European SharePoint Office 365 & Azure Conference

Microsoft Teams User Group Germany

Get your channels right

and how to troubleshoot a shared channels issue

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About Me

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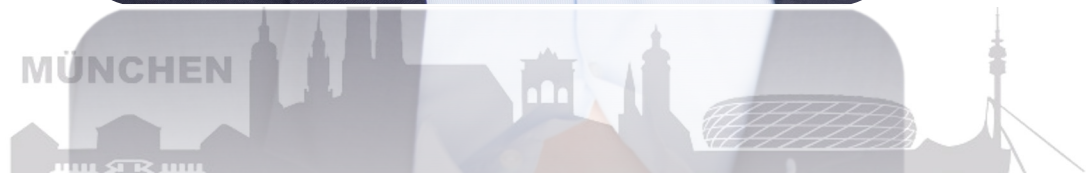
IN2SUCCESS

TALK Microsoft 365

@plemich

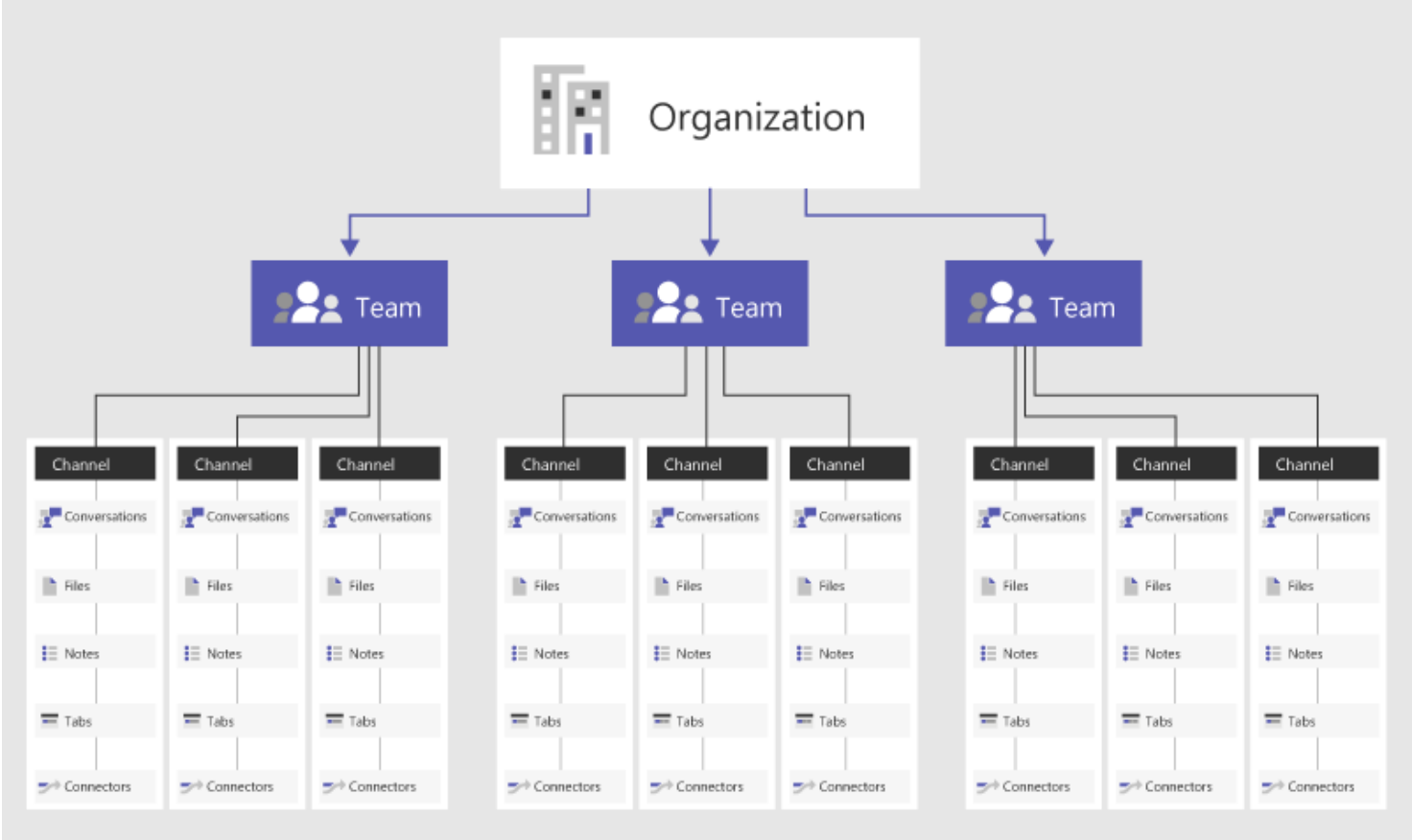


What is a channel?

Lets talk about the basics

What is a Teams Channel?

