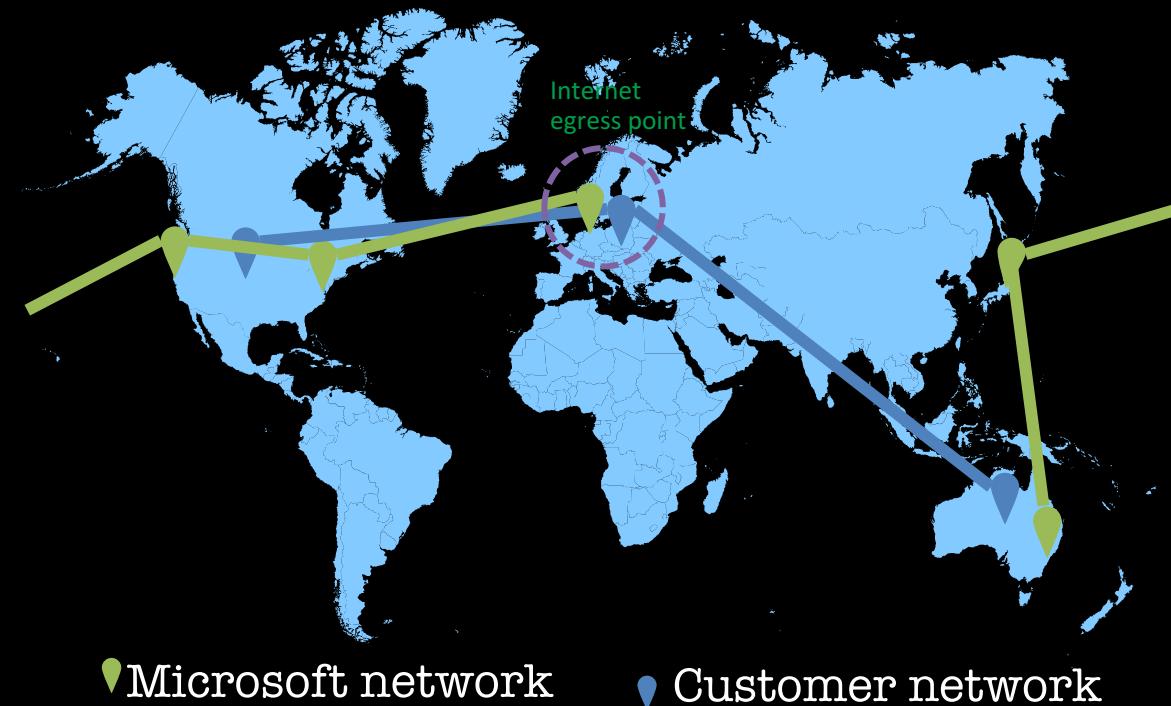
- + Add a user
- More ▾
- Filters All
- Add to group
- Delete users
- Edit contact information
- Edit domains
- Edit product licenses**
- Edit sign-in status
- Edit user roles
- Reset passwords
- Refresh

## Network & Support Problems

# Test for users outside of home region



# GEO DNS issues



- Content Delivery Networks work on GEO DNS
- Exchange Online uses GEO DNS
- You get a different IP Address from the DNS depending on where in the world you request it
- Impacts a multi-country corporate network with multiple Internet connection points
- Commonly DNS is only requested at one point and cached
- You can get DNS from another part of the globe to where you have Internet connectivity

# Test for routing

TraceRt to an Office 365 service network endpoint

- This trace is from the UK
- Look for hosts called NTWK.MSN.NET which is the Microsoft global network
- In the example we hit the MSFT network in 10ms
- Then traverse the USA via
- ASH-Virginia
- ATB-Georgia
- LAX-Los Angeles
- Then to APAC via
- TYA - Tokyo
- SIN-Singapore

