Application Note

Monitor Co-Authoring Platforms

Overview

Co-authoring is an integral part of a collaborative and global work environment. Multiple teams rely on multiple tools to access, share, and contribute to online documents. The Microsoft online platform is widely used for co-authoring. If the tools and services required for co-authoring are not reliably available or are experiencing sub-optimal performance, productivity declines.

The Vantage DX solution works in conjunction with various monitoring tools to provide a unified view of the health of multiple factors that affect your co-authoring productivity—from application health to network conditions. Your IT department can quickly see and understand when problems arise, and determine what actions to take.

Co-authoring can be affected by local issues, such as slow performance on SharePoint pages that have been heavily customized. Other factors that affect co-authoring are outside of your IT department's control, such as outages at the MS data center. Vantage DX allows you to pinpoint the issues that are within your control so you can troubleshoot and resolve issues efficiently.

The VDX Analytics business services feature allows you to consolidate and organize all of the monitoring data for your business's co-authoring platforms. This allows you to create one unified view of the health of the tools you rely on for efficient co-authoring from multiple locations.

This application note describes how to create an VDX Analytics business service for all of your co-authoring platforms across all of your business sites.

Understanding Microsoft Co-Authoring Platforms

Co-authoring using Microsoft platforms can vary:

- Authors can share, access, and contribute to documents directly though MS OneDrive or MS Sharepoint, or both.
- Authors can share, access, and contribute to documents using MS Teams. In this environment, MS Teams uses the underlying functionality of OneDrive and Sharepoint for the co-authoring functionality. Co-authoring in private chats uses OneDrive funtionality. Co-authoring in teams and channels uses Sharepoint functionality.

Whether you co-author directly in Sharepoint or OneDrive, or access the underlying Sharepoint and OneDrive functionality through MS Teams, you need to ensure the availability and reliability of all of the co-authoring platforms you use.

In this example, we use the following tools to monitor our co-authoring platforms and related services to ensure reliable co-authoring service throughout our business:

- Vantage DX, which includes Vantage DX Monitoring, Vantage DX Diagnostics, Vantage DX Analytics

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- PRTG Network Monitor, which is consolidated into the Vantage DX solution using the VDX Analytics PRTG integration
- Microsoft 365 service health, which is consolidated into the Vantage DX solution using the VDX Analytics MS 365 integration

Vantage DX Solution Pre-Configuration

To get a unified view of all of our co-authoring tools and related services in VDX Analytics, we need to configure the following in the Vantage DX solution:

Vantage DX Monitoring

Vantage DX Monitoring robots perform tests that simulate the typical user actions that co-authors perform from their office locations. We also want to test these typical user actions from the entry point of the Microsoft data center to see the health of the services that are delivered directly from the data center, before those services are affected by network paths to our offices. Therefore, we want to deploy robots at each office location, as well as in the Azure environment at the perimeter of the MS data center.

We want the robots to monitor the following workloads, because the simulated tests for these workloads include user activities that are typically related to co-authoring:

- **Teams Advanced**—The Teams Advanced workload testing includes logging in, and uploading and downloading files to and from Teams channels.
- **OneDrive**—The OneDrive workload testing includes logging in, and uploading and downloading files to and from Teams private chats.
- **SharePoint Page**—The SharePoint Page workload testing includes logging in and loading SharePoint pages to measure connection, login, load, and rendering times.
- **ADFS**—To ensure timely SSO authentication to the MS cloud platform and proactively avoid certificate issues, the ADFS workload testing includes testing authentication times and validating certificate information. This workload is optional, but is helpful in ensuring that your users can access the co-authoring platform.
- **AAD Connect**—To detect potential user credential issues for access to the MS cloud platform, the AAD Connect workload tests the last synchronization date for the user information in your Active Directory and your Azure AD tenant. This workload is optional, but is helpful in ensuring that your users can access the co-authoring platform.

Vantage DX Diagnostics

For co-authoring, we want to install probes at all of the office sites and configure them to monitor the network path between the office and the Microsoft data center. This allows us to see if and where network conditions may be causing problems in the network path between an office and the data center.

