

Intune Tips and Tricks – 2025 edition



Workplace Ninja Australia Tour

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About Peter

Focus

Workplace Architect @ SecMinds Solutions
Focus on Endpoint Mgmt + Security

From

Breda, the Netherlands

My Blog

<https://peterdaalmans.com>



Community



Co-Founder of WP Ninja UG NL
Co-organizer WP Ninja Summit

Hobbies

(watching) Soccer (NAC Breda),
(visiting) Australia,
(drinking) craft beer

Contact

peter@daalmansconsulting.com /
peter@secminds.nl
x.com/pdaalmans
bsky.app/profile/daalmans.com

Be aware!



PREVIEW

FEATURES

#1

How to get rid of unused apps (app governance)



Provide access to Apps

Use access packages to provide access to applications and licenses.

User goes to
myaccess.microsoft.com

User Request access to
access package

Admin approves /
denies access

User is added to the
Entra ID group



Managing unused apps

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How to manage licensed apps?

What to do with unused (licensed) apps?

How to automate the management of
unused apps?



The trick



+ New access review Columns Refresh | Got feedback?

⚠ License requirements for this feature have changed. After October 30, 2023, access to capabilities formerly in preview will be read-only, unless you purchase the new Microsoft Entra ID Governance license. Click here to learn more.





How does this work?

Create Application

Create “One Application group”

Assign the group as required/available to the app

Assign the application to be uninstalled for all users

Exclude the “One Application group” from the uninstallation

Create Access reviews for the “One Application group”



The process

Access review starts:

← Access reviews

Weekly Review Visio

Please review assignment to 'DCL AAD Microsoft Visio' [See details](#)

Do you still need access to the group 'DCL AAD Microsoft Visio'?

Yes

No

Reason

Don't need it anymore

[Submit](#) [Cancel](#)

Unused apps



#2 Settings catalog



MIGRATE



Templates are migrated starting July 15 '24

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Template	
Delivery optimization	can still be configured in the same location.
Identity protection (Account protection)	will be moved to Endpoint Security
Microsoft Defender for Endpoint (EDR)	can still be configured in the same location
Device restrictions (Windows 10 Team)	can still be configured in the same location
Network boundary	will be removed, only via Settings Catalog
Device restrictions	will be removed, only via Settings Catalog
Administrative templates	will be removed, only via Settings Catalog
Kiosk	can still be configured in the same location
Custom OMA-URI	will still be available, but only settings that do not exist in the settings catalog can be configured
Domain join	to be determined
Edition upgrade and mode switch	to be determined

<https://techcommunity.microsoft.com/t5/intune-customer-success/support-tip-windows-device-configuration-policies-migrating-to/ba-p/4189665>

Baselines

Settings
Catalog

versus

Settings Catalog



#3 Endpoint Analytics





Why do you want to look at Endpoint Analytics?

Because you want

.... to be proactive

.... to have insights about

- how your apps are doing
- How your devices are performing



Its not only Intune Suite, but a lot is also already there

Already in Intune

- Startup performance
 - Model performance
 - Device performance (incl BSOD)
 - Startup process info
 - Restart info
- Application reliability
 - App Crashes
 - App Performance
 - Model performance
- Model/device score

Added by Intune Suite

- Battery health
- Resource performance
- Device timeline
- Device query



Application reliability

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App name ↑↓	App publisher ↑↓	Active devices (14 days)	ⓘ ↑↓	App reliability score	ⓘ ↑↓	Total usage durat... ↑↓	Total crashes (14 ... ↑↓	ⓘ ↑↓	Mean time to failure
OUTLOOK.EXE	Microsoft Corporation	864		67		10554 hours, 59 minut...	303		34 hours, 50 minutes
		210		16		44 hours, 14 minutes	103		25 minutes
LogonUI.exe		510		0		85 hours, 27 minutes	85		1 hour
		358		5		243 hours, 12 minutes	79		3 hours, 4 minutes
AcroRd32.exe	Adobe Systems Incorpor...	618		28		731 hours, 7 minutes	67		10 hours, 54 minutes
WINWORD.EXE	Microsoft Corporation	782		100		5115 hours, 10 minutes	59		86 hours, 41 minutes
RtkAudUService64.exe	Realtek Semiconductor	333		50		0 minutes	20		0 minutes

#4 Gathering Custom log files





How to retrieve custom logs files file

- Include custom logs in diagnostics zip

```
msiexec /I "filename.msi" /qn /I*v  
%windir%\ccm\Logs\logfile-application-  
version.log
```

The screenshot shows the Microsoft Intune Device Management interface. At the top, there's a navigation bar with links: Home > Devices | Windows > Windows | Windows devices >. Below that, a device card for 'DCL-W11-07' is displayed with a blue info icon. The card includes a search bar, action buttons (Retire, Wipe, Delete, Remote lock, Sync, Reset passcode, Restart), and a 'Collect diagnostics' button which is highlighted with a red box. On the left, a sidebar has 'Overview' selected, followed by 'Manage' and 'Properties'. The main content area shows 'Essentials' with 'Device name: DCL-W11-07' and 'Primary user: Peter Daalmans'.

