0365 Manager Plus

Administrator's Guide

Welcome to

O365 Manager Plus

Mailbox Reports

Monitor all Office 365 mailboxes in your organization and get details like mailbox size, archives, inactive mailboxes, hidden mailboxes, etc in a single click.

Security & Compliance

Easily audit compliance with organisational policies and pro-actively identify security risks.

Manage Office 365 Licenses

Get complete insights on the license status of your Office 365 accounts and other Microsoft business services. Identify inactive users and economize on licenses.

Mail Traffic

Monitor mail traffic usage by identifying top senders and receivers, and the size of messages being sent and received in your environment.

Skype for Business

Quickly review information about usage and trends for active users, sessions, client device information, and many other criteria in your Skype for Business Online environment.

Customize & Schedule

Customize the built-in reports using filters and automatically deliver them by email in PDF, XLS, HTML or CSV format.

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Getting Started

System Requirements

Hardware (Recommended)

Processor: P4 - 3.0 GHz or better

RAM: 4 GB

Disk Space: 20 GB

Supported Platforms

Windows 2012 R2

Windows 2012

Windows 10

Windows 8.1

Windows 8

Supported Browsers

- Internet Explorer 9.0 and above
- Firefox 45.0 and above
- Chrome 45.0 and above

Prerequisites

Before you configure an Office365 account, make sure that these prerequisites are satisfied.

- Make sure that you have a working internet connection
- If you plan to install the product in a system running Windows 7 SP1 or Windows 2008 R2 SP1, make sure that you have Microsoft .NET version 4 and PowerShell version 3 installed in your system.
 - To check if Microsoft .NET Framework is installed, open Command Prompt from Run. Enter the following command reg query "HKEY_LOCAL_MACHINE\SOFTWARE \Microsoft\NET Framework Setup\NDP\v4\full" /v version. Check the displayed version. If the version 4 is not installed, install Microsoft .NET Framework 4 from here.
 - 2. To check if PowerShell is installed, type **PowerShell** from **Run**. If PowerShell is installed, check for its version number by running the command **\$P\$VersionTable**. If the version is below 3 or if PowerShell is not installed, install PowerShell V 3.0 from here.
- Make sure that the below modules are installed:
 - Microsoft Online Service Sign-in Assistant for IT Professionals RTW Run service.msc and check if the service 'Microsoft Online Services Sign-in Assistant' is installed. If it is not installed, download the module here.
 - Windows Azure Active Directory Module for Windows PowerShell (64-bit version) To check if this module is installed, open PowerShell and enter get-module -Name msonline. This will list the module if it is installed. If it is not installed, download the suitable module for the dot net version installed from here.

Installing O365 Manager Plus

O365 Manager Plus is distributed in the EXE format. O365 Manager Plus is available in 64-bit version for Windows and can be installed in any machine which fulfill the stated system reqirements.

You can install O365 Manager Plus as:

- 1. Installing As An Application
- 2. Installing As A Windows Service

1. Installing O365 Manager Plus as an Application

By default O365 Manager Plus will be installed as an application. Run the self-extracting EXE and follow the instructions. When O365 Manager Plus is installed as an application, starting O365 Manager Plus runs with the privileges of the user who has logged on to the system.

2. Installing O365 Manager Plus as a Windows Service

- 2.1 Installing O365 Manager Plus as a Service from the Start Menu
- 2.2 Installing O365 Manager Plus as a Service from the Command Prompt

2.1 Installing O365 Manager Plus as a Service from the Start Menu

To install O365 Manager Plus as a service, do the following steps after installing O365 Manager Plus.

- Click Start → All Programs
- Select 'O365 Manager Plus'
- Select 'NT Service'
- Select 'Install O365 Manager Plus as Service'
- When O365 Manager Plus is installed as a service, O365 Manager Plus runs with the privileges of the system account.

2.2 Installing O365 Manager Plus as a Service from the Command Prompt

To install O365 Manager Plus as a service from the command prompt, perform the following steps after installing O365 Manager Plus.

- Go to Start → Run → Type cmd
- Go to <Installation Directory>\bin folder on the command prompt.
- Type 'InstallNTService.bat'
- This will install O365 Manager Plus as a service.



Uninstalling O365 Manager Plus

To uninstall O365 Manager Plus, Stop O365 Manager Plus before uninstalling the product.

To Stop the Application

Select Start → Programs → O365 Manager Plus → Stop O365 Manager Plus Server

To Uninstall the Application

Select Start → Programs → O365 Manager Plus → Uninstall O365 Manager Plus.

Working with O365 Manager Plus

- Starting O365 Manager Plus
- · Starting O365 Manager Plus client
- Stopping O365 Manager Plus

Starting O365 Manager Plus

O365 Manager Plus can be started in either of the following ways:

- Double click the ManageEngine O365 Manager Plus icon from the desktop.
- Select Start → All Programs → O365 Manager Plus → Start O365 Manager Plus
- Starting the O365 Manager Plus automatically launches the client in the default browser.

Starting O365 Manager Plus Client

- Open any of the above metioned support browsers.
- Type http://localhost:8365 or http://hostname:8365 in the address bar and press 'Enter'. By default, O365 Manager Plus runs on port 8365.
- In the login page enter a valid user name and password. This provides an authenticated access to O365 Manager Plus.
- By default, the user name and password are 'admin' and 'admin' respectively.
- · Click 'Login'.

