Office 365
Dedicated and ITAR-support Plans

Using the SharePoint Online Service Administration Portal (2013)

Applies to: *Office 365 Dedicated – Legacy Release*

Topic Last Modified: *2015-03-09*

The Service Administration portal reduces work and complexity by centralizing administration tasks and simplifying processes from the customer perspective. You can get quick access to Configuration Requests (CRs), forms for standard features, farm reports, and quick access to a full suite of SharePoint Online customer documentation.

The Service Administration portal offers a way to make automated standard change CRs with Microsoft SharePoint Online. For example, you can implement automated user profile property changes (in particular, *add*, *edit*, and *remove* functions) directly to your pre-production environment (PPE) and production environment. These modifications are performed in minutes and without the need to contact your service delivery manager (SDM).

If the standard change CR you want to implement is not automated (a manual change, which is the current process), you are redirected to a CR template (in Microsoft Office Word format) that you and

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your SDM will need to fill out for an offline submission to the Customer Request Analysis System (CRAS) system.

The Service Administration portal user interface (UI) is designed to look and behave like SharePoint Central Administration to better enable you to quickly become familiar with the new change list layout. The portal has links to all the standard change CRs that are allowed in SharePoint Online dedicated.

In this topic:

Video: Overview of the Service Administration Portal

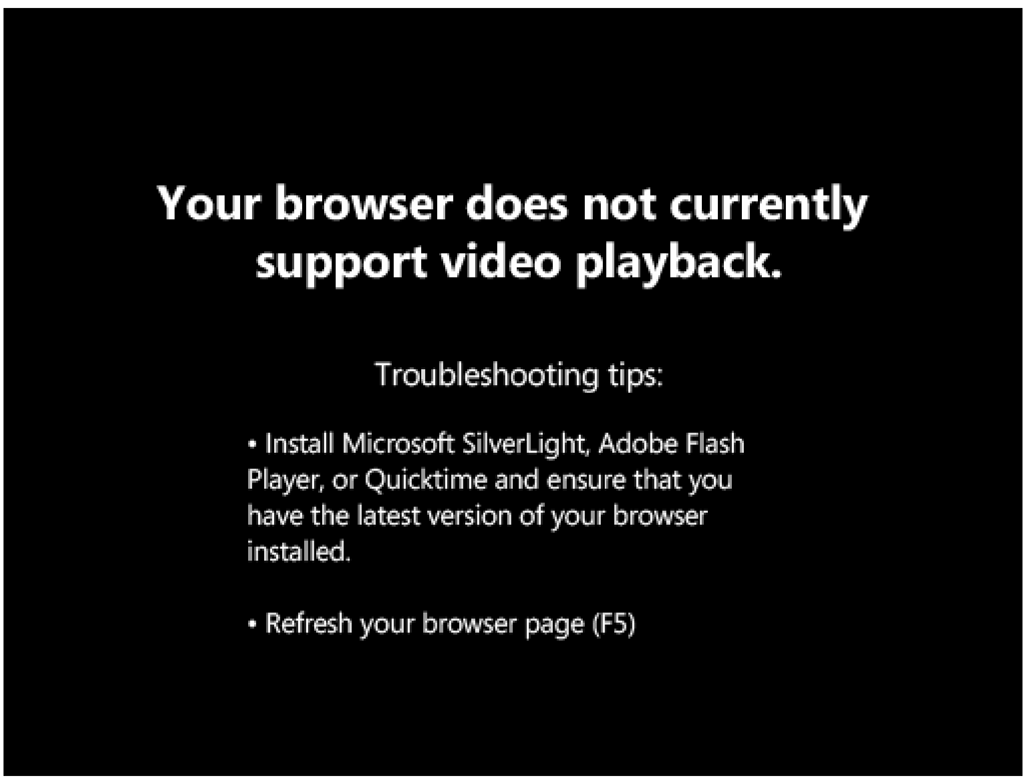
Accessing the Service Administration Portal

Service Administration Portal Home Page

Video: Overview of the Service Administration Portal

This video provides an overview of the Service Administration portal.

Watch the Service Administration portal overview video.



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Accessing the Service Administration Portal

The Service Administration portal is a SharePoint site collection provisioned on https://[WebAppName]/o365admin, where the [*WebAppName*] value is your Team web application or Portal web application domain name. By default, the Service Administration portal can be accessed by the web application User Policy security group. If you do not know which security group has control at the web application level, contact your SDM to open a CR and request this information from SharePoint Online.

Service Administration Portal Home Page

The Service Administration portal home page features the following main sections:

- Configuration Requests
- Reporting
- Service Documentation
- Customer Portal

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Configuration Requests

The **Configuration Requests** section includes all of the standard change CR items and descriptions. The items are grouped into eight different categories in the left navigation pane:

- Web Applications
- Site Collections
- Service Application Settings
- Search
- User Profiles
- General Settings
- Customizations
- Optional Features

Each category is also represented, along with associated subcategories, in the right scope pane.

When you click on a subcategory (for example, **Alerts** in the **Web Applications** category), a change detail page appears. This page contains the change ID, a description, PPE sign off information, and the required timeline. This is illustrated in the following figure.

Alerts

Web Applications > General Setting

Change ID	SPOD-13-012
Description	This enables email alerts for a specific Web application to be turned on or off.
PPE Sign Off Required?	No
Timeline	3 Total Number of Business Days: 3 1. This configuration request does NOT require PPE validation. 2. Up to 3 business days is required to complete the configuration request in Production.

Download Request Form - Alerts

Content of the Service Administration portal is updated on a quarterly basis. Standard Change details and timelines may be updated more frequently. Please open the Request Form located above to review the most current information regarding this change type or you may access the Standard Configuration List Workbook.

< Go Back

To change these settings, click **Download Request Form**, fill out the form that appears, and then send it to the SDM for submission to Microsoft.

Note:

For more information about automated changes, see **Automated Changes**.

Reporting

The Service Administration portal also provides a number of reports.

Note:

Reporting functionality is only available in the production environment. It is not available in the PPE.

The following table provides a list of and description for each report.

Category	Reports	Description
Information	Audience Compilation Schedule	Displays the current schedule of audience compilation.
Information	Certificate Expiration Report	Displays the expiration date of the SSL certificate installed on the web applications.
Information	Custom Farm Solutions	Displays the custom SharePoint solution packages installed on the farm.
Information	Custom Features	Displays the custom features that are installed on the farm.
Information	Farm Version Information	Displays the versions of the SharePoint Online release, farm time zone, Service Administration portal, SharePoint, Windows OS, and SQL Server, as well as the list of all SharePoint hotfixes installed on the farm.
Information	OS Version Information	Displays the Windows OS version and all Windows hotfixes installed on the server.
Information	Search Crawl Schedule	Displays the current crawl schedule in the farm.
Information	Site Collection Report	Displays a report of all the site collections in the farm.
Information	Timer Job Schedule	Displays the current Timer Jobs schedule.
Information	Web Application Policy	Displays the users and groups that have permissions to web applications via User Policy.

Category	Reports	Description
Automated Change Reports	Automated Change History	Displays Automated Change History information, including Action ID, Created time, Created by, Change Number, Change Name, Environment, and Last Status.
Automated Change Reports	Current Automated Changes	Displays ongoing Automated Change information, if any.

Note:

For more information about change reports, see Change Reports.

Farm Version Information Page Additional Reports

The Farm Version Information page offers the following reports at the top of the page:

- **Farm Time Zone** – This report uses the server's time zone to report when events occur (for example, timer jobs and search crawls). This enables you to better understand when those events occurred in your environment.
- **SharePoint Online Release Number** – This report enables you to determine the release number of the version of SharePoint Online you use.

  Note:

  The version is updated only after all of the features contained in the release are applied to your farm.
- **Service Administration Portal Build Number** – This report enables you to determine the build number of the Service Administration portal you use. This information is important when you create and submit support tickets related to the site.

Web Application User Policy Report

The Web Application User Policy report displays all users that have access to production-based web applications via User Policy on the ribbon. The report renders in real-time and displays the user's account name and level of access provided by the policy.

Web Application User Policy Report

Displays the User Policies associated with the selected web application.

To view the policies for a web application, select a web application from the dropdown list.

Web Application: https://collab.contoso.local/

Display Name	User Name	Permissions
NT AUTHORITY\LOCAL SERVICE	NT AUTHORITY\LOCAL SERVICE	Full Read
contoso\KioskUserGroup	c:0+.w|s-1-5-21-3910722448-2999427285-2668311433-131611	Kiosk Workers
Jerry Orman	i:0#.w|contoso\jerry	Full Control

New Customization Reports

Two additional reports have been added related to customizations:

- **Custom Farm Solutions**
- **Custom Farm Features**

These two reports help with upgrade planning and provide a better understanding of the customizations running in your production environment.

Custom Farm Solutions

This report is populated daily and displays information related to the WSP files that have been installed and deployed to your environment.

Custom Farm Solutions

Displays the custom farm solutions currently deployed to the production environment.

Name	ID	Deployed	Deployed Web Apps	Global Assembly	CAS Policy	Web App Resource	Last Operation Result	Last Operation End Time
poc_dashboard.wsp	e2b83765-3506-4346-a415-8912b4c4de07	✔	https://collab.contoso.local/	✔		✔	DeploymentSucceeded	June 10, 2013 06:46:18 PM
poc_siterecyclebinchange.wsp	ec62af59-1594-43c9-ab54-5c77c03961d6		None	✔		✔	NoOperationPerformed	June 10, 2013 06:47:16 PM

Custom Farm Features

This report is also populated daily and displays the custom features that are associated with the WSP files displayed in the Custom Farm Solutions report.

Custom Farm Features

Displays the custom features associated with the custom farm solutions currently deployed to the production environment.

