

# Email Templates

Thursday, March 9, 2023 3:28 PM

Dear Sender,

Thanks for your email. I'm out of the office now.

For security case backup please ping Security TAs:

Jacky Wu (v-yucwu)

Carter Chen (v-yiningchen)

Ashley Zhang (v-xinyuzhang)

Iris He (v-jingyanhe)

Holmes Zhang (v-zuzhang)

For other issues please ping the below contacts:

Security TL: Alex Li (v-jianfengli)

Security PTAs:

Arvin Zhu (arvinzhu@microsoft.com)

Jerry Liang (jialin.liang@microsoft.com)

Or email:

SecurityQMs <SecurityQMs@microsoft.com>

Thanks for your attention!

Best Regards,

Mike Tang

From

<<https://outlook.office.com/mail/inbox/id/AAQkADVkOTIINmE5LWNIY2EtNDU4NS04Y2ZILTg2N2lwOGQ2Yzk4OQQAQAgYqPXLgW0U9sq2cFQPls%2BM%3D>>

## Logs collection

Thursday, March 9, 2023 3:38 PM

### CA

For better troubleshooting, please refer to the steps to collect the log below:

- 1) Please download the MDEClientAnalyzerPreview tool with the link: <https://aka.ms/Betamdatpanalyzer>
- 2) Extracted the contents of MDEClientAnalyzerPreview.zip on the machine.
- 3) Open an elevated command-line:
  - a. Go to Start and type cmd.
  - b. Right-click Command prompt and select Run as administrator.
- 4) Enter the following command and press Enter:  
HardDrivePath\MDEClientAnalyzer.cmd -c (OPTIONAL)

\*Note: Replace HardDrivePath with the path where the MDEClientAnalyzer tool was downloaded to, for example

C:\Work\tools\MDEClientAnalyzer\MDEClientAnalyzer.cmd -c

- 5) Specify the maximum number of minutes to collect traces (We recommend for 3-5 mins)

\*Note: You can press 'q' to stop data collection at any time. It takes a while to generate data collection and report. **Please let it run.**

```
C:\Work\tools\WDATPConnectivityAnalyzer>WDATPConnectivityAnalyzer.cmd -i
Collecting traces, run your scenario now and press 'q' to stop data collection at any time
Progress:
[oooooooooooooooooooooooooooooooooooo
00:00:44 remaining.

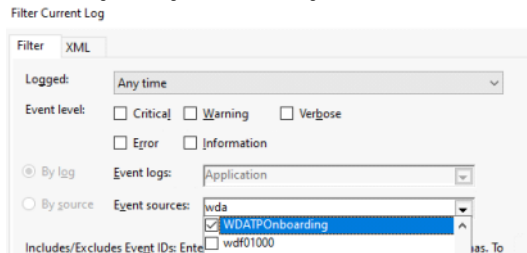
Starting C:\Work\tools\WDATPConnectivityAnalyzer\WDATPConnectivityAnalyzer.exe on DESKTOP-GBLMHB...
psExec could not start C:\Work\tools\WDATPConnectivityAnalyzer\WDATPConnectivityAnalyzer.exe on DESKTOP-GBLMHB:
The system cannot find the file specified.
Stopping any running WDR trace profiles.
```

### EVENT VIEWER

Thank you for your update, could you check and collect Event Viewer logs from the following steps for further checking:

[Troubleshoot Microsoft Defender for Endpoint onboarding issues | Microsoft Docs](#).