Stopping O365 Manager Plus

To stop O365 Manager Plus,
 Select Start → All Programs → O365 Manager Plus → Stop O365 Manager Plus.



Licensing O365 Manager Plus

O365 Manager Plus is available in three editions - Trial, Free & Standard Editions. All Editions come packaged as a single download. During the evaluation phase, the standard edition is installed and can be evaluated for 30 days. After 30 days, it is automatically converted to the free edition, unless the standard edition license is purchased.

O365 Manager Plus Trial Edition

The trial edition of O365 Manager Plus allows you to manage unlimited mailboxes for a period of 30 days.

O365 Manager Plus Free Edition

After the expiration of the evaluation period, the product automatically converts to free edition. The free edition of O365 Manager Plus allows you to manage 25 mailboxes. If you have any queries regarding licenses or if you wish to purchase licenses, please contact sales@manageengine.com. and we will get back to you shortly. When you purchase any license, the license file will be sent through e-mail.

Steps to upgrade from Trial/Free Edition to Standard Edition

- Click the License link available in the top right corner of the O365 Manager Plus client. This opens the License details of the product.
- Click the Upgrade Now link and select the license file (license.xml) received from ManageEngine using the Browse button.
- Click Upgrade button to upgrade from Trial or Free Edition to Standard Edition.

Dashboard

The Home tab of O365 Manager Plus application projects a graphical representation of essential mailbox, license and OWA related statistics. You can add certain reports of O365 Manager Plus as a widget to the dashboard. You can also embed the enitre dashboard or just a single widget to a webpage of your choice or view it in an independent browser tab.

Select the Office 365 account for which you wish to see the reports from the drop-down box at the top-left corner of the page. You can also use the icon to retrieve real-time information for these reports.

The dashboard displays the following information at a glance:

- **Unused/ Total Licenses:** This provides information on the total number of licenses purchased and the number of unused licenses.
- Active/ Total Mailbox (last 7 days): The total number of mailboxes in the configured account and the number of active mailboxes for the past seven days.
- Average/ Total Mailbox Size: This provides information on the total mailbox size and the average size per mailbox.

To add a new report to be displayed in the dashboard:

- Click the icon at the top-right corner of the page.
- Click Manage Widgets and then click Add Widget.
- In the Add Widget pop-up that appears, select the report that you wish to add to the dashboard from the **Select Widget** drop-down box.
- Enter the number of days for which the report is to be generated.
- Enter a name for the widget in the Widget Name field.
- · Click Add.
- Click **Back** on the top-right corner of the page to add the widget to the dashboard.

To delete a widget from the dashboard:

- Click the icon at the top-right corner of the page.
- · Click Manage Widgets.
- Click the | x | icon in the top-right corner of the widget that you wish to delete.
- Click Yes to delete the widget from the dashboard.

To embed the dashboard to a webpage/ access the dashboard independently from a browser:

- Click the icon at the top-right corner of the page.
- Click the Embed Dashboard link.
- To embed the dashboard to a webpage, copy and paste the provided HTML code snippet provided in the pop-up into your webpage.
- To access the dashboard independently from a browser, use the URL provided in the pop-up.
- Enter the duration in which the dashboard is to refresh and retrieve real-time information.
- Click OK

To embed a widget in the dashboard to a webpage or to view it independently from a browser:

- Click the 🔻 link at the top-right corner of the widget and then click **Embed Widget**.
- To embed the widget to a webpage, copy and paste the provided HTML code snippet provided in the pop-up into your webpage.
- To access the widget independently from a browser, use the URL provided in the pop-up.
- Enter the duration in which the widget is to refresh and retrieve real-time information.
- Click OK

Admin

The admin tab in O365 Manager Plus allows you to configure the below settings:

- Administration
- General Settings

Administrations —

Under this tab, you are provided with features via which you can configure the settings of the O365 Manager Plus to suit your requirements. The settings that can be configured from this section include:

- Office 365 Settings
- Schedule Reports
- Technicians

Office 365 Settings –

This section allows you to configure

- Office 365 Settings
- Manage Licenses

Before you configure an Office 365 account, make sure that you satisfy all prerequisites.

Configuring Office 365 account:

- To add a new Office 365 account, click the Add New Account button in the top-right corner of the Office 365 Settings page.
- Enter the Account Name and the Password of the Office 365 account.
- Use the credentials of an administrator who is a member of the Office 365 Global admin role. The account name should be entered in the format "account@company. onmicrosoft.com".
- Click **Save** to add the account.

Modify an existing Ofice365 account:

You can edit the details of any existing Office 365 account or delete an Office 365 account.

- To edit an existing account, click on the *i*con located in the action column of the desired account.
- To delete an Office 365 account, click on the icon located in the action column of the desired account. Click Save to add the account.

Make any existing Office 365 account the default account:

Making an Office 365 account the default account will make the particular account the default account across all tabs in the product.

• To make an Office 365 account the default account, click the licon located in the action column of the desired account.

Manage Licenses -

This section allows you to manage licenses and select the mailboxes that you wish to manage. O365 Manager Plus is licensed based on the number of mailboxes that you wish to manage. To manage licenses, click Manage Licenses. (Admin → Office 365 Settings → Manage Licenses). The Manage Licenses screen displays the following information at the top of the table.

- Mailbox License Availed This shows the number of licenses purchased.
- Managed Mailboxes This shows the number of mailboxes being managed by the product.
- Remaining Mailbox Licenses The number of unused licenses is shown here.

