

Health Check



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Document summary

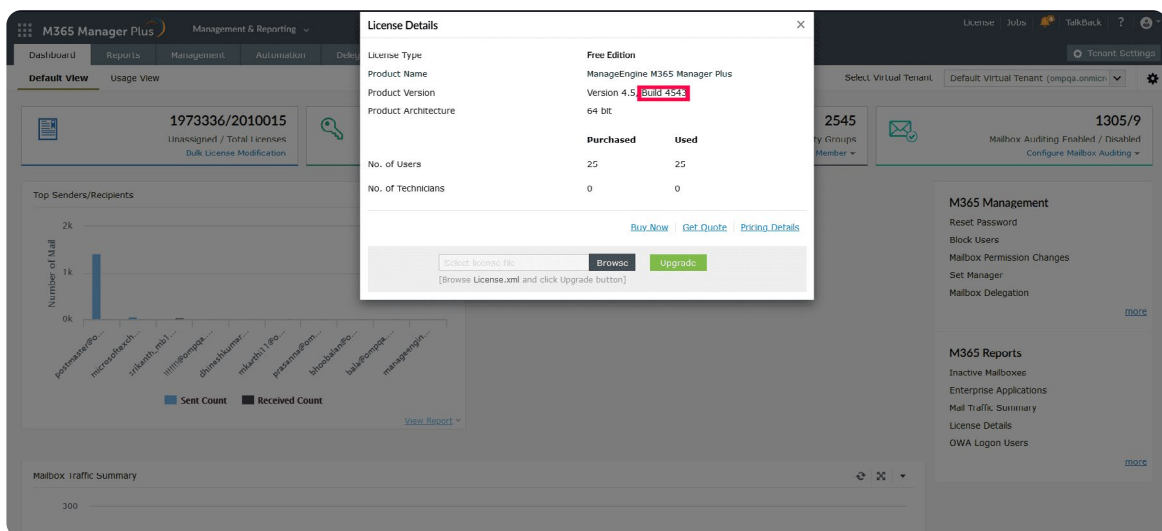
M365 Manager Plus is a Microsoft 365 administration solution that simplifies Microsoft 365 governance, management, and security. It provides you with tools and capabilities to get insights, manage, audit, and monitor the tenants and objects in your environment.

For a productive and secure experience with M365 Manager Plus, it's crucial to perform periodic health checks. This document outlines the key areas and settings involved in performing a health check of M365 Manager Plus.

Verifying that the latest build of M365 Manager Plus is installed

Keeping your software up-to-date ensures optimal performance and access to the latest features. To verify you are using the latest build of M365 Manager Plus, follow these steps to check your current build:

1. Log in to the M365 Manager Plus web client.
2. Click the **License** link at the top right corner.
3. In the *License Details* window, you can find the build number mentioned besides the *Product Version*.



4. Once you have taken note of the build number, visit this [site](#) to update to the latest build of M365 Manager Plus

In case you are running an outdated build of M365 Manager Plus, follow the steps mentioned below to update to the latest build:

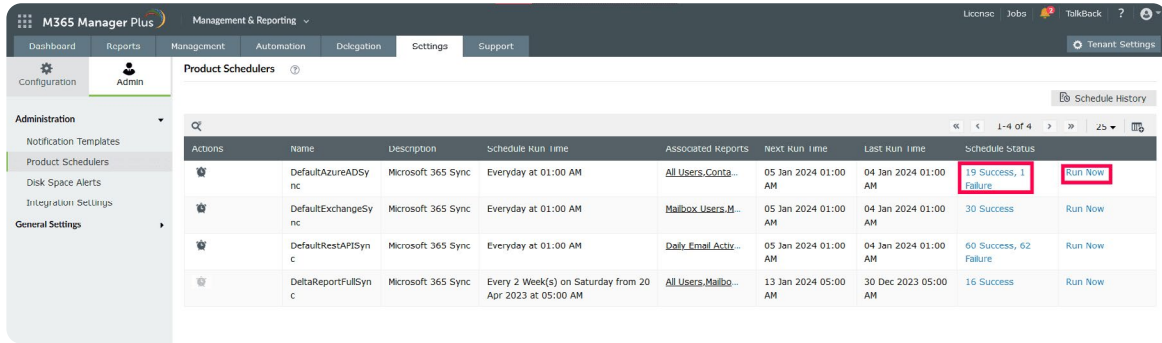
- a. Shutdown M365 Manager Plus.
 - i If the product is running as an application, click **Start > All Programs > M365 Manager Plus > Stop M365 Manager Plus**.
 - ii If the product is running as a Windows service, click **Start > Run**. Type `services.msc` and stop ManageEngine M365 Manager Plus.
- b. Execute the **stopDB.bat** file stored in <Installation directory>\bin, where installation directory is the location where M365 Manager Plus is installed.
- c. Back up M365 Manager Plus by zipping the contents of the Installation directory.
- d. If you're using Microsoft SQL Server, take a backup of the database, as well.
- e. Open Command Prompt as an administrator and execute the **UpdateManager.bat** file stored in the <Installation directory>\bin.
- f. Click **Browse** and select the .ppm file (service pack file) you downloaded.
- g. Click **Install**. Depending on the amount of data to be migrated, the installation procedure may take a few minutes. Please do not terminate the process prematurely.
- h. Click **Close** and then **Exit** to quit the Update Manager tool.
- i. Start M365 Manager Plus.
 - i If the product is running as an application, click **Start > All Programs > M365 Manager Plus > Start M365 Manager Plus**.
 - ii If the product is running as a Windows service, click **Start > Run**. Type `services.msc` and start ManageEngine M365 Manager Plus.

