


Teal Release Notes (June 2023)

Outage report

OfficeExpert TrueDEM now includes a ready to use post incident report for relevant incidents. This gives you post analysis insight into the users impacted, and through the export option also the effective impacted time per incident and user.



Microsoft 365 Outage Analysis

Administrators can select a resolved outage and validate the user impact

panagenda

Home / Microsoft 365 Outage Analysis

Export to Excel

Incident	Start	End	Duration	Service	Feature	Report L...	Title
▲ EX610644	6/27/2023 ...	6/27/2023 ...	12h 28m 00s	Exchange O...	OWA - probl...	Report: EX6...	Some users may have been unable to access their Exchange Online mailbox using O...
▲ MO6037...	6/23/2023 ...	6/26/2023 ...	3d 11h 15m...	Microsoft 3...	Access	Report: MO...	Some users may experience intermittent performance issues with various Microsoft...
▲ EX606690	6/25/2023 ...	6/25/2023 ...	13h 00m 00s	Exchange O...	OWA - servi...	Report: EX6...	Some users may have been unable to access Outlook on the web
▲ MO6019...	6/22/2023 ...	6/22/2023 ...	50m 00s	Microsoft 3...	Access	Report: MO...	Some users in Germany may have been unable to access multiple Microsoft 365 ser...
▲ MO5977...	6/20/2023 ...	6/20/2023 ...	08h 09m 00s	Microsoft 3...	Access	Report: MO...	Users in Europe connecting to Microsoft 365 services using the Zscaler service may...
▲ MO5975...	6/20/2023 ...	6/20/2023 ...	04h 30m 00s	Microsoft 3...	Access	Report: MO...	Some users in Western Europe may have been unable to access files in anv Microso...

EX610644

Incident

6/27/2023 9:30:00 AM - 6/27/2023 9:58:00 PM

12h 28m 00s

Description

Users may have been unable to access their Exchange Online mailbox using Outlook on the web and other protocols.

Affected Service

Exchange Online

Affected Workloads

Exchange Online

Export affected users to Excel

More details

Title: Some users may have been unable to access their Exchange Online mailbox using Outlook on the web and other protocols.

User impact: Users may have been unable to access their Exchange Online mailbox using Outlook on the web and other protocols.

More info: Affected users may have encountered an unexpected 500 error when accessing Outlook on the web or through the other methods listed below.

Some users may have also experienced impact accessing their mailbox through their mobile clients and in the new version of Outlook. We also received reports of users encountering 500 errors when attempting to update to the newest version of Outlook.

Final status: We've confirmed that deployment of the fix has completed, and impact has been mitigated.

Scope of impact: While this issue could have affected users in multiple regions worldwide, our telemetry indicated that impact was primarily experienced by users hosted in North America.

Start time: Tuesday, June 27, 2023, at 7:30 AM UTC

End time: Tuesday, June 27, 2023, at 7:58 PM UTC

Preliminary root cause: A configuration issue within a recent service build impacted service availability. The underlying cause of the issue is under investigation and details will be provided in the forthcoming Post-Incident Report (PIR).

Next steps:

MS Teams Versions report

This report shows all monitored devices with the information about OS & Microsoft Teams version. This report allows you to do your own filtering & pivoting to be even more flexible in how you want to slice & dice the data.

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Microsoft Teams Versions
Preview
Microsoft Teams Versions across all Client Devices

Tenantwide Overview
Call quality tenantwide overview

Network Call Quality
Corporate network call quality

Home / Microsoft Teams / Microsoft Teams Versions [Preview](#)

Preview versions of the Teams Client Version are currently not part of this analysis and therefore can not be shown. Only clients that have been online in the last 30 days are shown in that list.

[Expand all](#) [Collapse all](#) [Export to Excel](#)

Group	Display Name	User Experience	User Principal Name	Device Name	Teams Version
> 1.6.00.22281 (1)					
> 1.6.00.24815 (4)					
	Abriella Bond	Show user experience	abriella.bond@panagenda.com	BEKA-T490	1.6.00.24815
	Luna Amilia	Show user experience	amilia.luna@panagenda.com	KLAL-P52	1.6.00.24815
	Grace Gross	Show user experience	grace.gross@panagenda.com	WAFR-T480	1.6.00.24815
	Tyrone Lowe	Show user experience	tyrone.lowe@panagenda.com	BEMA-T580	1.6.00.24815
> 1.6.00.16372 (3)					
> 1.6.00.24079 (5)					
> 1.6.00.24865 (2)					
> 1.6.00.24152 (1)					
> 1.6.00.24965 (6)					
> 1.6.00.22904 (1)					
> 1.6.00.24873 (1)					
> 1.6.00.20074 (1)					

Filter
Search
☒ Display Name
☒ User Experience
☒ User Principal Name
☒ User Id
☒ Device Name
☒ Teams Version
☒ Has Multiple Teams Versions
☒ # of Teams Versions Installed
☒ Teams Versions Installed
☒ Last Detected
☒ Seen last 7 days
☒ Seen last 14 days