To modify the mailboxes that are managed:

- Click on the icon under the **Action** column to manage all mailboxes for that account.
- Click on the licon under the **Action** column to stop managing all mailboxes for that account.
 - To handpick the mailboxes that are to be managed, click the **Total Number of Mailboxes** in the **Managed Mailboxes** column. This will open a pop-up.
 - In the pop-up, select the type of mailboxes that you wish to see, i.e., only the managed mailboxes, or the unmanaged, or both.
 - Click icon to search for the mailbox by name
 - Click the drop-down box on the right hand side of the pop-up to manage the number of mailboxes that will be displayed.
 - Select the check-boxes against each mailbox to manage/unmanage them.
 - Click OK to save the selection.

In some cases, the number of Office 365 mailboxes managed and the number of licenses purchased might be different. In such cases, when new mailboxes/ additional licenses are added, the product automatically adds mailboxes to the managed mailboxes list.

Case 1 - Licenses purchased is greater than the number of mailboxes managed: In such a case, all existing mailboxes will be managed by the product. When new mailboxes are added, the product will automatically link the unused licenses with the new mailbox.

Case 2 - Licenses purchased is lesser than the total number of mailboxes: In such a case, only the selected mailboxes will be managed by the product. When additional licenses are purchased, the unmanaged mailboxes will automatically be added to the managed mailboxes list based on availability of licenses.

Schedule Reports -

This section allows you to schedule reports to be generated at the time specified by you. You can also configure the product to mail the generated reports to the administrators. From this section, you can:

- Schedule a new report generation
- Modify an existing report scheduler
- · Delete and existing report scheduler

To schedule a new report:

- Navigate to Schedule Reports (Admin → Administration → Schedule Reports)
- Click Schedule New Reports at the top right corner of the page
- Enter a name and description for the scheduler that you are about to create
- Select the Office 365 account for which you want to generate the reports from the drop-down box.

Attribute	Description
Scheduler Name	Enter a unique name to identify this schedule
Description	Enter a description corresponding to the schedule name.
Office 365 Account	Select the Office 365 account from the drop down. The Drop Down lists all configured Office 365 accounts.

Scheduler Creation

Select Reports	Select a report from the list of all "Available Reports" that you wish to schedule under the given "Scheduler Name". Both default and User defined Reports can be added to the "Selected Reports" by clicking on the "Add>>" link.
Schedule Report Frequency	The "Selected Reports" can be scheduled on a 'Daily', 'Weekly', 'Monthly' or 'Hourly' basis.
Schedule Report Format	The Scheduled Reports can be stored in 'pdf', 'xls', 'html', or 'csv' formats. They are stored at the "File Storage Path", which can be modified by clicking on the "File Storage Path" link.
Email Notification	The scheduled report can be e-mailed to any email-id entered in the "specify email address" box on providing a check against "Email this scheduled report".

- Select the report that you want to be generated from the drop-down box.
- Select the frequency at which the scheduler will run; Daily, Weekly, Monthly or Hourly and the time.
- Select the format in which the reports are to be stored. The different options that are available are PDF, CSV, XLS and HTML. You can also define the location where the reports will be stored by clicking on the **Storage Path blink**.
- Select the check-box Email this scheduled report to automatically forward the generated report to the administrators. To notify multiple administrators, separate the mail addresses by a comma (,).

To customize the mail notifications sent, click Message Settings

- Enter the subject and message for the mail.
- You can choose to send the reports as an attachment or upload the report to a local directory and mail the path to the report.
- Mark the Compress files to zip option to compress the reports before sending them.
- Mark the Don't send empty reports option to stop sending reports that have no results to display.
- Click Save to store the configured message settings.
- · Click Save to enable the scheduler.

Modify an existing scheduler:

- To modify an existing scheduler, click the icon located in the 'action' column of the scheduler that you wish to edit.
- Modify the fields that you wish to change and click **Save**.

Delete and existing scheduler

- To delete an existing scheduler, click the icon located in the 'action' column of the scheduler that you wish to delete.
- In the pop-up that appears, click **Yes** to delete the scheduler.

Technicians -

Technician is a status that you can assign to the end-users. When a user is declared as a technician, the user is provided with the rights to configure the various settings of the O365 Manager Plus application.

When you add a new technician account, you have the option to select the means by which the technician will authenticate his identity.

There are two authentication types that O365 Manager Plus provides:

- O365 Manager Plus authentication: The technician created does not require a Microsoft Office 365 account and will be authenticated by the product.
- Microsoft Office 365 authentication: The technician created must have a valid Microsoft Office 365 account and will be authenticated by Office 365.

This application allows you to configure technicians of two types:

- Admin
- Operator

Admin

When you delegate an end-user with admin role, they will have full control over the application. An admin has the privilege to modify any setting of O365 Manager Plus. The user can modify his and other users' roles as well.

Operator

An operator has the privilege to generate and view reports for the connected account. The users with operator role cannot add new technician accounts or modify existing technician accounts.

In this section, you can:

- · Add a new technician account
- · Change the role of an existing technician account
- Change the password of an existing technician account
- · Delete an existing technician account

Adding a technician account

To add a technician account with O365 Manager Plus authentication,

- Navigate to Technicians. (Admin \rightarrow Administration \rightarrow Technicians)
- Select the O365 Manager Plus Authentication from the Authentication Type dropdown box.
- Enter the login name and password of the technician
- Select the role of the technician from the drop-down box.
- Select the Office 365 account to which the technician is to be given the privileges from the list of Office 365 accounts listed in the drop-down box.
- Click Save.