Verifying that all the data gathering tasks are enabled

It is always recommended to verify that all the data gathering tasks are enabled to prevent any errors, especially blank data, in reports.

1. Start M365 Manager Plus.
2. Go to the **Settings** tab.
3. Navigate to **Admin → Administration → Product Schedulers**.

4. In the list that appears, check the Schedule Status of all tasks. If any of the entries contain Failure, run the respective scheduler again by clicking **Run Now**.



Actions	Name	Description	Schedule Run Time	Associated Reports	Next Run Time	Last Run Time	Schedule Status	
	DefaultAzureADSync	Microsoft 365 Sync	Everyday at 01:00 AM	All Users Conta...	05 Jan 2024 01:00 AM	04 Jan 2024 01:00 AM	19 Success, 1 Failure	Run Now
	DefaultExchangeSync	Microsoft 365 Sync	Everyday at 01:00 AM	Mailbox Users M...	05 Jan 2024 01:00 AM	04 Jan 2024 01:00 AM	30 Success	Run Now
	DefaultRestAPISync	Microsoft 365 Sync	Everyday at 01:00 AM	Daily Email Acti...	05 Jan 2024 01:00 AM	04 Jan 2024 01:00 AM	60 Success, 62 Failure	Run Now
	DeltaReportFullSync	Microsoft 365 Sync	Every 2 Week(s) on Saturday from 20 Apr 2023 at 05:00 AM	All Users Mailbo...	13 Jan 2024 05:00 AM	30 Dec 2023 05:00 AM	16 Success	Run Now

5. You can also change at what time the product schedulers run automatically by clicking the  icon.

Verifying error-free execution of auditing tasks and enabling data collection

To ensure error-free audit reports generation, it is advisable to check if the required audit profiles are activated. To do so, please follow the steps mentioned below:

1. Go to the **Settings** tab.
2. Navigate to **Configuration → Audit Configuration → Audit Profiles**.
3. Check if the **Enable Audit** toggle is switched ON.
4. If the Status field contains Failure, run the data fetch manually by clicking **Run Now**.
5. You can also change the **Data Fetch Interval** by clicking the  icon.
6. Verify that all the required audit profiles are enabled by checking for the  icon. If they are not enabled, enable them by clicking the  icon.

Audit Profiles

Microsoft 365 Tenant: ompqa.onmicrosoft.com

Enable Audit: ☒

Data Fetch Interval: Every 1 hours and 0 minutes

Last Data Read Time: 04 Jan 2024 04:50 PM

Status: Success

Actions	Profile Name	Microsoft 365 Service	Category	Last Modified On	Reports
☐	Activities by Mailbox Owners	Exchange Online	Exchange Online Activities	18 May 2023 10:32 AM	View Report
☐	Send As Activities	Exchange Online	Exchange Online Activities	18 May 2023 10:32 AM	View Report
☐	Activities by Mailbox Non Owners	Exchange Online	Exchange Online Activities	18 May 2023 10:32 AM	View Report
☐	Activities by Exchange Admins	Exchange Online	Exchange Online Activities	18 May 2023 10:32 AM	View Report
☐	Activities by Mailbox Delegates	Exchange Online	Exchange Online Activities	18 May 2023 10:32 AM	View Report
☐	Mail Move and Delete Activities	Exchange Online	Exchange Online Activities	18 May 2023 10:32 AM	View Report
☐	Mailbox Permission Changes	Exchange Online	Mailbox permission	18 May 2023 10:32 AM	View Report
☐	Mailbox Storage Quota Changes	Exchange Online	Mailbox	18 May 2023 10:32 AM	View Report
☐	Mailbox Move Activities	Exchange Online	Mailbox move	18 May 2023 10:32 AM	View Report
☐	Mailbox Create and Delete Activities	Exchange Online	Mailbox	18 May 2023 10:32 AM	View Report
☐	Connector Changes	Exchange Online	Connector	18 May 2023 10:32 AM	View Report
☐	Transport Settings Changes	Exchange Online	Mail flow	18 May 2023 10:32 AM	View Report