- %ProgramData%\Microsoft\DiagnosticLogCSP\Collectors*.etl
- %ProgramFiles%\Microsoft EPM Agent\Logs*.*
- %ProgramData%\Microsoft\IntuneManagementExtension\Logs*.*
- %ProgramData%\Microsoft\Windows Defender\Support\MpSupportFiles.cab
- %ProgramData%\Microsoft\Windows\WlanReport\wlan-report-latest.html
- %ProgramData%\USOShared\logs\system*.etl
- %ProgramData Microsoft Update Health Tools\Logs*.etl
- %temp%\CloudDesktop*.log
- %temp%\MDMDiagnostics\battery-report.html
- %temp%\MDMDiagnostics\energy-report.html
- %temp%\MDMDiagnostics\mdmlogs-<Date/Time>.cab
- %temp%\MDMDiagnostics\msinfo32.log
- %windir%\ccm\logs*.log**
- %windir%\ccmsetup\logs*.log
- %windir%\logs\CBS\cbs.log
- %windir%\logs\measuredboot*.*
- %windir%\logs\Panther\unattendgc\setupact.log
- %windir%\logs\SoftwareDistribution\ReportingEvent\measuredboot*.log
- %windir%\Logs\SetupDiag\SetupDiagResults.xml
- %windir%\logs\WindowsUpdate*.etl
- %windir%\SensorFramework*.etl
- %windir%\system32\config\systemprofile\AppData\Local\mdm*.log
- %windir%\temp%computername%*.log
- %windir%\temp\officeclicktorun*.log
- %TEMP%\winget\defaultstate*.log

Gathering log files



#5 Remove apps & config





Remove apps and configuration

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Remove and restore

- iOS Applications
- iOS Configurations

The image displays two side-by-side screenshots. On the left is a smartphone home screen with a colorful gradient background. It features a weather widget for Amsterdam (10°, Cloudy) and a calendar widget for Saturday (12, No events today). Other visible icons include FaceTime, Calendar, Photos, Camera, Mail, Notes, Reminders, Clock, App Store, Maps, TV, Podcasts, Health, Wallet, and Settings. A search bar and a navigation bar at the bottom are also present.

On the right is a screenshot of the Microsoft Intune admin center. The title bar shows "Microsoft Intune admin center" and "Daalmans Lab". The main heading is "Welcome to the fresh look for Intune". Below it, a subtext reads: "Explore the updated homepage. Inside is still the familiar unified management solution for all your endpoints." A button labeled "Give us your feedback" is visible. The "Status" section contains the following data:

Status Type	Count
Devices not in compliance	1
Configuration policies with error or conflict	3
Client app install failure	2
Connector errors	0
Service health	Healthy
Account status	Active

A "Spotlight" section is at the bottom of the dashboard.

#7 Device Cleanup rules – and more





Device Cleanup Rules

Microsoft Intune admin center

Home > Devices

Devices | Device clean-up rules

Search

Save Discard

Device onboarding

- Windows 365
- Enrollment

Manage devices

- Configuration
- Compliance
- Conditional access
- Scripts and remediations
- Windows 10 and later updates
- Apple updates
- Group Policy analytics
- eSIM cellular profiles (preview)
- Policy sets
- Android FOTA deployments
- Device clean-up rules**
- Device categories

Set your Intune device cleanup rules to delete Intune MDM enrolled devices that appear inactive, stale, or unresponsive. Intune applies cleanup rules immediately and continuously so that your device records remain current.