A role has now been delegated to the selected user with O365 Manager Plus authentication.

To add a technician account with Microsoft Office 365 authentication,

- Navigate to Technicians. (Admin \rightarrow Administration \rightarrow Technicians)
- Select the Microsoft Office 365 Authentication from the Authentication Type dropdown box.
- Enter the Microsoft Office 365 account name in the Account Name text box.
- Select the role of the technician from the drop-down box.
- Select the Office 365 account to which the technician is to be given the privileges from the list of Office 365 accounts listed in the drop-down box.
- · Click Save.

A role has now been delegated to the selected user with Microsoft Office 365 authentication.



To change the role of an existing technician,

- Navigate to Technicians. (Admin → Administration → Technicians)
- Click the icon located in the 'action' column of the technician account that you wish to edit.
- Modify the role of the technician from the drop-down box.
- Click Save.

To change the password of an existing technician account,

- Navigate to Technicians. (Admin → Administration → Technicians)
- Click the ricon located in the action column of the technician account whose password you wish to change.
- Enter the new password in the **New Password** field and confirm the new password.
- · Click Save.

To delete a technician,

- Navigate to Technicians. (Admin → Administration → Technicians)
- Click th icon located in the action column of the technician account that you wish to delete.
- In the pop-up that appears, click **Yes** to delete the technician account.

General Settings

The General Settings for O365 Manager Plus include:

- Personalize
- Connection
- Mail Server

Personalize -

O365 Manager Plus provides administrators the ability to configure the product based on personal priorities and requirements. You can change the password to your account from this section. You can also modify the date and time format and the time zone.

To change the password:

- Navigate to Personalize. (Admin → General Settings → Personalize)
- Enter the existing password in the **Old Password** field.
- Enter the new password in the **New Password** field.
- Enter the new password again for confirmation in the **Confirm Password** field.
- Click the Save button.

To set the date and time format of your choice in the product:

- Navigate to Personalize. (Admin → General Settings → Personalize)
- Select the **Time Zone** of your choice from the drop-down box.
- Choose your preferred **Date & Time** format.
- Click on Save to store the configured settings

Connection -

You can change the connection settings using this option.

To change the connection settings perform the following steps:

- Navigate to Connection tab. (Admin → General Settings → Connection)
- Choose your connection type. You can choose to use either http or https.
- Specify the **Port Number** of your choice after choosing they type of connection. Default ports Http: 8365, Https: 9365
- Select the **Session Expiry Time** time for which the user session would last from the drop-down box.
- Select the level of logs that is to be collected by the product. The default working mode for O365 Manager Plus is **Normal** with minimal set of debugging information. Select **Debug** to collect detailed log reports.
- Enable or disable collection of anonymous **Usage Statistics Gathering** to send to us.
- Click on Save to store the configured settings

Mail Server Settings

The mail server settings are configured in-order to send alert email notifications.

To change the connection settings perform the following steps:

- Navigate to Mail Server. (Admin → General Settings → Mail Server)
- Specify the Mail Server and Mail Port in the respective boxes provided.
- In the **From Address** field, enter the mail address from which you would like to receive the mails.
- In the **Admin Address** field, enter the mail address of the recipient administrator. To send mails to multiple administrators, separate the mail addresses by a comma (,).
- To **verify your mail server settings**, you can send a test email from the S**end Test Mail** Link. A test email will be delivered to the admin mail addresses entered.
- Select the type of protocol with which you wish to secure the data that is being sent from the drop-down box. You can choose to secure the connection through SSL, TSL, or none.
- Check against **Authentication** and enter the **Username** and **Password** of the Mail Server to avoid anonymous login.
- Select the check-box against **License Expiry Notification** to notify the administrators when the license of the product is about to expire.
- Select the check-box against **Application Downtime** Notification to notify administrators when the application shuts down unexpectedly.
- Click **Save** to complete the configuration of your mail server.

Reports

O365 Manager Plus has numerous reports to monitor your Office 365 accounts. From the numerous pre-configured reports, gather precise details on all aspects of your Office 365 environment like Exchange Online, Mail traffic, Skype for business, and much more. Get reports delivered right to your inbox with the customizable scheduler.

Report categories

O365 Manager Plus provides the following categories of pre-packaged reports to monitor your Office 365 environment.

- Exchange Online reports
- Mail traffic reports
- Skype for business reports
- Mobile devices reports
- Security reports
- User reports
- Group reports
- License reports



To generate any report for an Office 365 account, follow the steps listed below.

- Navigate to **Reports** tab.
- Select the report that you wish to generate from the side-bar or enter the name of the report in the **Search Report** text-box and select the report that you wish to generate.
- Select the **Office 365 account** for which you wish to generate the specific report from the Office 365 Account drop-down box.
- Some reports require you to enter a time period for which the report will be generated. In such cases, enter the time period of your choice and click **Generate**.
- The report will be generated and displayed below.

Certain reports can be added to the Dashboard as a widget directly from the reports page. To add a report as a widget in the dashboard, click the Add to dashboard link on the top-right corner of the page.

You can also schedule report generation and export generated reports to multiple formats.