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VDX Analytics

Vantage DX Analytics integrates with various monitoring systems and consolidates the data into one unified view. This application note uses the following integrations to provide a unified view of the health states of the tools required for reliable and efficient co-authoring:

- **Vantage DX Monitoring integration**—This integration pulls in data from Vantage DX Monitoring robots.
- **Vantage DX Diagnostics integration**—This integration pulls in data from Vantage DX Diagnostics probes.
- **PRTG integration**— In this example, our business uses PRTG Network Monitor to monitor our DNS and DHCP servers. This integration retrieves data from the PRTG monitoring application.
- **Microsoft 365 integration**—This integration retrieves health-state information and alerts about the services within the MS data centers. This information is crucial to our co-authoring environment that includes MS Teams, MS OneDrive, and MS SharePoint. This integration also provides near real-time information about outages in your MS tenant, rather than relying on deferred general outage notifications from Microsoft.

Create a Business Service for Co-Authoring

The following example shows how to use VDX Analytics to create a business service to monitor all of our co-authoring platforms and related services across all of our business sites. We will pin all of the data we collect from various sources to this business service to create one unified view of the health of all of the components we rely on for efficient co-authoring from multiple locations.

In this example, we have three offices in different locations that use co-authoring. They all use MS Teams, but they do not all co-author in the same way:

- **Ottawa office**—This office shares files in MS Teams private chats with small collaboration teams. Chat participants can open and update the files using OneDrive. The files are then moved to teams or team channels for a wider collaboration effort. Team and channels members can open and update the files using Sharepoint.
- **Singapore office**—Like the Ottawa office, this office shares files in MS Teams private chats for small collaboration efforts, and uses OneDrive to open and update the files. For larger collaboration efforts, the files are moved to teams or team channels where members can open and update the files using Sharepoint.
- **Paris office**—This office shares files in private chats for small collaboration efforts. Chat participants can open and update the files using OneDrive. However, this office does not use the MS Teams platform (or Sharepoint) for their larger collaboration efforts.

Create the Business Service

For the purposes of this example, we will create a new business service based on the end-user perspective. By selecting the **End User** perspective for the health rollup, as shown in the

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image below, VDX Analytics reports the health status of your co-authoring service based on the objects in this perspective. The SLA data is also based on the health of the objects in this perspective. You have the option to select multiple perspectives for the health rollup. If you choose multiple perspectives for the health rollup, the overall health state is based on the worst-case of any of the selected perspectives, and the SLA calculations will also include data from those perspectives.

Define the Service Level Objective (SLO)

In this example, we will use the default SLO settings for this business service. This means that we expect a minimum SLA goal of 99%, calculated monthly, for 24 hours a day, 7 days a week.

The image below shows the newly created business service. The perspectives shown on the **Members** tab—which align with ITIL perspectives—are empty.