- One or multiple channels per Team
- All channels allow
  - Chat
  - Files
  - Apps



Standard vs. private vs. shared

Standard

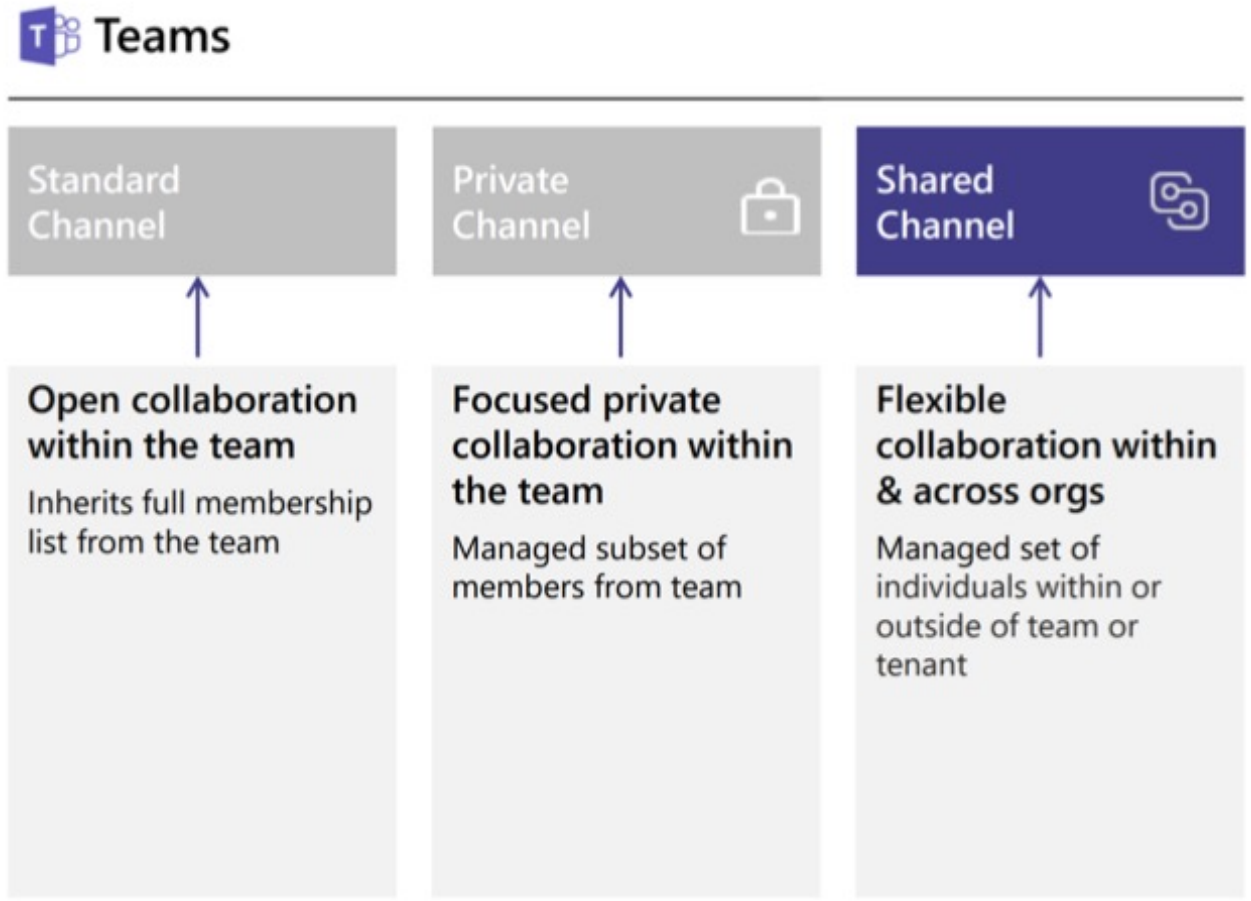
- open for all Team members

Private

- For a subset of Team members

Shared

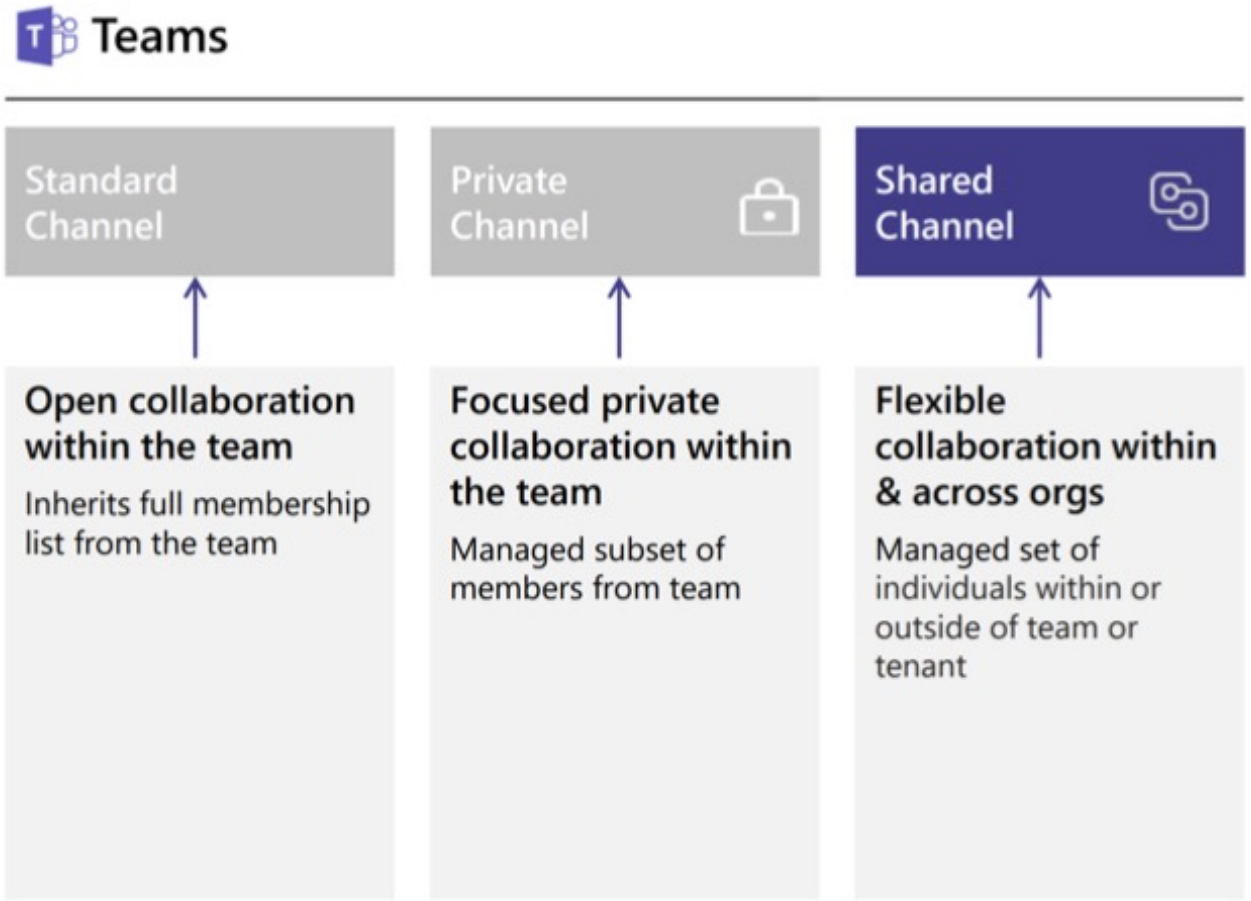
- Selected users and teams can be members



