

# **Nextthink V6.19**

## **Library Packs Configuration**

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# Configuration Manuals

## Overview

Find here the configuration manuals of the packs in the Nextthink Library that require nontrivial steps to get them up and running.

The configuration manuals of the different library packs are available in this same **Library Packs Configuration** section, starting from the minimum version of the product that is compatible with each pack.

Related references

- Nextthink Library

# Remote Actions

## Get Performance Monitor Data

### Overview

With this Remote Action, execute Data Collector Sets and move the reports to a desired shared folder.

### Prerequisites

There is not any special requirement to use this Remote Action. It is possible to configure your custom Data Collector Set, otherwise *System Performance* is used as the default one.

To better understand how to configure a shared folder to work with Nextthink Act, please visit this page.

### Custom Data Collector Set

To customize your own Data Collector Set, please, have a look at this link.

The XML scheme needs to be available in a shared folder to be used by the Remote Action.

### Execution context

The Remote Action must be executed as LocalSystem, in order to have the right of executing Performance Monitor analysis.

### Input parameters

To a good usage of the Remote Action, set these input parameter values:

Parameter	Description	Value
MaximumDelayInSeconds	To avoid overloading the network when saving the reports	30
XMLPath	"" to execute the default Data Collector Set called <i>System Performance</i> or an UNC path to	""

	the configured XML scheme	
OutputFolderPath	UNC path where the reports will be exported	eg. \\server\folder

# Digital Employee Experience

## Reduce logon duration

You can adjust the threshold of the logon and extended logon duration to your need. By default, thresholds are the same than used in the DEX score.

To change thresholds, modify the following 2 metrics:

1. **Reduce logon duration- Devices with poor logon duration**
2. **Reduce logon duration- Devices with poor extended logon duration**

## Group Policy Management

To use this library pack the following remote action need to be be executed on all devices.

### Remote Action: Get Gpo Startup Impact

This Remote Action is found within the Nextthink Library > On Demand area:

Recommendation is to run this remote action every week. It is possible to use this investigation to execute it on all Windows workstations: **Group Policy Management - All Windows computers**

## **Application Auto-Start Impact**

To use this library pack the following remote actions need to be executed on all devices.

### **Remote Action: Get Startup Impact**

This Remote Action collect application startup impact measured by Windows 10. Can be found within the Nextthink Library > On Demand area:

Recommendation is to run this remote action every week because startup impact is evaluated by operating system after a complete boot.

The following investigation is ready to use to execute the Remote Action on all Windows 10 workstations: **Application Auto-Start Impact - All Windows 10 computers**

### **Remote Action: Disable application from Startup menu**

This Remote Action allow to disable a list of application or all application not listed in the white list. Can be found within the Nextthink Library > Remediation area:



Application to disable or keep can be copied from **Applications output** of **Get Startup Impact** Remote Action.

Recommendation is to run this remote action every day.

## Skype for Business

## Skype for Business

### Remote Action: Skype for Business Diagnostic

This remote action collects information **every hour** about Skype for Business for active devices. It creates 24 log files where every call is monitored and stored in its correspondent file.

The calls diagnostic stored in the engine, is the sumatory of those files with the data within the last 24 hours.

When the remote action is executed, it rotates all files and removes the last one if the elapsed time from the last execution is greater than one hour, otherwise the information gathered in the execution will be saved in the last file, replacing the information in it.

Make sure you have **FULL** or **LIGHT** logs enabled for Skype.

see how to enable Skype For Business/Lync logging

You should get the logs written on one of these two folders depending on the Skype version: %LocalAppData%\Microsoft\Office\16.0\Lync\Tracing **\*\*FOR SKYPE 2016\*\*** %LocalAppData%\Microsoft\Office\15.0\Lync\Tracing **\*\*FOR**

## SKYPE 2015\*\*

If the log files are empty, the Remote Action will not be able to return any Skype calls data.

### ***Input parameters***

- **MinSecondsForCall:** If the time since the call is established until it is finished is lower than the provided value, the call is considered as short. It is categorized in this way because some calls may become short due to technical issues.
- **NumHoursForTimeout:** The maximum duration to consider an unfinished call as dropped call. When the remote action is being executed, there may be calls in progress, hence they are stored in a cache file. For the following attempts, if the duration of the call passes the provided value, it is categorized as dropped. The purpose of this value is to categorize dropped and unfinished calls properly, because they have the same traces in the Skype for Business logs.

The first value is useful for identifying calls properly established and dropped by either the caller or the receiver, but whose duration was too short to consider them as "normal" call. It covers the cases when the device is muted, or a wrong audio device was selected and the user has to leave the call and set it up again, etc.

The second parameter is useful for identifying calls established but still in progress or the ones which, due to a Skype crash, don't have the proper termination traces, hence they are never finished. When a call reaches the considered time, they are considered as dropped.