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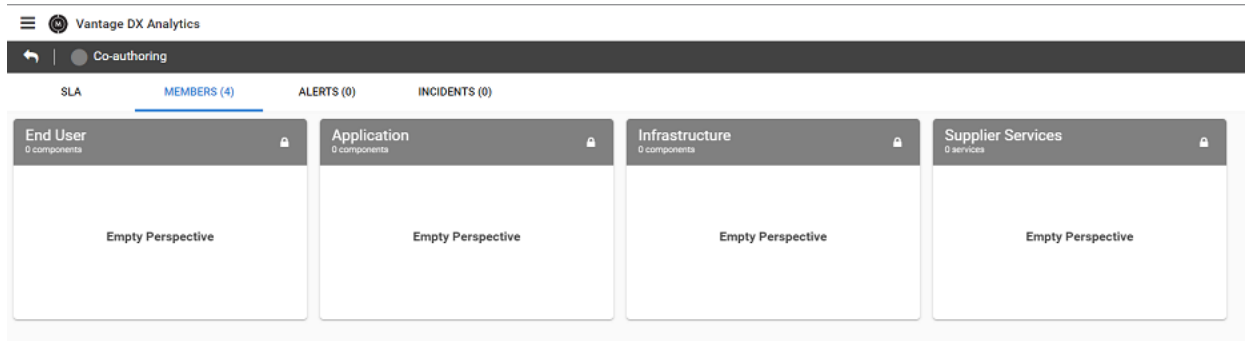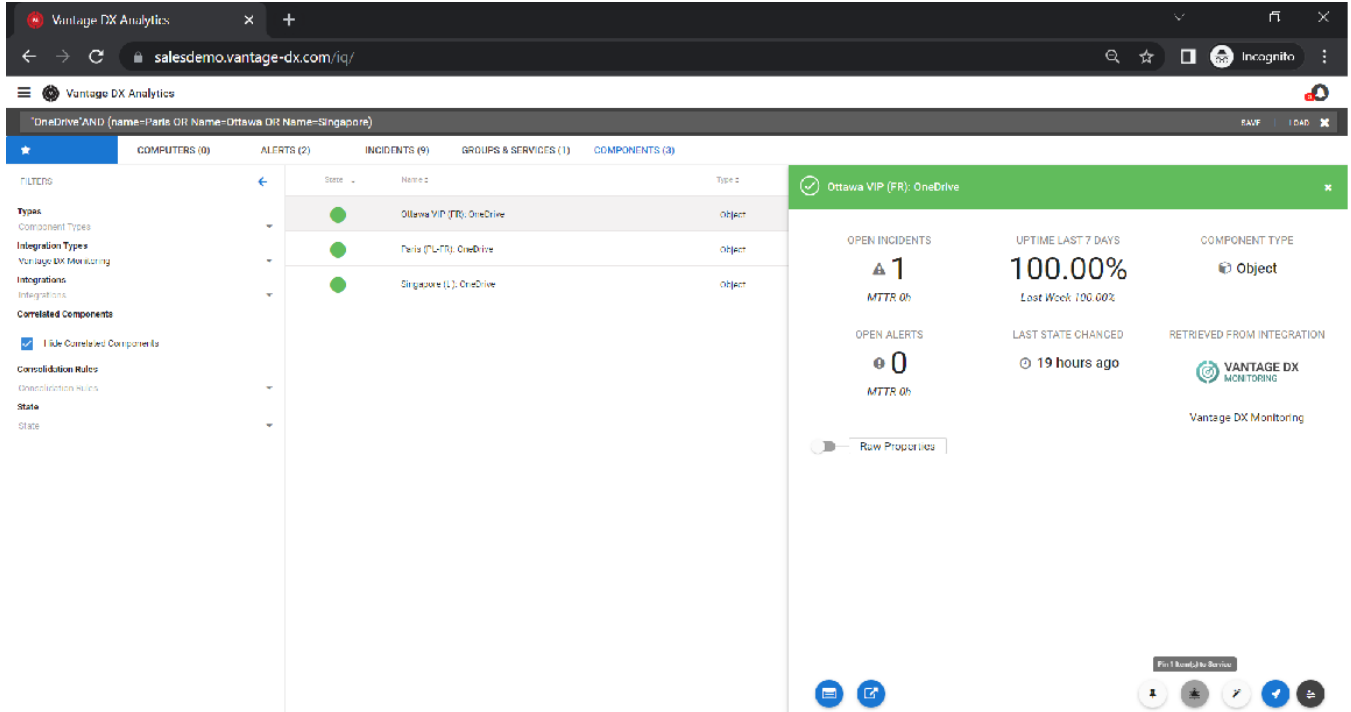

Pin Objects to a Perspective

The next step is to pin objects to each perspective in the business service. Each object that we add to a perspective is retrieved from one of the monitoring tools that we integrated with the solution.

For example, to find and retrieve the data from the Vantage DX Monitoring robots that are monitoring the OneDrive workload at our three office locations, perform the following steps.

1. On the **Home** page, enter the following search string:
   ```
   source.Gizmo.appAlias:OneDrive AND name:(Paris OR Ottawa OR Singapore)
   ```
   The **Components** tab shows the search results, as shown in the image below.
2. Select each object, click the **Action** button, and then click the button to pin the object to a service.
3. Select the Co-authoring business service and the desired perspective, and click **Pin It**.

Follow the same process to find and add objects to the End-User, Application, and Infrastructure perspectives. For more information about searching for objects, see "Resources" on page 8.