Name	ID	Scope	Hidden	CompatibilityLevel	Solution Name
POC_Dashboard_Feature1	3b24503f-7104-4c7d-9afa-c113d2641b6c	Site		2010	poc_dashboard.wsp

Site Collection Report

The Site Collection report is available in the **Reporting** section on the home page.

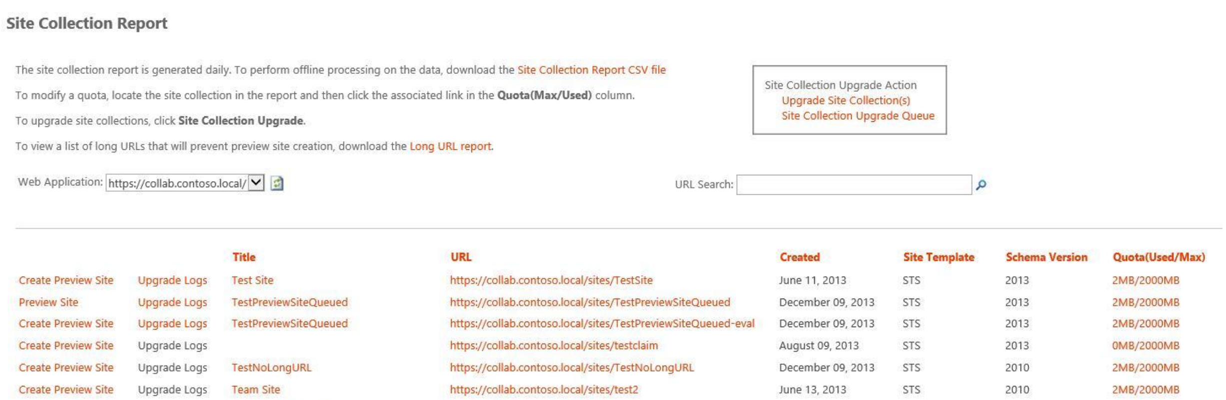
Note:

You will still be able to download the report in CSV format for offline analysis.

To get to this report, in the **Reporting** section, click **Site Collection Report**.

Reporting

The Site Collection report is used to manage new automated changes related to specific site collections and acts as a hub for site collection information. The report is populated nightly. As a result, changes made in the environment may not reflect in the report until the following day. The default view of the report will be filtered on the web application that is hosting the Service Administration site.



Site Collection Report

The site collection report is generated daily. To perform offline processing on the data, download the Site Collection Report CSV file

To modify a quota, locate the site collection in the report and then click the associated link in the **Quota(Max/Used)** column.

To upgrade site collections, click **Site Collection Upgrade**.

To view a list of long URLs that will prevent preview site creation, download the Long URL report.

Site Collection Upgrade Action
Upgrade Site Collection(s)
Site Collection Upgrade Queue

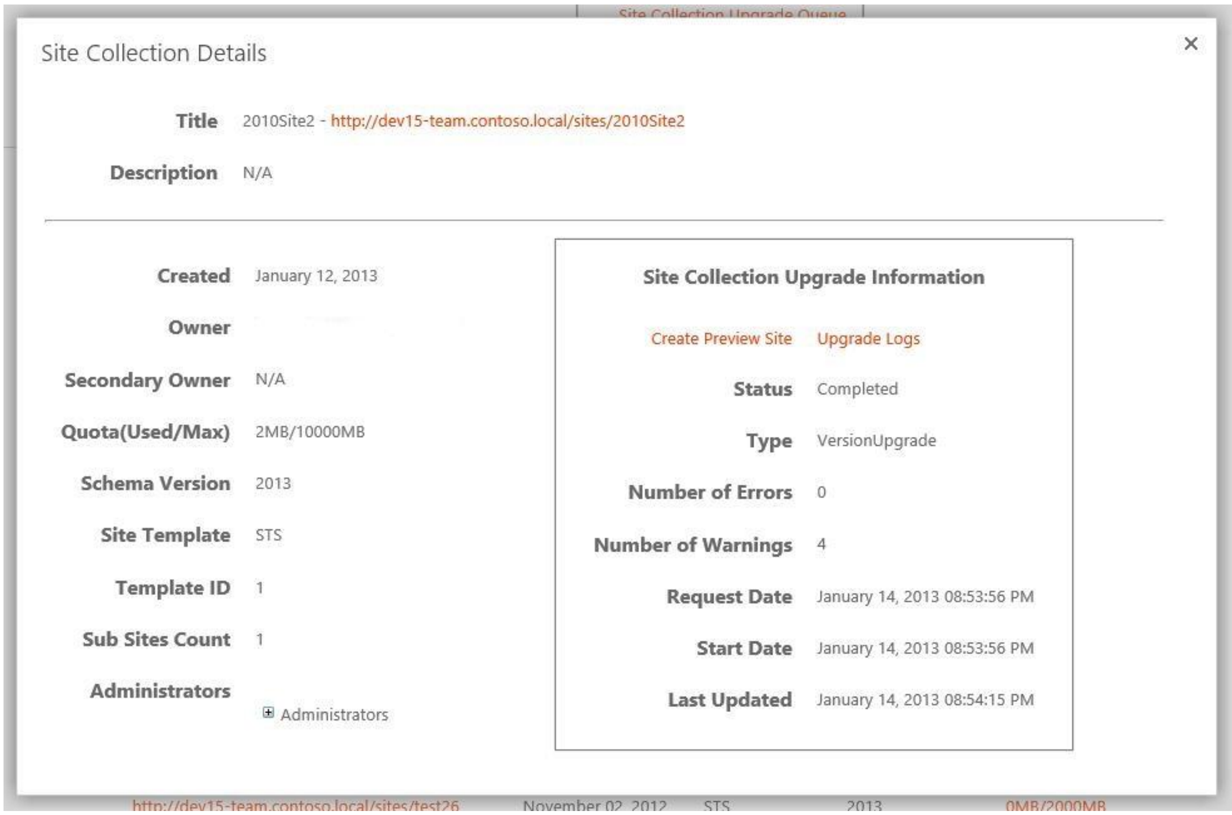
Web Application: https://collab.contoso.local/

URL Search:

		Title	URL	Created	Site Template	Schema Version	Quota(Used/Max)
Create Preview Site	Upgrade Logs	Test Site	https://collab.contoso.local/sites/TestSite	June 11, 2013	STS	2013	2MB/2000MB
Preview Site	Upgrade Logs	TestPreviewSiteQueued	https://collab.contoso.local/sites/TestPreviewSiteQueued	December 09, 2013	STS	2013	2MB/2000MB
Create Preview Site	Upgrade Logs	TestPreviewSiteQueued	https://collab.contoso.local/sites/TestPreviewSiteQueued-eval	December 09, 2013	STS	2013	2MB/2000MB
Create Preview Site	Upgrade Logs		https://collab.contoso.local/sites/testclaim	August 09, 2013	STS	2013	0MB/2000MB
Create Preview Site	Upgrade Logs	TestNoLongURL	https://collab.contoso.local/sites/TestNoLongURL	December 09, 2013	STS	2010	2MB/2000MB
Create Preview Site	Upgrade Logs	Team Site	https://collab.contoso.local/sites/test2	June 13, 2013	STS	2010	2MB/2000MB

If you select a web application from the **Web Application** menu, the site collections associated with that web application will display. If you enter a search string in the **URL Search** box, all site collections across all web applications are searched for URLs that contain the string. For example, you can find all the Evaluation sites by searching for “–eval”.

If you click on a site collection title, the Site Collection Details page for that site collection will display. This page contains additional details, like the owner, administrators, and upgrade-specific information.

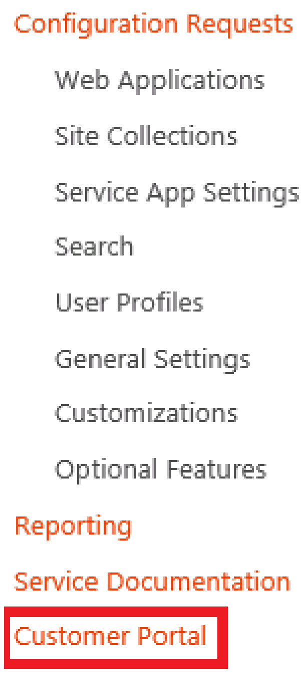


Service Documentation

The **Service Documents** link points to the current Office 365 Dedicated and ITAR support plans Release Documentation and Training Material page of the Customer Extranet site.

Customer Portal

You can now go directly to your Customer Portal site from the Service Administration portal. The link, available on the Service Administration home page, takes you to your Customer Portal, where you can view additional reports and information about the entire service, providing a broader customer experience.



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Service Administration Portal (2013) Automated Changes

Topic Last Modified: *2014-09-25*

An automated change is a standard change that enables customers to bypass the process of filing a CR and then sending it to the service delivery manager (SDM) for implementation. The Service

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Administration portal provides user interface (UI) that accepts the configuration request and then makes those changes in the appropriate environments.

The following topics are addressed in this section:

Permissions

When the Service Administration portal is provisioned, a customer-supplied IT Pro security group is granted Full Control permissions on the site. Members of this group can add users with Read permissions (which enables users to view pages, list items, and download documents) to the site.

To ensure users have the full capacity of the Service Administration portal, add them to your IT Pro security group or add them with Full Control access to the site.

User Profile Properties

The Service Administration portal also provides the ability to automate user profile property standard changes. This means you can make changes to user profile properties without having to submit a

Configuration Request (CR). The Service Administration portal provides customers with the ability to perform the following actions:

- Add, edit, and remove profile properties and Sections.
- Change the order of profile properties and Sections.
- View the current property mappings.

The Service Administration portal does ***not*** currently allow customers to:

- Modify property mappings.
- Submit a change to profile subtypes.