### ***Desired remote action configuration***

- **Schedule time:** Hourly. Recommended value, because otherwise the calls information is not stored within the set of logs properly hence it could imply a loss of data.
- **User context:** Current interactive user. The remote action needs to access data that is stored in the user folder.
- **Timeout:** At least 165 seconds. The remote action has an initial wait up to 45 seconds to avoid a huge quantity of devices writing the results in the engine at the same time.

## ***How the remote action identifies each call result***

To identify calls and process them properly, the remote action performs the following steps while it is reading text blocks from the Skype for Business logs:

*The text "[xxx]" in the following examples, represents a text that is skipped, it is usually the user identity or email.*

- Detects the request of a call by getting this message:

```
INFO  :: INVITE [xxx] SIP/2.0
```

- If the request block does not have these content types, it is skipped:

```
application/sdp multipart/alternative
```

- If the block is taken, the call mode is identified by these tags for audio, video or screen/application sharing:

```
m=audio m=video m=applicationsharing-video m=applicationsharing
```

- In case of gathering a **CANCEL** or **DECLINE** block, then it tries to get the reason of it by getting the value until the first ';' from ms client diagnostics node:

```
CANCEL [xxx] SIP/2.0 SIP/2.0 [xxx] DECLINE ms-client-diagnostics:  
[NUMBER]
```

- ◇ If the value is **51004**, then the call is categorized as **REJECTED** and it does not count for the statistics.
- ◇ Otherwise, the call is categorized as **FAILED**.

- In case of gathering the BYE block, it means that the call was established and initiated, so then:

```
BYE [xxx] SIP/2.0
```

- ◇ If the value from ms client diagnostics is **51004**, then it is categorized as **SUCCESSFUL**, because this value is used also for calls finished properly when they have the **BYE** block.
- ◇ Otherwise, the call is categorized as **DROPPED** and the remote action tries to get the reason from ms client diagnostics node.

- In case of gathering the **SERVICE** block, it contains the **VQReport** with details about the call:

SERVICE [xxx] SIP/2.0

- ◊ When the result of the call is **SUCCESSFUL**, then the quality is measured, categorizing the call as **POOR** in case of any value is over the threshold recommended by Microsoft.

As it was mentioned before, the remote action stores calls information in several files. The calls with the **INVITE** block but without the **BYE**, nor **DECLINE**, nor **CANCEL**, are considered **calls in progress**, hence are stored in a .cache file. If after several remote action executions, the call duration is over the provided value in the parameter **NumHoursForTimeout**, then it is categorized as **DROPPED**, having an **Unknown** reason for the problem.

## About the collected metrics/data

The values about the quality call are computed by Skype for Business and stored in the VQReport node within the log file. The remote action does not perform any calculation.

Those values are only available when the result of the call is **SUCCESSFUL** or **POOR** (it is categorized as POOR depending on the values), for **FAILED** and **DROPPED** only the main reason is provided.

The data collection is performed as detailed on the following link: [skype metrics](#)

**Nexthink does not modify those values.**

## Calls statuses

All these types of calls can reach one or more of these final statuses:

- **Successful call:** A call of any type which was established and did not have any problem.
- **Failed call:** A call of any type which could not be established, or the destination did not receive, typically due to network issues. The users could not communicate each other because the call was not started, it was only an attempt.
- **Dropped call:** A call of any type which was established correctly but due to serious issues, was cancelled. **Skype cancelled the communication automatically**. If the users had finished the communication manually due

to network issues, it would become a **poor call**.

- **Poor call:** A call of any type which was established but had some quality issues. A poor call may become dropped call if it is cancelled by Skype for Business.
- **Rejected call:** A call of any type which was cancelled by the caller or declined by the receiver before it can be established. **This status is not considered by the remote action.**
- **Short calls:** Uses input parameter "Min Seconds For Call". A call whose duration is lower than X seconds is a short call. **The calls not answered by the receiver are not included here, because they were not established.**

## =How to interpret the NXT logs

### About Nexthink Logs

The Nexthink logs are the files where the Remote Action stores the calls information for a day. They are available at this location:  
%LOCALAPPDATA%\Nexthink\SkypeForBusiness

Below you can see the data format:

Mode	Quality	Bad result reasons	Duration	Wifi
0	0	0	10	0
0	1/2	0	100	1
0	3	1	"Reason Network 1"	50
0	4/5	2	"Reason Network 2"	20
1	0	0	30	1
1	1/2	0	120	0
1	3	1	"Reason Timeout 1"	1000
1	4/5	2	"Reason Network 3"	500

### Nexthink Logs details:

*Mode attribute may be:*

- 0 = Audio
- 1 = Video
- 2 = Sharing

## ***Quality***

- may be 0 if good
- 1 .. 13 if poor.

If poor, several values separated by '/' are accepted. Possible values in case of poor quality:

- 0 = Good
- 1 = PoorMOS
- 2 = PoorRoundTrip
- 3 = PoorPacketLoss
- 4 = PoorJitter
- 5 = PoorConcealed
- 6 = PoorVideoPostFECPLR
- 7 = PoorVideoLocalFrameLoss
- 8 = PoorRecvFrameRate
- 9 = PoorLowFrameRate
- 10 = PoorVideoPacketLoss
- 11 = PoorVideoFrameRate
- 12 = PoorDynamicCapability
- 13 = PoorRelativeOneWay

### ***result may be:***

- -2 = Unfinished (only for cache, **not to be included in log**)
- -1 = Rejected/Canceled
- 0 = Successful
- 1 = Failed
- 2 = Dropped

### ***bad\_result\_reason attribute***

contains a string with the reason for the call to be dropped/failed.