Standard vs. private vs. shared (technical)

SharePoint

- Standard = SharePoint Master-SiteCollection of Teams Site
- Private
  - Standalone SiteCollection
- Shared
  - Standalone SiteCollection



Standard vs. private vs. shared (technical)

Guest access

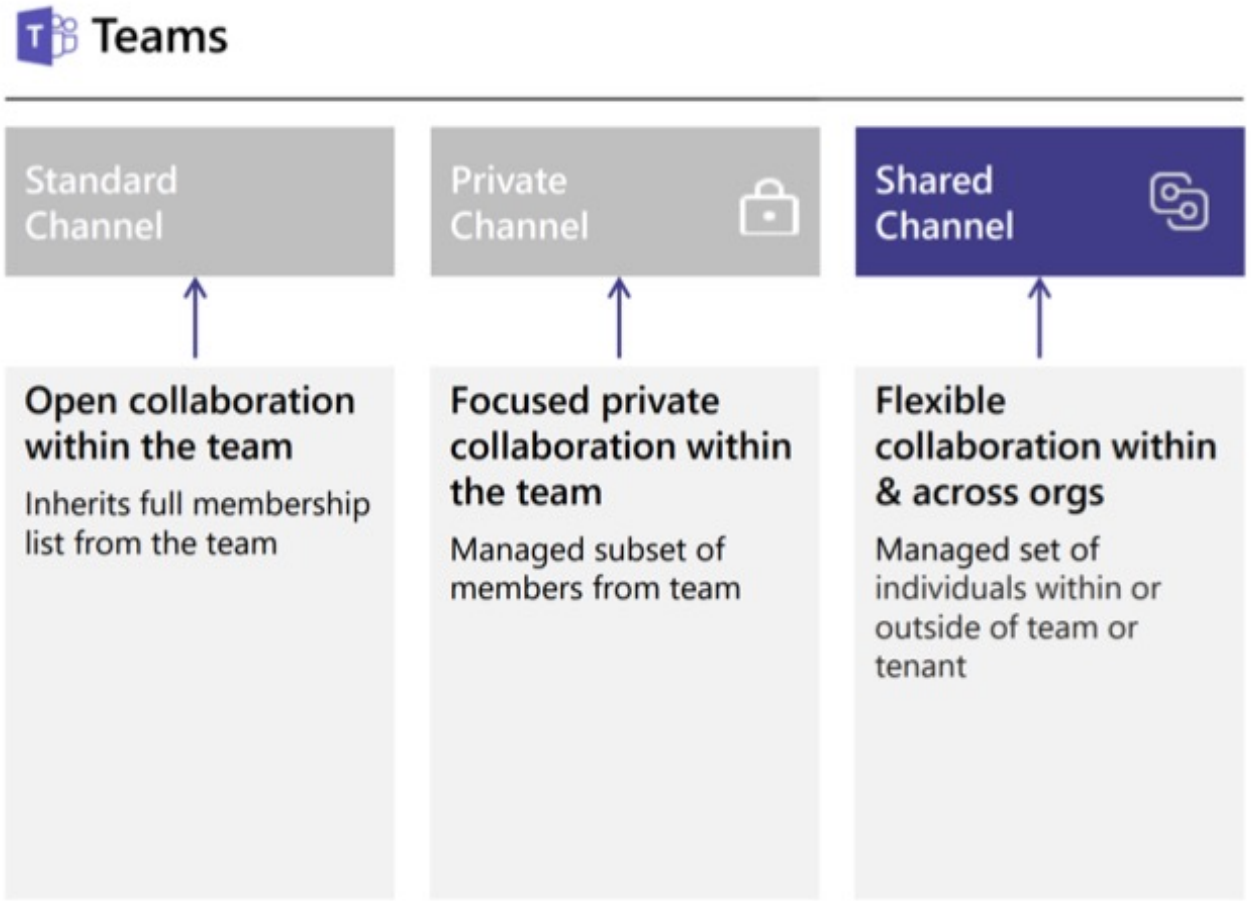
Standard = Guest access can be disabled / enabled per Group