Delete devices based on last check-in date

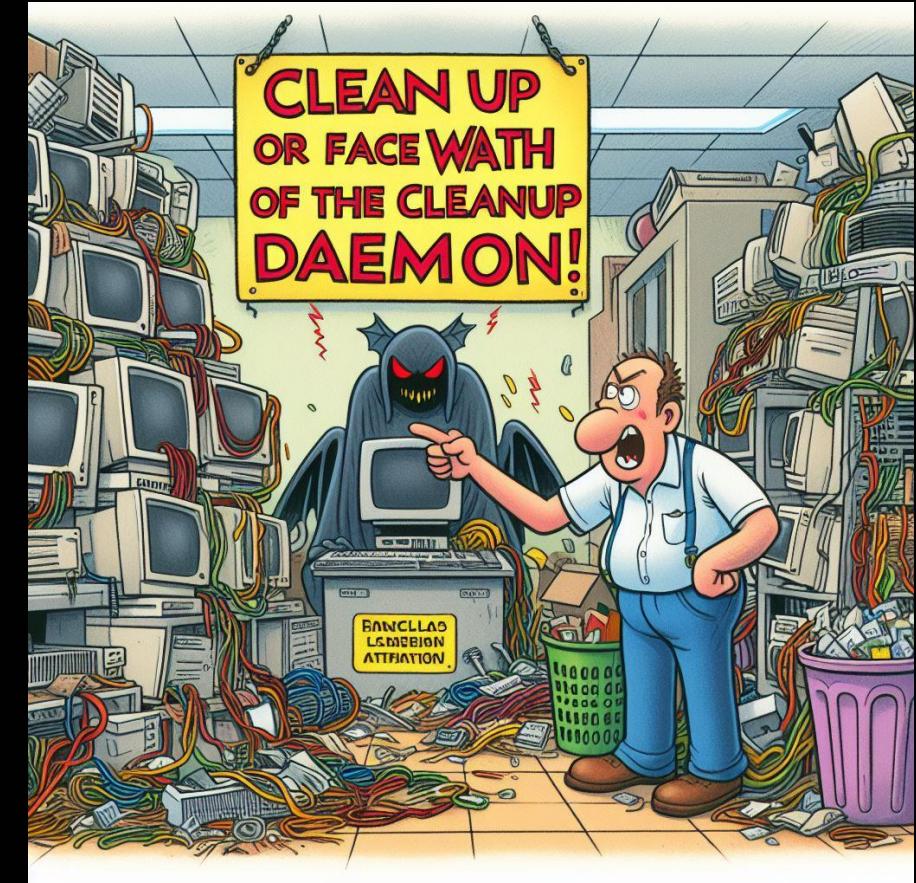
Delete devices that haven't checked in for this many days

- Automatically delete stale and inactive devices
- Runs continuously
- Does not clean-up objects in Entra ID



Obsolete Objects

- Cleanup your devices in Entra ID
- Use Azure Automation to:
 - Disable devices after X number of days
 - Remove disabled devices after X number of days
 - Monitor device disablement / detection
- But what about:
 - LAPS
 - BitLocker keys



#8 Monitoring via Auditing



Intune Auditing



- Enabled by default in the Intune tenant
- Built-in audit logs record change activities
 - Create
 - Edit
 - Delete
 - Assign
 - Remote Actions
- Accessible for
 - Global Administrators
 - Intune Service Administrators
 - Intune custom role w Audit data read permissions

