# 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.

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¢ 0	panage	enda H	lome / Microsof	t 365 Outage Ai	nalysis				ن Export to Excel
☆	Incident	Start	End	Duration	Service	Feature	Report L	Title	
88	A EX610644	6/27/2023	6/27/2023	12h 28m 00s	Exchange 0.		Report: EX6		ccess their Exchange Online mailbox using O
00	A M06037	6/23/2023	6/26/2023	3d 11h 15m	Microsoft 3.		Report: MO		t performance issues with various Microsoft
<u></u>	A EX606690	6/25/2023	6/25/2023	13h 00m 00s	Exchange 0.		Report: EX6	Some users may have been unable to a	
	A M06019	6/22/2023	6/22/2023	50m 00s	Microsoft 3.		Report: MO	•	unable to access multiple Microsoft 365 ser
Œ	A M05977	6/20/2023	6/20/2023	08h 09m 00s	Microsoft 3.		Report: MO		t 365 services using the Zscaler service may
EX6	M05975 A M05975 A Motor Mice / Mice 10644 [motor may have been a users may have been			04h 30m 00s ine mailbox using 0	Microsoft 3.	Access	Report: MO	Some users in Western Europe may hav 6/27/2023 9:3000 AM - 6/27/2023 9:5800 PM 12h 28m 00s	e been unable to access files in anv Microso
Affected Excha	Description Users may take them unable to access their Exchange Online mailbor using Outlook on the web and other protocols. Affected Service Exchange Online Exchange Online			21 users affe 95% of total users		6d 00h 51m 00s Adjusted total users time affected			
~ More	the ExperialNeteReference to Excel								
	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.								
	Use impact uses may nee seen uname to access one accumpte ourse manage quotes on one read and use provides. More info Affected users may have encountered an interspected 500 error when accessing Outlook on the web or through the other methods listed below.								
Some us	Some users may have also experienced impact accessing their mailtox 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 workfielde, our telemetry indicated that impact was primarily experienced by users hosted in Narth America. Start time: Twesday, June 27, 2023, at 7.30 AM UTC								
	re: Tuesday, June 27, 2023, at 7.5								
Prelimina	reliminary 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 step	Nett Steps:								
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## MS Teams Versions report

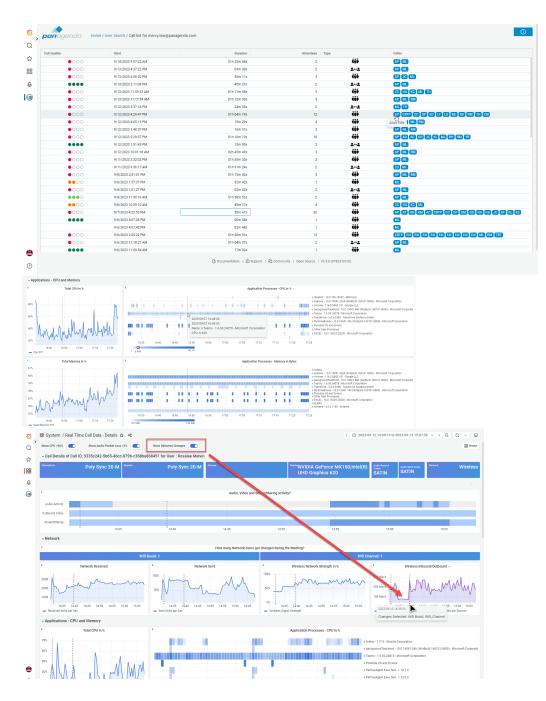
This report shows all monitored devices with the information about OS & Microsoft Teams version. This report allows you to do your own filtering & pivoting to be even more flexible in how you want to slice & dice the data.