Tracing route to OUTLOOK-APACNORTH.OFFICE365.COM [132.245.65.146]

over a maximum of 30 hops:

```
1  1 ms  1 ms  1 ms SkyRouter.Home [192.168.0.1]
3  11 ms 11 ms 11 ms ip-89-200-132-100.ov.easynet.net [89.200.132.100]
4  10 ms 10 ms 10 ms igbtmdistc7503.msft.net [195.66.236.140]
5  84 ms 84 ms 84 ms xe-0-3-2-0.ash-96cbe-1a.ntwk.msn.net [207.46.45.227]
6  96 ms 95 ms 95 ms ae2-0.atb-96cbe-1a.ntwk.msn.net [207.46.33.228]
9  140 ms 142 ms 140 ms 191.234.83.150
10 142 ms 138 ms 139 ms ae11-0.lax-96cbe-1b.ntwk.msn.net [207.46.47.11]
11 256 ms 256 ms 256 ms ae2-0.tya-96cbe-1a.ntwk.msn.net [207.46.46.149]
12 265 ms 265 ms 265 ms ae0-0.tya-96cbe-1b.ntwk.msn.net [204.152.140.181]
13 288 ms 290 ms 292 ms xe-7-0-1-0.sin-96cbe-1a.ntwk.msn.net [207.46.38.252]
14 290 ms 288 ms 287 ms xe-5-3-1-0.sin-96cbe-1b.ntwk.msn.net [207.46.41.39]
15 279 ms 279 ms 279 ms ae1-0.sg2-96cbe-1a.ntwk.msn.net [191.234.80.90]
18 280 ms 280 ms 279 ms 132.245.65.146
```

# DNS Performance

- DNS performance can affect Office 365 traffic
- Easy to check
- Start netmon
- IPCONFIG /FLUSHDNS
- Opposite is an example of a slow response
- Normal response times should be in milliseconds.
- Filter by DNS conversation and look at the time delta column

```
13:52:52 16/04/2013 31.2765664 0.0000000 10.200.30.40 10.214.2.129
```

```
DNS:QueryId = 0xE41, QUERY (Standard query), Query for Contosoemeamicrosoftonlinecom-3.sharepoint.emea.microsoftonline.com of type A on class Internet
```

```
13:52:56 16/04/2013 35.0579179 3.7813515 10.214.2.129 10.200.30.40
```

```
DNS:QueryId = 0xE41, QUERY (Standard query), Response - Success, 157.55.232.50, 2.22.230.131 ...
```

# Geographic DNS Issues

- Set your tenant up where you have most users to reduce performance lag
- Setup your DNS Records Correctly
- No SPF Records = No Anti Spam Protection

# Checking where your tenant is hosted

```
Windows PowerShell
Copyright (C) 2014 Microsoft Corporation. All rights reserved.

PS C:\Users\markw> Connect-MsolService
WARNING: There is a newer version of the Microsoft Online Services Module. Your current version will still work as
expected, however the latest version can be downloaded at https://portal.microsoftonline.com.

PS C:\Users\markw> Get-MsolCompanyInformation

DisplayName : markwilson.it
PreferredLanguage : en
Street :
City :
State :
PostalCode :
Country :
CountryLetterCode : GB
TelephoneNumber : {}
MarketingNotificationEmails : {}
TechnicalNotificationEmails : {}
SelfServicePasswordResetEnabled : True
UsersPermissionToCreateGroupsEnabled : True
UsersPermissionToCreateLOBAppsEnabled : True
UsersPermissionToReadOtherUsersEnabled : True
UsersPermissionToUserConsentToAppEnabled : True
DirectorySynchronizationEnabled : False
LastDirSyncTime :
LastPasswordSyncTime :
PasswordSynchronizationEnabled : False

PS C:\Users\markw>
```

Import-Module MSOnline  
\$Cred = Get-Credential  
Import-PSSession \$Session  
Get-OrganizationalUnit and Get-OrganizationConfig  
Get-MsolCompanyInformation displays CountryLetterCode

# Checking where your tenant is hosted

## Data location

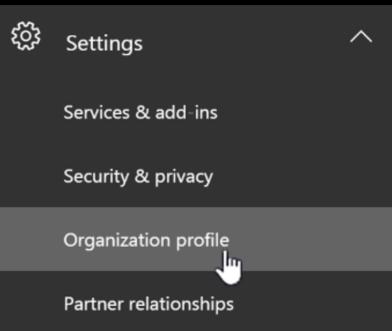
Office 365 has been built from the ground-up to provide enterprise-grade security, privacy and compliance capabilities. As part of our transparency principles we publish the location of your core customer data at rest here.