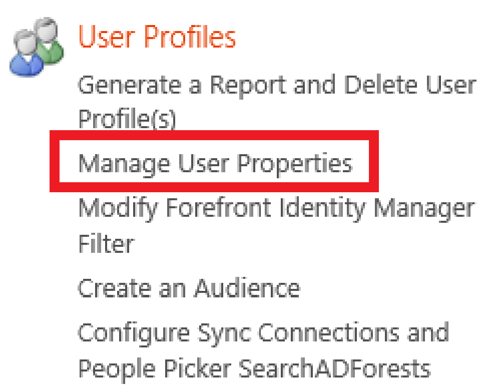
Note:

For more information about how to submit either a property mapping modification or a profile subtypes, see How do I add an Active Directory Domain Services (AD DS) mapping to a new or an existing profile property? in the Automated Change Processes section of the Frequently Asked Questions topic.

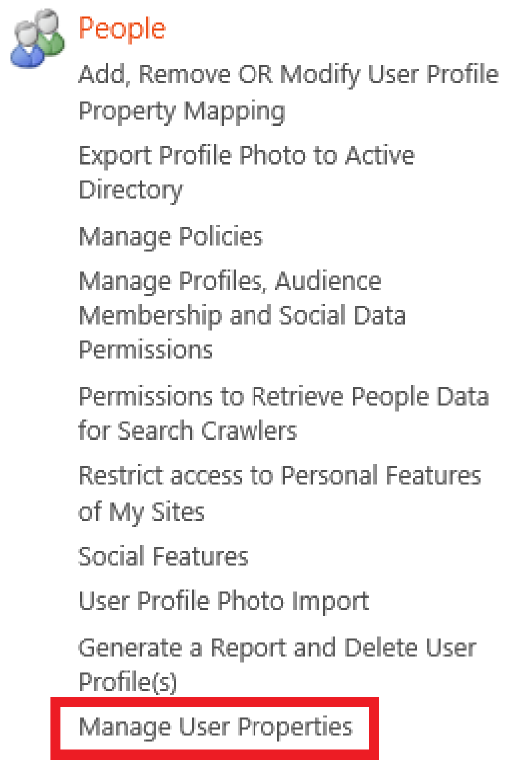
Accessing Profile Properties

You can access profile properties by using any one of the following means:

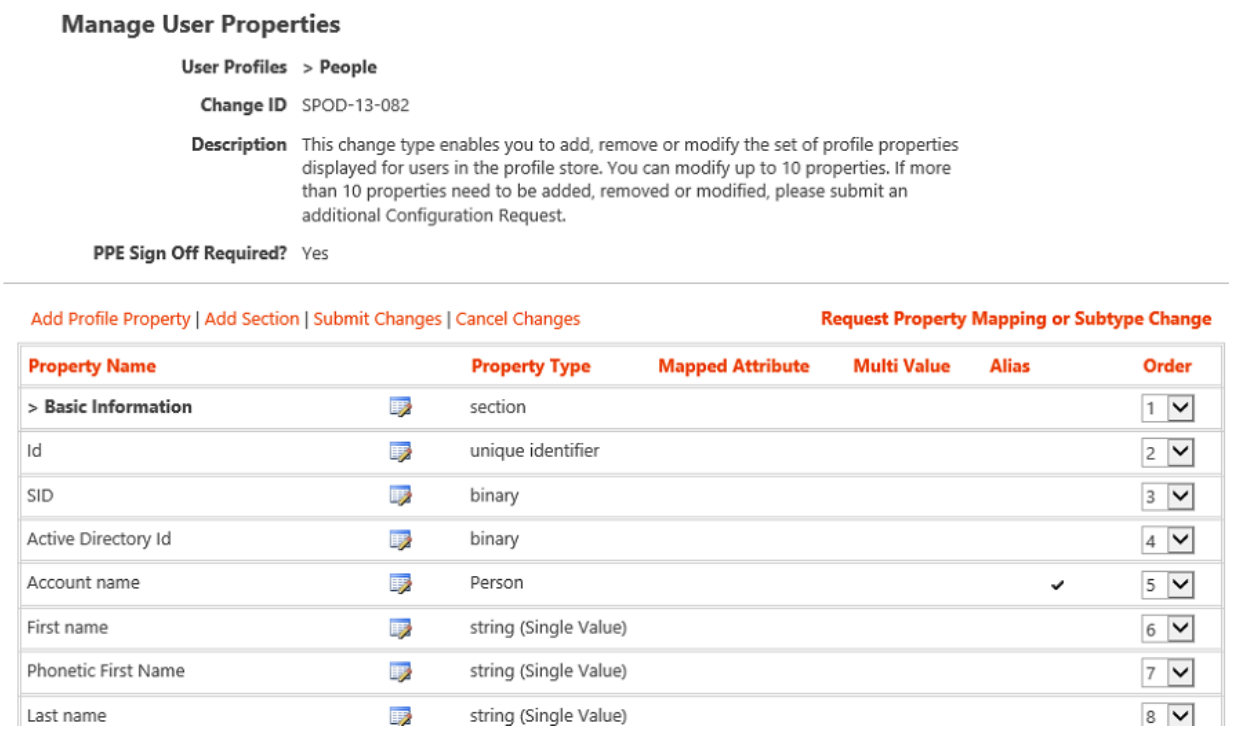
- On the Service Administration home page, in the **User Profiles** section, click **Manage User Properties**.



- On the User Profiles page, in the **People** section, click **Manage User Properties**.



When you click any of the above links, you are taken to the profile properties page associated with that link.



Manage User Properties

User Profiles > **People**

Change ID SPOD-13-082

Description This change type enables you to add, remove or modify the set of profile properties displayed for users in the profile store. You can modify up to 10 properties. If more than 10 properties need to be added, removed or modified, please submit an additional Configuration Request.

PPE Sign Off Required? Yes

Add Profile Property | Add Section | Submit Changes | Cancel Changes   **Request Property Mapping or Subtype Change**

Property Name	Property Type	Mapped Attribute	Multi Value	Alias	Order
> Basic Information	section				1
Id	unique identifier				2
SID	binary				3
Active Directory Id	binary				4
Account name	Person			✓	5
First name	string (Single Value)				6
Phonetic First Name	string (Single Value)				7
Last name	string (Single Value)				8

Important:

If the automation of the automated change you want to implement is disabled due to the farm, you are brought to a page with the **Download Request Forms** link. You will then need to open and complete the CR template for offline submission via your SDM.

From a profile properties page, you can do the following:

- View a list of all profile properties in the production environment's User Profile service application, including:
  - Property Name
  - Property Type
  - Mapped Attribute
  - Multi Value
  - Alias
  - Order
- Add, edit, and remove profile properties and Sections.
- Change the order of profile properties and Sections.

You can move a property to the location you want using the **Order** column controls (See Changing the Position of Profile Properties and Sections for an example.) You can also delete and reorder items without needing to load the entire page, which significantly reduces the amount of time spent doing these operations.

Changes made on this page are not committed until you click **Submit Changes**. For example, if you make changes on this page and click **Cancel Changes**, those changes will not be performed.

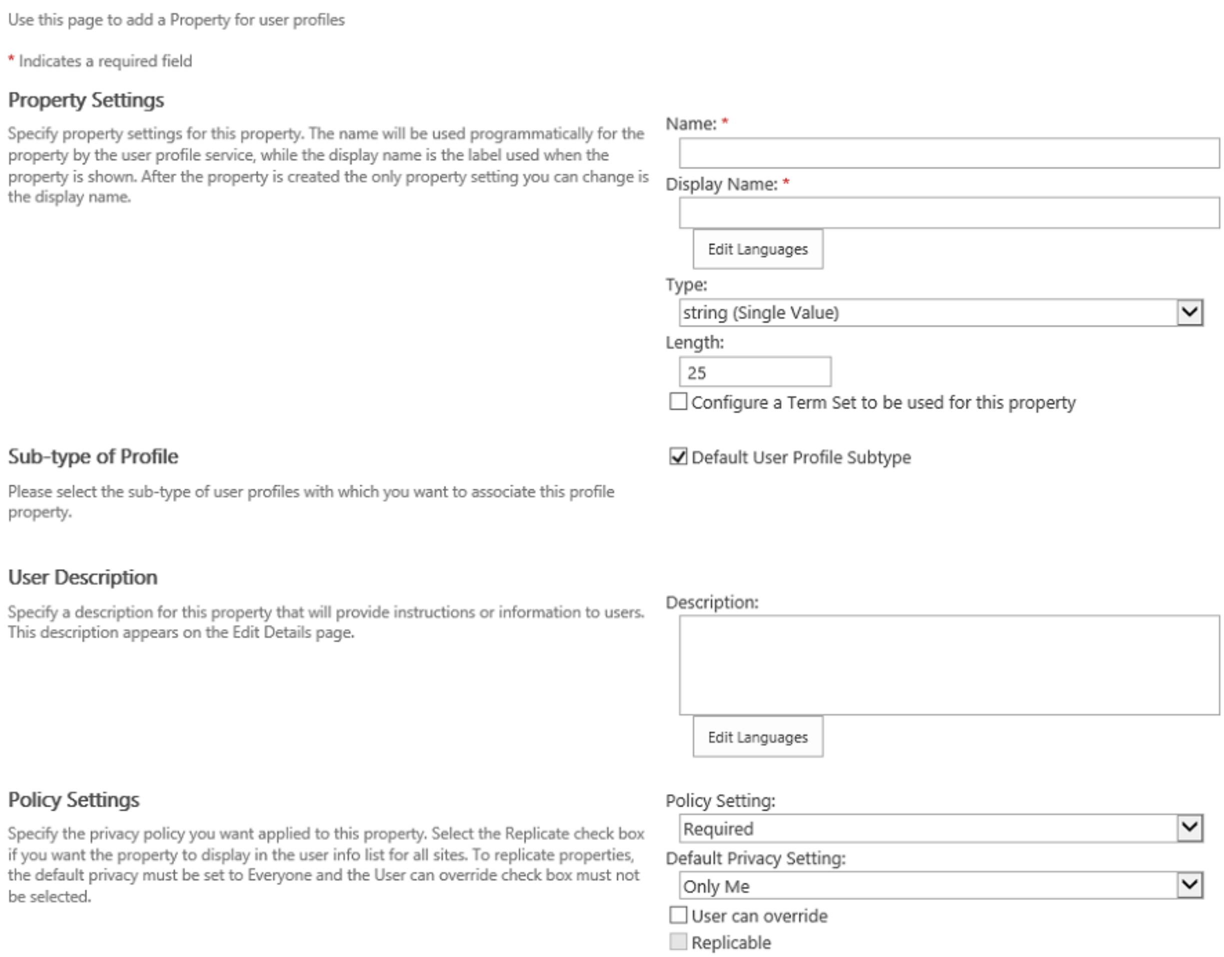
All the changes you make are tracked and recorded. When you click **Submit Changes**, the changes implemented in the PPE are recorded for validation. Once those changes are submitted, an administrator with access to the Service Administration portal must validate those changes in order for them to take place in the PPE. Once the administrator clicks **Approve PPE**, the changes are implemented in the production environment.