Verifying error-free execution of alerting tasks

It is advisable to check if the required alert profiles are enabled to make sure that you receive timely notifications of the events taking place in your environment. To do so, please follow the steps mentioned below:

1. Go to the **Settings** tab.
2. Navigate to **Configuration** → **Audit Configuration** → **Audit Profiles**.
3. Verify that all the required alert profiles are enabled by checking for the icon. If they are not enabled, enable them by clicking the icon.

Alert Profiles

Microsoft 365 Tenant: ompqa.onmicrosoft.com

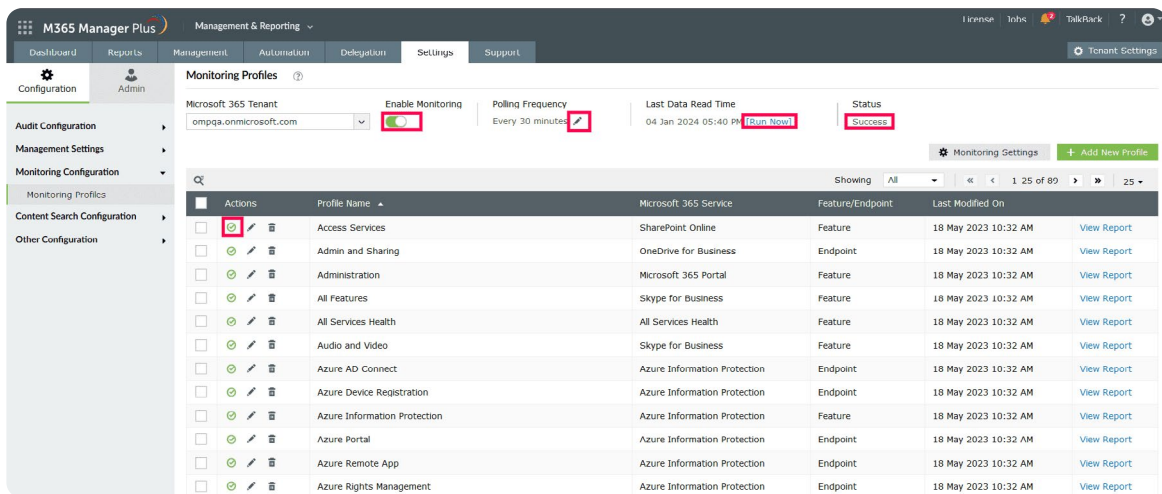
Alert Settings: ☒

Actions	Profile Name	Microsoft 365 Service	Category	Last Modified On	Reports
☐	Send As Activities	Exchange Online	Exchange Online Activities	18 May 2023 10:32 AM	View Report
☐	Activities by Mailbox Owners	Exchange Online	Exchange Online Activities	18 May 2023 10:32 AM	View Report
☐	Activities by Mailbox Non-Owners	Exchange Online	Exchange Online Activities	18 May 2023 10:32 AM	View Report
☐	Activities by Exchange Admins	Exchange Online	Exchange Online Activities	18 May 2023 10:32 AM	View Report
☐	Activities by Mailbox Delegates	Exchange Online	Exchange Online Activities	18 May 2023 10:32 AM	View Report
☐	Mail Move and Delete Activities	Exchange Online	Exchange Online Activities	18 May 2023 10:32 AM	View Report
☐	Mailbox Permission Changes	Exchange Online	Mailbox permission	18 May 2023 10:32 AM	View Report
☐	Mailbox Storage Quota Changes	Exchange Online	Mailbox	18 May 2023 10:32 AM	View Report
☐	Mailbox Move Activities	Exchange Online	Mailbox move	18 May 2023 10:32 AM	View Report
☐	Mailbox Create and Delete Activities	Exchange Online	Mailbox	18 May 2023 10:32 AM	View Report
☐	Connector Changes	Exchange Online	Connector	18 May 2023 10:32 AM	View Report
☐	Transport Settings Changes	Exchange Online	Mail flow	18 May 2023 10:32 AM	View Report