Private

- Relays on Teams settings
- Guest must be part of the team

Shared

- Relays on Teams settings
- Guest don’t have to be a guest in the whole Team

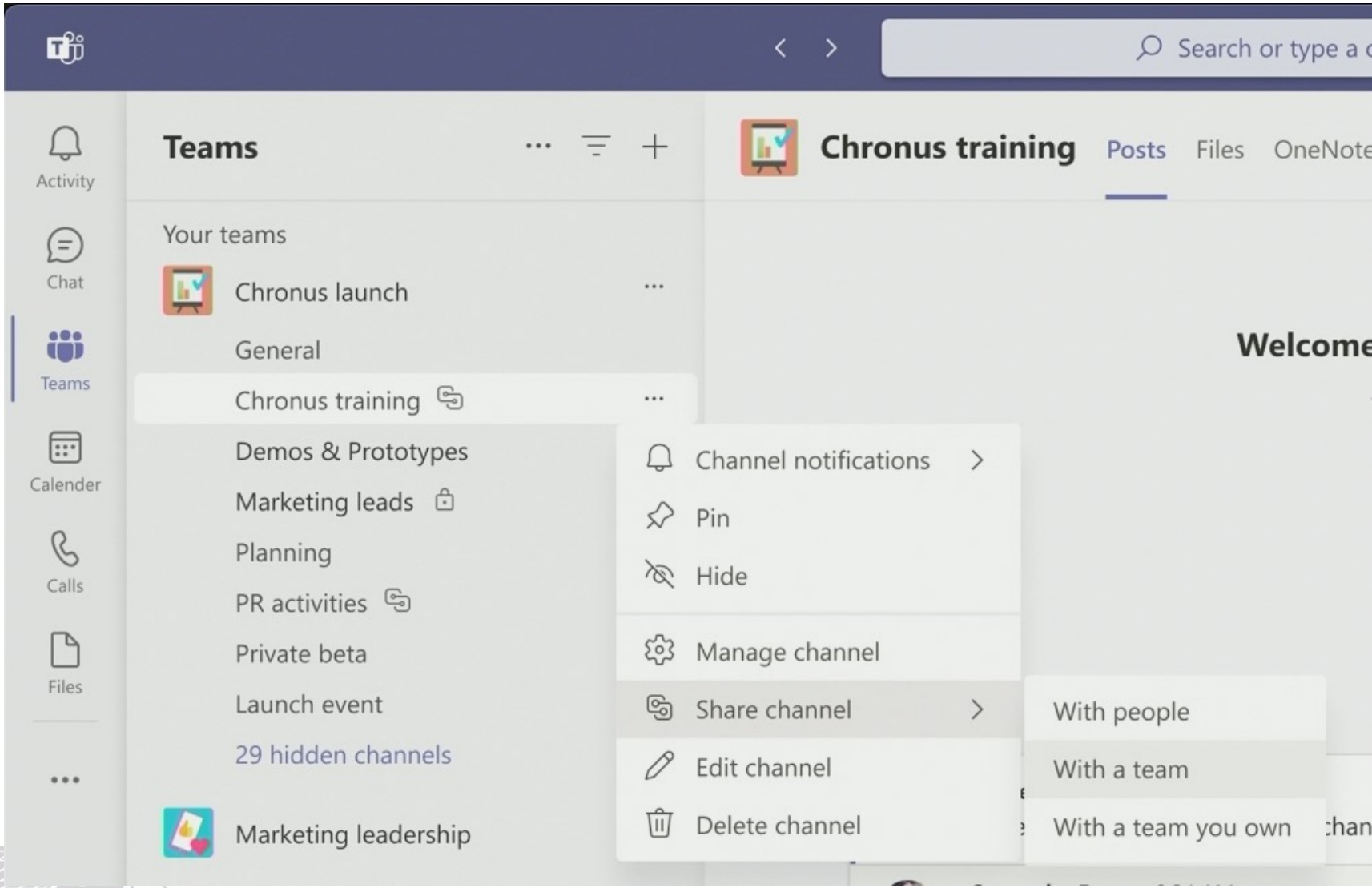


The new kid – shared channels

People

Teams

Teams you own



Good to know

- It’s **not possible** to convert existing channels
- Channel members will not, by default, added as a meeting participant
- App SDK available in developer preview
- Apps must be installed in the team before they can be used in a shared channel
- Certain Office 365 group connected apps such as Planner coming later

Limitations (Numbers)

Maximum...	Value	Notes
Members in a team	25,000	Includes all users in the team and direct members in shared channels.
Shared channels per team	200	Hosted and shared with the team. (Includes deleted channels during their 30-day recovery window.)
Teams a channel can be shared with	50	Excluding parent team
Members in a shared channel	5,000 direct members, including up to 50 teams. (Each team the channel is shared with counts as one member for purposes of this limit.)	Real time updates are only available to 25,000 users at a time and only 25,000 users will appear in the channel list.

