

## Use Case: Ensuring OneDrive and SharePoint Availability and Performance for Your Business Lines

### The Challenge

Microsoft OneDrive and SharePoint are at the core of many business processes and relationships with both internal and external stakeholders. These products provide key capabilities for document sharing, collaboration, and many other customized applications.

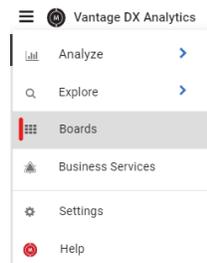
When it comes to monitoring performance, Microsoft provides views at the tenant level of issues coming from their datacenter. However, there is no way for an enterprise to measure, detect and troubleshoot issues experienced by their business lines and users.

### Video Overview

In the demo video that accompanies this demo overview, we will show you how you can track the availability and performance of SharePoint and OneDrive features from every critical location of your business lines to proactively ensure employee productivity.

### Let's Get Started!

Let's start with our Alerting board.



The alerting section of Vantage DX can be found in the burger menu (top left) under "Boards"



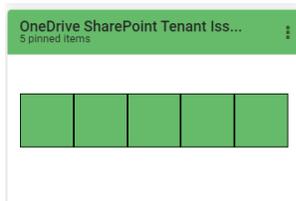
What do you see here?

You see the standard alerting that we configure for our main customers. Every board describes an alert condition (in the title) and the number of elements that have been found that have met the condition of the alert.

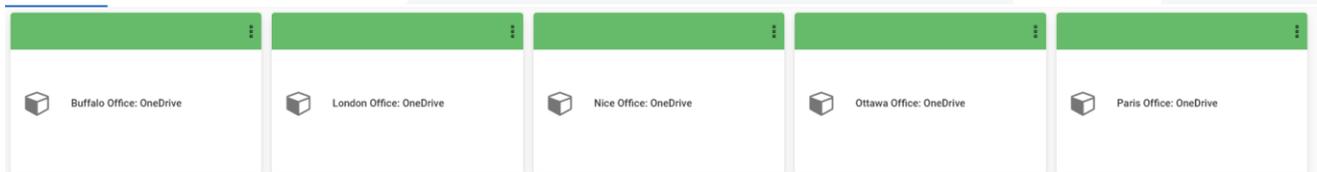
Immediately, you can see if you have a specific condition with an issue and the severity of the issue.

Keep in mind, that you can create an alert for any condition you want on your Microsoft data.

Most of these standard alerts are also described in our video: [“Proactively Support Users With Microsoft Teams User Experience Alerting using Martello Vantage DX”](#).



Here we will look at the alert that focuses on the availability and performance of OneDrive and SharePoint features for your critical locations. Let's open it by clicking on it.



We can see here that Martello Vantage DX is configured to test, measure and alert on OneDrive service issues that would be experienced in our 5 critical locations. The OneDrive and SharePoint test are exactly the same.

Let's go deeper and check alerts that have happened and drill down into the testing feature.

Click on **ALERTS (0)** then in the left column and deselect the active only box.

**Active**

Show Only Active

ALERTS (31)	INCIDENTS (0)	RULES (1)	EXCLUSIONS (0)		
Severity	Target/Message	State	Created On	Last Updated	Integration Type
	Microsoft OneDrive on Paris Office Critical issue on OneDrive	Closed	Apr 15, 2023 7:00 PM	Apr 15, 2023 7:05 PM	Vantage DX Monitoring
	Microsoft OneDrive on Ottawa Office Critical issue on OneDrive	Closed	Apr 15, 2023 6:59 PM	Apr 15, 2023 7:04 PM	Vantage DX Monitoring
	Microsoft OneDrive on Buffalo Office Critical issue on OneDrive	Closed	Apr 12, 2023 9:31 AM	Apr 12, 2023 9:46 AM	Vantage DX Monitoring
	Microsoft OneDrive on Nice Office Critical issue on OneDrive	Closed	Apr 6, 2023 4:01 PM	Apr 7, 2023 3:31 PM	Vantage DX Monitoring
	Microsoft OneDrive on London Office Critical issue on OneDrive	Closed	Apr 6, 2023 4:01 PM	Apr 7, 2023 3:31 PM	Vantage DX Monitoring

You are now in front of all the alerts from the past 3 months.