Row Groups
Teams Version

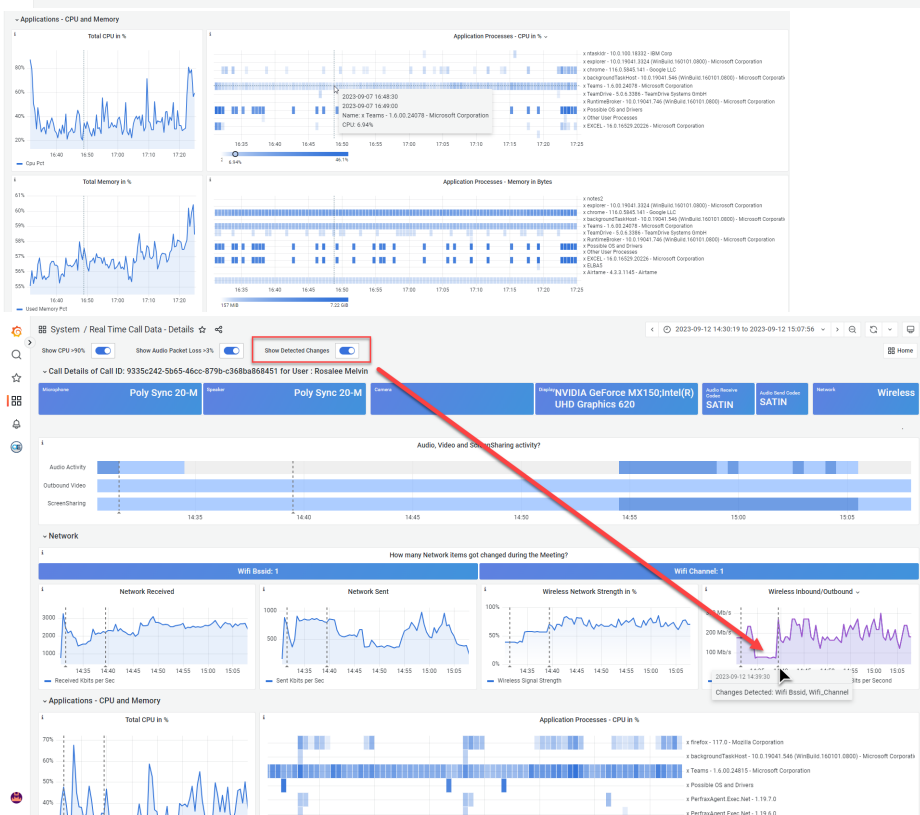
Values
Drag here to aggregate

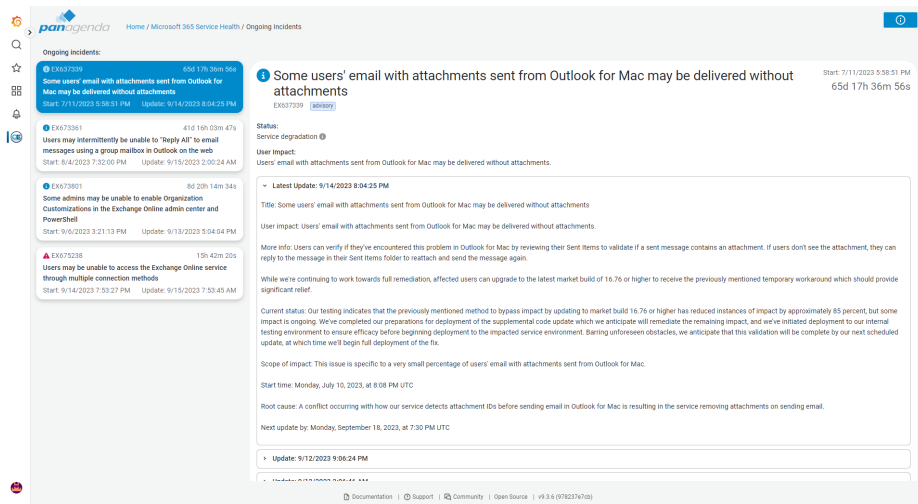
Documentation | Support | Community | Open Source | v9.3.6 (978227a7cd)

Enhanced call list & metrics

The call list now includes more info to help you identify potential problematic calls. We now show the call quality as well as the participants (abbreviated).

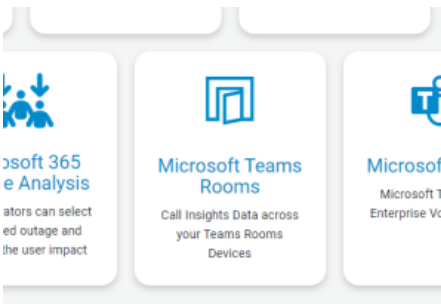
The Microsoft Teams call metrics themselves have been enhanced with additional insight. We now show you the top RAM as well as CPU using processes during a user's call and indicate when important changes take place. Making it easier to detect what causes a dip (or enhancement) in performance. Changes can range from changes in the applied codec to indicating when the user switches from Wi-Fi network or connects to a WLAN.





MTR report:

We now allow customers who want to see call details on their Microsoft Teams Rooms to do so with the OfficeExpert for Microsoft Teams Rooms license. This license gives you the ability to enhance the metrics Microsoft offers on Teams Rooms with real time data on all calls made with the devices. Not just the ones you actively monitor!



General interface enhancements

We're constantly striving to enhance our product. So with this release we've upped our game and included several improvements in terms of visual layout as well as support of local data/time formatting.

- We changed the color scheme
- Dates & numbers displayed now adhere to the local settings by the user in their Grafana / browser instance
- Various layout issues were addressed
- Update of Grafana

New features and updates are released regularly and are listed in the documents below. Overviews per grand release can be viewed here: <https://www.panagenda.com/officeexpert/product-news/>