1. Open **Event Viewer**
2. Go to **Windows Logs > Application**
3. Click "Filter Current Log" and look for WDATPONboarding



4. Click **Save Filtered Log File As...** and **upload them to this link**.

- 1 - [下载Client Analyzer工具](#)

- 2 - 在设备上解压至文件夹 MDEClientAnalyzerPreview

- 3 - 用管理员身份打开 Command Prompt(cmd)

a - 点击开始并且搜索 命令提示符(cmd)

b - 右键 命令提示符 并且选择 以管理员身份运行

- 4 - 输入以下命令并且点击回车 [HardDrivePath\MDEClientAnalyzer.cmd -i](#)

\*\*将 HardDrivePath 替换成 MDEClientAnalyzer 工具的下載路徑，比如：[C:\Work\tools\MDEClientAnalyzerPreview\MDEClientAnalyzer.cmd -i](#)

- 5 - 设置收集日志的最长时间：6 mins

\*\*当收集完成时，集成数据以及生成报告需要一点时间，请等待它自动关闭。

- 6 - 请将 MDEClientAnalyzerResult.zip 上传到这个链接：

- 1 - [下载Client Analyzer工具](#)

- 2 - 在設備上解壓至資料夾 MDEClientAnalyzerPreview

- 3 - 用管理員身份打開 Command Prompt ( cmd )

a - 點擊開始並且搜尋 命令提示符 ( cmd )

b - 右鍵 命令提示符 並且選擇 以管理員身份運行

- 4 - 輸入以下命令並且點擊回车 [HardDrivePath\MDEClientAnalyzer.cmd -i](#)

\*\*將 HardDrivePath 替換成 MDEClientAnalyzer 工具的下載路徑，比如：[C:\Work\tools\MDEClientAnalyzerPreview\MDEClientAnalyzer.cmd -i](#)

- 5 - 設置收集日誌的最長時間：6 mins

\*\*當收集完成時，集成數據以及生成報告需要一點時間，請等待它自動關閉。

- 6 - 請將 MDEClientAnalyzerResult.zip 上傳到這個鏈接：

## Opening-Ending

Tuesday, March 14, 2023 10:45 AM

### Opening

- Greetings and hope you are doing well.
- Hope you are doing well.
- As a technical support engineer, our main goal is always helping our customer till the issue is fully resolved. Therefore, we will highly respect your decision. If managed services engaging will do save your time and we will be happy to help finishing the onboard process and then get back to you with the final result.
- Thanks for your swift response. Hope everything is going well with you.
- Thanks for getting back to me so soon. It is always my pleasure for making help.
- Thank you for your clarification and sorry for the misunderstanding.
- Good day and thank you for your follow-up.
- Greeting from Chester. Glad to have a chance working with you again.
- I am grateful for your swift response. Meanwhile, I am so glad to make help and extremely to have your appreciation.
- Hope this email finds you well.
- Many thanks for your patiently waiting.
- I've consulted with our internal team about your questions and here's the current summary for your reference.
- Good day! I truly understand the concern that if any changes cause an unexpected issue.
- 感謝您的更新，我們也很理解您的關注。
- 感謝您的回復和更新，對於您在這個問題上面付出的努力，我們深表敬意

### Ending

- Thanks again for your kindly trust and hope you have a fantastic weekend!
- Thanks for your attention and patience.
- Thanks again for your patience and cooperation all the way through this service request.
- Thanks for your insight idea and understanding.
- Many thanks for your patience and kind cooperation.
- Appreciate again for your patience and understanding.
- Hope all the information above could make helps.
- Hope you enjoy your weekend!
- Should you have any concern with this case, please feel free to contact me.
- Thanks again for your kindly trust and hope you have a super and fantastic week ahead!
- It is my pleasure to work with you on this case and I am glad to assist you on the other issues any time subsequently.
- We look forward to hearing from you and further helping you troubleshoot the issue.
- Hope the information above could help & please kindly let me know whether you will consider making changes or not. Thanks!
- 對於給您帶來的不便，我們深表歉意，同時對於您的理解，我們深表敬意。
- 再次對於您的耐心和理解表示敬意。
- 請給我一些時間，一旦我這邊的探討有任何的進展或者有用的信息，我會及時與您聯係。

### Phone call did not reach

- Hope everything is fine with you. I just tried to call you at +61-xxxxxxx and it reached the voice mail.
- I tried to call you at +61-xxxxxxx today but no luck. I understand that you might be very busy in your work. Hope I didn't bother you.
- I have tried to call you at xxx but I didn't reach you. I understand that you may be busy with the other work in your business that may prevent you from being able to devote the necessary time to provide further information for us to troubleshoot. And I will keep following this ticket, when you check the process, please feel free to let us know about your findings.
- I have been trying to call you for the past few days and it has been a while we haven't heard from you on this case.