Microsoft OneDrive on Paris Office  
Critical issue on OneDrive

ACTIVE ALERT	LAST UPDATED ON	CREATED ON
Inactive	2023-04-15 at 7:05 PM	2023-04-15 at 7:00 PM
ALERT STATE	ALERT OPENED	RETRIEVED FROM INTEGRATION
Closed	6 days ago	

Details

Message

Critical issue  
On Paris Office / Configuration 'OneDrive'  
- The remote name could not be resolved: 'login.microsoftonline.com'  
Status is partially complete. Some properties were missing, only a subset of tests have been evaluated. (this can be ignored if failure to connect to the endpoint occurred)  
Cannot evaluate the following tests for OneDrive  
- LoginExecutionTimeDown  
- LoginExecutionTimeWarning  
- UploadExecutionTimeDown

Let's open the first one:

On the right, you have the detail of this alert.

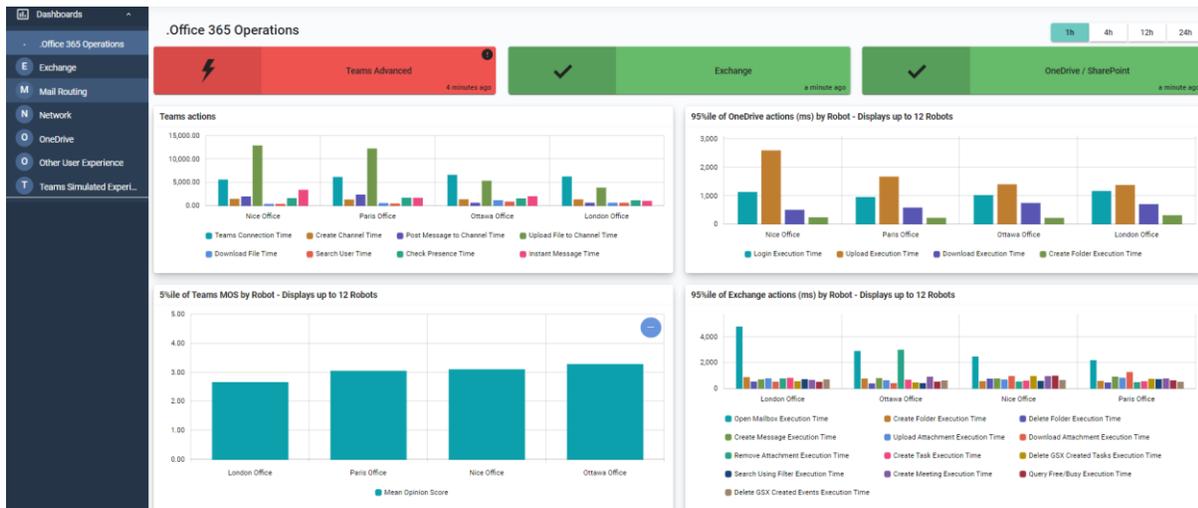
It seems that in Paris on April 22nd, users had issues with connecting, uploading, and downloading documents in OneDrive.

If you want to get more information about these tests and alert, we can switch to the detailed

view by clicking on the blue



icon on the bottom right.



You are now on the main page that summarizes the main workloads and feature tests that are completed.

These synthetic transactions are performed by what we call robots that are installed on every critical location you have. In the end, they are just windows services that you can deploy on any windows machine and they act as a user, using the exact same protocol and embedded thick client to perform availability and performance tests for every critical feature of Microsoft 365.

We always recommend putting these robots on a machine that is power on to deliver 24/7 monitoring data and alerts. Outages can happen during off hours and the only way to detect them and anticipate any business productivity issue is to continuously test the Microsoft services.