Managing Profile Properties and Sections

The following sections deal with adding, editing, and removing profile properties and Sections.

Adding a Profile Property

To add a profile property, click **Add Profile Property** at the top or bottom of the page. Clicking either link opens the following page. The page emulates Central Administration UI to provide a familiar and consistent SharePoint experience.



Use this page to add a Property for user profiles

* Indicates a required field

Property Settings

Specify property settings for this property. The name will be used programmatically for the property by the user profile service, while the display name is the label used when the property is shown. After the property is created the only property setting you can change is the display name.

Name: *

Display Name: *

Edit Languages

Type:

string (Single Value)

Length:

25

Configure a Term Set to be used for this property

Sub-type of Profile

Please select the sub-type of user profiles with which you want to associate this profile property.

Default User Profile Subtype

User Description

Specify a description for this property that will provide instructions or information to users. This description appears on the Edit Details page.

Description:

Edit Languages

Policy Settings

Specify the privacy policy you want applied to this property. Select the Replicate check box if you want the property to display in the user info list for all sites. To replicate properties, the default privacy must be set to Everyone and the User can override check box must not be selected.

Policy Setting:

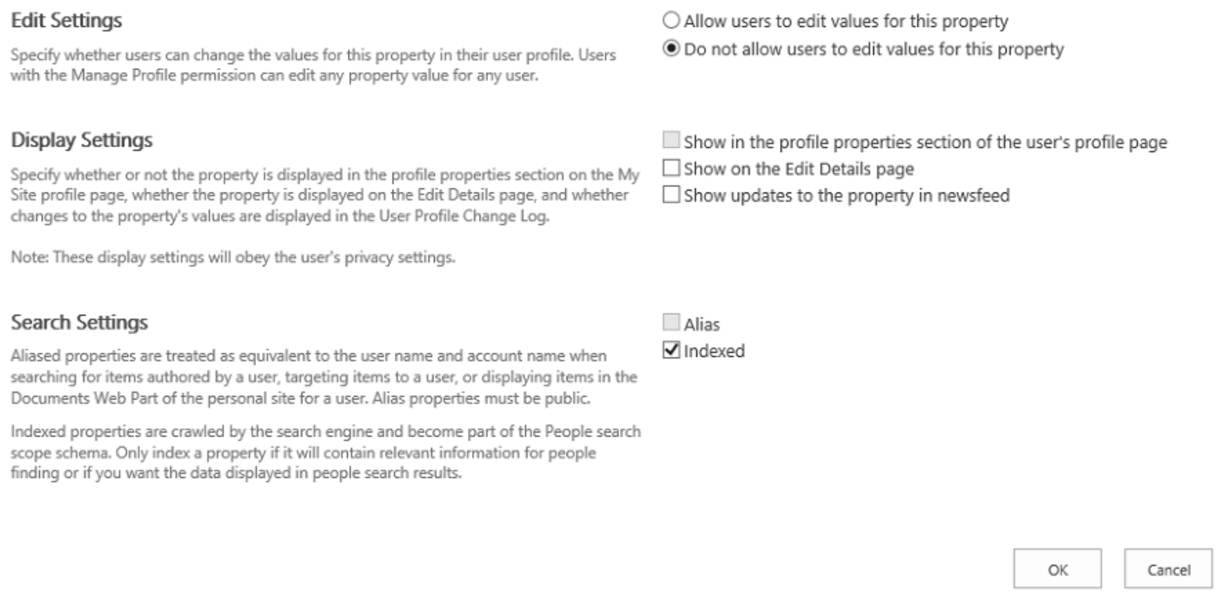
Required

Default Privacy Setting:

Only Me

User can override

Replicable



On this page, you can specify various values for the properties, such as display name, description, policy settings, display settings, and search settings. Once you are finished, click **OK** to add the profile property to the display grid at the bottom of the list. You can then edit, move, or delete the property accordingly.

Note:

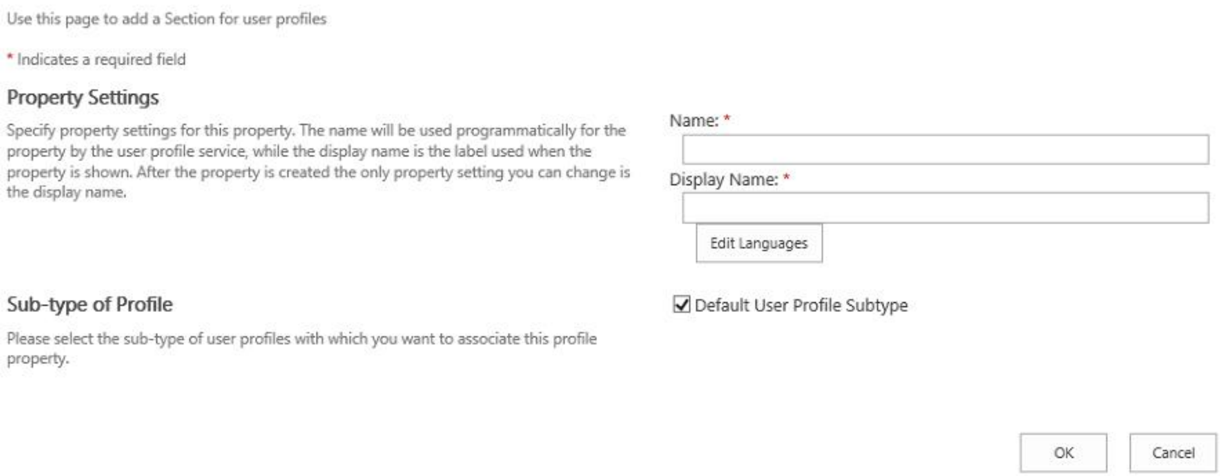
These changes will not be implemented until they are submitted. For more information, see Submitting and Cancelling Changes.

Important:

If a Microsoft Active Directory Domain Services (AD DS) mapping needs to be added to the new property, you must submit a manual, offline request to add this new mapping after the profile property is successfully created. For more information about how to submit a property mapping, see How do I add an Active Directory Domain Services (AD DS) mapping to a new or an existing profile property? in the Automated Change Processes section of the Frequently Asked Questions topic.

Adding a Section

To add a section, click **Add Section** and then complete the subsequent page. This page is similar to the Add Profile Property page, but with fewer fields.

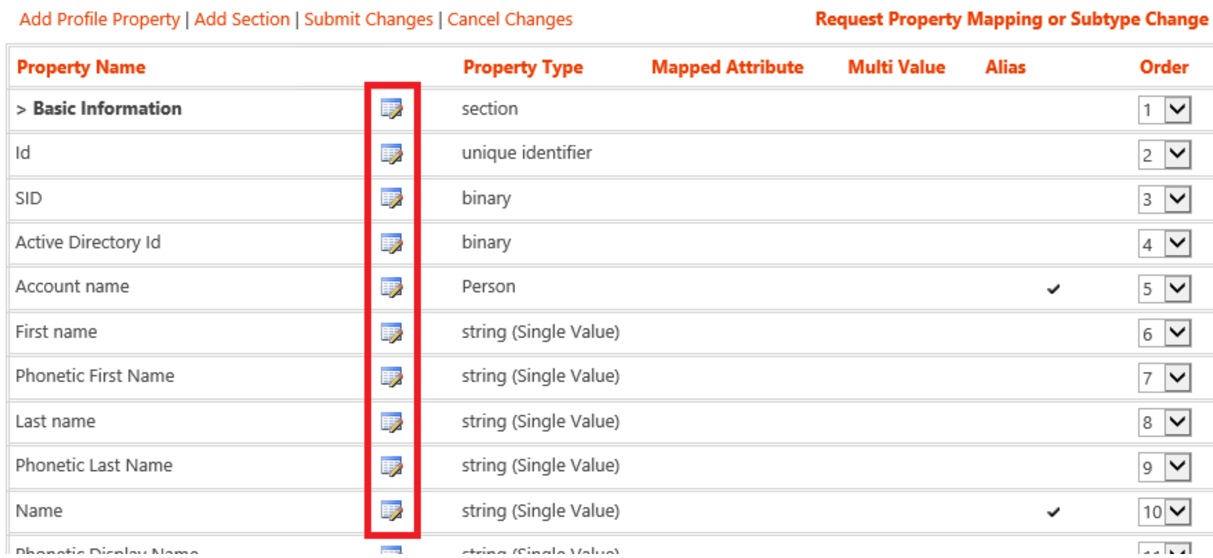


On this page, you can specify the name, display name, and localized display names for the Section.

Once you are finished, click **OK** to add the Section to the display grid at the bottom of the list. You can then edit, move, or delete the Section accordingly.

Editing Profile Properties and Sections

To edit a property or Section, click the **Edit** icon next to the **Display Name** of the item.