### Late response

Apologize for the late response, we had the internal discussion before we deliver this information to you and it took some time

### After remote

- Thanks for your time joining the remote session with me, it was always very nice talking with you.
- Thanks for your time during today's discussion and call.
- 感謝您的寶貴時間接聽我的來電/遠程，和您溝通非常愉快。

### Arrange remote

- For better understanding and troubleshooting, may I know if we could arrange a remote session to check the details about this issue, and could you please help to share your available timeslot?
- Currently, I am actively discussing your issue with our technical advisor. For further investigation, may I know your preferred time to have a remote session with us?

# IR(Initial Response)

Thursday, March 9, 2023 2:23 PM

Hi Cx,

Thanks for contacting Microsoft Support - a support case has been opened for you. My name is Chester Wang from the APAC Azure Security Team and I will be assisting you on this ticket.  
You may reach me using the contact information listed below, referencing the SR number XXXXXXXX.

I tried to call you at XXXXXXXX but get no luck, hope this email could reach you well.  
(Personal understanding of the issue) Below is the summary for your issue, and please kindly let me know if I have any misunderstandings.

**Issue Description**  
XXXXXXX(eg. Inquiry about MDE Requirement for Domain Joined Devices)

**Clarification**  
XXXXXXX

**Additional Information**  
Relevant Documents

If you have any additional information you want to share with me, please let me know.

Remember, Microsoft will never ask for your password as part of any support interaction. Also, please don't send any financial or personal information in the email.

Best Regards,  
**Chester Wang**  
Support Engineer  
Azure - Security  
+86-21-5320-1500  
Working Hours: Monday - Friday 9:00am - 6:00pm UTC+8  
**Need help outside of my working hours?**  
Locate an engineer: [azurebu@microsoft.com](mailto:azurebu@microsoft.com)  
Manager: Lu Zhang / [y-luzha1@microsoft.com](mailto:y-luzha1@microsoft.com)

Hi Cx,

Thanks for contacting Microsoft Support - a support case has been opened for you. My name is Chester Wang from the APAC Azure Security Team and I will be assisting you on this ticket.  
You may reach me using the contact information listed below, referencing the SR number XXXXXXXX.

I tried to call you at XXXXXXXX but get no luck, hope this email could reach you well.  
(Personal understanding of the issue) Please kindly let me know if I have any misunderstandings.

**Issue Description:**  
=====

**Analysis:**  
=====

**Action Plan:**  
=====

If you have any additional information you want to share with me, please let me know.

Remember, Microsoft will never ask for your password as part of any support interaction. Also, please don't send any financial or personal information in the email.

Best Regards,  
**Chester Wang**  
Support Engineer  
Azure - Security  
+86-21-5320-1500  
Working Hours: Monday - Friday 9:00am - 6:00pm UTC+8  
**Need help outside of my working hours?**  
Locate an engineer: [azurebu@microsoft.com](mailto:azurebu@microsoft.com)  
Manager: Lu Zhang / [y-luzha1@microsoft.com](mailto:y-luzha1@microsoft.com)

您好 XXX

感謝您聯繫微軟技支援，我是微軟Microsoft Defender for Endpoint團隊的技術支援Chester。  
一份支持技術工單已經為您開啟。我會在這份工單中為您提供幫助和解決您的問題。如果有需要  
聯繫我，可以用下方簽名中的聯繫方式。參考工單號：XXXXXXX。