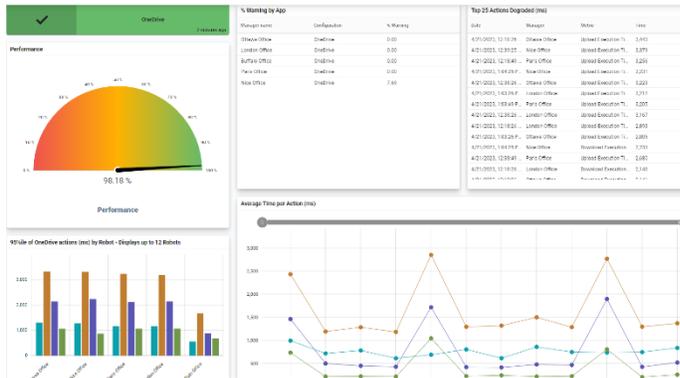
The goal is to have a baseline so you can understand what is normal and what is not and to be able to detect local, regional or global outages quickly to improve your response time to an incident and ensure a better service to your business lines.

To focus on OneDrive & SharePoint, just select the OneDrive tab on the left:



On the top right you can change the time period if needed:



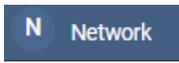


The first line of graphs shows the current availability and performance as well as the recent issues that have been detected through our tests.

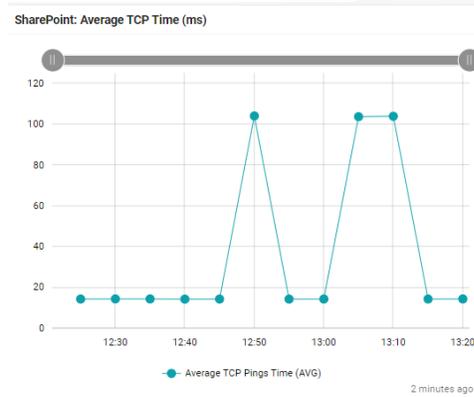
These tests reproduce exactly the way you would use OneDrive or SharePoint i.e. login, upload, download and create folder.

It tells you - in real time from your critical location - the availability and performance of these features. If a Microsoft outage is happening, you will be alerted in real time as all the robots will fail at the same time.

The second line helps you to compare the results of the tests, location per location to determine if a location is underperforming compared to the others.



Now clicking on **Network**, we can see the last performance tests done for OneDrive and SharePoint.



This test and show the TCP time in milliseconds from the robot to the SharePoint or OneDrive service.

This can be important to monitor so that you have better data about the network performance from the location that is tested to the Microsoft datacenter.



Now let's explore the last series of tests by clicking on **Other User Experience**



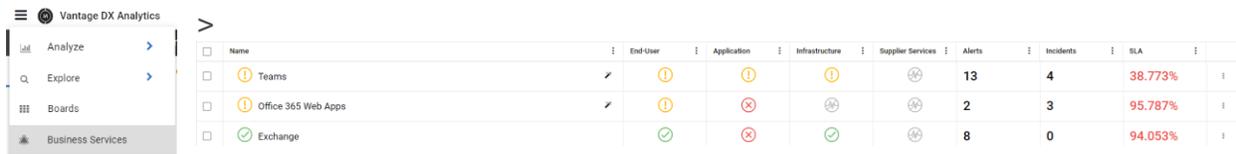
You can see here that the robots are also trying to connect to specific SharePoint pages.

You can select the URL you want, and the robot will login and measure the time it takes to load the page. We are using the same system to test the availability of every Microsoft 365 web application such as Excel, Planner, OneNotes, etc.

Of course, you can be alerted in case of any issues, and you can track the performance with SLA reports.

Let's check this out. For that we are back to our main dashboard.

We will now go on the Business Services section.



Name	End-User	Application	Infrastructure	Supplier Services	Alerts	Incidents	SLA
Teams	🟡	🟡	🟡	🟡	13	4	38.773%
Office 365 Web Apps	🟡	🔴	🟡	🟡	2	3	95.787%
Exchange	🟢	🔴	🟢	🟡	8	0	94.053%

From here you can:

- ✓ Create customized SLA reports based on every alert generated by Martello Vantage DX (synthetic transactions, network path monitoring, Teams audio and video performance) as well as imported alerts from your existing monitoring tool (Nagios, PRTG, SCOM, etc.).
- ✓ Define how the SLA is calculated.
- ✓ Define what data can impact its result.
- ✓ Define what data is used to explain the SLA.
- ✓ Provide reports to your business lines or management.

For every report, you can choose exactly what data will affect the SLA performance and what additional data should be displayed to explain any potential loss of service quality.