	Ļ		융		
	Microsoft Teams Versions @ Preview Microsoft Teams Versions across all Client Devices	Tenantwide Overview Call quality tenantwide overview	Network Call Quality Corporate network cal quality		
	he Teams Client Version are currently not p shown. Only clients that have been online in Display Name	art of this analysis and	✓ Expand all me Device Name		all b Export to Exc Pivot Mode Search
× 1.6.00.24815(4)		Show user experience 💓 abriella.bond@par Show user experience 💓 amilia.luna@pane		1.6.00.248	Eventorial     Display Name     User Experience     User Principal Name
<ul> <li>&gt; 1.6.00.16372 (3)</li> <li>&gt; 1.6.00.24078 (5)</li> <li>&gt; 1.6.00.24455 (2)</li> <li>&gt; 1.6.00.24455 (2)</li> <li>&gt; 1.6.00.24955 (6)</li> <li>&gt; 1.6.00.24955 (6)</li> </ul>		Stor user experience @ grace gross gpan Store user experience @ grace gross gpan Store user experience @ tyrone lowe@pan	agenda.com WAFR-T480	1.6.00.24£ 1.6.00.24£	Contraction Manage

### 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 (abreviated).

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.



#### Streamlined Microsoft Status report

Knowing what's going on with the various apps and services of M365 is crucial but can be a bit confusing when Microsoft represents them as a table of all issues and informational alerts going on at the same time. OfficeExpert brings together the reports as well as all chronological updates that matter to your organization, grouped by impacted service and offers you an easy click through of what's really relevant to you! Once an incident is closed by Microsoft, it is removed from the list as well so that your overview is always that of the most accurate situation. The outage report above then allows you to investigate the impact certain incidents had.

Ongoing incidents:					
EX637339 65d 17h 36m 56s Some users' email with attachments sent from Outlook for Mac may be delivered without attachments Start: 7/11/2023 5:58:51 PM Update: 9/14/2023 8:04:25 PM	Some users' email with attachments sent from Outlook for Mac may be delivered without attachments     Some users' email with attachments	1/2023 5:5 17h 36r			
EX673361 410 16h 03m 47s Users may intermittently be unable to "Reply All" to email messages using a group mailbox in Outlook on the web Sette \$4/4202732.200244 AM	Status: Encircle departation  User trapest User trapest User trapest User strapest Use				
EX673801 8d 20h 14m 34s Some admins may be unable to enable Organization Customizations in the Exchange Online admin center and	<ul> <li>Latest Update: 9/14/2023 8:04/25 PM</li> <li>Tiffle: Some usery' email with attachments sent from Dutilook for Mac may be delivered without attachments</li> </ul>				
PowerShell Start: 9/6/2023 3:21:13 PM Update: 9/13/2023 5:04:04 PM	User impact: Users' email with attachments sent from Outlook for Mac may be delivered without attachments.				
EX675238 15h 42m 20s Users may be unable to access the Exchange Online service	More infor Users can verify if they've encountered this problem in Dutlook for Mac by reviewing their Sent Items to validate if a sent message contains an attachment. If users don't see the attacht reply to the message in their Sent Items folder to reattach and send the message again.	ment, they			
through multiple connection methods Start: 9/14/2023 7:53:27 PM Update: 9/15/2023 7:53:45 AM	While we're continuing to work towards full remediation, affected users can upgrade to the latest market build of 16.76 or higher to receive the previously mentioned temporary a significant relief.				
	Cannot data due taring violates man the previously netrotion whether the types is major that y provide to marker that 15 % or tupler has indexed instances or impact to program by applications of deployment of the space provide the version of the space	our interna			
	Scope of impact: This issue is specific to a very small percentage of users' email with attachments sent from Outlook for Mac.				
	Start time: Monday, July 10, 2023, at 8:08 PM UTC				
	Root cause: A conflict occurring with how our service detects attachment IDs before sending email in Outlook for Mac is resulting in the service removing attachments on sending email.				
	Next update by: Monday, September 18, 2023, at 7:30 PM UTC				
	> Update: 9/12/2023 9:06:24 PM				

### 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!

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ators can select ed outage and the user impact	Call Insights Data across your Teams Rooms Devices	Enterprise Voi	

#### **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/