Service Name	Region
 Exchange	Europe
 SharePoint	Europe
 Skype for Business	Europe

Visit the [Office 365 Trust Center](#) to learn more about this topic.

Viewable within the Admin centre under Organizational Profile

# How to request your data move



**1**  
In Admin Centre Open Organization Profile

**2**  
Locate Data Residency Option

**3**  
Make the Move Request

### Data residency option

This option is available until Oct 31, 2016 and is provided to accommodate organizations that have strict data residency requirements and require their core customer data to be stored at rest in the **Japan** datacenter region.

By choosing to move your data, you will limit Microsoft's possibilities to optimize your service.

Data moves will complete within 24 months after the end of the enrollment period on **Oct 31, 2016**.

More information and frequently asked questions about this move program are available on the [TechNet move site](#).

### Data residency option

You are about to make an important choice for your organization. After confirming this option, you cannot undo it anymore. This option is available until Oct 31, 2016.

My organization has data residency requirements, move my organization's data to the **Japan** datacenter region.  Yes

This option is provided to accommodate organizations that have strict data residency requirements.

We recommend that you take no action, unless your organization needs core customer data to be stored at rest in the **Japan** datacenter region. By choosing to move your data, you will limit Microsoft's possibilities to optimize your service and location of core customer data at rest in either your current or the **Japan** datacenter region.

Data moves are a back-end operation with minimal impact to you and your users. They will complete within 24 months after the end of the enrollment period on Oct 31, 2016. You will receive one confirmation in Message Center per service when its data move has completed to the Japan datacenter region.

More information and frequently asked questions about this move program are available on the [TechNet move site](#).

**Save** **Cancel**

Remember you may need to update your Firewall Settings!

# Office 365 Group Problems

# Office 365 Groups

## Public & Private Groups

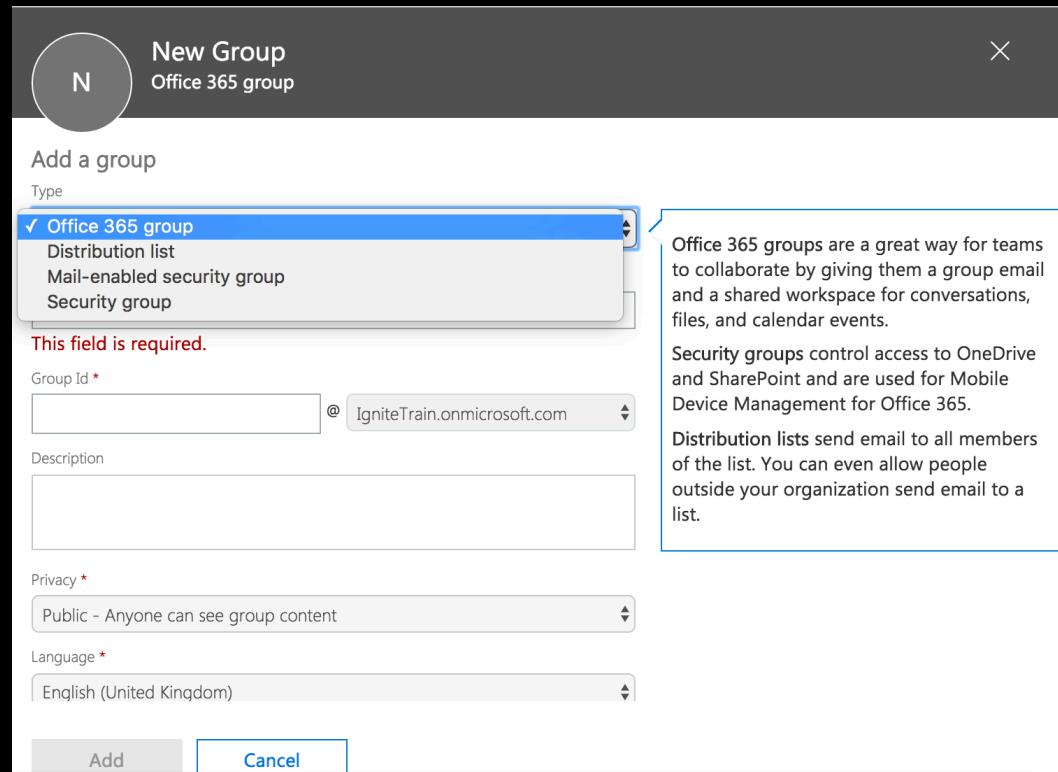
Groups will have...