Here is what we can see here:

- The name of the service that you defined.
- The type of data used either for the SLA achievement or for troubleshooting (End-User, Application, Infrastructure)
- The number of alerts for this business service over time.
- The incident synchronization with your ITSM tool (for example ServiceNow) that correlates alerts into service incidents that are then synchronized with that tool.
- And finally, the SLA achievement itself overtime.

For this use case we will focus on the SharePoint OneDrive business services we have created.



SharePoint OneDrive	🟢	🟢	🟡	🟡	0	0	95.815%
---------------------	---	---	---	---	---	---	---------

Let's explore it by clicking on it.



Here you see the results of the SLA for that current time period. Every red dot on the right diagram shows when a breach in the SLA occurred. Clicking on each of them then shows the reason for the breach below on the diagram.

You'll see which robot, which location and at what time the issue occurred.

It is also here that you can schedule a report that can be sent to your business lines and management.

Let's click  until we come back to the Business Services overview.

As you are read only you won't be able to do what I am about to show but let's see how you can customize the performance report and SLA you want to track.

If I click on the 3 dots at the right end of our Business Service: 99.593%  and then "Configure"

Service Details		Configure	
Service Level Objectives		Maintenance Mode	
Supplier Services		Share	
Incident Automation		Remove	
Notifications			
Manual State			

The Service Details opens up a pop up where you can choose what data type is taken into account to calculate the SLA (End user, Application, Infrastructure).

Service Level Objectives defines the target level of the performance.

Incident Automation lets you to synchronize the status of the business services with your ITSM tool.

Finally, Notifications lets you to choose how and when you want to be alerted when your business service is failing.

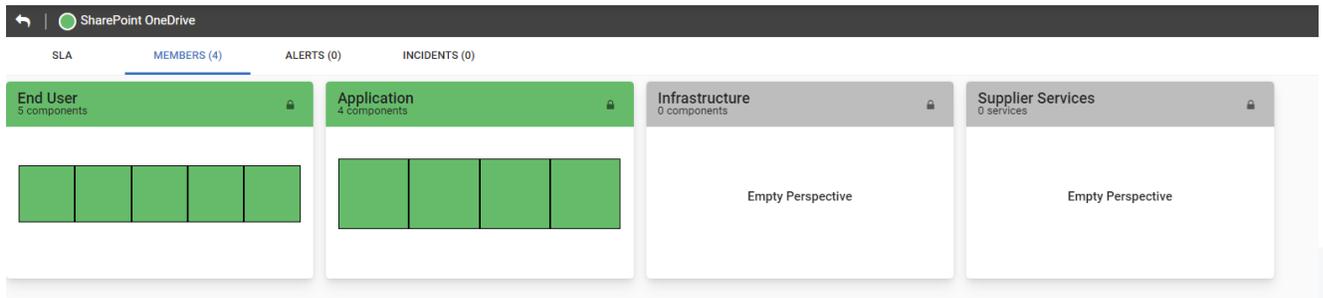
As you can see, Vantage DX provides several ways to group your users, define service quality targets, and be alerted when SharePoint or OneDrive have issues.

Let's come back to Business Services (click on SharePoint OneDrive).

This SLA is based on the availability and performance of our robots testing SharePoint and OneDrive features from our main locations.

To see the data sources that are used in this SLA we can click on **MEMBERS (4)**

Here you will see the data sources organized into 4 bricks:



This SLA has been configured to be calculated based upon the data in the End User brick. Here the end user data is produced by our robots - acting as users from multiple locations - testing SharePoint and OneDrive as we have seen in the first part of this overview..



We see here that the robots are all good. If you want a summary of what happen for every robot you can click on it. And if you want to see the past alerts for these robots you can then click on the **ALERTS (3)** tab and make sure you have deselected the Active alert only box.

For that, click on the arrow on the left:  **Active**  Show Only Active

You now see all the past resolved alerts.