Add Profile Property | Add Section | Submit Changes | Cancel Changes   **Request Property Mapping or Subtype Change**

Property Name		Property Type	Mapped Attribute	Multi Value	Alias	Order
> **Basic Information**		section				1
Id		unique identifier				2
SID		binary				3
Active Directory Id		binary				4
Account name		Person			✔	5
First name		string (Single Value)				6
Phonetic First Name		string (Single Value)				7
Last name		string (Single Value)				8
Phonetic Last Name		string (Single Value)				9
Name		string (Single Value)			✔	10

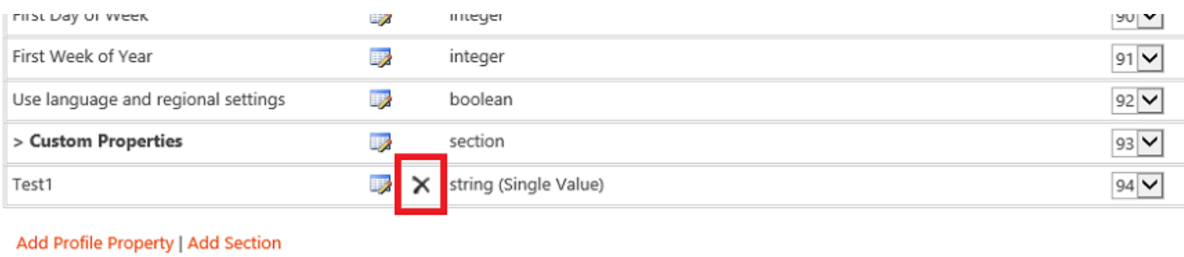
This opens a similar page as the Add Profile Property page, save with the appropriate fields selected. The editing experience is designed to emulate the profile property editing experience found in Central Administration.

Important:

If an AD mapping needs to be added to the new property, you must submit a manual, offline request to add this new mapping once the profile property is successfully created. For more information on how to submit an AD property mapping modification, see How do I add an Active Directory Domain Services (AD DS) mapping to a new or an existing profile property? in the Automated Change Processes section of the Frequently Asked Questions topic.

Removing Profile Properties and Sections

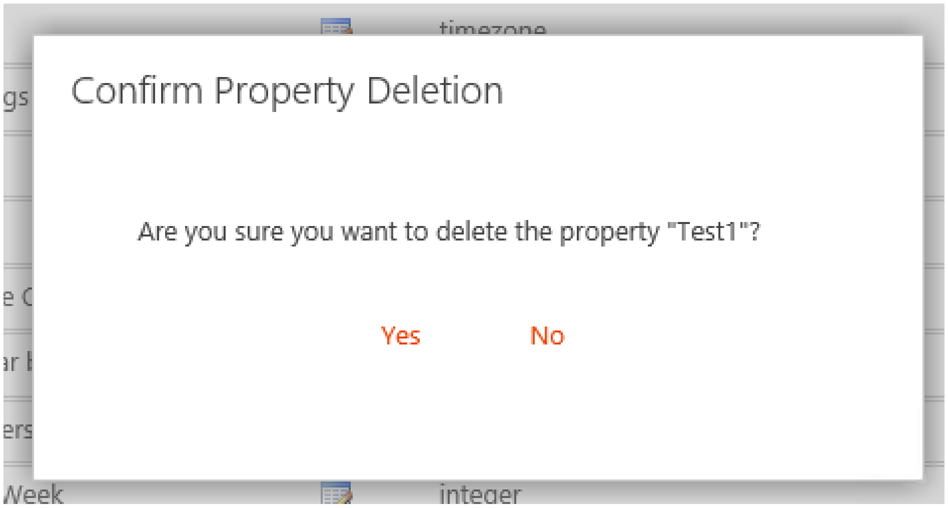
To remove a profile property or Section, click the **Delete** icon on the row of the item you want to remove.



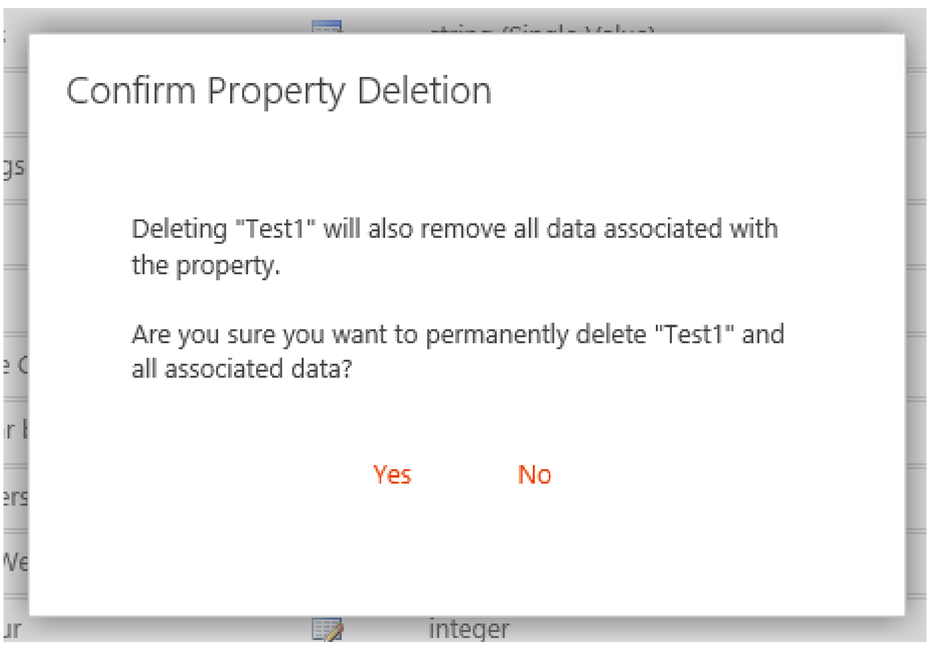
Notice that not every row has a **Delete** icon associated with it. This is because there are certain properties that are flagged as system properties in SharePoint. These properties cannot be deleted, and as a result, no **Delete** icon is available for those properties. This is a similar UI experience as with on-premises SharePoint Central Administration.

When you click the associated **Delete** icon, you are prompted twice to confirm the deletion. This is by design, as the multiple prompts are meant to ensure you want to remove the property or Section. This helps avoid situations where you spend a large amount of time making changes to the page that you cannot save, such as needing to click **Cancel Changes** due to an accidentally deleted property.

The first dialog box you encounter is the Confirm Property Deletion dialog box.



If you click **Yes**, this next dialog box appears.



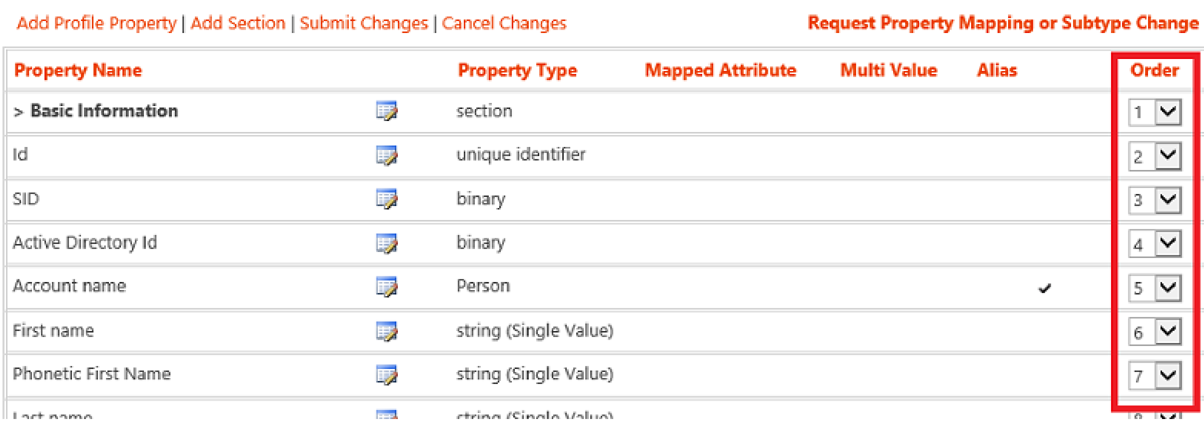
If you click **Yes** in in this dialog box, you will remove the item from the collection and **will also delete all the data associated with the property stored in SharePoint**.

Warning:

If the change result is rejected during PPE validation, although the property can be restored automatically, the data associated with the property is lost and Microsoft will not be able to restore that information. If the change is approved in PPE and subsequently implemented in the production environment, Microsoft will not be able to restore the data associated with the property to either the PPE or production environments.

Changing the Position of Profile Properties and Sections

To change the position of a property or Section, in the **Order** column, select the down arrow toggle and then select the destination location using numerical order. The item is then placed in the position you select, and the items at, or below, that location are moved down one position.