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In this example, we will pin objects to each of the perspectives as follows:

End-User perspective—For this perspective, we pull in data from the Vantage DX Monitoring robots that are performing simulated user tests on the OneDrive, SharePoint Page, and Teams Advanced workload at each office location, as shown in the image below.
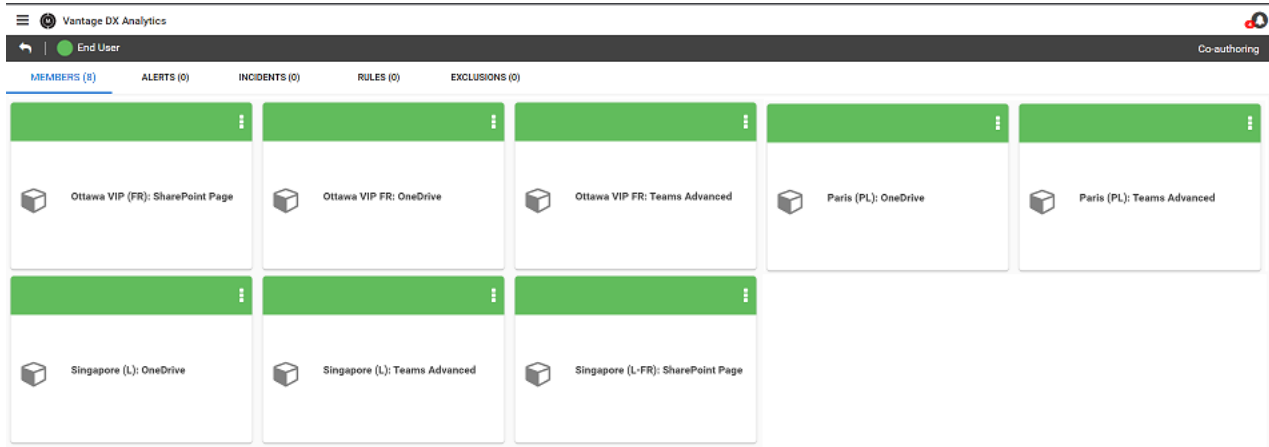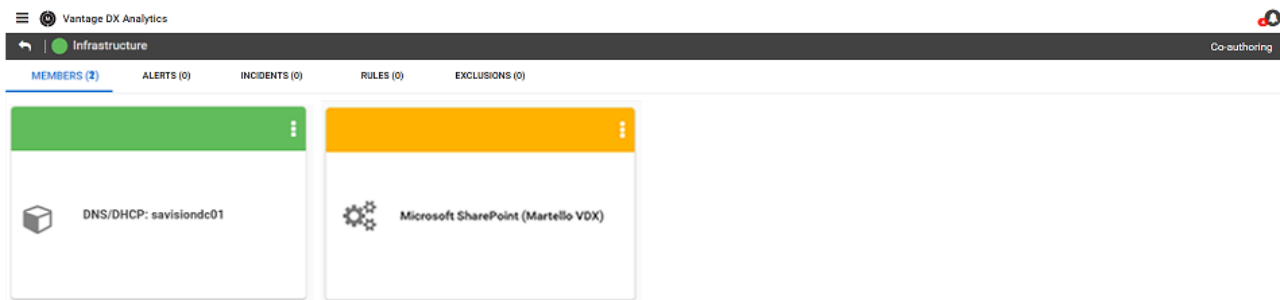

Application perspective—For this perspective, we pull in data from the Microsoft 365 integration for health information about MS Teams components and OneDrive for Business.

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We also pull in data from the Vantage DX Monitoring robots that are performing simulated user tests on the OneDrive, SharePoint Page, and Teams Advanced workloads in the Azure environment.
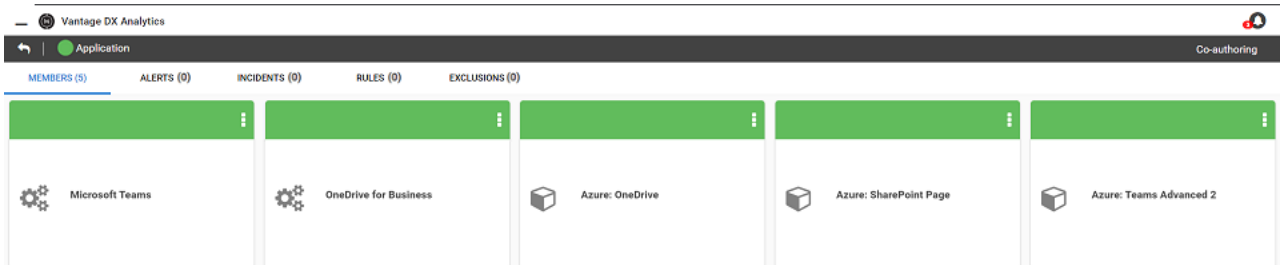
Infrastructure perspective—As shown in the image below, this perspective includes data from the Vantage DX Diagnostics probes that are installed at our office sites. This perspective also shows data about DNS and DHCP servers at each business site. The DNS and DHCP data is retrieved from the integration with PRTG Network Monitor and is useful because it can help you understand quickly whether a performance problem is related to an internet proxy. Optionally, this perspective can also contain the data from the Vantage DX Monitoring robots that are monitoring the ADFS and AAD Connect workloads at the office locations (not shown).


