Reference Guide

NiCE Active O365 Management Pack
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For use with System Center Operations Manager

NiCE
IT Management Solutions

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Monitors

Name	Metric Number	Description	Target	Enabled	Interval	Critical Threshold	Warning Threshold	Threshold Type
Webservice Response (Cloud)	20011	Gets response of web request to exchange web service "https://outlook.office365.com/EWS/Exchange.asmx"	NiCE.Active.O365.ExchangeOnline.ConnectivityLocation	TRUE	600			
Autodiscover (Cloud)	2002	Test the retrieval of autodiscover.xml	NiCE.Active.O365.ExchangeOnline.ConnectivityLocation	TRUE	600			
MailboxLogon (Cloud)	2003	Tests logon to the specified mailbox	NiCE.Active.O365.ExchangeOnline.ConnectivityLocation	TRUE	600			
FreeBusy (Cloud)	2004	Tests ressource sharing between organizations	NiCE.Active.O365.ExchangeOnline.ConnectivityLocation.HybridDeployment	TRUE	900			
Webservice Response (OnPremise)	21011	Gets response of web request to exchange web service URL (ASMX)	NiCE.Active.O365.ExchangeOnline.Watcher	TRUE	600			
MailboxLogon (OnPremise)	2103	Tests logon to the specified mailbox	NiCE.Active.O365.ExchangeOnline.Watcher	TRUE	600			
FreeBusy (OnPremise)	2104	Tests ressource sharing between organizations	NiCE.Active.O365.ExchangeOnline.HybridDeployment	TRUE	900			
Autodiscover (OnPremise)	2102	Test the retrieval of autodiscover.xml	NiCE.Active.O365.ExchangeOnline.HybridDeployment	TRUE	600			
Intra Org Mailflow (from Cloud): Sent Status	20051	Test if mail can be sent from a mailbox on Exchange Online to an OnPremise mailbox	NiCE.Active.O365.ExchangeOnline.ConnectivityLocation.HybridDeployment	TRUE	3600			
IntraOrgMailflow (to Cloud): Sent Status	21051	Test if mail can be sent from an OnPremise mailbox to a mailbox on Exchange Online	NiCE.Active.O365.ExchangeOnline.HybridDeployment	TRUE	3600			
Intra Org Mailflow (from Cloud): Receive Status	20052	Test if mail sent from a mailbox on Exchange Online is received by an OnPremise mailbox	NiCE.Active.O365.ExchangeOnline.ConnectivityLocation.HybridDeployment	TRUE	3600			
IntraOrgMailflow (to Cloud): Receive Status	21052	Test if mail sent from an OnPremise mailbox is received by a mailbox on Exchange Online	NiCE.Active.O365.ExchangeOnline.HybridDeployment	TRUE	3600			
O365 Mailboxes Count (Cloud)	2006	Reports number of Office 365 mailboxes (Cloud)	ExchangeOnline!NiCE.Active.O365.ExchangeOnline.DataCenter	FALSE	600	NaN	25	

Monitors

Name	Metric Number	Description	Target	Enabled	Interval	Critical Threshold	Warning Threshold	Threshold Type
O365 Mailboxes Migrations Outgoing (Cloud)	2009	Reports information about mailboxes being moved to Exchange OnPremise	ExchangeOnline!NiCE.Active.O365.ExchangeOnline.DataCenter	TRUE	600	NaN	25	
Mailbox Distribution (OnPremise)	2106	Reports number of mailboxes (OnPremise)	ExchangeOnline!NiCE.Active.O365.ExchangeOnline.DataCenter	FALSE	600	NaN	2500	
Mail Submission Queues Message Count (OnPremise)	2107	Reports information about the Message Count of different Queues	ExchangeOnline!NiCE.Active.O365.ExchangeOnline.Watcher	TRUE	600	5	NaN	
Mail Submission Queues Velocity (OnPremise)	2110	Reports information about the velocity of different Queues. Incoming/Outgoing Messages	ExchangeOnline!NiCE.Active.O365.ExchangeOnline.Watcher	TRUE	600	-0.5	NaN	
Mail Submission Queue Message Count (Hybrid)	2201	Reports information about the Message Count of the hybrid mail queue	ExchangeOnline!NiCE.Active.O365.ExchangeOnline.HybridDeployment	TRUE	600	5	NaN	
Mail Submission Queue Velocity (Hybrid)	2204	Reports information about the velocity the hybrid mail queue	ExchangeOnline!NiCE.Active.O365.ExchangeOnline.HybridDeployment	TRUE	600	-0.5	NaN	
Mailbox Migrations Incoming (Cloud)	2008	Reports information about mailbox being moved to a Data Center in Exchange Online	ExchangeOnline!NiCE.Active.O365.ExchangeOnline.DataCenter	TRUE	600	NaN	25	
Mail Submission Queues Status (OnPremise)	2108	Reports information about the Status level of different Queues	ExchangeOnline!NiCE.Active.O365.ExchangeOnline.Watcher	TRUE	600	1.9	0.9	
Mail Submission Queue Status (Hybrid)	2202	Reports information about the status of the hybrid mail queue	ExchangeOnline!NiCE.Active.O365.ExchangeOnline.HybridDeployment	TRUE	600	1.9	0.9	
EWS Response Time (Cloud)	20012	Reports the time in milliseconds required for the web request to exchange web service "https://outlook.office365.com/EWS/Exchange.asmx"	ExchangeOnline!NiCE.Active.O365.ExchangeOnline.ConnectivityLocation	TRUE	600	6000	NaN	