It may also be empty (result = Successful).

### ***duration attribute***

is the number of seconds that the call lasted.

### ***wifi attribute***

may be:

- 0 = Wired
- 1 = WiFi

Additional attributes might be available (e.g. device used for the communication).

Recommendation is to execute this remote action every hour to be able to access the generated files for each hour.

# GSuite

## GSuite: Health

### Pre-Requisites

This pack has no mandatory pre-requisites and can be run directly without configuration. However optional configuration may be necessary as described below.

### Defining Additional Domains

Configure Category '**GSuite Web Apps**' if you have your corporate domain or domains designated as GSuite domains. So for example if you have mail.domain.com set up as an alias for GMail (mail.google.com) then you can optionally add these domains to the Category so that both domains will appear in any results concerning metrics relying on this category.

## GSuite: Services

### Overview

This pack is made up of a number of Nextthink Service definitions covering all the main GSuite Workloads. There is no mandatory configuration, however optional configuration can be made:

### Configure Additional Domains

If your Organization has configured your corporate Domain(s) to be managed by GSuite, then you can add these domains to the Category '**GSuite web apps**' to indicate any additional Domains as required for the various GSuite Services.

### Configure Alerting

Should alerting be wanted when a threshold is breached for a particular service this can be set up for each service within the pack. There are a



number of options around how services can be configured within Nextthink so please follow these instructions for each Service that you wish to configure this for.

## **GSuite: Sentiment**

### **Pre-Requisites**

This pack uses Nextthink Engage campaigns. As such some configuration is required to ensure the campaigns are targeted suitably. Each Campaign is discussed below.

### **GSuite - New Service Arriving**

Configure Campaign **GSuite - New Service Arriving** if you have a new or Service (or just if you want to inform users of change to one of the existing GSuite Services). There is not specific set of users targeted with this Campaign, it is your choice.

First you must edit the Campaign and insert in the description exactly what you would like to say to users, including any hyperlinks you might need. Once this is done select '**Publish**' from the menu. Because it is a manually targeted Campaign, next go to the Investigations area in the Finder and make a user based Investigation targeting whichever users you wish to receive the Campaign. As an example we have included an Investigation '**GSuite - Users using Google Chrome**' which can be used if wished. Once you have the results, i.e. your target user set, right click and from the context menu and select the campaign to deliver it. *Make sure you get the list of users correct so as to not deliver to users not expecting the Campaign.*

Note that once published you can edit the description and content of the Campaign to amend it for new services being delivered.

### **GSuite - Service Outage / Service Resolved**

Configure this Campaign when there is a planned or unplanned Service Outage. The process is exactly as described above for the '**New Service Arriving**' Campaign, however with two Campaigns, both the announcement and the resolution campaigns, ensure that you send the right campaign to the right users for when the service outage occurs and

when it is resolved.

## **GSuite - Production Feedback**

This campaign is a general feedback Campaign for users of the GSuite service. It indicates overall satisfaction with the Service. As above, the Campaign should be manually targeted to a group of Employees if to be delivered one time only. This campaign could also be run regularly to Employees to continually understand the Sentiment of users and any happiness or unhappiness with the Service.

If you wish to change the Campaign to be a regularly running campaign it will need to be altered to be targeted with a suitable investigation for your target users. For more information on this process please see the relevant documentation

## **GSuite - Audio or Video Call Quality Satisfaction**

Unlike the previous Campaigns, this Campaign is intended for continuous feedback on G Suite call quality and Video quality. Examine the Campaign details in terms of the title and description amending as wished. When ready, publish the Campaign. It is targeted at the Investigation '**GSuite users with audio or video calls in the last hour**' so when published this Investigation will be evaluated and continue to be so every 10 minutes following. The Campaign is configured so that no recipient will get the Campaign more than once every six months.

This configuration is flexible. If you wish to change it to be manually targeted you are free to do so.

## **GSuite: Advanced health**

## **GSuite: Advanced Health**

### **Pre-Requisites**

This pack does not have mandatory pre-requisites but does use Remote Actions that must be configured. Upon import the 'Test Chrome Plugin Compliance', 'Get Browser Tabs' and 'Get Chrome Plugins' will be created.

## Chrome Compliance

This pack concentrates on Google Chrome

It starts with how much of your landscape does and does not have Chrome installed for a high level view on your Chrome Deployment. Following this, there is information on the success of the "Test Chrome Plugins Compliance" Remote Action, which should be run on a regular basis. This Remote Action will check whether given Plugin's are present and at what version. Should this check be failing, it should be investigated on these devices. Make sure that this Remote Action is configured to run at a suitable frequency, ideally daily and that in the input parameters you have configured which plugins are to be tested and whether to go to the version level or simply test for presence.