Verifying error-free execution of monitoring tasks and enabling Monitoring

You will need to enable the required monitoring profiles to receive notifications about the health of your services in Microsoft 365. Follow the steps mentioned below to do so:

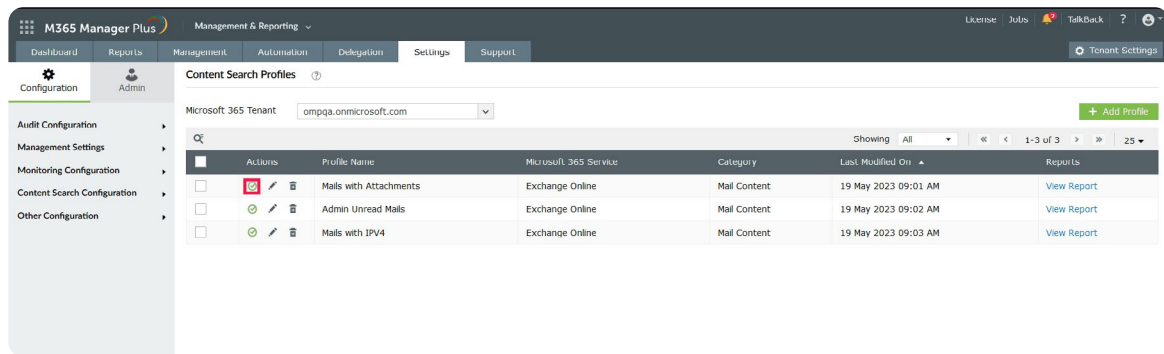
1. Go to the **Settings** tab.
2. Navigate to **Configuration → Monitoring Configuration → Monitoring Profiles**.
3. Check if the Enable Monitoring toggle is switched ON.
4. If the Status field contains Failure, run the data fetch manually by clicking Run Now.
5. You can also change the Polling Frequency by clicking on the  icon.
6. Verify that all the required monitoring profiles are enabled by checking for the  icon. If they are not enabled, enable them by clicking the .



Verifying error-free execution of Content Search

If the Content Search functionality in M365 Manager Plus is showing any errors, please check if the required Content Search Profiles are enabled. The steps to do so are mentioned below:

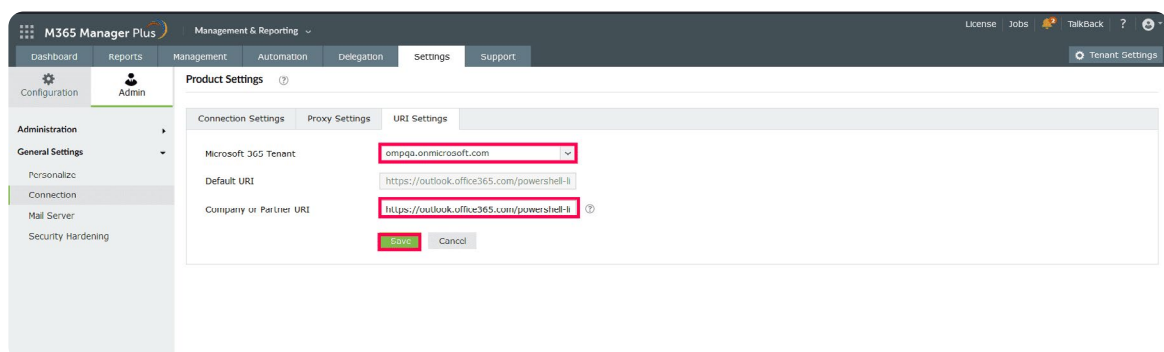
1. Go to the **Settings** tab.
2. Navigate to **Configuration → Content Search Configuration → Content Search Profiles**.
3. Verify that all the required content search profiles are enabled by checking for the  icon. If they are not enabled, enable them by clicking the .