- Place to have conversations
- Calendar
- OneNote
- Document Library
- OneDrive for Business

Stored in Azure AD  
(Exchange + SharePoint)

By default ANYONE can  
create them

Will replace the need for  
some Team Sites





Office 365

Outlook

+ New



INBOX

All Uni

THREE WEI

Groups

→ Browse groups

+ Create group 

Favorites

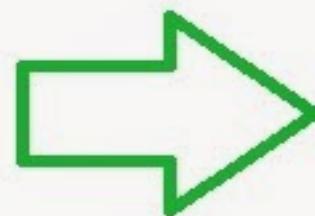


SharePoint Projel

Joined groups



SanaGruppe123



CREATE



DISCARD

## Create a group

A group provides a space for shared conversations, documents, and a group calendar.

Choose a name:

Add a description:

This can help people decide whether to participate.

Privacy:

Public - Anyone can see what's inside

Language for group-related notifications:

English (United States)

Subscribe members so they receive group conversations in their inbox  
(Members can choose to unsubscribe)

[+ New](#)[Search Petri](#)[Groups](#)[Browse groups](#)[Create group](#)[Favorites](#)

You haven't added any favorite groups.

[Joined groups](#)[PE](#)[Petri](#)

PE

Petri  
Private group

[Files](#) [Unsubscribe](#) [...](#)[Conversations](#)[Calendar](#)[Members](#)[Files](#)[Add to Favorites](#)[Unsubscribe](#)[Edit group](#)[View details](#)[Leave group](#)[Start a group](#)[The new Petri group](#)

Petri

Russell

15:45

1 reply

## The new Petri group is ready

Petri started a conversation with Petri

PE

Petri

### Welcome to the Petri group.

Use the group to share ideas, files, and important dates.



#### Start a conversation

Read group conversations or start your own.



#### View group files

Organize files in one location to easily share and participate.



#### Use the calendar

Add events to the group calendar to work together more efficiently.

**Russell Smith**

Hello and welcome

Fri 23/01/2015 15:45

...

[Reply all](#)

# Don't Lose Control

## Disable Group Creation by User

- Set-OwaMailboxPolicy -Identity test.com\OwaMailboxPolicy-Default -GroupCreationEnabled \$false

# Top Tip: Identifying Obsolete or infrequently used Groups Office 365 Groups with PowerShell

```
$WarningDate = (Get-Date).AddDays(-90)
$Today = (Get-Date)
$Groups = Get-UnifiedGroup

$ObsoleteGroups = 0
ForEach ($G in $Groups) {
    If ($G.SharePointDocumentsUrl -ne $Null)
    {
        $SPOSite = (Get-SPOSite -Identity $G.SharePointDocumentsUrl.replace("/Shared Documents", ""))
        Write-Host "Checking" $SPOSite.Title "..."
        $AuditCheck = $G.SharePointDocumentsUrl + "/*"
        $AuditRecs = 0
        $AuditRecs = (Search-UnifiedAuditLog -RecordType SharePointFileOperation ` 
            -StartDate $WarningDate -EndDate $Today -ObjectId $AuditCheck ` 
            -SessionCommand ReturnNextPreviewPage)
        If ($AuditRecs -eq $null)
        {
            Write-Host "No audit records found for" $SPOSite.Title ` 
                "-> It is potentially obsolete!"
            $ObsoleteGroups = $ObsoleteGroups + 1
        }
        Else
        {
            Write-Host $AuditRecs.Count "audit records found for" $SPOSite.Title ` 
                "the last is dated" $AuditRecs.CreationDate[0]
        }
    }
    Else
    {
        Write-Host "SharePoint has never been used for the group" $G.DisplayName
        $ObsoleteGroups = $ObsoleteGroups + 1
    }
}
Write-Host $ObsoleteGroups "obsolete group document libraries found out of" $Groups.Count "checked"
```