Shared channels in Microsoft Teams - Microsoft Teams | Microsoft Docs

Use cases

Quick overview and little helper for your decision

Use cases – regular channels

Full Team collaboration

Invite guests

Regular teamwork without limitations

Use cases – private channel

Private content shared with specific people

Only for a subset of the Team members

(!!) Full Team membership required

Use cases - shared channels

Internal projects with multiple people for a single aspect

Shared and long-term collaboration with external partners

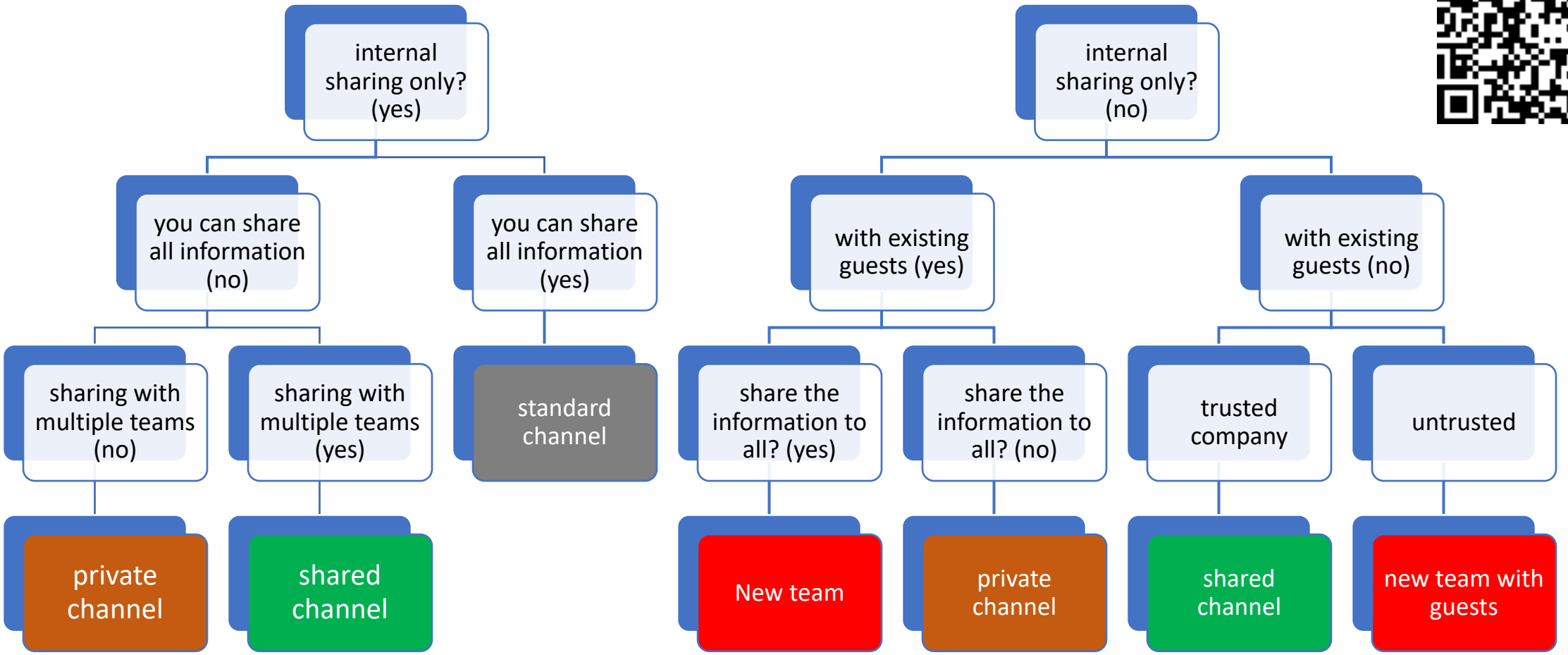
Work together

without tenant switching

Automatic member management

Scale easily

Decision tree (you need a channel)



https://link.talkm365.net/Channel-Decision-Tree-EN

Demo – client side

Get all channels in action

Troubleshooting - shared channels

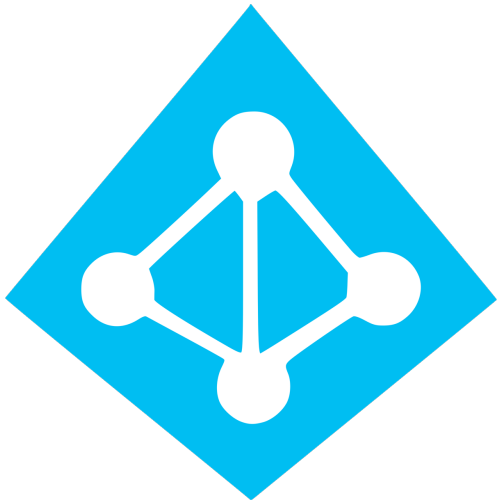
Scenario – my first real world experience

- Close partner company
  - Planned the changes
  - Configured all required settings
  - We've started with a test channel
    - (everything worked fine)
  - Switched to the productive tenant
    - Chat is sometimes working
    - File access never works

- HOW TO TROUBLESHOOT **THIS**?!

Lets break it down

- Azure B2B?
  - Trust between both environments or only one?
- What does the sign-In log show?
- Sharing for SharePoint activated?
- Sharing for SharePoint Site activated?
- Sharing for the Subsite activated?