Next the dashboard will show how many devices that successfully ran the check, returned compliant or not compliant, i.e. a successful technical execution, now looking at the results. Should anything be non-compliant there is need to look at the Remote Action output in the Finder to find out why they were not compliant.

After this, there is Individual Plugin Compliance Failure, showing devices that have successfully run the Remote Action, returned not compliant and now showing which plugin had returned non compliant. Any devices should be investigated.

In all the above scenarios, the dashboard and metrics are using basic checks on the base plugins (gmail, docs, sheets) however the RA can be very granular, it can look for any plugin at any version and whether it is enabled or disabled. Should you wish to customize this dashboard or the metrics behind to suit your organization then the criteria's can be customized as far as is needed.

Should more than one Compliance profile exist, then it is possible to duplicate the remote action and give a second set of criteria in the duplicated Remote Action.

## Defining Additional Metrics

This Pack is very dependent on individual environments. The metrics that are part of the dashboard are meant only as a starting point for configuration, looking at the most basic options.

Should your organization have a different set of plugin's or version levels then feel free to create new metrics as described above with alternative criteria from the output of the Remote Action.

# Office 365 Teams

## Teams Overall Configuration

### Create Service

It is strongly advisable to create a Nextthink Service for the Teams Service which provides a lot of insight out of the box of any given process. Note that this only needs to be done once, whereas there are many Teams Solution Packs, so please follow these instructions only once, not once for each Pack. To configure this, go to the ?Services? and configure a new service as you would for any other Nextthink Service definition:

Note the type is HTTP and TLS web requests. This will then, as per normal, create the Dashboard for this automatically within the portal which you can then use.

Follow the evolution of the service in Portal.

### Configure categories

- When deploying Teams there are many scenarios where it will be rolled out to an Early Adopter group before being rolled out to the main Production users. In this scenario there is a Nextthink Category which allows you to flag these users as Early Adopters and there is a dashboard relating to this which enables you to look at the Early Adopter statistics compared to the Production users.
- This pack has a single Category, Teams User Deployment Ring:

- This category defines all users with the Keyword Production unless they are manually categorized as having a different deployment ring, which can be Early Adopter or other Pilot rings.
- The metrics and dashboards as delivered use only the Production or Early Adopter Keywords. If other deployment Rings are needed the metrics can be duplicated and amended accordingly.
- If you are wanting to pilot Teams to a set of users then please set the Keyword on them via the Finder to be ?Early Adopter?:

Tip: If Teams is to be deployed in stages across the Production landscape it is also possible to move the order of the auto tagging so that users are defined as ?uncategorized? and not Early Adopter or Production, meaning they will be excluded from any dashboards until they are then classified as such. This allows for a model where Teams is being slowly deployed across the organization and users can be classified as Teams Production users as the Production deployment takes place.

- Once the configuration is in place, then the Dashboards for Overview and Performance will populate with the metrics for the Users that are classified as Early Adopters.

- If you change the category (new keywords, change of condition, etc.) and import a new Pack referring to it, the ?Finder conflict? dialog will prompt. Select either Merge or Skip in order to keep the changes that you have made.

## **Teams - Migration**

### **Overall configuration**

Follow the overall configuration for all Teams library packs.

### **Mandatory configuration**

- No mandatory configuration is required.

## **Teams - Health**

### **Overall configuration**

Follow the overall configuration for all Teams library packs.

### **Mandatory configuration**

- No mandatory configuration is required.

## **Teams - Advanced health**

## Overall configuration

Follow the overall configuration for all Teams library packs.

## Remote Actions

- The Advanced Health solution pack delivers some additional metrics which provide further detail on the landscape. These are provided by Remote Action?s which can be configured to run on an as-needed basis or regularly.
- There are three Remote Actions which can be used:

### ***Remote Action: Get Teams Info***

- This Remote Action is found within the Nextthink Library > On Demand area:
  - The data returned by the remote actions are:
    - ◆ Devices with Connection Issues ? these are devices that have reported a problem connecting to the Teams service within the last 24 hours.
    - ◆ Devices with Authentication Issues ? These are devices that have reported a problem with Authentication of the user within the last 24 hours.
    - ◆ Users Making Calls ? This is a count of the number of calls made by a user over the last 24-hour period.
    - ◆ Deployment Ring ? This is the Microsoft Deployment Ring if there are users that are members of the Technology Adopter Programme for Microsoft Teams. Note that this is separate and different from the Nextthink "Teams User Deployment Ring" which is entirely configurable by the Nextthink Administrator as they wish.

### ***Remote Action: Reinstall Teams Client***

- This Remote Action can be used to initiate an install or reinstall action of the latest version of the Teams Client on the given device.
  
- The Remote Action will work in the context of the current interactive user, if no user is logged on it will exit.
- If the user is not using Teams then it will upgrade Teams in the background (although note that as part of this Teams executes once installed, which is unavoidable).
- If the user is logged in then a campaign is launched allowing the user the choice of installing Teams, skipping or deferring:
  
  
  
  
  
  
  
  
  
  
- Once the reinstallation has completed the Campaign closes with a final message confirming it has run and then exits.