# Identifying Obsolete or infrequently used Groups Office 365 Groups with PowerShell

```
No audit records found for Senior Managers -> It is potentially obsolete!
SharePoint has never been used for the group Soccer Lovers
Checking The famous Aardvark appreciation society ...
No audit records found for The famous Aardvark appreciation society -> It is potentially obsolete!
Checking Technology News and Views ...
3 audit records found for Technology News and Views the last is dated 04/03/2016 18:50:02
SharePoint has never been used for the group TeleWorkers
SharePoint has never been used for the group The Best Group of all
Checking Super Confidential: Project AutoFill ...
No audit records found for Super Confidential: Project AutoFill -> It is potentially obsolete!
Checking Third Edition Fanclub ...
No audit records found for Third Edition Fanclub -> It is potentially obsolete!
Checking Unauthorized Office 365 Group ...
No audit records found for Unauthorized Office 365 Group -> It is potentially obsolete!
Checking War Historians ...
No audit records found for War Historians -> It is potentially obsolete!
SharePoint has never been used for the group WindowsITPro.com
Checking World War I historians ...
No audit records found for World War I historians -> It is potentially obsolete!
64 obsolete group document libraries found out of 71 checked
PS C:\temp>
```

# Identifying Obsolete or infrequently used Groups Office 365 Groups with PowerShell – Result!

Report of Potentially Obsolete Office 365 Groups										
Generated: 28/07/2016										
Description	ManagedBy	NumberConversations	Status	MailboxStatus	SPOActivity	GroupName	SPOStatus	LastConversation	NumberWarnings	
A devilishly clever plan to build out a new coffee shop empire that will sweep the competition into the dust!		1	Fail	Low number of conversations found	No SPO activity detected in the last 90 days	A new coffee shop to rule them all	Normal	26/07/2016 15:35:43	2	
Everything to do with accounts	TRedmond	2	Warning	Normal	Document library in use	Accounting Department	Normal	22/10/2014 14:15:48	1	
All the publicity that we do	TRedmond	9	Fail	Low number of conversations found	No SPO activity detected in the last 90 days	Advertising Committee	Normal	09/12/2015 10:47:34	2	
Advice about Hotels in Aliso Viejo, CA	TRedmond	1	Fail	Low number of conversations found	No SPO activity detected in the last 90 days	Aliso Viejo Hotels	Document library never created	16/05/2016 15:41:46	3	
Everything about Andy Ruth	Andy Ruth	2	Fail	Low number of conversations found	No SPO activity detected in the last 90 days	Andy Ruth's Social Network	Normal	07/02/2016 19:26:03	2	
Simple questions about company HR policy	TRedmond	13	Warning	Low number of conversations found	Document library in use	Ask HR!	Normal	24/09/2015 11:21:17	1	
A great new group to help people find the best bars in Atlanta during the Ignite 2016 conference...	TRedmond	1	Fail	Low number of conversations found	Document library in use	Atlanta Bars	Document library never created	27/05/2016 21:10:45	2	
The audit committee	Kim Akers	5	Fail	Normal	No SPO activity detected in the last 90 days	Audit Committee	Normal	12/05/2015 20:31:53	2	
A group for Board Members	TRedmond	1	Fail	Normal	No SPO activity detected in the last 90 days	Board Members (Secret)	Document library never created	08/05/2015 23:22:11	3	
Members of the budget planning co-ordination team for 2016	TRedmond	1	Fail	Normal	No SPO activity detected in the last 90 days	Budget Planning 2016	Normal		3	
All the bugs you might care to add	TRedmond	3	Fail	Normal	No SPO activity detected in the last 90 days	Bug Reports	Normal	24/10/2014 10:08:10	2	
Company Communications	TRedmond	6	Fail	Low number of conversations found	No SPO activity detected in the last 90 days	Company Communications	Normal	02/02/2016 11:39:14	2	
All the different things you might want to discuss about our company	TRedmond	14	Fail	Normal	No SPO activity detected in the last 90 days	Company Forum	Normal	22/01/2015 08:39:33	2	
Information about funded customer consulting opportunities in 2016	BOwens	3	Fail	Low number of conversations found	No SPO activity detected in the last 90 days	Consulting Opportunities 2016	Normal	14/01/2016 15:57:49	2	
Folks working on corporate acquisitions	TRedmond	1	Fail	Low number of conversations found	No SPO activity detected in the last 90 days	Corporate Acquisitions	Document library never created	21/05/2016 16:29:45	3	
					No SPO activity					