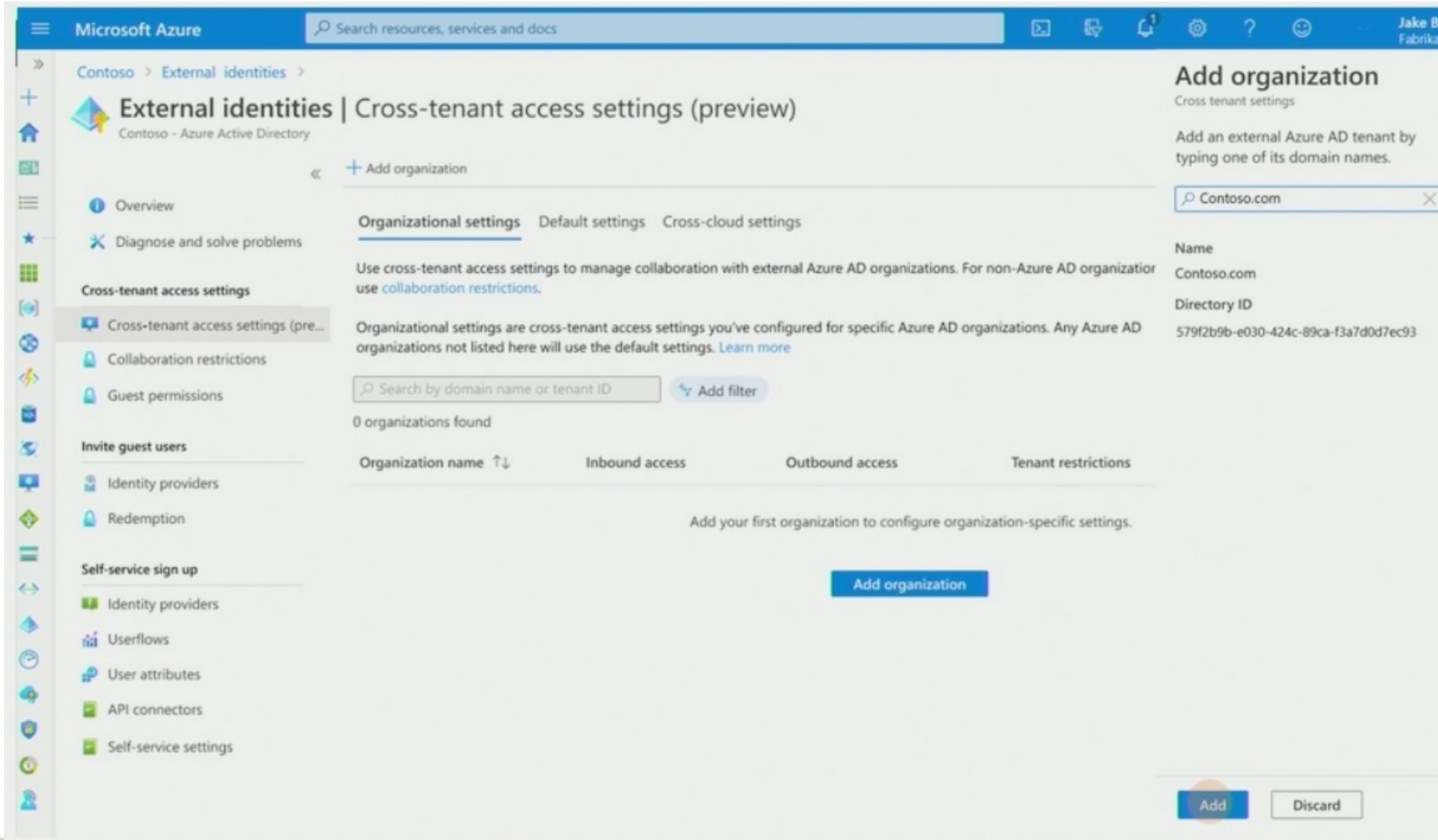
Backup: technical background

B2B direct connect

- New way to collaborate with people from other Azure AD orgs
- Search for people from other Azure AD orgs (via email address)
- Share Apps and other resources
- Empowers Teams to share channels without switching tenants or having another account
- External annotation