問題描述

問題分析

下一步行動

如有任何疑問，歡迎您隨時聯繫我。

請知悉，微軟永遠不會要求您提供密碼作為任何支援交互的一部分。另外，請不要在郵件中發送任何財務或個人資訊。

您好 XXX

感谢您联系微软技术支持，我是微软Microsoft Defender for Endpoint团队的技术支持Chester。一份支持技术工单已经为您开启。我会在这份工单中为您提供帮助和解决您的问题。如果有需要联系我，可以用下方签名中的联系方式。参考工单号：XXXXXXX。

问题描述

问题分析

下一步行动

如有任何疑问，欢迎您随时联系我。

请知悉，微软永远不会要求您提供密码作为任何支持交互的一部分。另外，请不要在邮件中发送任何财务或个人信息。

此致，  
**Chester Wang**  
支持工程师  
Azure - 安全  
+86 (021) 5320 1500  
工作时间：上午 9:00 -下午 6:00（UTC+8，周一至周五）  
**在我的工作时间之外需要技术支持？**  
请邮件至：[azurebu@microsoft.com](mailto:azurebu@microsoft.com)  
经理：张璐 [y-luzha1@microsoft.com](mailto:y-luzha1@microsoft.com)

此致，

**王隆**

支持工程師

Azure - 安全

+86 (021) 5320 1500

工作時間：上午 9：00 -下午 6：00（UTC+8，週一至週五）

**在我的工作時間之外需要技術支援？**

請郵件至: [azurehu@microsoft.com](mailto:azurehu@microsoft.com)

經理：張璐 [y-luzhal@microsoft.com](mailto:y-luzhal@microsoft.com)

FU

Thursday, March 9, 2023 5:40 PM

Hope everything is going well with you.

Not rush anything here but just do a quick follow up.  
If there has anything that I could help, please feel free to reach me.

Thanks for your attention.

=====  
Greetings from Microsoft.

This is a friendly follow up about your support case.  
May I know if you have any further questions about this support case?

Please feel free to let us know if you need assistance from our side.

Thank you and wish you have a nice one.

=====  
Hope everything is going well with you.

This is a weekly regular follow up email regarding the xxx issue.

Please feel free to reach out to me if there have any further updates.

Thanks for your attention and patience.  
Look forward to hearing from you.

=====  
I tried again to call you at xxx and it still did not get through yet.  
I understood you might be busy with your daily work and hope my email would not bother you so much.

Not to rush things here and this email is for a kind follow-up to check if you're available for remote session with me to get more information in your environment?  
If yes, Please tell me your available time.  
Also here is my working hour for your reference: Monday - Friday 9:00am - 6:00pm UTC+8.

If you prefer the email contacting, could you please collect the information by following the steps from my previous message in Sep 8?

Please let me know if you have any concern.

I hope this email finds you well. I am writing to follow up on our previous communication regarding the steps we provided to you.

We wanted to ensure that you received the information we provided and that you had the opportunity to review it thoroughly. We also want to make sure that you have all the information you need to move forward with your project or inquiry.

If you have any questions or concerns regarding the previous steps we provided, please don't hesitate to let us know. We are always here to provide you with any additional information or clarification that you may need.

Please feel free to reach out to us at any time if you need any assistance. We look forward to hearing from you soon.

Thank you for your time and consideration.

=====  
Hope this email finds you well. I am writing to confirm the schedule for the remote session that we previously discussed.

As per our last conversation, you mentioned that you will be scheduling a remote session with your customer.

We kindly request that you inform us of the scheduled date and time for the remote session at your earliest convenience, so that we can make the necessary arrangements on our end.

Please feel free to reach out to us if you have any questions or concerns regarding the remote session. We are always here to assist you in any way we can.

Thank you for your time and attention. We look forward to hearing back from you soon.