Schedule and Export Reports

You can schedule generation of reports and choose the reporting frequency at which the reports will be generated. You can also configure the product to export the generated reports to multiple formats (PDF, XLS, CSV& HTML) and have the reports sent to the administrators' email. More on Schedule Reports

Features that are common to all reports in O365 Manager Plus

- Add / Remove Column links available in each report to select additional attributes.
- Filter attributes with specific values from reports
- · Columnar sorting of reports.
- Option to select the number of rows that are to be displayed in a single page of a report.
- Export reports to CSV, PDF, XLS and HTML formats.
- Perform a 'Quick Search' by inputting any attribute value that is displayed in the columns.

Knowledge Base

- How do I reset the password of the admin account?
- How do I change the password of the admin account?
- How do I install O365 Manager Plus as a Windows service?
- How to I manually backup and restore the database in O365 Manager Plus?
- How do I move O365 Manager Plus to a new server?
- How do I change the port number of O365 Manager Plus?

Reset Admin Password -

How do I reset the password of the admin account?

To reset your admin password,

- Navigate to <Installation_Dir>\bin folder. By default, the path is C:\ManageEngine \O365 Manager Plus\bin.
- Find and run the "resetAdminPassword.bat" file.
- Your password will now be reset to the default password "admin".

Change Admin Password –

How do I change the password of the admin account?

To change the password of your admin account,

- Click the _ icon located at the top right corner of O365 Manager Plus window and click Change Password.
- In the Personalize Settings page, enter the old password. Then, enter the new password and confirm it by keying in the new password in the 'confirm password' field.
- Click tChanges.

Alternatively, you can also:

- · Click the Admin table.
- Go to General Settings and click the Personalize link.
- Enter the old and new passwords. Confirm the new password by keying in the new password in the 'confirm password' field.
- Click Save Changes.

Install O365 Manager Plus as a Windows service

How do I install O365 Manager Plus as a Windows service?

After installing O365 Manager Plus, follow these steps to install the product as a service:

- Go to Start menu → All Programs.
- Select O365 Manager Plus.
- Click on NT Service folder.

- Click on Install O365 Manager Plus as a Service.
- When O365 Manager Plus is installed as a service, it runs with the privileges of the system account.

Manually Backup and Restore Database -

How to manually backup and restore the database in O365 Manager Plus?

Backing up the O365 Manager Plus database

Stop O365 Manager Plus. (Start \rightarrow All Programs \rightarrow O365 Manager Plus \rightarrow Stop O365 Manager Plus)

If you are using a pgSQL that does not come bundled with the product, follow the steps listed below. If not, start from step 4.

- Navigate to <Installation_Dir>\data and open postgresql.conf.
- Note: <Installation_Dir> here refers to the location where you have installed your pgSQL.
- Modify wal_level=archive in the postgresql.conf file.
- Copy the folders lib and bin, and paste them in <ManageEngine_O365_Manager_Plus_Installation_Dir>\.
- Start Command Prompt as an administrator (right-click command prompt and select 'Run as Administrator')
- Navigate to <O365_Manager_Plus_Installation_Dir>\bin folder by using the cd command. By default, the path to installation directory is C:\ManageEngine\O365 Manager Plus.
- Now, execute the command backup DB.bat to backup the database.
- A folder named Backup will be created at O365 Manager Plus installation directory (By default: C:\ManageEngine\O365 Manager Plus Backup) and it will contain the DB backup in compressed file format.

To restore a O365 Manager Plus database,

- Start Command Prompt as an administrator (right-click command prompt and select 'Run as Administrator')
- Navigate to <Installation_Dir>\bin folder by using the cd command. By default, the path to installation directory is C:\ManageEngine\O365 Manager Plus.
- Now, execute the command restoreDB.bat to restore the database.

restoreDB.bat compressed_file_name.zip

Migrate Server -

How do I move O365 Manager Plus to a new server?

To move O365 Manager Plus to a new server. follow the steps listed below.

Note: Please upgrade O365 Manager Plus to the latest build using the Service Pack before migration. And, do not uninstall O365 Manager Plus from the old machine until the new installation works fine.

- Navigate to <install_dir>/conf (By default: C:\ManageEngine\ O365 Manager Plus\conf)
- Open database_params.conf file in a text editor and identify the database that is being used by O365 Manager Plus in your environment.
- If the database is MySQL or MS SQL, then contact O365 Manager Plus support for further guidance.
- If the database is PostgreSQL, then continue with the following steps.
- Stop O365 Manager Plus (Start \rightarrow All Programs \rightarrow O365 Manager Plus \rightarrow Stop O365 Manager Plus if it running as an application, or Start \rightarrow Run \rightarrow services.msc \rightarrow Stop the 'ManageEngine O365 Manager Plus' if it is running as a service.)
- Open command prompt as administrator.
- Navigate to <Installation directory>\bin
- Run 'backupDB.bat' file to back up the database of your current installation. This will create a folder named 'Backup' in the installation folder. By default, C:\Program Files \ManageEngine\O365 Manager Plus. This folder will contain the database in compressed file format.
- Backup patch files, if you have any. Take a copy of the Patch folder present in O365 Manager Plus installation directory (By default: C:\ManageEngine\O365 Manager Plus)
- Download and install the build of the same number on the new server.
- Stop O365 Manager Plus after installation on the new server.
- Paste the Patch folder under the O365 Manager Plus installation directory (By default: C: \ManageEngine\O365 Manager Plus)
- Copy and paste the compressed database backup file created from the old installation in the following location on the new server: \O365 Manager Plus\bin (By default: C: \ManageEngine\O365 Manager Plus\bin)
- In the new server, open the command prompt as an administrator.
- Navigate to <Installation_Dir>\bin.
- Execute the 'restoreDB.bat' file from the command prompt using the compressed DB file.
- For example: restoreDB.bat compressed_file_name.zip
- Start O365 Manager Plus. (Start → All Programs → O365 Manager Plus → Start O365 Manager Plus)

Change Port -

How do I change the port number of O365 Manager Plus?