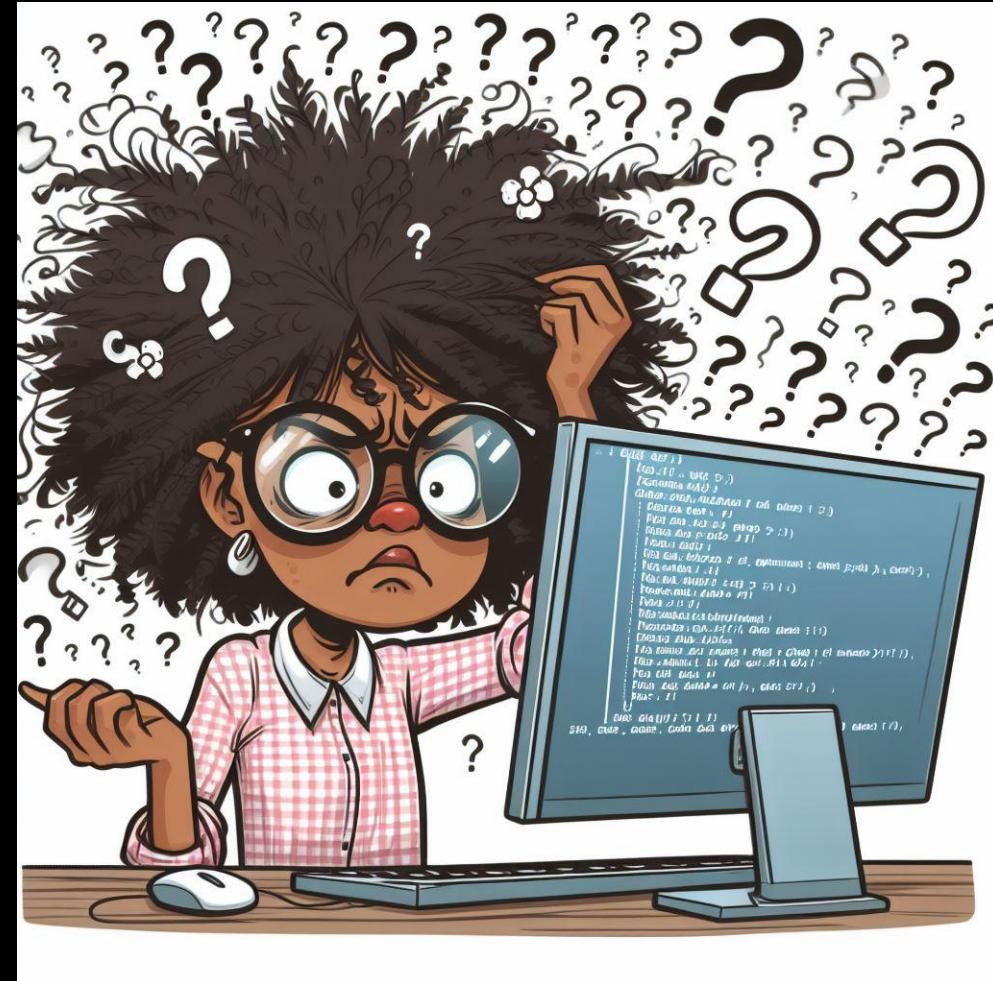
The screenshot shows the Microsoft Intune Audit logs interface. The top navigation bar includes 'Tenant admin | Audit logs' and standard search/export/columns controls. The main area displays a table of audit log entries with columns: Date, Initiated by (ac...), Application na..., Activity, Target, and Category. The table lists 9 items from October 23, 2024, at 07:00 PM to 09:16:36 PM.

Date	Initiated by (ac...)	Application na...	Activity	Target	Category
10/23/2024, 07...	peter-admin@...	Microsoft Intu...	Create DeviceA...	CustomRoleAc...	Role
10/23/2024, 07...	peter-admin@...	Microsoft Intu...	Create RoleDefi...	RBAC-Custom...	Role
10/23/2024, 05...	peter-admin@...	Microsoft Gra...	Get DeviceConf...	DCL-PRD-Win...	Device
10/23/2024, 05...	peter-admin@...	Microsoft Gra...	Get DeviceConf...	DCL-PRD-Win...	Device
10/23/2024, 05...	peter-admin@...	Microsoft Gra...	Get DeviceConf...	DCL-PRD-Win...	Device
10/23/2024, 05...	peter-admin@...	Microsoft Gra...	Get DeviceConf...	DCL-PRD-Win...	Device
10/23/2024, 05...	peter-admin@...	Microsoft Gra...	Get DeviceConf...	DCL-DEV-Win...	Device



Get in to control via simple life hacks

- Get in control via:
 - Removing permissions ;)
 - Implement RBAC (least privileged)
- Notification of (production) changes in Microsoft Intune
- Great examples by Peter Klapwijk;inthecloud247.com



#9 how to stay up to date?





Helpful resources ...

- Social Media - X
 - @MSIntune
 - @IntuneSuppTeam (Intune support team)
 - MVP's ... many are on the lists maintained by Jason Sandys
 - And many more ...
- Intune Blog
<https://techcommunity.microsoft.com/t5/microsoft-intune-blog/bg-p/MicrosoftEndpointManagerBlog>
- What's New
<https://docs.microsoft.com/en-us/mem/intune/fundamentals/whats-new>
- What is in development
<https://docs.microsoft.com/en-us/mem/intune/fundamentals/in-development>
- Feedback Portal
Uservoice replacement ([Microsoft Intune · Community](#))

← Lists
@JasonSandys

Microsoft FTEs • 89 members
269 followers including @theznerd

Worth Reading • 41 members
201 followers including @MMelkersen

Do you have an NDA with Microsoft?

Yes?

Join the Microsoft Customer Connection

<https://aka.ms/joinccp>



ANY QUESTIONS?



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mulțumesc

ارکش

MERCI

grazas

dankeschön

dankie

thank you

نونم

gratias ago

Благодарю вас

谢谢

tack

dank u

kiitos

ありがとう

gracias

GRAZIE

gràcies

dankon

OBRIGADO

peter@secminds.nl | secminds.nl