# Top Tip: Identifying Group Mailboxes for Low Conversation Activity with PowerShell

```
$Groups = Get-UnifiedGroup
$BadGroups = 0
$WarningDate = (Get-Date).AddDays(-365)

ForEach ($G in $Groups) {
    Write-Host "Checking Inbox traffic for" $G.DisplayName
    $Data = (Get-MailboxFolderStatistics -Identity $G.Alias -IncludeOldestAndNewestItems -FolderScope Inbox)
    If ($Data.NewestItemReceivedDate -le $WarningDate)
    {
        Write-Host "Last conversation item created in" $G.DisplayName "was" `

            $Data.NewestItemReceivedDate "-> Could be Obsolete?"
        $BadGroups = $BadGroups + 1
    }
    Else
    {
        Write-Host $G.DisplayName "has" $Data.ItemsInFolder `

            "conversation items amounting to" $Data.FolderSize
    }
}
Write-Host $BadGroups "Obsolete Groups found out of" $Groups.Count
```

# Top Tip: Identifying Group Mailboxes for Low Conversation Activity with PowerShell

```
Checking Inbox traffic for Technology News and Views
Last conversation item created in Technology News and Views was 02/12/2014 16:18:49 -> Could be Obsolete?
Checking Inbox traffic for TeleWorkers
TeleWorkers has 2 conversation items amounting to 27.56 KB (28,217 bytes)
Checking Inbox traffic for The Best Group of all
The Best Group of all has 299 conversation items amounting to 4.616 MB (4,839,778 bytes)
Checking Inbox traffic for The super-confidential Autofill project
Last conversation item created in The super-confidential Autofill project was 22/10/2014 16:52:03 -> Could be Obsolete?
Checking Inbox traffic for Third Edition Fanclub
Third Edition Fanclub has 1 conversation items amounting to 12.32 KB (12,619 bytes)
Checking Inbox traffic for Unauthorized Office 365 Group
Unauthorized Office 365 Group has 1 conversation items amounting to 12.46 KB (12,763 bytes)
Checking Inbox traffic for War Historians
War Historians has 1 conversation items amounting to 12.23 KB (12,521 bytes)
Checking Inbox traffic for WindowsITPro.com
Last conversation item created in WindowsITPro.com was 21/05/2015 10:40:24 -> Could be Obsolete?
Checking Inbox traffic for World War I historians
World War I historians has 2 conversation items amounting to 22.4 KB (22,939 bytes)
32 Obsolete Groups found out of 71
PS C:\temp>
```

# Modern Groups Now Feature

- GUI & PowerShell Management
- Groups can be recovered via In Place eDiscovery & Hold
- All groups can be seen
- Compliance Features inc DLP
- Includes Data Retention Polices
- Developer Extensibility Features
- Distribution list migration Tools



# Gotcha: Group Features (Only in Azure Portal)

Microsoft Azure | CREDIT STATUS

admin@ezdemo8.onmicrosoft.com

audit report PREVIEW

Audited events in your directory

FROM  TO

DATE AND TIME	ACTOR	ACTION	TARGET
11/24/2015 4:06:20 PM	GarthF@ezdemo8.onmicrosoft.com	Add owner to group.	KatieJ@ezdemo8.onmicrosoft.com
11/24/2015 3:58:55 PM	00000002-0000-0ff1-ce00-000000000000	Update group.	User Research (Tulsa)
11/24/2015 3:58:39 PM	GarthF@ezdemo8.onmicrosoft.com	Add member to group.	GarthF@ezdemo8.onmicrosoft.com
11/24/2015 3:58:32 PM	GarthF@ezdemo8.onmicrosoft.com	Add owner to group.	GarthF@ezdemo8.onmicrosoft.com
11/24/2015 3:58:32 PM	GarthF@ezdemo8.onmicrosoft.com	Add group.	User Research (Tulsa)
11/24/2015 3:14:56 PM	00000002-0000-0ff1-ce00-000000000000	Update group.	Engineering (Tulsa)

# Other Features of Interest ...

- Hidden membership Features
- Data classification and extensible policy Deployment Features
- Mobile application management
- Configurable Usage guidelines

Create a group

A group provides a space for shared conversations, files, and a group calendar.