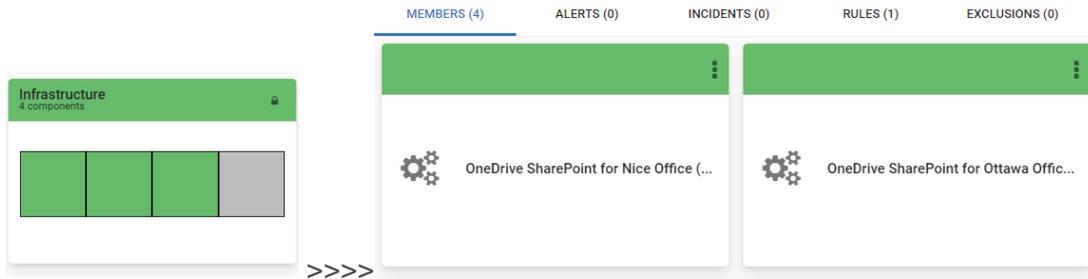
You can click on any of them to have the details of every alert.

To come back on the data sources for that SLA click  until you reach the member part.

In the application part, we have put Microsoft Service Health. It doesn't impact the SLA but provides interesting complimentary information and data in case there are any problems that need diagnosing.



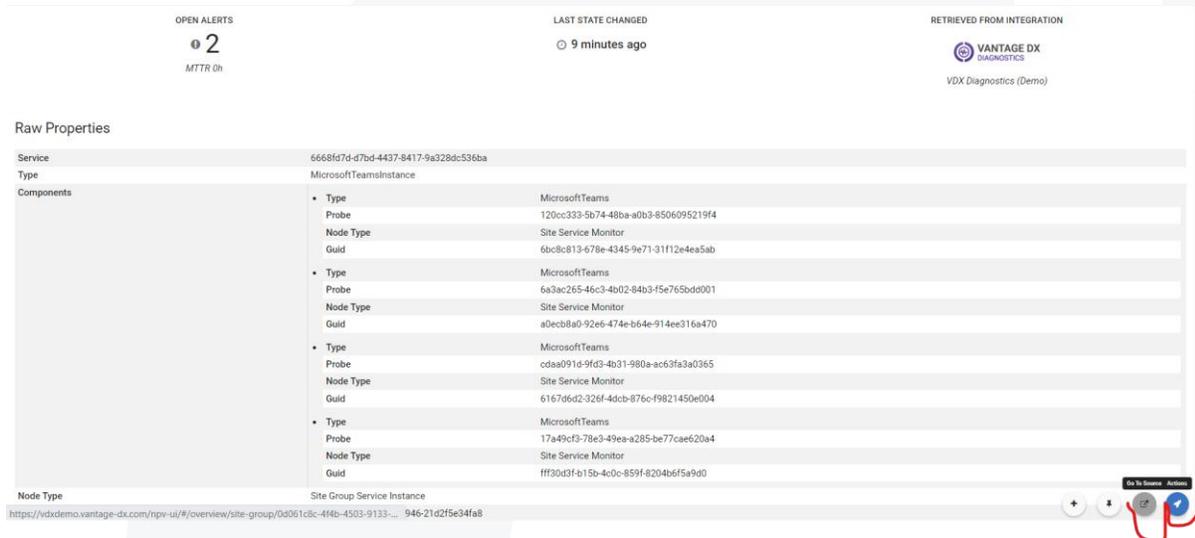
Click  to come back to the member page again. Now we will dig into Infrastructure.



If you click on Infrastructure, you will see an example of Martello Vantage DX Diagnostic probe running from one of our main locations and checking the network performance in between the locations and the Microsoft SharePoint and OneDrive services. This allows you to pinpoint where the latency is introduced and who owns that issue. This is a quick way to understand where the outage comes from and to qualify any third-party problems.

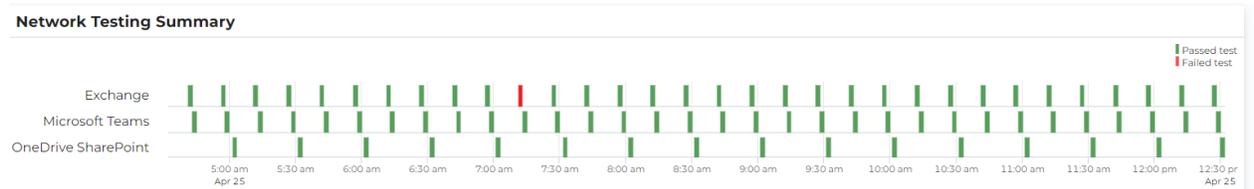
It is now the good time to introduce you to our Network Path monitoring feature.