Supplier Services perspective—Use this perspective to add any other business services that directly affect the Co-authoring business service. For example, if you have a business service for Authentication, you could add that as a Supplier Service. It is important to note that any objects that you add to the Supplier Services perspective do not affect the health status of the business service, and they do not affect SLA calculations. Therefore, you should ensure that anything you want to monitor as part of a specific business service is included in the End User, Application, or Infrastructure perspectives, and that you choose those perspectives for your health rollup.

We have now set up a business service to monitor all of the platforms that your users need to co-author. You can further refine the business service by adding notifications for incidents, creating saved searches and rules to dynamically change the data shown, and sharing the business service. You can view and create reports about the SLA data.

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For more information about how to refine business services and create SLA reports, see .
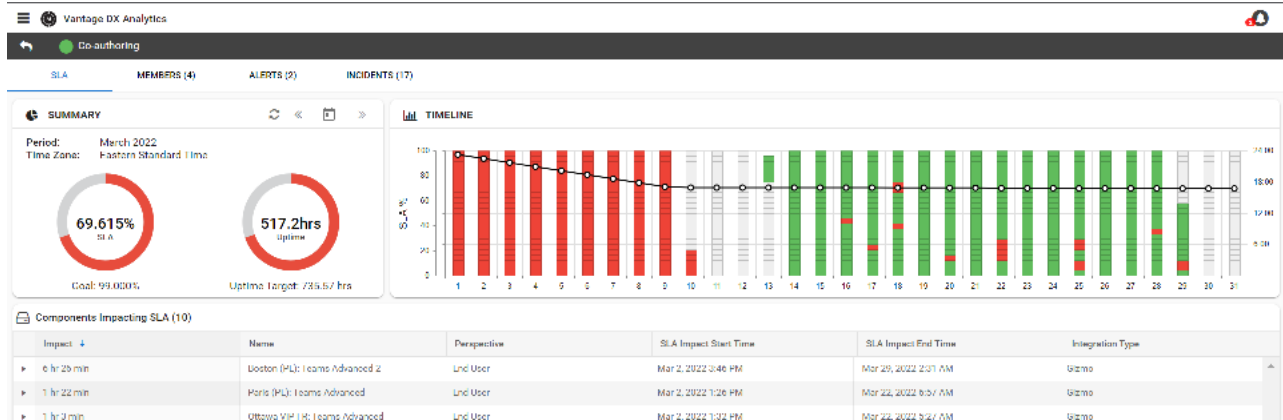
Resources

For more information, see the following documents:

- For a brief overview of the Vantage DX solution and its capabilities, see the *Understanding Vantage DX* Application Note.
- For a comprehensive overview of the Vantage DX solution, see the *Vantage DX Deployment Guide*.
- For detailed information about adding and configuring VDX Analytics integrations, see the *Vantage DX Analytics Integration Guide*.
- For detailed information about searching for objects and working with SLA data, see the *Vantage DX Analytics User Guide*.
- See the following Application Notes for information and examples about key features in VDX Analytics:
  - *Business Services and SLA Performance Data on VDX Analytics*.
  - *Manage Complex Data in VDX Analytics*

All documentation is available on the Martello website at:

https://martellotech.com/documentation/vantage-dx/

About Martello Technologies

Martello Technologies Group Inc. (TSXV: MTLO) is a technology company that provides digital experience monitoring (DEM) solutions. The company develops products and solutions that provide monitoring and analytics on the performance of real-time applications on networks, while giving IT teams and service providers control and visibility of their entire IT infrastructure. Martello's products include unified communications performance analytics software and IT analytics software.

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