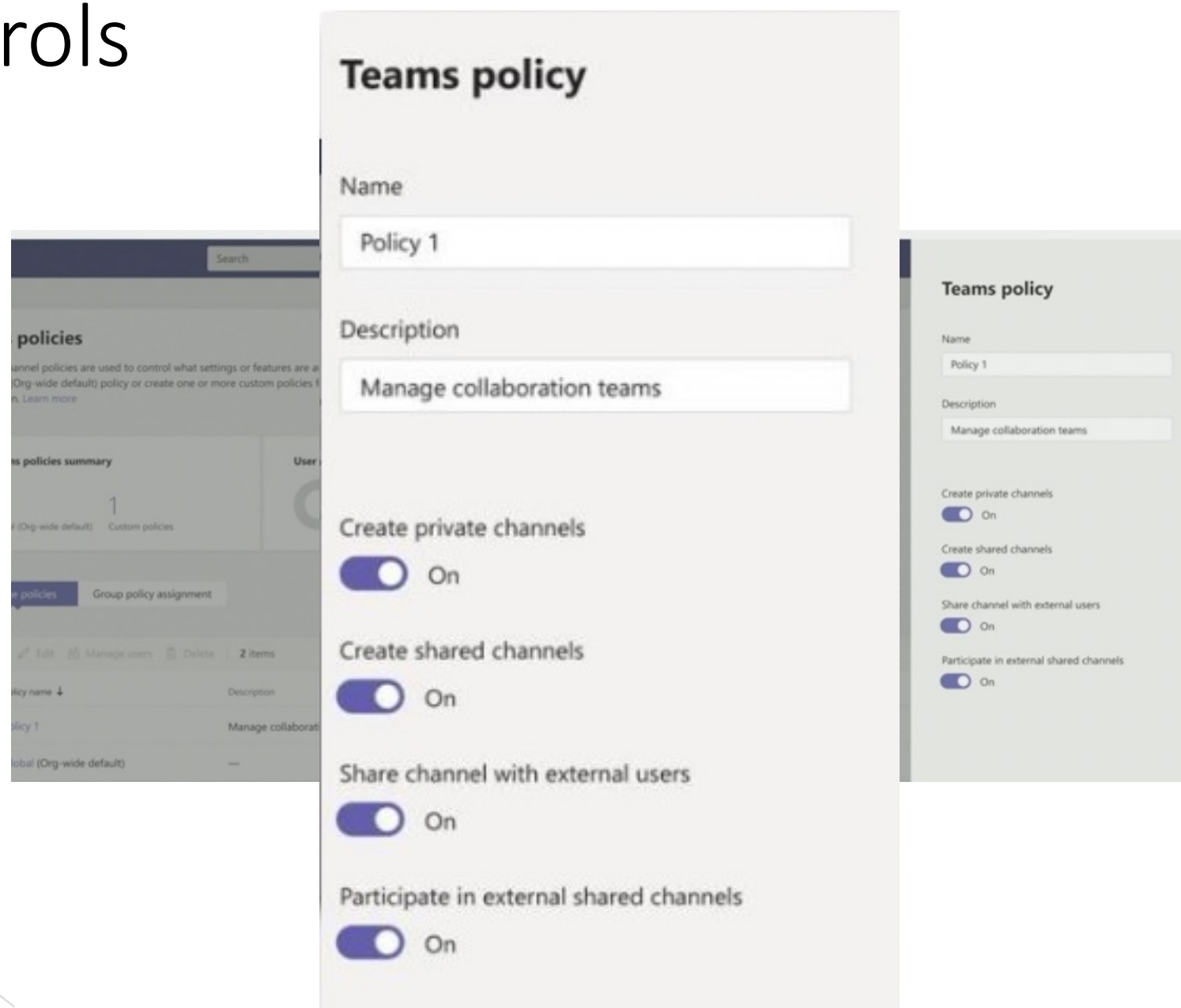
B2B direct connect

- Is OFF by default!
- Inbound access
- Outbound access
- Granular control for allowing/blocking access at tenant, user/group and app level
- Controls that allow you to trust claims for external tenants, for e.g. trust MFA, trust compliant devices claims