### ***Remote Action: Invoke Network Assessment Tool***

- This Remote Action executes the Skype for Business Network Assessment Tool. Despite its title, this tool can be used universally to test connection quality for Teams or Skype for Business and is based upon the execution on the client of the free tool directly from Microsoft.
- The Remote Action currently relies on the tool being installed on the client, in the default location, therefore before executing the tool it should be deployed via software distribution or manually to as many machines as are wished.
- Once present, the Remote Action should be set to be able to be run on demand and can then be executed against the machine(s).

- The tests will take approximately 30 seconds and the output will be a set of values that determine the quality of the connection.

Along with the actual returned values, the solution also outputs whether these values pass or fail Microsoft's benchmarks for a suitable quality connection for Teams

- This RA can be run as a one-off test to check quality but also on a regular basis to confirm line quality on a daily or weekly basis.

The Advanced Health data can all be seen on the Advanced Health Dashboards that are part of the Pack:

## **Teams - Adoption**

### **Overall configuration**

Follow the overall configuration for all Teams library packs.

### **Categories**

- The same campaigns are meant to be sent to "Early Adopters" and "Production" users, but at different times. Therefore, it is recommended to categorize the target audience for each campaign with an additional category "Teams User campaign recipients".

### **Campaigns**

- All Campaigns must be configured with the Sender Name, Title and Picture.

- All Campaigns can optionally be translated, and the display texts can be edited but it is not recommended to change the structure of the campaigns, the type of questions, the names of the answers, etc.
- The company's logo can be uploaded in Portal to customize the look and feel of the notification.

## **Step by step guide**

### ***Assess who would like to become Early adopter***

The first campaign "Teams - early adopters" can be sent to all employees to assess who would be interested in becoming part of the "Early Adopter" program.

1. Create investigation to target recipients. In this case it's a straight-forward "select all users" investigation.
  1. Create and save an investigation to select all users.

2. Publish campaign
  1. Drag & drop the newly created "All users" investigation into the recipients' section of the campaign

2. Optionally preview the campaign

3. Publish the campaign

3. Wait for few days/week and view results in the dashboard "Early adopters: Overview".

1. Go to Portal > Module "MS Teams" > Dashboard "Early Adopters: Satisfaction"

2. Mouse over the KPI in the dashboard and click on "Show details" to get the list of users

4. Alternatively, view results in Finder.
  1. Go to Finder > Campaign "Teams - early adopters" > Display results

2. Read results in the "List" view of Finder

5. After enough time is elapsed, retire the campaign.

### ***Categorize users as Early adopters***

Early adopter users can be identified in a various number of ways.

1. Categorize users as Early adopter.
  1. Create and run an investigation to select all users willing to become an Early adopter.

2. Select all users > Click "Edit" > Select category "Teams User deployment ring" > set keyword "Early adopter" > Click on "Apply"

### ***Get pre-deployment baseline from Early adopters***

When Early adopters are defined, the second campaign "Teams - early adopters" can be sent to get baseline figures.

1. Create investigation to target recipients. In this case, users need to be categorized as "Pre-deployment" within Category "Teams User campaigns recipients".
  1. Create and run an investigation to select all users tagged as "Early adopters".

2. Select all users > Click "Edit" > Select category "Teams User campaign recipients" > set keyword "Pre-deployment" > Click on "Apply"

2. Publish campaign

1. The campaign already targets all users tagged with "Pre-deployment". Nothing to do here.

2. Optionally preview the campaign

3. Publish the campaign

3. After few days/weeks, view results in the first dashboards in the "MS Teams" module.

1. Go to Portal > Module "MS Teams" and observe results in the "Early adopters: Satisfaction" dashboards.

2. Track the satisfaction score and the number of "happy users" (those who answered with "Completely happy" or "Very happy").

3. Check the Respondents ratio and Total respondents to know if you can trust the results.

4. Note: The Respondents ratio and Total respondents can vary when navigating in the hierarchy.

5. Check the distribution of the satisfaction score.

6. Check what users like and dislike the most.

4. View results in the second dashboards in the "MS Teams" module.
1. Go to Portal > Module "MS Teams" and observe results in the "Early adopters: Adoption" dashboards.



2. Track the average number of times per week that your employees use collaboration tools, and the average number of hours per week.
  3. Ensure that the Respondents ratio and Total respondents are high enough.
  4. Check the distribution of the usage ? the top chart shows "How many times per week" and the bottom chart shows "How many hours" per week. (Note: the next version of the library pack will indicate this in a better way.)
- 
5. View results in the third dashboards in the "MS Teams" module.
    1. Go to Portal > Module "MS Teams" and observe results in the "Early adopters: Collaboration" dashboards.
  2. Track the Collaboration score, both over all the population and over only those who collaborate with remote teams (this is the most important population of users).