### 3 Strike

Thursday, March 9, 2023 5:44 PM

Hope everything is fine with you. I just tried to call you at +61-4xxxx and it reached the voice mail.

I am just following up to make sure you received my previous email.  
As for our policy, we are not allowed to keep the case open for such a long period of time without troubleshooting.

If you are not able to provide the feedback before **this Thursday(September.22th)**, I would like to suggest that I temporarily close and archive this case for now.  
This is to ensure that you are not inconvenienced by any further emails or telephone calls from our engineers.

Please rest assured that you still have complete control of how this case is handled and that you may reactivate this case at any time.  
If you do decide to temporarily suspend this case, please email me confirming so and I will carry out the necessary actions.

Thanks for your understanding and have a nice day!

=====

Hope you are doing well.

I am not sure if you are working these days. To ensure fast and prompt support to our customers, we're required to follow up with you and update our customers tightly and regularly on any open case. I'm sorry if this is somewhat bothering you.

May I ask if there is any further assistance, we can provide from Microsoft support side? Please feel free to contact us anytime if you need any help. If I haven't received your replies until this Friday 30th September, I will temporarily archive this support request to avoid disturbing you further. After that, a summary email will be sent to you for your reference.

Please be assured that our support does not end here. You are more than welcome to reach out to me again in the future, and we will re-open the case and assist you further.

Thank you.

# Out of office

Thursday, March 9, 2023 5:46 PM

Dear customer,

Thank you for contacting Microsoft. I am out of office now.

My working hour is 9 AM - 6 PM UTC+8, Monday to Friday this week.  
During the non-business period, I will have limited access to emails.

Your business is important to us, if you need any urgent assistance immediately, please check the following contact information.

APAC business hours: 7:00 AM - 6:00 PM (UTC+8, Monday to Friday)

You may send an email with the case ID to my team [chinawssecurity@microsoft.com](mailto:chinawssecurity@microsoft.com), my team members would contact you and have my backup engineer assigned to continue working on our case.

Please note, the team alias [chinawssecurity@microsoft.com](mailto:chinawssecurity@microsoft.com) is \*not\* monitored out of working hours.

If you need to re-engage support for your incident out of APAC business hours, please send an email to [azurebu@microsoft.com](mailto:azurebu@microsoft.com) to allocate a resource.

Otherwise, I'll reply to the email when the business hour starts.

Best Regards,

**Chester Wang**

Support Engineer

Azure - Security

+86-21-5320-1500

Working Hours: Monday - Friday 9:00am - 6:00pm UTC+8

**Need help outside of my working hours?**

Locate an engineer: [gcrwssecurity@microsoft.com](mailto:gcrwssecurity@microsoft.com)

Manager: Lu Zhang / [v-luzha1@microsoft.com](mailto:v-luzha1@microsoft.com)



# PG related

Tuesday, March 14, 2023 10:54 AM

Appreciate your important updates.

I have contacted the Product Group team and synchronized all the recent status from your side. Please rest-assured that I will get back to you once I have any updates from the PG team.

Thanks for your attention and hope you have a good one!

Our product team are always working to improve the performance of the threat detection to provide administrators on-time report to work on the incidents, and we would like to follow up with you to make sure that if the issue happens again during our investigation progress. If so, please feel free to fill us in with details so that we can escalate the issue to the product team.

Appreciate your important updates.

I have contacted the Product Group team and synchronized all the recent status from your side. Please rest-assured that I will get back to you once I have any updates from the PG team.

Thanks for your attention and hope you have a good one!

=====

Greetings! Hope you are doing well and thanks for you patience.

The log is being reviewed and keeping investigate, and I am raising the change request to the Product Group now. However, I need your understanding that it may take some time before hearing back from the Product Group.

Please rest assured that as a support engineer, I will continue following up with the Product Group and provide you the feedback from time to time once any news is heard from Product Group.

Please do not hesitate to reach me if have further questions or concerns.