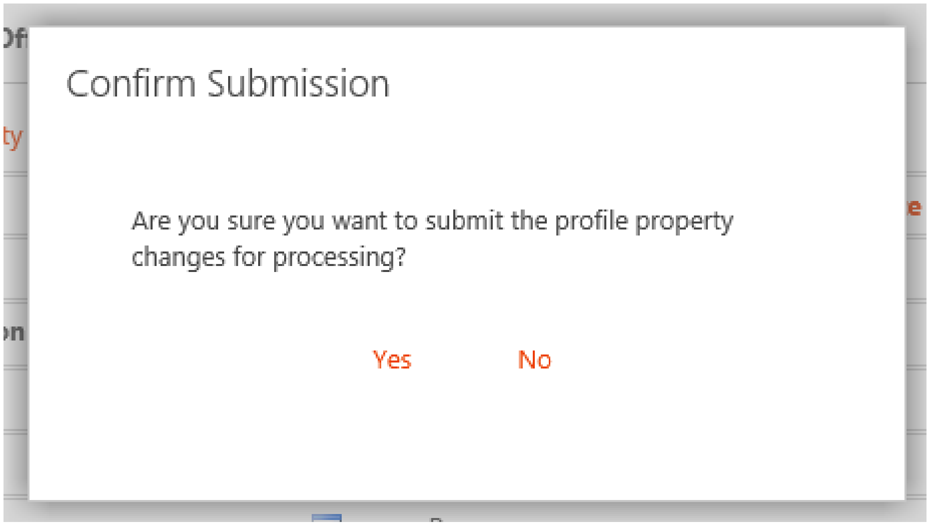

Add Profile Property | Add Section | Submit Changes | Cancel Changes   Request Property Mapping or Subtype Change

Property Name	Property Type	Mapped Attribute	Multi Value	Alias	Order
> Basic Information	section				1
Id	unique identifier				2
SID	binary				3
Active Directory Id	binary				4
Account name	Person			✓	5
First name	string (Single Value)				6
Phonetic First Name	string (Single Value)				7
Last name	string (Single Value)				8

Submitting and Cancelling Changes

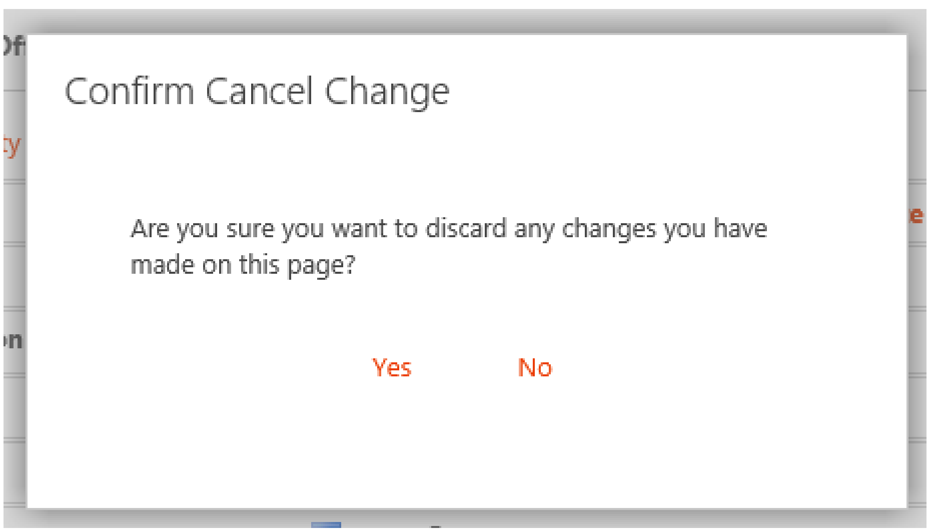
If you click **Submit Changes** or **Cancel Changes**, you are prompted for confirmation of your action. This helps ensure that **Cancel Changes** is not erroneously selected and hours of work discarded. It also prevents changes from being submitted to the PPE before they are ready for implementation (**Submit Changes**).

If you click **Submit Changes**, the following dialog box appears.



If you click **Yes**, the changes are submitted for processing.

If you click **Cancel Changes**, the following dialog box appears.



If you click **Yes**, the changes are discarded.

If the changes are discarded, you are redirected to the Service Administration portal home page.

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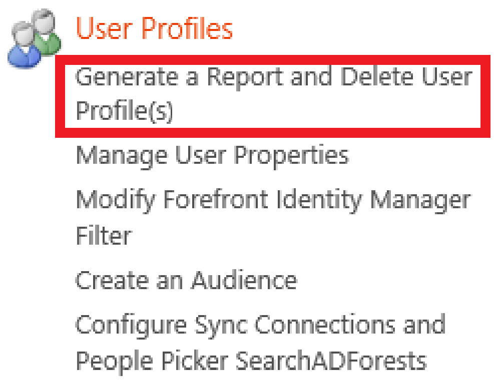
Reporting on Profiles Marked for Deletion and Deleting User Profiles

The Service Administration portal provides customers with the ability to perform the following tasks:

- Create a report of any user profiles that have been flagged as deleted.
- Submit a list of profiles for deletion.



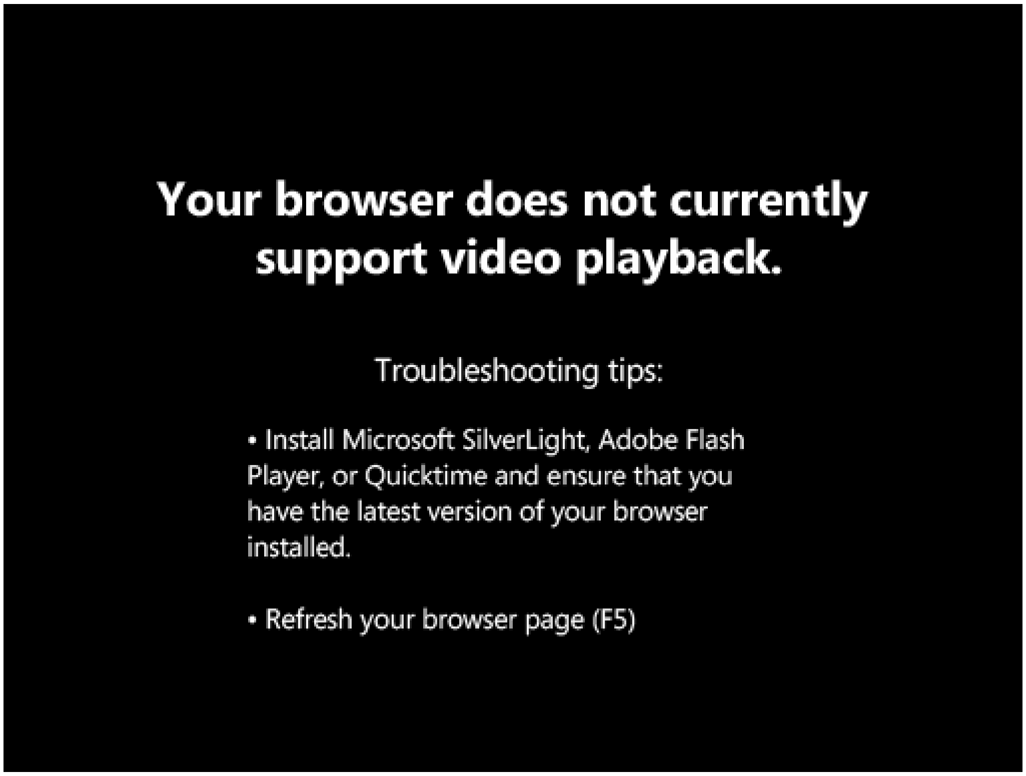
This change is applied only to the production environment.

Note:

Only user profiles that have already been flagged as deleted by the User Profile Synchronization process will be processed.

Video: Reporting on Profiles Marked for Deletion and Deleting User Profiles

Watch the reporting on profiles marked for deletion and deleting user profiles video.



Creating a Report

The following steps will enable you to create a report of the profiles that have been flagged as deleted by the SharePoint Profile Synchronization process.

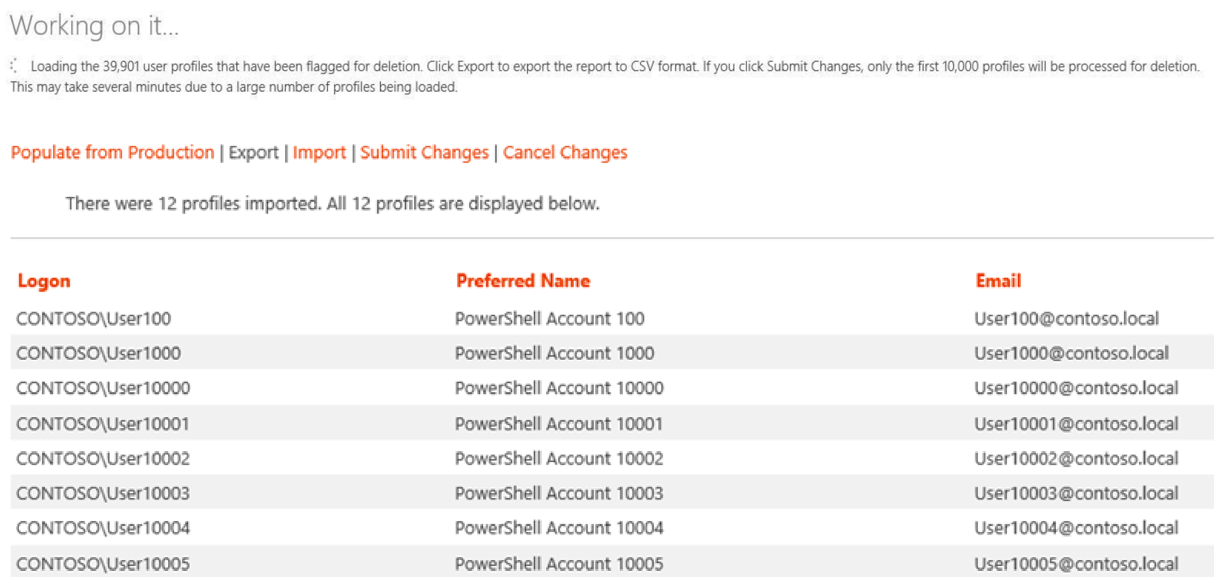
Note:

You cannot manually delete user profiles without first creating this report.

To create a report with profiles flagged for deletion:

1. On the Service Administration portal home page, in the left scope pane, click **User Profiles**.
2. On the User Profiles page, click **Generate a Report and Delete User Profile(s)**.
3. On the Generate a Report and Delete User Profile(s) page, click **Populate from Production** or **Import**.

The report lists the user profiles that have been flagged as deleted and then provides this information in page format. There are 30 profiles per page. If the report has over 10,000 profiles, and you click **Submit Changes**, only the first 10,000 profiles will be processed.



