

Microsoft 365 service health monitoring



Microsoft 365 service health monitoring using Microsoft 365's native tool

Microsoft guarantees 99.9 percent uptime for Microsoft 365 services, but if your Microsoft 365 services do fail, Microsoft will provide reimbursement in the form of Service Credits. To claim these Service Credits, organizations have to report their downtime accurately. If downtime goes unnoticed or isn't reported before being resolved, it won't be counted against the SLA.

However, detecting and reporting such service outages with just the Microsoft 365 admin center is difficult. Microsoft provides service outage notifications in the Microsoft 365 service health dashboard. Unless you check this dashboard constantly, you won't be able to report downtime effectively and can miss out on claiming Service Credits.

Overcoming the limitations of Microsoft 365's native tools with M365 Manager Plus

Microsoft 365 service health notifications:

Unlike the Microsoft 365 admin center, M365 Manager Plus sends out immediate email notifications whenever a service declines. These automatic alerts enable you to report downtime events as soon as they occur.

The screenshot displays the 'Monitoring Profile Configuration' page in the M365 Manager Plus interface. The page is divided into a left-hand navigation menu and a main configuration area. The navigation menu includes options like 'Configuration', 'Admin', 'Audit Configuration', 'Management Settings', 'Monitoring Configuration', 'Monitoring Profiles', 'Content Search Configuration', and 'Other Configuration'. The main configuration area is titled 'Monitoring Profile Configuration' and contains several fields: 'Profile Name' (Service health), 'Office 365 Service' (Exchange Online), 'Category' (Endpoints), and 'Components to Monitor' (zohocorpwsmopm.mail.protection.outlook). The 'Alert Message' field contains the text 'An %SEVERITY% has been detected in %ENDPOINT%' with a 'Macros' link. Below this is an 'Advanced Configuration' section with tabs for 'Notification' and 'Endpoint Settings'. The 'Notification' tab is active, showing a checked box for 'Email alerts corresponding to this profile.' and fields for 'Select Notification Template', 'Notify On' (Advisory, Incident), and 'Notify' (When inactive). There is also an 'Include Event Details' checkbox. At the bottom of the configuration area are 'Save' and 'Cancel' buttons.

Microsoft 365 service health dashboard for multiple tenants:

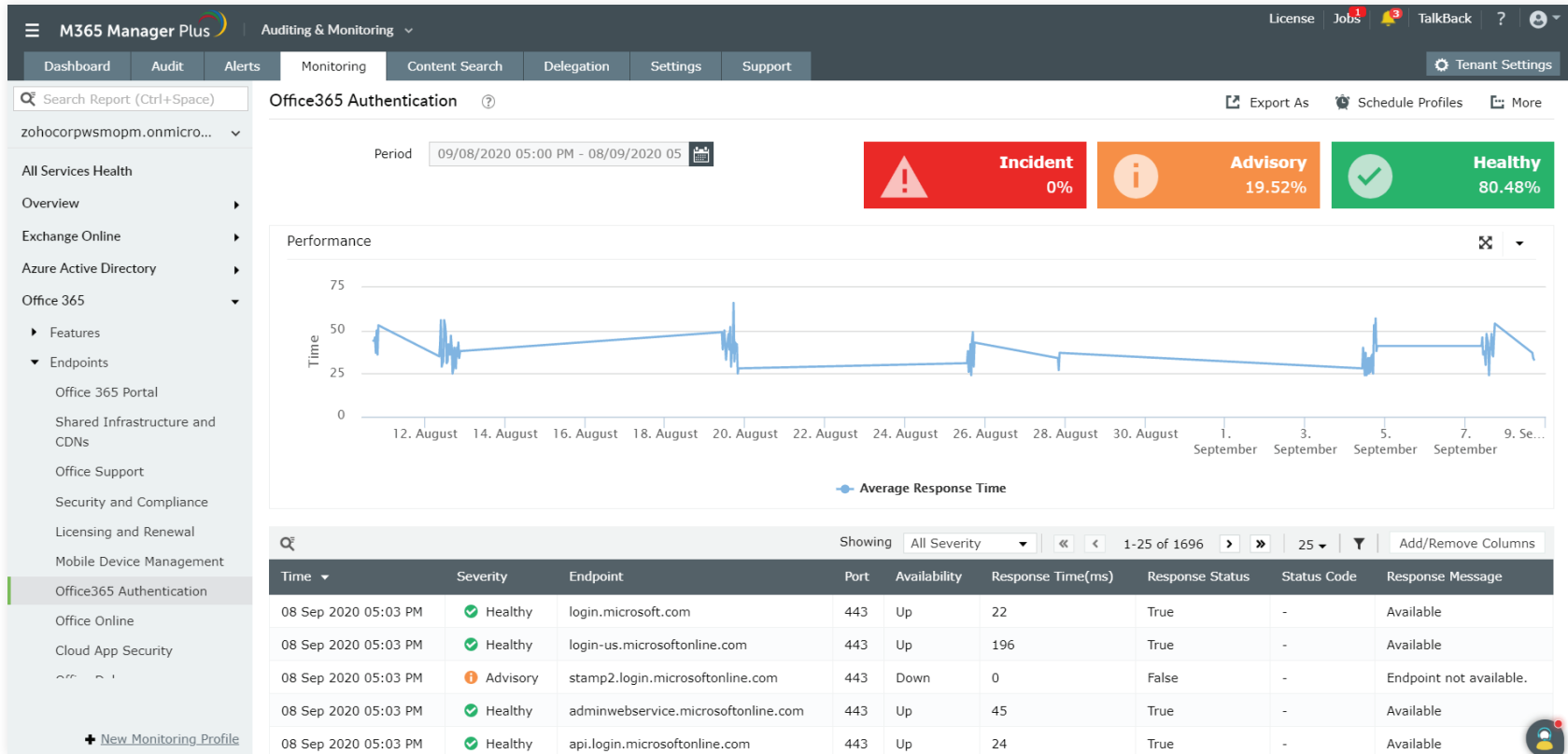
Monitor the health of Exchange Online, Azure Active Directory, OneDrive for Business, Skype for Business, and other Microsoft 365 services for multiple tenants, all from a central location.