3. Ensure that the Respondents ratio and Total respondents are high enough.
  
4. Check the distribution of the preferred collaboration method.
  
  
  
  
  
  
  
  
  
  
5. Check your users' locations. Focus on those who work in different buildings or countries.
  
  
  
  
  
  
  
  
  
  
6. In addition, read what users add as comments in Finder.
  1. Go to Finder > Campaign "Teams ? pre-deployment" > Display results
  
  
  
  
  
  
  
  
  
  
  2. Read results in the "List" view of Finder.

### ***[Optional] New users join the Early adopter programs***

It can happen that new users need to be added on to the Early adopter program at any stage. If it happens, follow the steps in chapter "Categorize users as Early adopters" to categorize them as "Early adopters" in category "Teams User deployment ring". Once this is done, follow the steps in chapter "Get pre-deployment baseline from Early adopters" to categorize them as "Pre-deployment" in category "Teams User campaigns recipients". If the campaign is still published, the new users will be picked up by the investigation and be targeted with the "Pre-deployment" campaign within the next few minutes.

### ***Deploy Teams***

After enough users have replied to the "pre-deployment" campaign, retire it and deploy Microsoft Teams to them.

### ***Get post-deployment feedback from Early adopters***

After Microsoft Teams is deployed, wait for few days/weeks before publishing the "post-deployment" campaign.

1. Create investigation to target the campaign's recipients. This time, users need to be categorized as "Post-deployment" with Category "Teams User campaigns recipients".
  1. Create and run an investigation to select all users tagged as "Early adopters".
  
  2. Select all users > Click "Edit" > Select category "Teams User campaign recipients" > set keyword "Post-deployment" > Click on "Apply"
  
2. Publish campaign
  1. The campaign already targets all users tagged with "Post-deployment". Nothing to do here.
  
  2. Optionally preview the campaign.
  
  3. Publish the campaign.

3. View results in the same three dashboards as described above "Early adopters: Satisfaction", "Early adopters: Adoption", "Early adopters: Collaboration".
4. Additionally, check the "Early Adopters: Overview" dashboard for a side-by-side overview comparison of the figures before and after the deployment of Microsoft Teams.
  1. Go to Portal > Module "MS Teams" and observe results in the "Early adopters: overview" dashboard.

2. Compare the user satisfaction pre- and post-deployment

3. Compare the user adoption (hours per week and times per week) pre-and post-deployment.

4. Compare the user collaboration score pre- and post-deployment.

5. Check on the final answer "Overall, do you think Microsoft Teams is an improvement on your previous collaboration tools?"

5. In addition, read what users add as comments in Finder.

1. Go to Finder > Campaign "Teams ? post-deployment" > Display results

2. Read results in the "List" view of Finder.

### ***[Optional] Staged deployment of Microsoft Teams***

It can happen that all users do not get Teams installed all at the same time. If this happens, users can receive the "post-deployment" campaign in the same staged order. To achieve this, simply categorize users by batch as "Post-deployment" within category "Teams User campaigns recipients". The campaign needs to be published for the first batch and then remain published while each new batch of users get tagged.

## ***On to Production***

Following same process as described above, the same steps need to be repeated for Production users.

1. Tag users as "Production" in category "Teams User deployment ring".
2. Tag users as "Pre-deployment" in category "Teams User campaigns recipients".
3. Publish campaign "Teams - pre-deployment".
4. After few days/week, retire campaign "Teams - pre-deployment".
  1. Note: alternatively, if you wish to keep the campaign published and migrate users at the same time: When deploying Teams to a set of users, remove the tag "Pre-deployment" in category "Teams User campaigns recipients" before the migration. This will ensure they do not receive the campaign anymore.
5. Few days/week after Teams deployed to a set of users, tag them as "Post-deployment" in category "Teams User campaigns recipients".
6. Publish campaign "Teams ? post-deployment".

## ***Continuously monitor users' satisfaction***

With Microsoft Teams deployed, this campaign asks users about their satisfaction on their last audio call. The campaign triggers automatically after a call is made, and "times out" (i.e., does not appear again to the same user) for one week. Note: the time out period can be changed in the campaign.

1. Publish campaign
  1. The campaign targets all users tagged as "Post-deployment", who makes a call. Nothing to do here.
  
2. Optionally preview the campaign.
  
3. Publish the campaign.

2. After few days/weeks, view results in the two corresponding dashboards in the "MS Teams" module.

1. Go to Portal > Module "MS Teams" and observe results in the "Early adopters: Overview" or "Production: Overview" dashboards

2. Track the satisfaction score over the last 30 days

3. Track the satisfaction score over time

4. As always, make sure that the Respondents ratio and Total respondents are high enough.



# Office 365 OneDrive

## OneDrive Summary

### Overview

OneDrive is Microsoft's Cloud based file storage solution. Offering large amounts of storage securely, it is popular and growing amongst businesses of all sizes.

Nextthink's OneDrive Solution Packs cover all aspects of a OneDrive deployment, from Migration to Production and on into the Sustain.