[Group usage guidelines](#)

Choose a name

Privacy

Public - Anyone can see what's inside ▾

Send copies of group conversations and events to members' inboxes (optional).

 Create    Discard

Calling in Support!

# Service Requests

Need help?

dns

How do I download and install Office on a PC (laptop, desktop, or 2-in-1)

How do I download and install Project

How can I run a message trace and view delivery details for messages sent last week

How do I delete security groups

How do I encrypt or digitally sign email messages

Press Enter to submit

Need help?

How do I install Office on Mac

[Get help](#)

[View solutions](#)

Top articles

[Install the latest Office for Mac from Office...](#)  
... you can download the latest version of Office for Mac with Office 365 for business. ... Video: Install the latest

[Install Office on your PC or Mac](#)  
Learn how to install Office 365, Office 2016, or Office 2013 on your PC or Mac.

[Video: Install Office on your PC or Mac for...](#)  
Video: Install Office on your PC or Mac for Office 365 for business

[These aren't helpful](#)

[Let us call you](#)

Privacy

Need help?

How do I install Office on Mac

[Get help](#)

[View solutions](#)

[Let us call you](#)

Confirm your contact number  
Expected wait time is 10 minutes  
+44 01234 567890

[Call me](#)

Privacy

# Message Centre

Home > Message centre

Stay on top of upcoming Office 365 changes, take required action, and prevent problems.

Views: All active messages

Act by Category Message title

Act by	Category	Message title
Stay Informed		Updated Feature: New Offi
Stay Informed		Updated Feature: What's n
Stay Informed		Updated features: Outlook
Stay Informed		Updated feature: Microsoft
Plan For Change		Yammer Primary Domain a
Stay Informed		Updated feature: Docs.con
Prevent or Fix Issues		Changes to Yammer Andro
Stay Informed		New Feature: OneDrive ad
Stay Informed		Updated feature: Alert ma
Plan For Change		Updated Feature: New way
Mar 31	Plan For Change	Reminder: SharePoint Onli

Edit Message centre preferences

Reminder: Removing the Office 2013 version of Office 365 ProPlus

Previous Next Dismiss More

Reminder: Removing the Office 2013 version of Office 365 ProPlus

MC81842

Published On : 19 October 2016

Expires On : 17 April 2017

**Action required by 28 February 2017**

Office 2016 is the recommended version announced in September 2015, when 365 ProPlus will no longer be available

How does this affect me?

Beginning March 1, 2017, your users and admins will no longer have the option to use Office 2013.

In addition, we will no longer support

What do I need to do to prepare for this change?

Home > Recently added

October updates

- Preview of the Office 365 Adoption Content Pack in PowerBI
- New Usage Reports: License used, Email clients, Office 365 groups, Skype clients, Yammer clients
- Preview of the new Service Health Dashboard

September updates

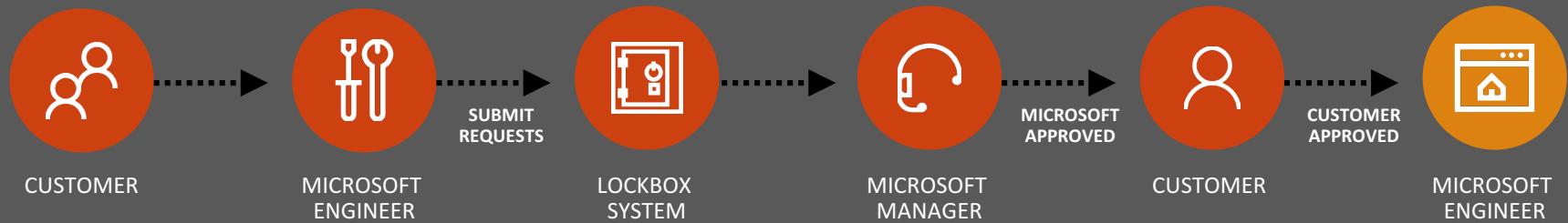
- New Usage Reports: SharePoint Online activity report, OneDrive for Business activity report, Mailbox usage report
- General availability of the new admin center
- Preview of the new Service Health Dashboard

What's coming up

These features are still being added and will be available soon.