Monitors

Name	Metric Number	Description	Target	Enabled	Interval	Critical Threshold	Warning Threshold	Threshold Type
EWS Response Time (OnPremise)	21012	Reports the time in milliseconds required for the web request to exchange web service URL (asmx)	ExchangeOnline!NiCE.Active.O365.ExchangeOnline.Watcher	TRUE	600	6000	NaN	
Intra Org Mailflow (from Cloud): Retrieval time	20053	Measures the time in seconds required to receive a mail sent from a mailbox on Exchange Online by an OnPremise mailbox.	ExchangeOnline!NiCE.Active.O365.ExchangeOnline.ConnectivityLocation.HybridDeployment	TRUE	3600	NaN	300	MAX
Intra Org Mailflow (from OnPremise): Retrieval time	21053	Measures the time in seconds required to receive a mail sent from an OnPremise mailbox by a mailbox on Exchange Online.	ExchangeOnline!NiCE.Active.O365.ExchangeOnline.HybridDeployment	TRUE	3600	NaN	300	MAX
ExchangeOnline MailboxDatabaseHealth	2007	Tests the mail submission to all relevant Exchange Online Databases (where User Mailboxes are stored)	ExchangeOnline!NiCE.Active.O365.ExchangeOnline.ExchangeOnline	TRUE	3700	1	10	MAX
Intra Org Mailflow (from Cloud): Retry	20054	Number of retries	ExchangeOnline!NiCE.Active.O365.ExchangeOnline.ConnectivityLocation.HybridDeployment	TRUE	3600	NaN	5	MAX
ActiveLicenseUnits	1001	Reports number of active license units	NiCE.Active.O365.Tenant	FALSE	600	NaN	49	MIN
ConsumedLicenseUnits	1002	Reports number of consumed license units	NiCE.Active.O365.Tenant	FALSE	600	NaN	1000	MAX
WarningLicenseUnits	1003	Reports number of warning license units	NiCE.Active.O365.Tenant	TRUE	600	NaN	0.9	MAX
Tenant		Dependency Monitor for O365 to Tenant	NiCE.Active.O365.O365	TRUE				
Identity		Dependency Monitor for Tenant to Identity	NiCE.Active.O365.Tenant	TRUE				
OfficeServices		Dependency for Office Service	NiCE.Active.O365.Tenant	TRUE				

Performance Rules

Display Name	Metric	Description	Target	Counter Name	Enabled	Interval (Seconds)
Collect Mailbox Distribution (Cloud)	2006	Reports number of mailboxes (Cloud)	ExchangeOnline!NiCE.Active.O365.ExchangeOnline.DataCenter	Mailbox Distribution (Cloud)	TRUE	600
Collect Mailbox Migrations Incoming (Cloud)	2008	Reports information about mailbox being moved to Exchange Online	ExchangeOnline!NiCE.Active.O365.ExchangeOnline.DataCenter	Moved Mailboxes (Cloud, Incoming)	TRUE	600
Collect Mailbox Migrations Outgoing (Cloud)	2009	Reports information about mailboxes being moved to Exchange OnPremise	ExchangeOnline!NiCE.Active.O365.ExchangeOnline.DataCenter	Moved Mailboxes (Cloud, Outgoing)	TRUE	600
Collect Mailbox Distribution (On Premise)	2106	Reports number of mailboxes (OnPremise)	ExchangeOnline!NiCE.Active.O365.ExchangeOnline.DataCenter	Mailbox Distribution (OnPremise)	TRUE	600
Collect Exchange Web Service URL Response Time (OnPremise)	21012	Reports Exchange Web Service (EWS) Response Time in milliseconds (OnPremise)	ExchangeOnline!NiCE.Active.O365.ExchangeOnline.Watcher	Exchange Web Service URL Response Time [milliseconds](OnPremise)	TRUE	600
Collect Exchange Web Service URL Response Time (Cloud)	20012	Reports Exchange Web Service (EWS) Response Time in milliseconds (Cloud)	ExchangeOnline!NiCE.Active.O365.ExchangeOnline.ConnectivityLocation	Exchange Web Service URL Response Time [milliseconds] (Cloud)	TRUE	600
Collect Active O365 License Units	1001	Reports number of active license units	NiCE.Active.O365.Tenant	License Active Units	TRUE	600
Collect Consumed O365 License Units	1002	Reports number of consumed license units	NiCE.Active.O365.Tenant	License Consumed Units	TRUE	600
Collect Warning O365 License Units	1003	Reports number of warning license units	NiCE.Active.O365.Tenant	License Warning Units	TRUE	600

Self Monitoring Rules

Display Name	Description	Target	Enabled	Interval (Seconds)	Alert Name
NiCE Active O365 Self Monitoring Rule (OMP Collector)	This rule checks the omp_spi.log for errors.	NiCE.Active.O365.O365	TRUE	600	NiCE Active O365 Self Monitoring (OMP Collector Log)
NiCE Active O365 Self Monitoring Rule (NiCE Windows Provider)	This rule checks the event log for error event IDs provided by NiCE Windows Provider.	NiCE.Active.O365.Monitoring ResourcePool	TRUE	--	NiCE Active O365 Self Monitoring (NiCE Windows Provider)
NiCE Active O365 Self Monitoring Rule (Discovery Error)	This rule checks the event log for error event IDs provided by Discovery scripts.	NiCE.Active.O365.Monitoring ResourcePool	TRUE	--	NiCE Active O365 Self Monitoring (Discovery)
NiCE Active O365 Self Monitoring Rule (Discovery Information)	This rule checks the event log for information event IDs provided by Discovery scripts.	NiCE.Active.O365.Monitoring ResourcePool	FALSE	--	NiCE Active O365 Self Monitoring (Discovery)