For that, click on any of the tests (London) and then click on the blue rocket on the bottom right and then on the “Go to Source” button.



It will open the specific table to manage and get more details on Martello Vantage DX Diagnostic.

You'll arrive on this page:



- London Office
- Nice Office
- Ottawa Office**
- Paris Office

The middle section shows the details of the network tests that are done from the location you can find on the left:

A red line means that a problem has been detected, and green is obviously good. It seems that for OneDrive and SharePoint, everything is good for now!

Let's click on any green dot for the location you have selected. We will arrive here:

#### Data Filters

Test Type: OneDrive SharePoint

Date: 25-Apr-2023

Time of day: 12:30 PM

Results within ±7.5 minutes from Time of Day

Auto-select sites with results

London Office  
 Nice Office  
 Ottawa Office  
 Paris Office

#### Grouping

Group network hops

none  
 by network  
 by network owner

Show network owners

#### Path Analysis

Ottawa Office to microsoft.sharepoint.com

hops taken	11
round-trip time	14.007ms
jitter	0.366ms
packet loss	0%

#### Hop Breakdown

KPI: Round-Trip Time

IP Address	Round-Trip Time (ms)
10.21.0.1	~10
204.225.97.121	~10
154.24.83.129	~10
154.54.91.93	~10
38.32.158.162	~10
104.44.237.155	~10
104.44.233.134	~10
13.104.141.39	~250
13.107.136.8	~10

The diagram on the left represents every hop the data is going through to get to the Microsoft OneDrive or SharePoint server.

We see that some hops are not performing as well as the others, but they aren't bad enough to represent an issue and trigger an alert.

On the hand right side, you have the summary and the details of the latency that has been found.

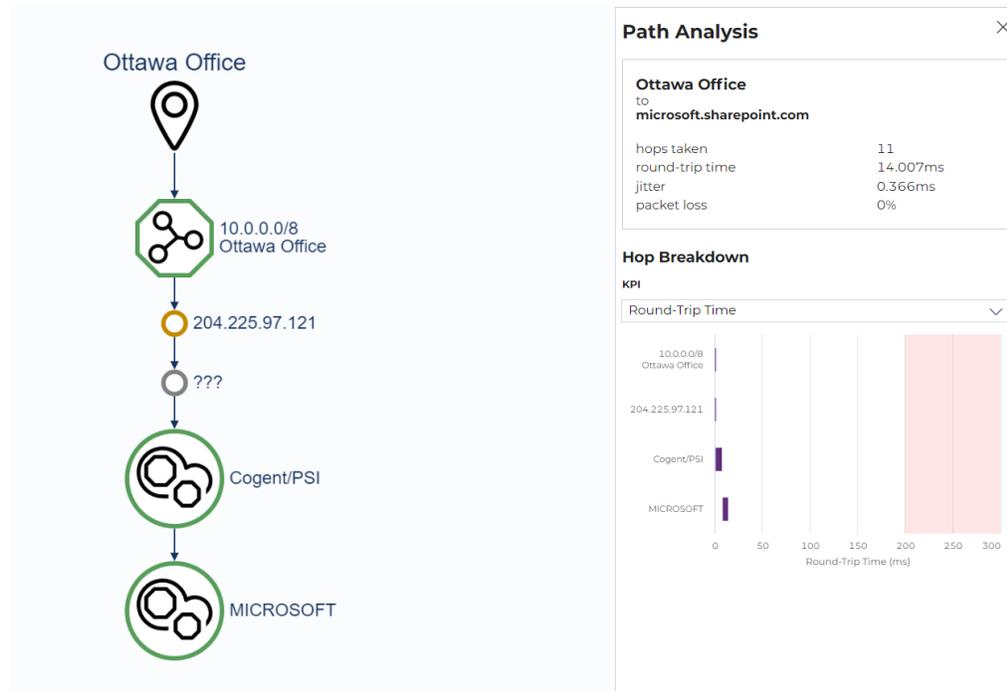
You can click on Hop Breakdown / Round Trip Time to switch to other network data such as packet loss and jitter.

Now let's check who owns every hop to quickly determine who is responsible when there is a problem.