- Fixes and feature improvements based on customer feedback
- More performance improvements
- Accessibility improvements
- Fit and finish and quality improvements

# CUSTOMER LOCKBOX





Search users, admin tasks ar

Notifications

▶ EXTERNAL SHARING

▲ SERVICE SETTINGS

Mail

Sites

Skype for Business

Updates

User purchasing

Sway

User software

Passwords

Rights Management

Cortana

Customer Lockbox

Office Online

REPORTS



DASHBOARD

CUSTOMER LOCKBOX

## Control whether Microsoft can access your organization's content

Although Office 365 is designed so Microsoft support engineers don't need to access your organization's content, there might be rare instances when this is required. When Customer Lockbox is turned on, Microsoft engineers won't be able to access your content without your approval. [Learn more about how Customer Lockbox works](#)

Off



If a content access request is denied or isn't approved within 12 hours, the request expires. If this happens, you might continue to experience a specific service issue allowing an engineer to access the content. We'll let you know if this happens. [Review Office 365 data access policies](#)

## Control whether Microsoft can access your organization's content

Although Office 365 is designed so Microsoft support engineers don't need to access your organization's content, there might be rare instances when they do. When Customer Lockbox is turned on, Microsoft engineers won't be able to access your content without your approval. [Learn more about how Customer Lockbox works](#)

Off



If a content access request is denied or isn't approved within 12 hours, the request expires. If this happens, you might continue to experience a specific issue allowing an engineer to access the content. We'll let you know if this happens. [Review Office 365 data access policies](#)

### Control whether Microsoft can access your organization's content

Are you sure you want to turn on/off this feature?

Yes

No

Search users, admin tasks and **DASHBOARD**

SETUP

▶ USERS

COMPANY PROFILE

IMPORT

CONTACTS

SHARED MAILBOXES

MEETING ROOMS

GROUPS

DOMAINS

PUBLIC WEBSITE

▶ BILLING

▶ EXTERNAL SHARING

▶ SERVICE SETTINGS

REPORTS

◀ SERVICE HEALTH

Service Health

Planned Maintenance

◀ SUPPORT

Overview

Service Requests

PURCHASE SERVICES

MESSAGE CENTER

TOOLS

◀ ADMIN

Welcome to Office 365 Enterprise!

[Watch the video](#) to get an overview[Set up](#) your services[Download](#) the latest version of Office[Get information](#) on Yammer [Watch the video to get started quickly](#)

## Service overview

### Service health

1 issue

### Data access requests

1 request(s) pending

### Service requests

No open service requests

### Message center

3 new messages in the past 7 days

### Included services

REFERENCE NUMBER	REQUESTED DATE	REASON	ACTION STATUS	ACTION
EXSR3015678	11/10/2014	Fix the tenant data corruption issue.	Pending	<a href="#">Approve</a> <a href="#">Reject</a>

[View details and history](#)

# Session Review

- A Strange New World! Life in the Cloud
- DNS / Connectivity Issues
- Certificate Issues
- Deployment Troubleshooting
- Identity Troubleshooting
- User & Group Troubleshooting
- Exchange Online Troubleshooting
- Troubleshooting Resources & Techniques
- Review

# Useful Resources

- <https://blogs.technet.microsoft.com/ptsblog/2013/10/25/office-365-help-desk-troubleshooting-guide/>
- <https://www.messageops.com/top-7-office-365-troubleshooting-tools/>
- <https://diagnostics.outlook.com/#/>



Available Now in Paperback & eBook

[www.darknebulapublishing.com](http://www.darknebulapublishing.com)



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