To change the port number in O365 Manager Plus,

- · Click Admin tab.
- Go to General Settings → Connection.
- In "O365 Manager Plus Port (http)" field, enter the new port number.
- If you wish to enable the secure socket layer, select the "Enable ssl port (https)" option and enter the appropriate port number.
- Click save.
- Restart O365 Manager Plus for the changes to take effect.

Troubleshooting Tips

Prerequisite

- Atleast Microsoft .NET version 4 and PowerShell version 3.0 must be installed.
- To generate Users, Groups and Licensed User Reports, Windows Azure AD module must be installed.
- Unable to connect to Office 365. Please check your internet connection.

Report generation and account configuration

- Test connection to your Office 365 environment.
- Dashboard graphs empty
- Access Denied
- Invalid Account
- Password Expired
- Logon Failure
- Open Session Failure/ Connection Error
- Permission Denied
- Authentication Error
- Unified Audit Log must be enabled to fetch data
- Incomplete Audit Reports
- Incomplete Mailbox Reports
- Other Errors

Technician Login

- This Office 365 account has been blocked
- You must change your Office 365 account password before you can login
- You cannot login because your account requires multi-factor authentication
- An unexpected error occurred.
- Access Denied

Atleast Microsoft .NET version 4 and PowerShell version 3.0 must be installed

If you have installed the product in any machine that runs an OS version lower than Windows 8 (Windows 7 SP1, Windows 2008 R2 SP1 & Windows 2008 SP1), please make sure that you have Microsoft .NET version 4 and PowerShell version 3 installed in your system.

- 1. To check if Microsoft .NET Framework is installed, open Command Prompt from Run. Enter the following command wmic product where "Name like 'Microsoft .Net%" get Name, Version. Check the displayed version. If the version is below 4, install Microsoft .NET Framework 4 from here.
- 2. To check if PowerShell is installed, type PowerShell from Run. If PowerShell is installed, check for its version number by running the command **\$P\$VersionTable**. If the version is below 3 or if PowerShell is not installed, install PowerShell V 3.0 from here.

Note : For machines running Windows 8 and later, Microsoft .Net version 4 and PowerShell version 3.0 come pre-installed.

Windows Azure Active Directory Module and Microsoft Online Services Sign-In Assistant must be installed.

Steps to download and install Windows Azure AD Module.

- 1. Download and install the Microsoft Online Services Sign-In Assistant. To check if this module is installed, run service.msc and check if the service 'Microsoft Online Services Sign-in Assistant' is installed. if it is not installed, download the module here.
- 2. Download and install the Windows Azure AD Module for Windows PowerShell. To check if this module is installed, open PowerShell and enter get-module -Name msonline. This will list the module if it is installed. If it is not installed, <u>download the module here</u>.
- 3. Refer this document for any help/information regarding installation of Azure AD module.
- 4. After installing the module, please restart browser and try again.

Note: To generate Users, Groups and Licensed User Reports, Windows Azure AD module must be installed on the machine where O365 Manager Plus is installed.

Internet Connection! Please check your internet connection.

- 1. The product requires an active internet connection to interact and function as desired. Please make sure that your internet connection is active and stable.
- 2. To allow the product to interact with Office 365, add these <u>ports and url's</u> to your firewall's allowed to connect to the internet list. Failure to do so will result in certain features not working as intended.

To test the connectivity of your Office 365

1. To test the connectivity of your Office 365 environment using PowerShell, follow the steps listed here.

Dashboard graph empty

- 1. Make sure that the report corresponding to the graph can be generated without any issue for the specified number of days.
- 2. If the report cannot be generated, follow the troubeshooting tips listed based on the cause of error.
- 3. If the report can be generated but the graph in the dashboard does not mirror the values, contact support@o365managerplus.com.

Access Denied

- 1. Make sure that you have entered the correct user name and password.
- 2. Check if the user account is blocked. To check if an account is blocked, follow the steps listed here.
- 3. Run the Office365ManagerPlusTroubleshoot.ps1 script file
 - Open PowerShell as the administrator.
 - Run the command Set-ExecutionPolicy -ExecutionPolicy RemoteSigned -Force -Scope process.
 - o Run the below script:

<install-dir>/bin/Office365ManagerPlusTroubleshoot.ps1

Note: <install-dir> here refers to the directory in which you have installed the O365 Manager Plus application.

- Enter the username and password of the Office 365 global admin with which the account was configured.
- If Is Global Admin account returns a value False, make the user a global admin by following the steps listed <u>here</u>.
- If Exchange session returns a value Error Occurred, the problem is with the configured account.
 - If the problem occurs when you try to configure an Office 365 account, try
 using a dedicated service account to configure O365 Manager Plus by
 following the steps listed here.
 - If the problem occurs at any other stage, please contact <u>support@o365managerplus.com</u> with a screenshot of the error.