### Grouping

- Group network hops
- none
  - by network
  - by network owner

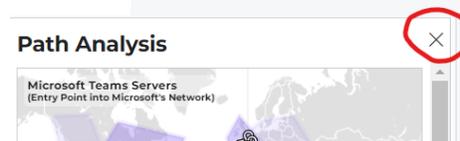
On the left side, click on by network owner. Automatically, the hop owner is shown.

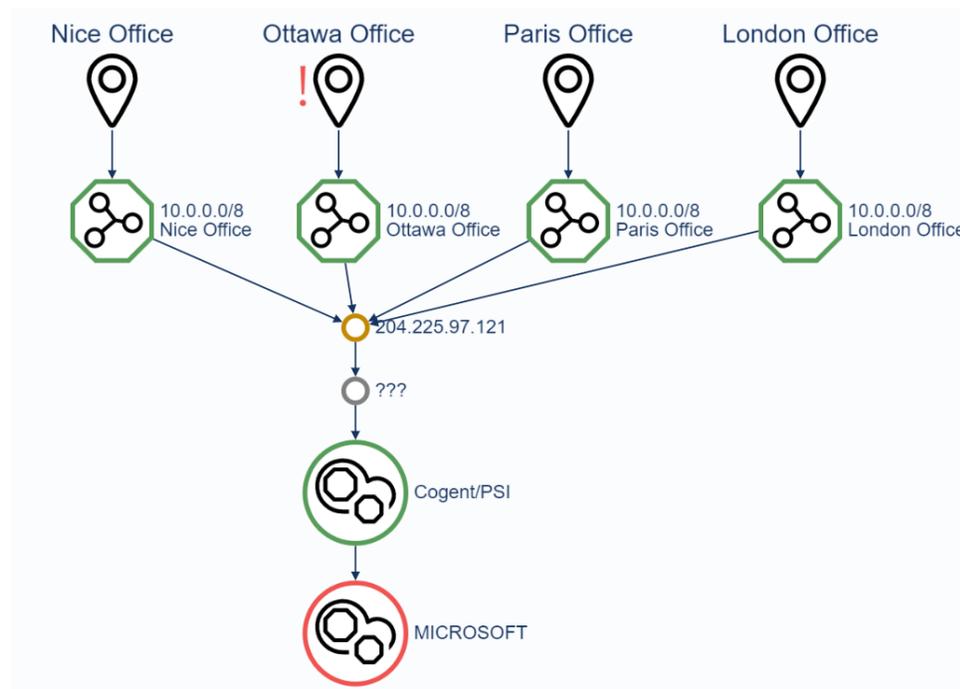


In this example, we see that the worst performing hops are in the office itself.

In seconds we have been able to identify if they are network issues, and if yes, how bad they are and who is responsible for them.

If you click on  **Auto-select sites with results** on the left side, you will see the diagram for all the tests that are made for every critical location. You can close the right panel for better visibility.





You can get further explanation of the tool testing for VIPs or users with recurring issue in our video: [Proactively Support and Troubleshoot your Teams VIP Issues](#)

Vantage DX Diagnostic is typically used to continuously monitor the performance of the route to the cloud from your critical locations. This allows you to automatically detect any latency, who owns it and speed service remediation to prevent a productivity impact on your business lines.

You can configure the probes to not only check Microsoft OneDrive and SharePoint but also any end point you want to monitor such as any Microsoft workload, PowerApps, Azure, ISP or any internal devices.

This tool is also used to detect third party issues. If your security provider, or any other services are having a network issue, you will be able to detect it and be alerted so that you can stay proactive on the management of the quality of service. Feel free to explore the tool, the different tests, and results provided in this trial environment.

## Conclusion

Thank you for watching this video. We have seen that Martello Vantage DX can monitor the OneDrive and SharePoint services delivered to your users in any location you want. This is easily done by testing the workload features, the page login and performance and the network quality. It provides early detection of any outage or service issues that would affect your users and offers advanced troubleshooting for any network latency.

You can also define customizable alerts and performance reports that you can then share with your management and business lines. Check out our [other videos](#) about Microsoft Teams or Exchange to see how Martello Vantage DX can monitor the entire Microsoft 365 environment.