=====

Good day!

The current condition is that we have submitted a request to the product group.

We would appreciate your understanding that it will take some time for the product group to investigate the issue.

However, please do not worry as I will be following up this ticket in timely manner and would let you know right away if there is any news.

Thank you and hope you have a wonderful day!

# Late response

Tuesday, March 14, 2023 10:56 AM

Apologize for the late response.  
Just I am in middle of spiking volume recently.

However, after a heating discussion internally, I do have few progresses:

=====

不好意思之前我在休假，现在才回到岗位上。

我们今天会对您的设备进行调查，确认您的设备是有被正常部署到MDE上的。以下是我们对您之前问题的一个解答：

非常抱歉没有及时联系到您。

# LQR

Tuesday, March 14, 2023 3:37 PM

Dear Cx,

Thanks for taking my call today. Great thanks for your perfect understanding and awesome cooperation in this case.

Now I will proceed to close and archive this case at this moment with your permission. But it never means my support would end here. If you have any queries related to MDE in the future, please feel free to contact us.

It's my pleasure to work with you in this case and I'm glad to assist you on the other issues in the future.

Here is a summary for your reference.

**Issue Description:**

=====

XXXXXX

**Analysis:**

=====

XXXXXX

**Workaround**

=====

XXXXXXXX

Reference document: [Create and view exceptions for security recommendations - threat and vulnerability management | Microsoft Docs](#)

*Your feedback is important to us. After this interaction, you will receive a separate closure email with an opportunity to tell us about your experience.*

Thanks again for choosing Microsoft! Please don't hesitate to contact me if you encounter any problems with MDE and we will be very happy to help.

Have a good day!

Best Regards,

**Chester Wang**

Support Engineer

Azure - Security

+86-21-5320-1500

Working Hours: Monday - Friday 9:00am - 6:00pm UTC+8

**Need help outside of my working hours?**

Locate an engineer: [azurebu@microsoft.com](mailto:azurebu@microsoft.com)

Manager: Lu Zhang / [y-luzha1@microsoft.com](mailto:y-luzha1@microsoft.com)

# Summary

Tuesday, March 14, 2023 3:37 PM

Hi Cx,

Thanks for your time on the remote session today.

We highly appreciate your kind cooperation and understanding.

Here is a brief summary of the remote session for your reference.

## Have done:

=====

(Description of what have done in remote session)

Thanks for your time on this!

Wish you have a great day!

Best Regards,

**Chester Wang**

Support Engineer

Azure - Security

+86-21-5320-1500

Working Hours: Monday - Friday 9:00am - 6:00pm UTC+8

**Need help outside of my working hours?**

Locate an engineer: [gcrwssecurity@microsoft.com](mailto:gcrwssecurity@microsoft.com)

Manager: Lu Zhang / [v-luzha1@microsoft.com](mailto:v-luzha1@microsoft.com)

# Return from sick leave

Tuesday, March 14, 2023 3:37 PM

Hi Cx,

Hope this email finds you well.

I was on an unexpected sick leave and I'm joining the office today.  
Thanks for your awesome cooperation with my colleague. I will do a quick update with my colleague about your issue.

If you have any concern regarding the issue, please, feel free to contact me!

Best Regards,

**Chester Wang**

Support Engineer

Azure - Security

+86-21-5320-1500

Working Hours: Monday - Friday 9:00am - 6:00pm UTC+8

**Need help outside of my working hours?**

Locate an engineer: [gcrwssecurity@microsoft.com](mailto:gcrwssecurity@microsoft.com)

Manager: Lu Zhang / [y-luzha1@microsoft.com](mailto:y-luzha1@microsoft.com)

# Recovery

Monday, March 20, 2023 10:42 AM

## By Design

The issue is pending on PG to fix - no update from PG.  
The Issue cannot be fixed - by design.  
Provide information in a short period.