Exporting a Report

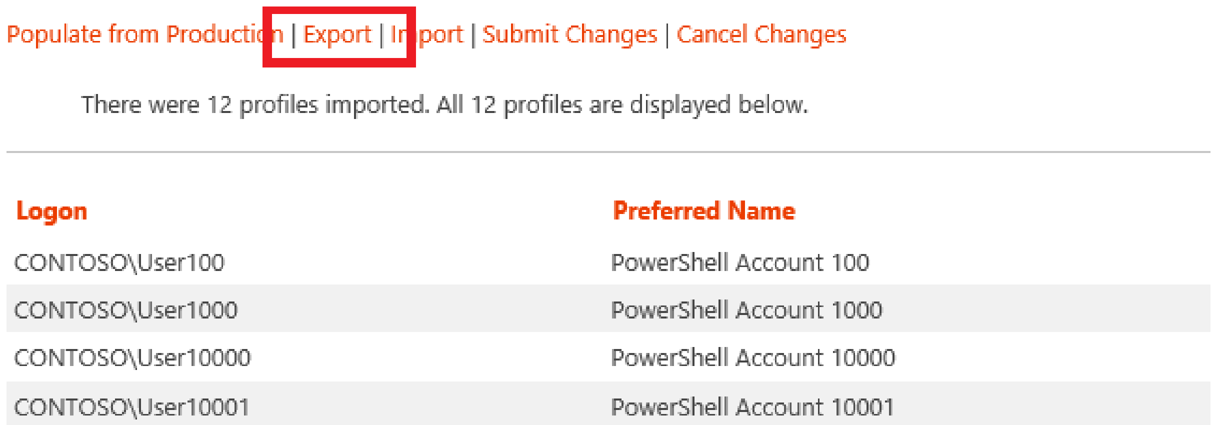
Once you have created a report, you may want to export it in order to validate the listed user profiles against your AD DS user profiles.

To export a report:

1. On the Deleted Profile Report page, with a report displayed in the browser, click **Export**.
2. Save the resulting file in CSV format.

Note:

If you intend to edit any rows in Excel, do not save the CSV file in either the **CSV (Macintosh)** or **CSV (MS-DOS)** formats.

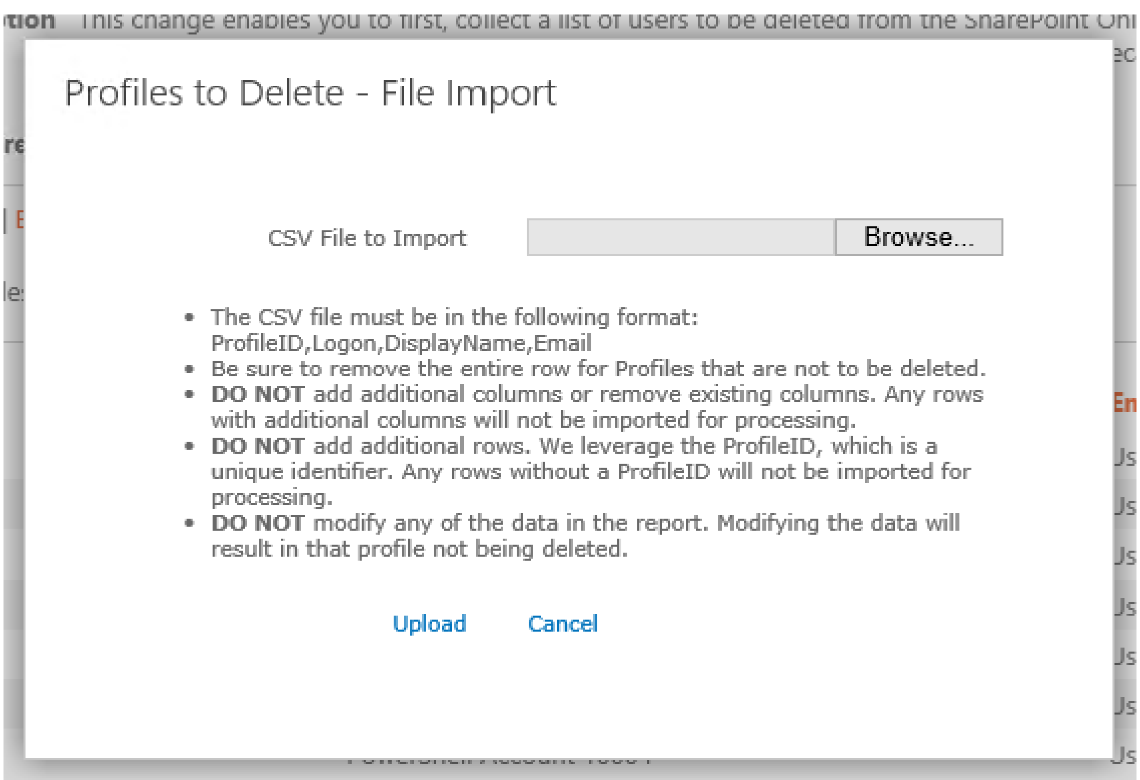


Importing a Report

After validating the exported report, you can import the report into a browser page for processing.

To import a report:

1. On the Service Administration portal home page, in the left scope pane, click **User Profiles**.
2. On the User Profiles page, click **Delete User Profile(s)**.
3. On the Delete User Profile(s) page, click **Import**.



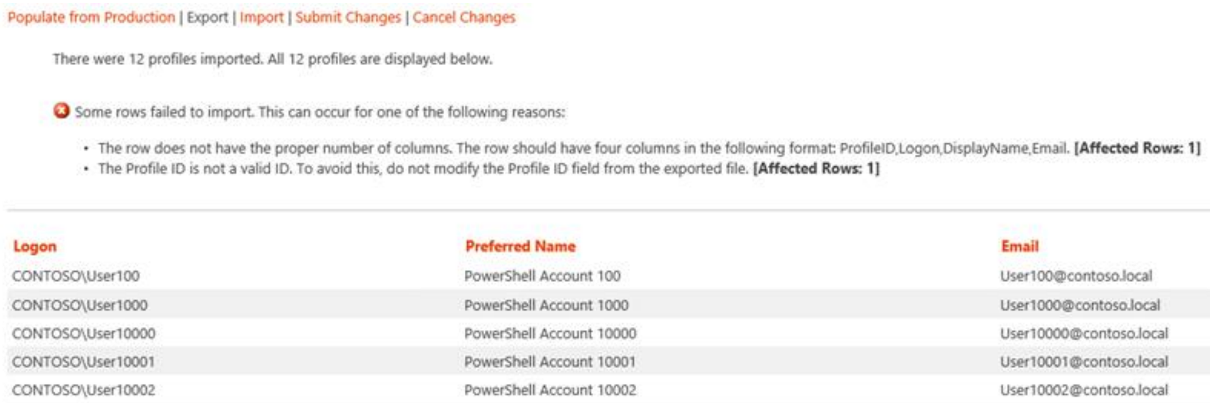
4. In the Profiles to Delete – File Import dialog box, confirm your CSV file matches the format of the exported CSV file, click **Browse**, and then locate the CSV file you previously exported.
5. Click **Upload**.

The Service Administration portal will then upload your CSV file and build a report using the data contained in the CSV file.

The following requirements must be met in order for the import to be successful:

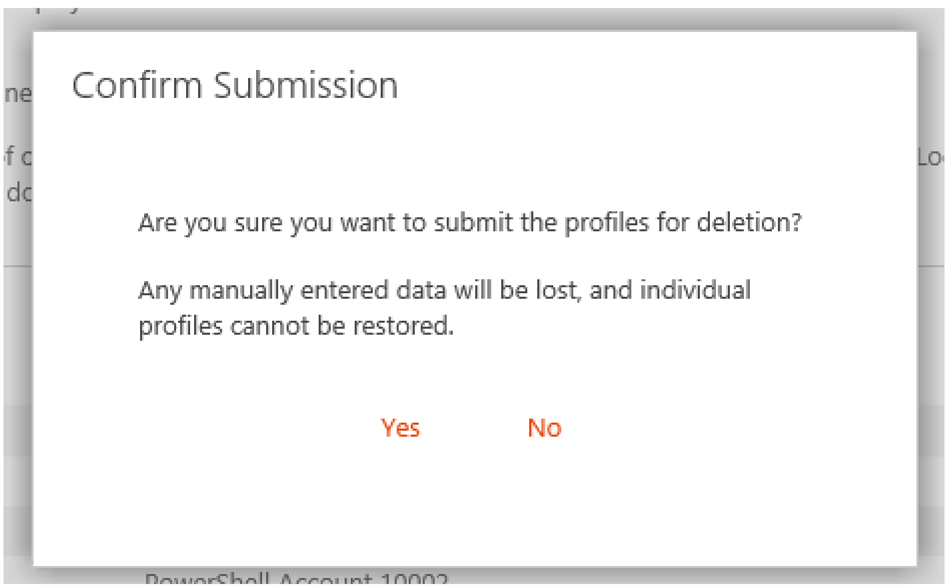
- The CSV file must contain the following columns in this order: ProfileID,Logon,DisplayName,Email
- Remove the entire row for each profile that should not be deleted.
- Do not add additional columns or remove existing columns. Any rows with additional columns will not be imported for processing.
- Do not add additional rows. The import process uses the ProfileID field, which is a unique identifier. Any rows without a ProfileID field will not be imported for processing.
- Do not modify any of the data in the report. Data modification will prevent profiles from being deleted.

The page will load the first 10,000 profiles can be validated. If a row cannot be validated, it will not be imported and a message is displayed above the resulting report. This message provides the number of rows that were unable to be imported as well as the reason(s) why the import was not successful. The following figure is an example of such a message.



Submitting Profiles for Deletion

Once the report is displayed in a browser page, click **Submit Changes** to process the user profiles for deletion.



