

Managed Workplace 2011 R3 introduces an extensible approach to monitoring and managing the next generation of cloud services, beginning with Microsoft Office 365 and Google Docs.

### Feature Summary

Along with monitoring basic websites, you can now monitor cloud services that involve JavaScript redirection or require persistent sessions. For example, you can now monitor cloud services like Microsoft Office 365 or Google Docs.

### Monitoring Cloud Services Health

Managed Workplace monitors the health of the cloud service and provides both the response time to access the service and the transaction duration, which shows how long it takes to complete the login and browsing to the actual page under scrutiny. A stable response time with a climbing transaction duration indicates that there may be bottleneck occurring on the web server.

The new monitoring framework for cloud services uses .cloud files, based on our core policy-based monitoring framework. These files enable the monitoring and management of cloud services that use JavaScript redirects or require credentials that persist throughout a session. Level Platforms' solution group will develop and release .cloud files for all major web services through our Partner Portal. These will not be tied to any specific release of Managed Workplace so check in often.

When setting up a cloud service monitor, you'll have to enter credential information so that Managed Workplace can detect issues with the health of the service. It's best to use a dedicated cloud service account for monitoring purposes.

On the Availability tab, you can click the Search Result to get more information about the monitor, including when the sample was taken, whether it is up or down, response time, and more. If there was an error, you will see the rendered HTML as shown in the image to the right.

Status	Cloud Service	Response Time	Transaction Duration	Search Result	Last Updated
Up	Office_365	863 ms	7397 ms	Healthy	11/8/2011 10:24:41 AM
Up	Google_Docs	780 ms	8359 ms	Healthy	11/8/2011 10:25:38 AM
Up	Hotmail	610 ms	10052 ms	Healthy	11/8/2011 10:14:50 AM
Up	Basic_Website	0 ms	Not available	Healthy	11/8/2011 10:18:36 AM



**Sample Data Point Information**

Time Of Sample: 11/8/2011 10:50:32 AM  
 Up/Down Status: Up  
 Response Time: 748 ms  
 Search Result: **Unhealthy**  
 Error Message: Search failed - [my collectionsX].

**HTTP Header Capture**

```
X-Content-Type-Options: nosniff
X-Frame-Options: SAMEORIGIN
X-XSS-Protection: 1; mode=block
Cache-Control: private, max-age=0
Content-Type: text/html; charset=UTF-8
Date: Tue, 08 Nov 2011 15:50:3
```

**Content Capture Rendered**

The screenshot shows the Google Docs sign-in page with the text: "Docs Create and share your work online", "Sign in", "Email", "Password", and "Sign up for a new Google Account".

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For more information about the new features in **Managed Workplace 2011 R3**, refer to the [User Guide](#) or [online help](#).

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## FAQ

### What cloud services are supported in this release?

Included with this release are .cloud files for Microsoft Office 365 and Google Docs but new .cloud files will be added regularly to the Partner Portal with and between subsequent releases.

### What are the requirements for using cloud services monitoring?

Internet Explorer (version 6, 7, 8 or 9) is a required component on the Onsite Manager machine for cloud services monitoring.

### What user account should I use for cloud services monitoring?

We recommend using a dedicated cloud service account for monitoring purposes. You should use a dedicated account so that personal email or work email is not being monitored and to have better transaction times (for example, the monitor is not waiting for the page to load emails).

### What text should I enter in the “Text to Find on Page” field?

The text to enter in the “Text to Find on Page” field will vary depending on the cloud service being monitored and how the cloud service user account is configured. You should set this to a text string that appears on the page after successfully logging in, (not text that appears on the login or logout pages).

For reference, the URLs used by the cloud services are as follows:

- Google Docs: <https://docs.google.com>
- Office 365: <https://login.microsoftonline.com/login.srf>

Log in to the account and then locate a string to use.

Recommended defaults for each cloud service are as follows:

- For Google Docs, type the following: My Collections
- For Office 365, type the following: My Profile

**Note:** The search parameter is not case-sensitive.

The text you choose may be affected by custom settings of the cloud service user account. For example, the account may be set to default to a different page on login. If in doubt, log into the cloud service user account manually to determine an appropriate search string.

### Are there any new scripts with this feature?

You can use the following new scripts for managing Office 365:

- Office 365 Create New User
- Office 365 Get User List
- Office 365 List Company Domains
- Office 365 List Company SKUs
- Office 365 List Company Subscriptions
- Office 365 Remove User
- Office 365 Reset User Password

### Can I create my own .cloud file?

Yes, you can since it is an .XML file, but because this is not an activity covered through Level Platforms warranty support, technical support will be offered on a best-effort, courtesy basis. We recommend contacting Level Platforms Professional Services to order custom .cloud files.