Invalid Account

- 1. Make sure that you have entered the correct user name and password.
- 2. Run the Office365ManagerPlusTroubleshoot.ps1 script file
 - Open PowerShell as the administrator.
 - Run the command Set-ExecutionPolicy -ExecutionPolicy RemoteSigned -Force -Scope process.
 - o Run the below script:

<install-dir>/bin/Office365ManagerPlusTroubleshoot.ps1

Note: <install-dir> here refers to the directory in which you have installed the O365 Manager Plus application.

- Enter the username and password of the Office 365 global admin with which the account was configured.
- If Is Global Admin account returns a value False, make the user a global admin by following the steps listed <u>here</u>, or try using a dedicated service account by following the steps listed <u>here</u>.

Password Expired

- 1. Please check if you can log in to the Office 365 portal with the user account.
- 2. Reset the account password and try again.

Logon failure

- 1. Please check if you can log in to the Office 365 portal with the user account.
- 2. Check if the user account is blocked. To check if an account is blocked, follow the steps listed here.

Open Session failure/ Connection Error

- 1. The error occurs when a PSSession can not be opened successfully.
- 3. Run the Office365ManagerPlusTroubleshoot.ps1 script file
 - o Open PowerShell as the administrator.
 - Run the command Set-ExecutionPolicy -ExecutionPolicy RemoteSigned -Force -Scope process.
 - o Run the below script:
 - <install-dir>/bin/Office365ManagerPlusTroubleshoot.ps1

- Note: <install-dir> here refers to the directory in which you have installed the O365 Manager Plus application.
- o Enter the username and password of the Office 365 global admin with which the account was configured
- o If Is **Global Admin account** returns a value **False**, make the user a global admin by following the steps listed <u>here</u>.
- o If Exchange session returns a value Error Occurred, the problem is with the configured account.
 - If the problem occurs when you try to configure an Office 365 account, try using a dedicated service account to configure O365 Manager Plus by following the steps listed here.
 - If the problem occurs at any other stage, the error may be temporary and try again after some time. If the issue persists, please contact support@o365managerplus.com.

Permission denied

- 1. Run the Office365ManagerPlusTroubleshoot.ps1 script file
 - o Open PowerShell as the administrator.
 - Run the command Set-ExecutionPolicy ExecutionPolicy RemoteSigned Force -Scope process.
 - o Run the below script:
 - <install-dir>/bin/Office365ManagerPlusTroubleshoot.ps1
 - Note: <install-dir> here refers to the directory in which you have installed the O365 Manager Plus application.
 - Enter the username and password of the Office 365 global admin with which the account was configured.
 - If Is Global Admin account returns a value False, make the user a global admin by following the steps listed here.
 - If Exchange session returns a value Error Occurred, the problem is with the configured account.
 - If the problem occurs when you try to configure an Office 365 account, try using a dedicated service account to configure O365 Manager Plus by following the steps listed here.
 - If the problem occurs at any other stage, please contact support@o365managerplus.com with a screenshot of the error

Authentication Error

- 1. Make sure that you have entered the correct user name and password.
- 2. The Office 365 authentication system may be not functioning properly. Please try again after some time.

Unified Audit Log must be enabled to fetch data

The following reports require **Unified Audit Log** to be enabled:

- Azure Admin Activity
- SharePoint Admin Activity
- All OneDrive activity reports

To enable collection of Unified Audit Log data, follow either of these two steps.

- 1. Enable collection of unified audit log data through Microsoft Office 365 portal.
 - o Login to Office 365 Portal and navigate to Security & Compliance Center tab.
 - Click Search and investigation menu from the tab in the left and click Audit log search.
 - o In the window that appears, click on Start recording user and admin activity.
 - o In the pop-up that appears, click Turn On.
- 2. Enable collection of unified audit log data through PowerShell
 - Run the following cmdlets in PowerShell.
 - \$UserCredential = Get-Credential;\$Session = New-PSSession -ConfigurationName Microsoft.Exchange -ConnectionUri https://outlook.office365.com/powershell-liveid/ -Credential \$UserCredential -Authentication Basic -AllowRedirection;Import-PSSession \$Session -CommandName Set-AdminAuditLogConfig
 - Set-AdminAuditLogConfig -UnifiedAuditLogIngestionEnabled:\$True
 - o Remove-PSSession \$Session

Incomplete Audit Reports

To generate audit reports for all operations, follow the steps listed below.

- Open PowerShell as the administrator.
- Run the command Set-ExecutionPolicy -ExecutionPolicy RemoteSigned -Force -Scope process.
- Run the below script:

<install-dir>/bin/Office365ManagerPlusTroubleshoot.ps1

Note: <install-dir> here refers to the directory in which you have installed the O365 Manager Plus application.

- If Exchange session returns a value Error Occurred, please contact Incomplete Audit Reports to resolve this issue.
- If the Exchange session returns a success value, follow the steps listed below:
 - Run the script provided below to enable auditing for the connected Office 365 account.