The screenshot displays the 'All Services Health' dashboard in M365 Manager Plus. At the top, there are navigation tabs for Dashboard, Audit, Alerts, Monitoring (selected), Content Search, Delegation, Settings, and Support. A search bar is present with the text 'Search Report (Ctrl+Space)'. The tenant name 'zohocorpwsmopm.onmicro...' is visible. The dashboard summary shows 0 Incidents (red), 2 Advisories (orange), and 10 Healthy services (green). The last update time is '08 Sep 2020 05:03 PM'. Below the summary is a table of services and their health statuses.

Service Name	Health Status
Yammer Enterprise	Advisory - 1
Exchange Online	Advisory - 1
Azure Information Protection	Healthy
SharePoint Online	Healthy
OneDrive for Business	Healthy
Identity Service	Healthy
Mobile Device Management for Office 365	Healthy
Sway	Healthy
Planner	Healthy
Power BI	Healthy
Microsoft Teams	Healthy
Microsoft StaffHub	Healthy

Granular visibility into your Microsoft 365 health:

View granular details such as the number of incidents occurring in each Microsoft 365 service and in each service's endpoints; the number of users and tenants affected by each incident; the status of each incident; the start and end time of each incident; and the regions affected by each incident.



Report scheduling for monitoring profiles:

Generate multiple reports in a single schedule at specified intervals. Reports can be refined by selecting the required attributes so you only see the data you need.

The screenshot displays the 'Management & Reporting' section of the M365 Manager Plus interface. The navigation bar includes 'Dashboard', 'Reports', 'Management', 'Automation', 'Delegation', 'Settings', and 'Support'. The 'Reports' section is active, showing a configuration form for a new report schedule.

*** Scheduler Name:** Test Schedule Description

*** Microsoft 365 Tenant:** zohocorpadmgrplus.onmicrosoft.com

*** Office 365 Service:** Exchange Online

*** Select Reports:**

Available Reports	Selected Reports
<input checked="" type="checkbox"/> Mailbox Users	General Mailbox Reports
<input checked="" type="checkbox"/> Inactive Mailboxes	Mailbox Users
<input type="checkbox"/> Hidden Mailboxes	Inactive Mailboxes
<input type="checkbox"/> Archive Mailboxes	
<input type="checkbox"/> Archive Disabled Mailboxes	
<input type="checkbox"/> Mailbox Features	
<input type="checkbox"/> Mailbox Message Delivery Settings	
<input type="checkbox"/> Mailbox with ForwardTo	
<input type="checkbox"/> Mailboxes without Forward To	

Scheduled to Run: Daily at 00 hrs 00 mins

Export As: CSV [Storage Path](#)

Notification Settings: Don't Notify

Buttons: Save, Cancel

Access to historical data:

Access Microsoft 365 service health monitoring data for any period in the past, rather than just the last 30 days of data that's accessible in Microsoft 365's native tool.

The screenshot displays the M365 Manager Plus interface. The top navigation bar includes 'Dashboard', 'Audit', 'Alerts', 'Monitoring', 'Content Search', 'Delegation', 'Settings', and 'Support'. The 'Monitoring' tab is active, showing a search bar and a 'Search Report' button. The main content area is titled 'Dial-In Conferencing' and shows a 'Period' dropdown set to '21/09/2020 08:00 AM - 21/10/2020 08:00 AM'. A 'Select Date Range' dialog box is open, allowing users to choose a date range from a list of options: Today, Yesterday, Last 7 Days, Last 30 Days, This Month, Last Month, and Custom. The dialog also features two calendar views for September 2020 and October 2020, with the date 21st highlighted in both. Below the calendar, there are input fields for 'Last' (set to 30) and 'Days', and 'Apply' and 'Cancel' buttons. On the right side of the interface, there are three status indicators: 'Incident' (red), 'Advisory' (orange, 0%), and 'Healthy' (green, 0%). The bottom of the interface shows a table with columns for 'User Impact' and 'Status'.

— Top Three —

M365 Manager Plus security features

1

Comprehensive Exchange
Online auditing and reporting to
secure your organization from hackers.

Exchange Online reporting

2

Hassle-free Azure AD auditing
and reporting to track users, groups,
contacts, and licenses.

Azure AD reporting

3

Exhaustive reporting on all
administrator activities to strengthen
your organization's security.

Microsoft 365 activity reports

ManageEngine

M365 Manager Plus

M365 Manager Plus is an extensive Microsoft 365 tool used for reporting, managing, monitoring, auditing, and creating alerts for critical incidents. With its user-friendly interface, you can easily manage Exchange Online, Azure Active Directory, Skype for Business, OneDrive for Business, Microsoft Teams, and other Microsoft 365 services from a single console.

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