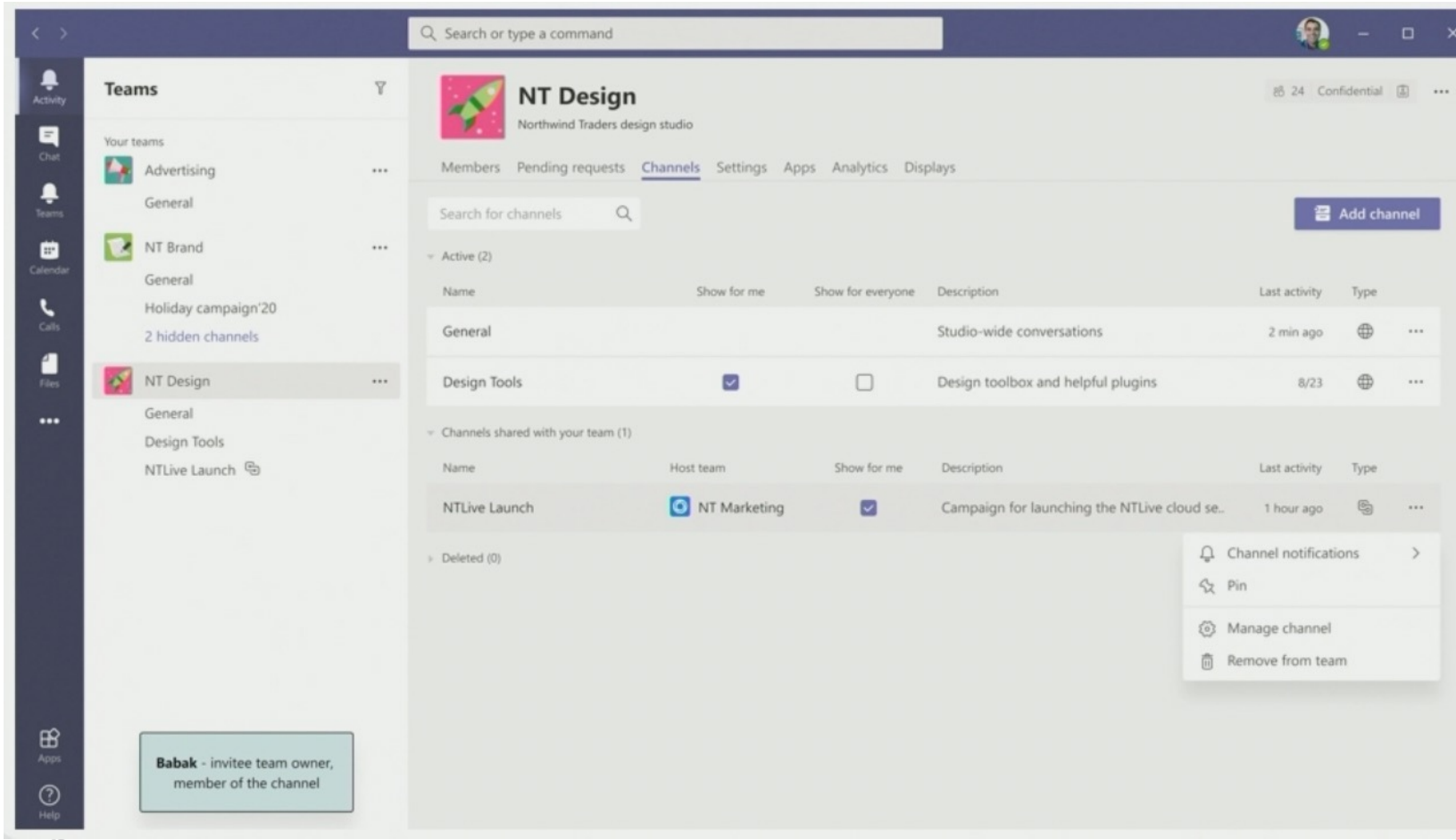
Teams Admin controls

- Per-user policy for creation of shared channels (default on)
- Per-user policy for who can initiate/accept external sharing (BB direct connect to be configured)
- Manage channel lifecycle – create on behalf of, update, delete
- Manage members – add/remove, promote/demote
- External access: 1-1 chat, calls and meetings among cross tenant users
- PowerShell & Graph API support



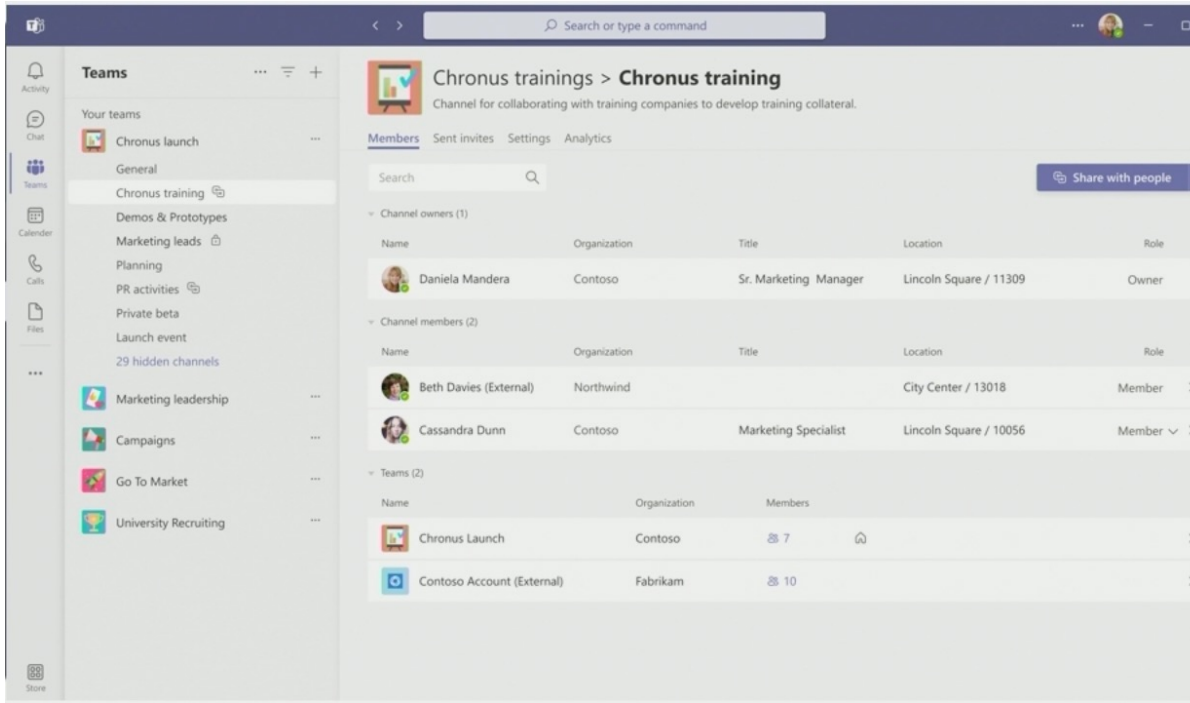
Team owner in control

- Only Team owners can create shared channels
- See name and description
- Can delete shared channels
- Only team owners can accept share with team invites
- Can terminate sharing relationship with shared channels from other teams
- Shared channels inherit labels from the team on creation



Channel owners

- Only in-tenant members can be team owners
- Channel owners manage the membership and life cycle
- Removing a member from the team does not remove them from shared channels if the channel was shared with them directly
- Last owner of a shared channel cannot be removed from the team
- If a shared channel becomes ownerless (user leaves company), an existing in-tenant channel member is auto-promoted
- Can override default channel settings inherited from the team



Security and compliance

- **Host compliance policies apply** when a channel is shared with other tenants
- Channel inherits team sensitivity label & geo
- **eDiscovery** – messages in **dedicated mailbox**, team eDiscovery search includes all associated SharePoint sites for channels in team
- **Legal Hold** – Only **host tenant members** can be put on legal hold
- **Information Barriers** – Applies to **host tenant members**
- **Retention & DLP** – Policy applied to the team will apply to all shared channels in the team
- **Monitoring & Auditing** – Teams **audit logs** & **Azure AD sign-in logs** available
- **Access Reviews** – Will include B2B connect users
- **Communication compliance** – Support on shared channels

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Thank you! – Let‘s connect

Michael Plettner

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MÜNCHEN