Set-AdminAuditLogConfig -UnifiedAuditLogIngestionEnabled \$true

- Proceed with enabling auditing for the individual mailboxes.
 - Enabling complete auditing for all mailboxes
 - Enabling complete auditing for particular mailboxes
 - Enabling auditing for select operations for all mailboxes

To enable complete auditing for all mailboxe

Get-Mailbox -ResultSize unlimited | Set-Mailbox -AuditEnabled \$true -AuditOwner Create, Hard Delete, Mailbox Login, Move, Move To Deleted Items, Soft Delete, Update -AuditAdmin

Copy,Create,FolderBind,HardDelete,MessageBind,Move,MoveToDeletedItems,SendAs,Se ndOnBehalf,SoftDelete,Update -AuditDelegate Create, FolderBind, SendAs, SendOnBehalf, SoftDelete, HardDelete, Update, Move, MoveToDeletedItems

To enable complete auditing for particular mailboxes

Set-Mailbox -Identity abc@microsoft.com -AuditEnabled \$true -AuditOwner Create, Hard Delete, Mailbox Login, Move, Move To Deleted Items, Soft Delete, Update -AuditAdmin

Copy, Create, Folder Bind, Hard Delete, Message Bind, Move, Move To Deleted Items, Send As, Se ndOnBehalf,SoftDelete,Update -AuditDelegate Create, FolderBind, SendAs, SendOnBehalf, SoftDelete, HardDelete, Update, Move, MoveToDeletedItems

To enable auditing for select operations for all mailboxes

Get-Mailbox -ResultSize unlimited | Set-Mailbox -AuditEnabled \$true -AuditOwner Create, Hard Delete, Mailbox Login, Move, Move To Deleted Items, Soft Delete, Update -AuditAdmin

Copy, Create, Folder Bind, Hard Delete, Message Bind, Move, Move To Deleted Items, Send As ,SendOnBehalf,SoftDelete,Update -AuditDelegate Create, FolderBind, SendAs, SendOnBehalf, SoftDelete, HardDelete, Update, Move, MoveToDeletedItems

Incomplete Mailbox Reports

If the generated Mailbox reports does not show information for a select group of individuals, follow the steps listed below.

- Check if the user's information is displayed in the **Mailbox Users** report.
- If the user's information is displayed there, the reason for the partial data in the report is that the specific user is not managed by O365 Manager Plus.

To rectify this, purchase more licenses or reassign licenses to accommodate the user by following the steps listed below:

- Navigate to Admin tab.
- Click Manage Licenses link at the right-corner of the window.
- Click the Total Number of Mailboxes in the Managed Mailboxes column. This will open a pop-up.
- Click | con to search for the specified user mailbox by name
- Select the check box against the particular user's mailbox to manage the user.
- Click OK to save the selection.

This Office 365 account has been blocked

- 1. This account has been blocked by the administrator.
- 2. Contact your administrator to login to O365 Manager Plus.

Other Errors

1. If you encounter any error that is not mentioned above, contact support@o365managerplus.com.

This Office 365 account has been blocked

- 1. This account has been blocked by the administrator.
- 2. Contact your administrator to login to O365 Manager Plus.

You must change your Office 365 account password before you can login

- 1. An Administrator has changed the password to your Office 365 account.
- 2. Login to Office 365 Portal and reset your password to login to ManageEngine O365 Manager Plus

You cannot login because your account requires multi-factor authentication

1. This account has been configured with multi-factor authentication and cannot be used to login.

For further information, contact your administrator.

An unexpected error occurred

- 1. The error occurs when a PSSession can not be opened successfully.
- 2. Make sure that you have entered the correct user name and password.
- 3. If the problem still persists, contact your administrator.

Access Denied

- 1. Make sure that you have entered the correct user name and password.
- 2. If the problem still persists, contact your administrator.

Steps to check whether a user account is blocked from logging in:

- Log in to <u>Office 365 portal</u>.
- Navigate to Users → Active Users.
- In the filters drop-down box, select Sign-in Blocked.
- Check if the user account is blocked from logging in.

Steps to make a user a global admin:

When the account is configured with a user who is not a global admin, the user account might not have permission to view all the details and will result in reports being generated with partial data.

- Log in to Office 365 portal.
- Navigate to Users → Active Users.
- Select the user and click Edit in the Roles field.
- Select Global Administrator, enter an alternative email address and click Save.
- Refresh the user account in the O365 Manager Plus application.
 - Navigate to Admin → Office 365 Settings.
 - o Click on icon present under the actions tab of the corresponding user account.

Steps to create a dedicated service account:

- Log in to the Office 365 portal.
- Navigate to Users --> Active Users --> Add a User.
- Create a new user by filling the mandatory fields display name and user name.
- In the password section, select Let me create the password and enter a password for the user account.
- Uncheck the Make this user change their password when they first sign in.
- In the roles section, select Global Administrator.
- In the product licenses section, select Create user without product license.
- · Click Save.
- Use this account to configure your Office 365 account in O365 Manager Plus.

If the problem persists, contact support@o365managerplus.com.



Contact Us

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Sales

To purchase ManageEngine O365 Manager Plus from any part of the world, you can fill out the <u>Sales Request Form</u>. Our sales executive will contact you shortly. You can also send us an email at <u>sales@manageengine.com</u>.

For the quickest response, please call O365 Manager Plus support: +1 888 720 9500

Technical Support –

One of the value propositions of ZOHO Corp. to its customers is excellent support. During the evaluation phase the support program is extended to you free of charge.

Please send your technical queries to support@o365managerplus.com

Alternatively, from within the product, select the Support tab. It has the following options that will allow you to reach us:

- Request Support Submit your technical queries online.
- Need Features Request for new features in O365 Manager Plus.
- User Forums Participate in a discussion with other O365 Manager Plus users.
- Live Chat Get instant response to your queries.
- Contact Us Speak to our technical team using the toll free number (+1-888-720-9500)