Verifying product functionality by double-checking URIs of Microsoft 365 tenants

To ensure proper functionality of M365 Manager Plus, ensure that the redirect URI is valid or empty. You can do so by following the steps mentioned below:

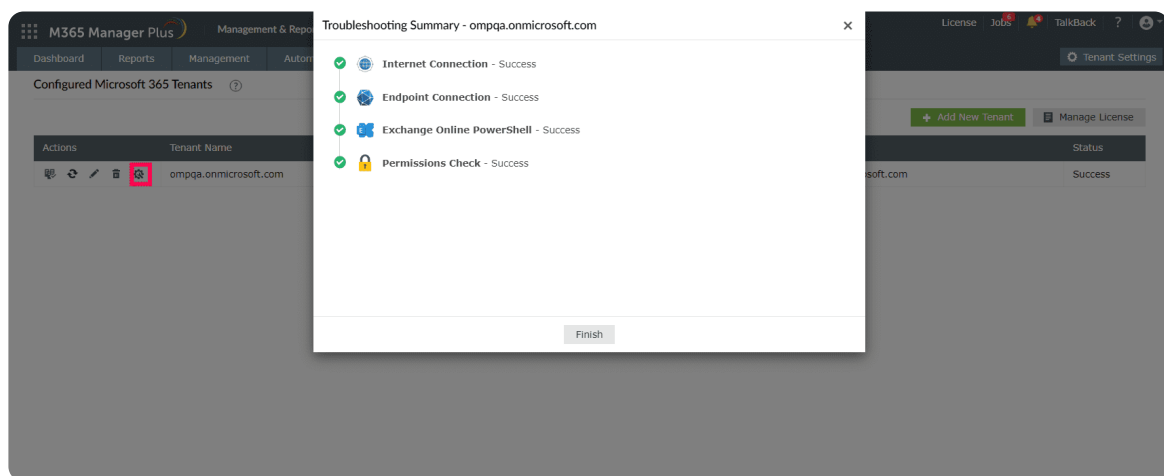
1. Go to the **Settings** tab.
2. Navigate to **Admin → General Settings → Connection**.
3. Click on the **URI Settings** tab under **Connection**.
4. Select the **Microsoft 365 Tenant** for which you aim to configure the URIs for, from the respective dropdown.
5. Check the URI that has been entered next to the **Company or Partner URI** field.
6. Click **Save**.



Checking for errors in Microsoft 365 tenants added using the built-in troubleshooter

You can identify if you have any issues in any of your connections or permission configuration by running the built-in troubleshooter. Follow the steps mentioned below:

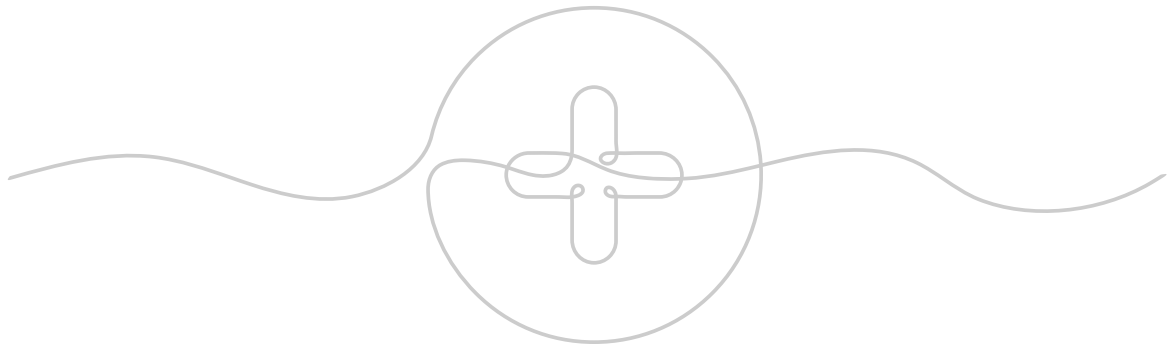
1. Click Tenant Settings in the top-right corner.
2. Under the *Actions* column, click the  icon to start the troubleshooter.



Allow the troubleshooting wizard to run. The wizard will display all the errors once it has finished running.

Conclusion

These are some checks you can perform to ensure the proper functioning of the product. If the product is still not working as intended, please contact [M365 Manager Plus Support](#) for assistance. Please attach the screenshot of the error you encounter when mailing support for assistance.



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Exchange Reporter Plus | RecoveryManager Plus

About M365 Manager Plus

ManageEngine M365 Manager Plus is web-based software that helps you administrate your entire Microsoft 365 environment from a single console. You can manage, report on, audit, and monitor your Microsoft 365 environment on the go when the solution is deployed over the internet. It supports all major Microsoft 365 services, like Azure AD, Exchange Online, Teams, SharePoint Online, OneDrive for Business, and Power BI.

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