As Microsoft Product Group still keep receiving the delay report from the US3 customers, PG then change the severity of the escalating investigation ticket.

They found the issue is in the activity enrichment pipeline and PG is working on the issue resolving with higher priority.

I will keep chasing our PG and bring back you the updates.

Really appreciate your patience and swift response all the way through this case.

Provide by design result after long-term troubleshooting.

Thanks for your reply. I truly understand it. As a support engineer, I agree with you that the group properties should be available to be changed regardless before or after creating. No worries, I will try to engage the Office 365 team internally to help us in the investigation and see if this parameter can be changed.

Meanwhile, I will go to discuss with our Product group and see if this parameter or permission can be changed from the backend.

From my side, I will be closely in touch with both and try my best to provide an acceptable workaround for you.

Feature from the portal does not work as expected - by design.

T1:  
Honestly, I agree with your point of view but that is currently how our Product Group designed for this security recommendation.  
I truly appreciate that you pointed out a very insightful suggestion to help us improve our product and I will deliver this idea to our Product Group to let them aware of this issue.

However, as a support engineer, I could not guarantee there will be an immediate improvement on this feature soon, but I will make sure your suggestion is well delivered to our Product Group.

Thanks again for your understanding and please kindly try to add your email address in the Azure Security Center -> Pricing and settings -> Email Notifications section and waiting for the recommendation to refresh to the latest status.

T2

Currently, this is a by-design feature by our Product Group and we sincerely thank you for your great suggestion as there is no necessity to keep an additional email address if all the contacts are included as Owners.  
I have helped you to deliver this feature improvement request to our Product Group internally, and hope they will consider this feature request and improve our product soon in the future.

T3:

As the new features needed to pass varieties of testing phrases before public GA (General Availability), the ETA for the publishing of those features is not set yet.

Once our product team finishes with the development, there will be internal testings about the features, and then those features will be published to customers with private preview plans.  
As long as the features are stable, we will release them to general customers as public preview features. At that time, you may experience those new features on the MDE portal.

Again, as support engineers, we appreciate your insight for suggestions to point out the urgent request for those EDR features for Linux and Mac OS.  
Meanwhile, our product team is aware of the request, and they working on those features to make sure they will be available to you as soon as possible.

Tell customer why this feature is no supported  
=> what is the action that we will take in the future  
=> if the customer is urgent to have this feature, find some alternatives

They confirm that currently this feature is not supported and sorry for the inconvenience it has brought to you. Your feedback is highly appreciated and can help Microsoft understands more about the user experience.

After more discussion with product group, fortunately the developer team accepts this request as a reasonable feature. They said this will become possible as part of xxxxx. Due to our software product undergoes regular planning periods, and items are prioritized and added into future software releases based on frequency of request, urgency of update and project allotted time for the planning period, currently they are unable to provide an ETA for this feature.

Case Note

Tuesday, March 14, 2023 3:37 PM

MDE SE Case Note - Date

**Issue**  
would like to know the least steps that you need to deploy to onboard the steps automatically without end user's action. (Issue description)

=====

**Troubleshooting**  
Record details of TSG with Log/screenshots/Repo Steps  
  
Had a remote session cx cx and their IOS devices are all managed by Intune now.

=====

Action Plan

- **Action on Microsoft:**  
Testing on my own devices to confirm.
- **Action on Customer/Partner:**

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- **Next Contact Date:** 3/6
- **Is Case Risk:** No

Follow up

Communication

**Followed up by: Email**

**Pending on customer:**

3/6>>Delivered my test result to cx and cx replied to that if Web protection need to be enabled by other configurations. Based on my test, once the Microsoft Defender app installed successfully, the IOS device will be onboarded to MDE and Web protection will be enabled automatically.

3/10>>followed. Pending on cx's confirmation

**Pending on Microsoft:**

**Next Contact Date:** 3/14  
**Is Case Risk:** No