The four packs cover different areas of the Product:

1. Operations - This covers the day to day Production run of OneDrive on the client devices. It requires the core Nextthink Analytics module.
2. Advanced Health - This enhances the Operations solution with additional insights into OneDrive gained from deeper analysis using the Act module. It also allows for various proactive actions to be taken through the Remote Actions functionality.
3. Migration - Many organizations are thinking about, or commencing, a migration to OneDrive. This module will take them through this migration walking from the initial readiness through to the Production completion.
4. Sentiment - This Module uses the Engage functionality to add Sentiment analysis to the solution so that the Technical Metrics can be correlated to genuine user feeling. It also enable Out-of-the-Box Service messages for topics such as OneDrive service degradations.

## OneDrive Operations

### Overview

The Operations pack covers the day to day running of OneDrive across Production.

## **Overall Installation and Configuration**

The installation of the pack depends on the existing configuration. If you have already installed and are using the existing legacy Nextthink OneDrive pack then the recommended approach is to remove this pack and then install the new 'OneDrive - Operations' Pack. The new Pack will then install silently without conflict.

Should you wish to keep the existing OneDrive Pack then there are some metrics that are common to the two Packs. Therefore you will be prompted on install of the new 'OneDrive - Operations' Pack whether to merge some metrics which are common to the pack. To work successfully with the new Pack please choose "Replace" rather than "Skip" to ensure the best functionality of the new Pack.

There is no mandatory configuration for the pack once installed, it will work as soon as deployed, however there are some optional steps that can be taken if wished.

Firstly, there is a Category "OneDrive Process". This contains both the Windows and Mac versions of the OneDrive process. If there are no Mac (or no Windows) in your environment, then the appropriate classification within the category can be removed.

There is also the categories "Shadow Storage" for which has DropBox and Google Drive File Stream entries for the processes and also the Domain destinations. These can be removed if wished or similarly if you have other non compliant cloud storage provides you would like to add, they can be included by adding another classification within the categories.

### **Mandatory configuration**

- No mandatory configuration is required.
- Optional Configuration as described above may be performed.

# Office 365 Health

## Office 365 Health: Overview

## Office 365 Health: Overview

### Pre-Requisites

There are no prerequisites

### Defining Tenant Names

It is necessary to amend two categories, SharePoint and OneDrive, so that the URL's correctly point to the relevant URL's for your Organization.

1. In Category folder **Office 365 Health - web apps** configure Category **Sharepoint** and **OneDrive** to give the name of your Office 365 Tenant(s).
2. The "COMPANY\_NAME" should be replaced with your tenant name (normally the same or related to your company) so for example **Nextthink.sharepoint.com** or **Nextthink-my.sharepoint.com**.
3. Additional autotagging conditions can be added if you have multiple tenants.

## Office 365 Health: Services

### Pre-Requisites

There are no prerequisites

### Mandatory Configuration

There is no mandatory configuration to be performed in this Module. If any of the Services are not desired to be monitored they can be removed in the normal way by editing the dashboard and removing the widget.

By default all services will be monitored.

## **Optional Configuration**

Should alerting be wanted when a threshold is breached for a particular service this can be set up for each service within the pack. There are a number of options around how services can be configured within Nextthink so please follow the instructions found here for each Service that you wish to configure this for.

# Windows

## Win10: Configuration

### Prioritizing your packages

1. Configure Category ?Package Priority? to categorize all applications running in your environment in one of four keyword
  - 1. Business Critical - has impact on the business
  - 2. User Critical - has impact on departments, groups of people, etc.
  - 3. None - has no impact, no priority
  - 4. Out of scope - not in scope

### Prioritizing your device models

1. Configure Category ?Device model Priority? to categorize all device models found in your environment in one of four keyword
  - 1. Business Critical - has impact on the business
  - 2. User Critical - has impact on departments, groups of people, etc.
  - 3. None - has no impact, no priority
  - 4. Out of scope - not in scope

## Win10: Migration

### Assessing software readiness

1. Pre-requisite: Win10:Configuration
  1. Prioritizing your packages
    - Note: Only packages that are prioritized as "Business Critical" or "User Critical" are displayed.
  2. Configure Category ?Win10 Package readiness? to categorize the applications in one of four keyword
    - Ready - Can run on Windows 10
    - Not Ready - Cannot run on Windows 10
    - Unspecified - Compatibility with Windows 10 has not been assessed yet
    - Out of scope - not in scope for migration

