Installation and Configuration

https://campus.barracuda.com/doc/84314052/

Installation

Install the Office 365 Service Module as you would any other Service Module. Once it is installed, apply the Office 365 Policy Module to the Onsite Manager you wish to use for monitoring Office 365.

Configuration

On the Configuration page, you enter the relevant Office 365 account information for each site. Because each site manages a separate Office 365 subscription, clear all three Inherit From Parent check boxes.

In the Credentials section, enter the email address and password of the user account with full administrative access to the Office 365 subscription.

The Notifications section configures when alerts are created. The first number is the number of days until subscription expiry to create an alert. The default is 15, which means that alerts will be created 15 days before the Office 365 subscription expires. The second "notifications" field is the mailbox limit warning. If a mailbox approaches the specified percentage of its allocated space, an alert is generated. The default value is 80%.

The third section is the SharePoint configuration. Here, enter the URL of your subscription's SharePoint Admin Center, using the format `http:// [yourdomain] - admin.sharepoint.com.`Not all Office 365 subscriptions have SharePoint Admin Center capabilities. See the appendix for more details.

> **Note**: Office 365 passwords do not currently support the combination of the characters "&#", in that order.

To configure a Microsoft Office 365 Site

1. In Service Center, click **Status** > **Service Modules** > **Office 365**.
2. In the Sites area, click a site link.
3. Click the gear icon ⚙ .
   Important: Do not select any of the **Inherited From Parent** check boxes.
4. Type your username in **Office 365 username**.
5. Type your password in **Office 365 password**.
6. Type a number of days in the **Subscription expiry notification, "N" days before subscription expiry** box.

7. Type a percentage in the **User Mailbox total used space notification at "N" percentage used** box.
8. Optionally, if you want to monitor **Sharepoint sites, select the Monitor Sharepoint** check box.
9. Type a URL in the **URL for the Sharepoint Admin Center** field.
10. Click **Save**.

Multi-Site Overview

The Multi-Site Overview page lists all the Onsite Managers with the Office 365 Service Module installed. You can click on a site name to go see the details of that Office 365 account. The Search Health grid lists all Office 365 services and their current status. Note that the grid lists all Office 365 services, including those that have not been subscribed to.

Note: The Office 365 Service Health status shown in the service module is pulled from the Office 365 Service Health RSS feed, which may not align with the services status displayed in the Office 365 Administrator Console. For example, the RSS feed status may be Extended Recovery, whereas the Administrator Console may show Restoring Service. In this case, there are two different statuses for the recovery of the service. This occurs because the RSS feed has more granular reporting than the Administrator Console. For more information, see the Health Status descriptions in http://office.microsoft.com/en-ca/office365-suite-help/view-the-status-of-your-services-HA10281 7837.aspx.

To view the Multi-Site Overview

1. In Service Center, click **Status** > **Service Modules** > **Office 365**.

Domains Page

The first page you see when you click on a site is the Domains page. This is an overview of the Office 365 subscription for this site. From here, you can click any of the links to see a more detailed view of each element (domain, mailboxes, users, etc). For example, clicking on "Total Mailboxes" will bring you to a page listing all mailboxes in this Office 365 Subscription across all domains. An unverified domain is one that's been added to Office 365, but the process either failed or did not complete.

To view the Domains Page

1. In Service Center, click **Status** > **Service Modules** > **Office 365**.

2. In the Sites area, click a site link.

Subscriptions

The Subscriptions page shows all the Office 365 services that have been provisioned on this account.

To view Office 365 subscriptions

1. In Service Center, click **Status** > **Service Modules** > **Office 365**, then click the link for a site.
2. In the Account Summary area, click the number next to **Subscriptions**.

SKUs

The SKU page shows which Office 365 SKU has been purchased and the remaining number of licenses available on that SKU.

To view Office 365 SKUs

1. In Service Center, click **Status** > **Service Modules** > **Office 365**, then click the link for a site.
2. In the Account Summary area, click the number next to **SKUs Purchased**.

Domain Details Page

When you click on a domain, you will see the details for that domain. When you click any of the links on this page, you will be taken to a page that only shows information (mailboxes, users) for that specific domain.

To view details of domains

1. In Service Center, click **Status** > **Service Modules** > **Office 365**, then click the link for a site.
2. In the Domains area, click the link for a domain.

Mailboxes

The Mailboxes page is context sensitive. It displays a list of mailboxes depending on the link used to arrive on this page. For example, if you click "Deleted Mailboxes" on the Domain Details page, the Mailboxes page only shows the mailboxes that have been deleted for that specific domain. The

primary domain of Office 365 will have a "Discovery Search Mailbox" shown here. This is a system mailbox and not accessed by any users. You can click each mailbox to see a more detailed view of that mailbox.

To view details of mailboxes

1. In Service Center, click **Status** > **Service Modules** > **Office 365**, then click the link for a site.
2. In the Exchange Mailbox Summary area, click the number next to **Total Mailboxes**.

Mailbox Details

The Mailbox Details page shows the details of a selected mailbox. The Group Memberships grid lists all the mailing groups that this mailbox belongs to.

To view details of mailboxes

1. In Service Center, click **Status** > **Service Modules** > **Office 365**, then click the link for a site.
2. In the Exchange Mailbox Summary area, click the number next to **Total Mailboxes**.
3. In the Mailboxes list, click an email address.

Users

The Users page lists all the users that have been licensed on this Office 365 SKU. You can click the user email to see a detailed view of that user's profile. The Reset User Password link resets the user's password to one generated by Office 365.

To view users

1. In Service Center, click **Status** > **Service Modules** > **Office 365**, then click the link for a site.
2. Click a Domain.
3. Click the **Users** box.

User Details

This page provides an in-depth look at a user's profile. The Service Details grid lists all the services that have been provisioned for this particular user, and the status of the provision and service health.

The View Mailbox link in the Exchange Details section opens the Mailbox Details page.

To view users

1. In Service Center, click **Status** > **Service Modules** > **Office 365**, then click the link for a site.
2. Click a Domain.
3. Click the **Users** box.
4. In the Users area, click a user link.

Polling Frequency

The Office 365 Service Module polls data from multiple sources at different intervals. Here is a breakdown of how frequently each piece of data is polled:

- Weekly
  - Company Data
  - Subscription Data
  - Users and their provisioning statuses
- Daily
  - Mailboxes
  - Mail usage statistics
  - Mailbox distribution groups and memberships
- Every 4 Hours
  - Account SKU
  - Domain
  - SharePoint
- Every 15 Minutes
  - Health of Office365 services

More Information

SharePoint feature availability across Office 365 plans
Exchange feature availability across Office 365 plans
Office 365 feature availability across Office 365 plans
List of Service Plan SKUs
Exchange Online cmdlets
AZURE Active Directory cmdlets
SharePoint Online cmdlets

Figures

1. Gear.png