## Assessing hardware readiness

1. Configure Category "Win10 Device CPU readiness" to categorize the devices in one of four keywords
  - Ready - CPU is ready for Windows 10
  - Not Ready - CPU is not ready for Windows 10
  - Insufficient data - CPU needs to be assessed manually
  - Out of scope - not in scope for migration
2. Configure Category "Win10 Device memory readiness" to categorize the devices in one of four keyword
  - Ready - Device memory is ready for Windows 10
  - Not Ready - Device memory is not ready for Windows 10
  - Insufficient data - Device memory needs to be assessed manually
  - Out of scope - not in scope for migration
3. Configure Category "Win10 Device graphical memory readiness" to categorize the devices in one of four keyword
  - Ready - graphical memory is ready for Windows 10
  - Not Ready - graphical memory is not ready for Windows 10
  - Insufficient data - graphical memory needs to be assessed manually
  - Out of scope - not in scope for migration
4. Configure Category "Win10 Device disk readiness" to categorize the devices in one of four keyword
  - Ready - Device has enough free space in system drive
  - Not Ready - Device has not enough free space in system drive
  - Insufficient data - Device free space needs to be assessed manually
  - Out of scope - not in scope for migration
5. Configure Category "Win10 Device overall hardware readiness" to categorize the devices in one of four keyword
  - Ready - Device hardware is ready for Windows 10
  - Not Ready - Device hardware is not ready for Windows 10
  - Insufficient data - Device hardware needs to be manually assessed
  - Out of scope - not in scope for migration

## Monitoring migration progress

1. Pre-requisite: Install & configure Digital Experience Score
2. Configure Category "Win10 Device migration" to categorize the devices in one of 3 keyword
  1. To migrate - Devices not yet running Windows 10
  2. Migrated - devices running Windows 10
  - Out of scope - devices not in scope for migration

# Win10: Feature Update

## Creating representative rings for feature updates

1. Pre-requisite: Win10:Configuration
  1. Prioritizing your packages
  2. Prioritizing your device models
2. Configure Category ?Win10 Device ring for feature update?

The dashboard "Create representative rings" helps you to make sure that

- No device is wrongly assigned to a ring (E.g., MacOS, Server, etc)
- No device is missing a ring (E.g., a Windows 10 device that is not in Ring 0, Ring 1 or Production)
- No device is assigned twice (E.g., a device that is in Ring 0 for the Quality update and Ring 1 for the Feature update. A device that is assigned in Ring 0 in Quality update must be in Production for the Feature update, etc.)

## Migrating and monitoring the next Feature update version

1. Pre-requisite: Create representative rings for feature update
2. Pre-requisite: Install & configure Digital Experience Score
3. Configure Category ?Win10 Feature update target build? with the target build numbers of Windows 10.

# Win10: Quality Update

## Creating representative rings for quality updates

1. Pre-requisite: Win10:Configuration
  1. Prioritizing your packages
  2. Prioritizing your device models
2. Configure Category ?Win10 Device ring for quality update?

The dashboard "Create representative rings" helps you to make sure that

- No device is wrongly assigned to a ring (E.g., MacOS, Server, etc)
- No device is missing a ring (E.g., a Windows 10 device that is not in Ring 0, Ring 1 or Production)

- No device is assigned twice (E.g., a device that is in Ring 0 for the Quality update and Ring 1 for the Feature update. A device that is assigned in Ring 0 in Quality update must be in Production for the Feature update, etc.)

## **Migrating and monitoring the next Quality update version**

1. Pre-requisite: Create representative rings for feature update
2. Pre-requisite: Install & configure Digital Experience Score
3. Configure Category ?Win10 Quality update target build? with the target build numbers for each versions of Windows present in your environment.

## **Windows Defender**

### **Pre-requisite:**

The windows management pack is correctly imported on the Finder

### **Configure the protection level**

#### **Protection level**

By configuring the protection level you will be able to focus on the level of protection that matters for you.

You can update the protection level with the **following steps**:

1. On the finder, edit the metric: "WinDefender - Devices with any protection disabled"
2. Delete unwished protection levels, and it will not be taken into account:
  - Antivirus enabled
  - AntiSpyware enabled
  - Behavior Monitor enabled
  - loav protection enabled
  - NIS enabled
  - On access protection enabled



## Configure RA execution frequency

You can set an investigation to execute the RA automatically.

To do so, you can **follow the steps below** on the Finder:

1. Navigate to the On-demand remote action folder
2. Edit the "Get Windows Defender Information" remote action
3. Tick "Automatically run the remote action"
4. if needed, modify the the investigation execution frequency (default value is every 1h)

# Virtualization

## Virtualization: Health

### Pre-Requisites

This pack requires some categories contained in the **Shared Categories** content pack, please make sure to have it installed in your environment before installing this pack.

### Defining Excluded Applications

Configure Category **Virtualization - Excluded Applications** to list applications that will not be excluded from being reported on. This is prepopulated with a selection of common Applications which would not normally be wanted. Any number of applications can be added or removed.

### Defining Back End Systems

Configure Category **Virtualization - Back End Systems** to define destinations that the Virtual Infrastructure will be communicating with in your environment. This category can be individual systems or contain entire ranges as is wanted.

### Defining SBC Servers

Configure Category **Virtualization - SBC Server** to define the Session Based Computing Servers in your environment, such as Citrix or Remote Desktop Services servers. This category should be assigned to all servers that have the Collector installed and are SBC Server Systems.

### Defining Different Virtualization Images

Configure Category **Virtualization - Virtual Image** to define the desktops that are running a particular VDI Image. This is then used for Image performance comparison within the Solution Pack. Rename the Images according to needs in the Category configuration.