The deletion process will perform the following further validation on each user profiles prior to deletion:

- The ProfileID field in the report matches the ProfileID field flagged as deleted.
- The Logon and Email fields also match the report and the current profile.

If a user profile does not match the above conditions, that profile is skipped and the remaining profiles are validated and processed.

This process can take several minutes to complete.

Managing Deleted Site Collections

Microsoft SharePoint 2010 Service Pack 1 (SP1) introduced functionality that placed deleted site collections into the Recycle Bin. However, the Recycle Bin that contains the deleted site collections is only available via Windows PowerShell and the SharePoint object model code.

The Service Administration portal enables administrators to manage the deleted site collections located inside the Recycle Bin. Administrators can:

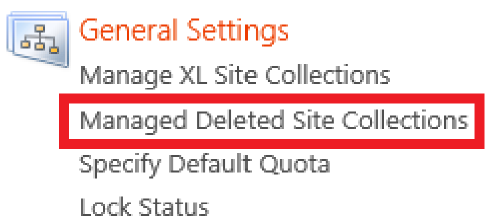
- Restore a site collection. This restores the deleted site collection from the Recycle Bin where it is located to the URL where it originated.
- Delete a site collection from the Recycle Bin. This permanently deletes the site collection.

Important:

Once a site collection is deleted from the Recycle Bin, the only method to restore the deleted site collection is to open a support ticket with your Helpdesk. Your Helpdesk then escalates a Service Request (SR) to have the content database restored by the Microsoft Support Team.

Note:

To restore other common SharePoint items (such as a site, list, or document library), go to the Site Settings page for the site collection, access the Recycle Bin, and then restore the item.

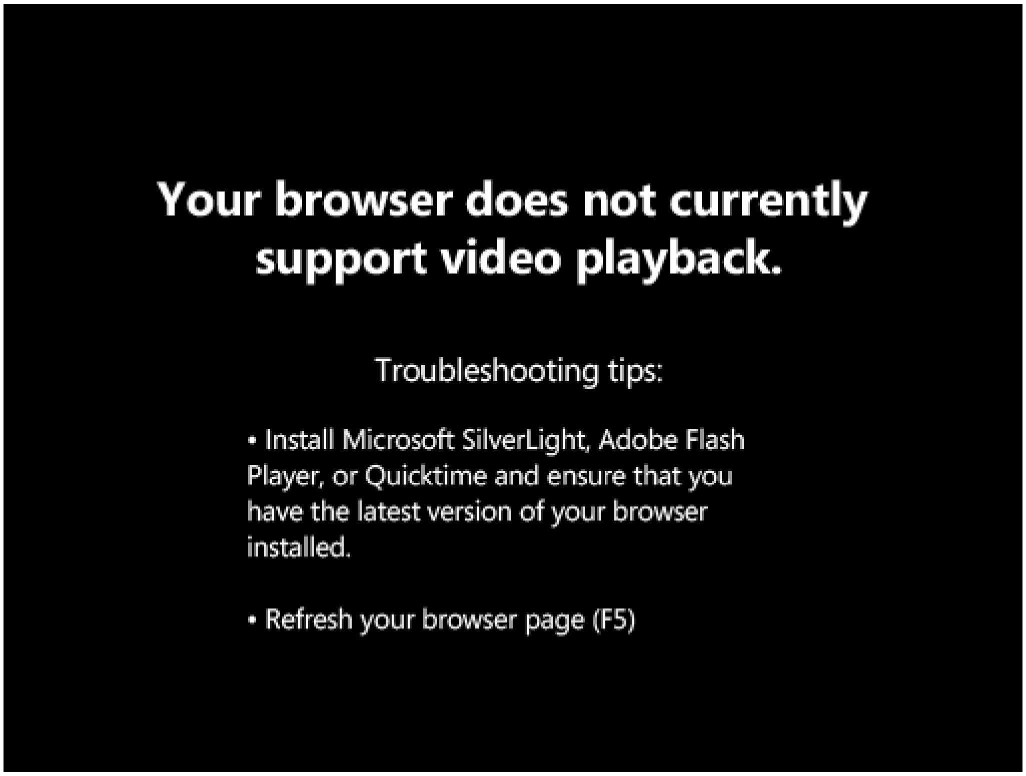


Note:

This can only be done in the production environment.

Video: Managing Deleted Site Collections

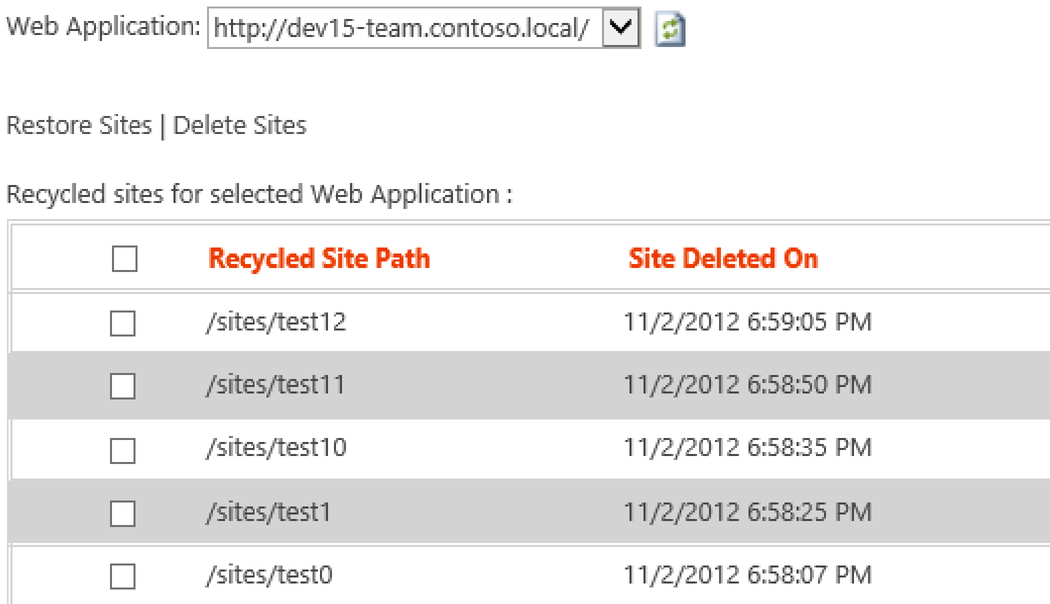
Watch the managing deleted site collection video.



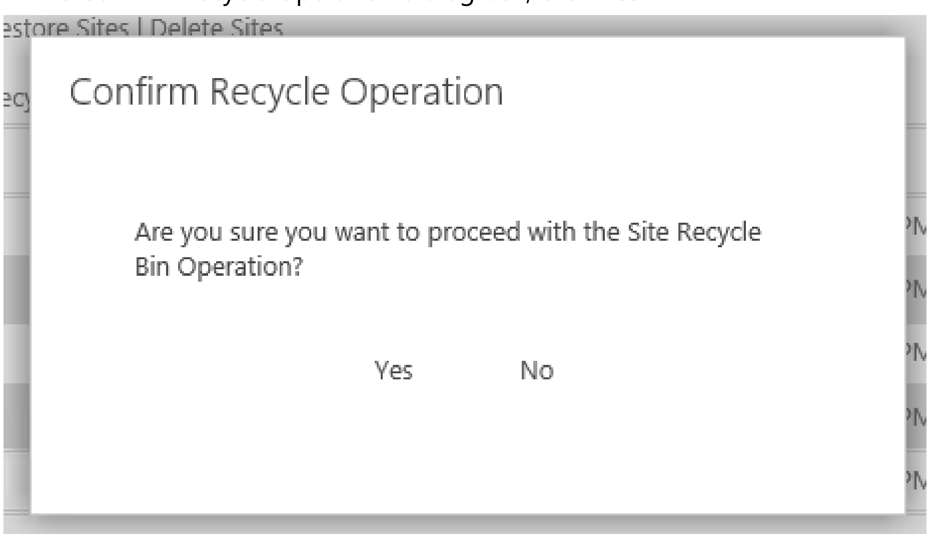
Restoring Site Collections

To restore a deleted site collection:

1. On the Service Administration portal home page, in the left scope pane, click **Site Collections**.
2. In the **Optional Features** column, click **Manage Deleted Site Collections**.
3. On the Manage Deleted Site Collections page, select a web application you want to manage.
4. Select the check box next to the site(s) you want to restore, and then click **Restore Sites**.



5. In the Confirm Recycle Operation dialog box, click **Yes**.



Note:

When a site collection is restored, the site collection is validated to ensure that another site collection with the same name does not already exist at the web application path where the site collection is to be restored. Site collections are restored directly to the production environment but are not restored to the PPE. As such, PPE validation and signoff is not required.

Important:

You cannot restore site collections from different pages. (There are 20 site collection items per page.) For example, if you have a site on page 1 and on page 4 you want to restore, you must restore them separately.

Deleting Site Collections

The process of permanently deleting a site collection is nearly the same as restoring one.

To permanently delete a site collection from the Recycle Bin:

1. On the Service Administration portal home page, in the left scope pane, click **Site Collections**.
2. In the **Optional Features** column, click **Manage Deleted Site Collections**.
3. On the Manage Deleted Site Collections page, select a web application you want to manage.
4. Select the check box next to the site(s) you want to restore, and then click **Delete Sites**.

Note:

Site collections are deleted when the Gradual Site Delete timer job is run overnight (by default). This reduces any performance impact to other site collections in the content database while these site collections are deleted.

Important:

You cannot delete site collections from different pages. (There are 20 site collection items per page.) For example, if you have a site on page 1 and on page 4 you want to delete, you must delete them separately.

Submitting a User Account

The Service Administration portal allows you to submit a user to be used by SharePoint Online. The account information is securely stored in a account SharePoint Online account management system. This removes the need for you to send this information via email or other forms of unsecure communication.

This automation enables you to:

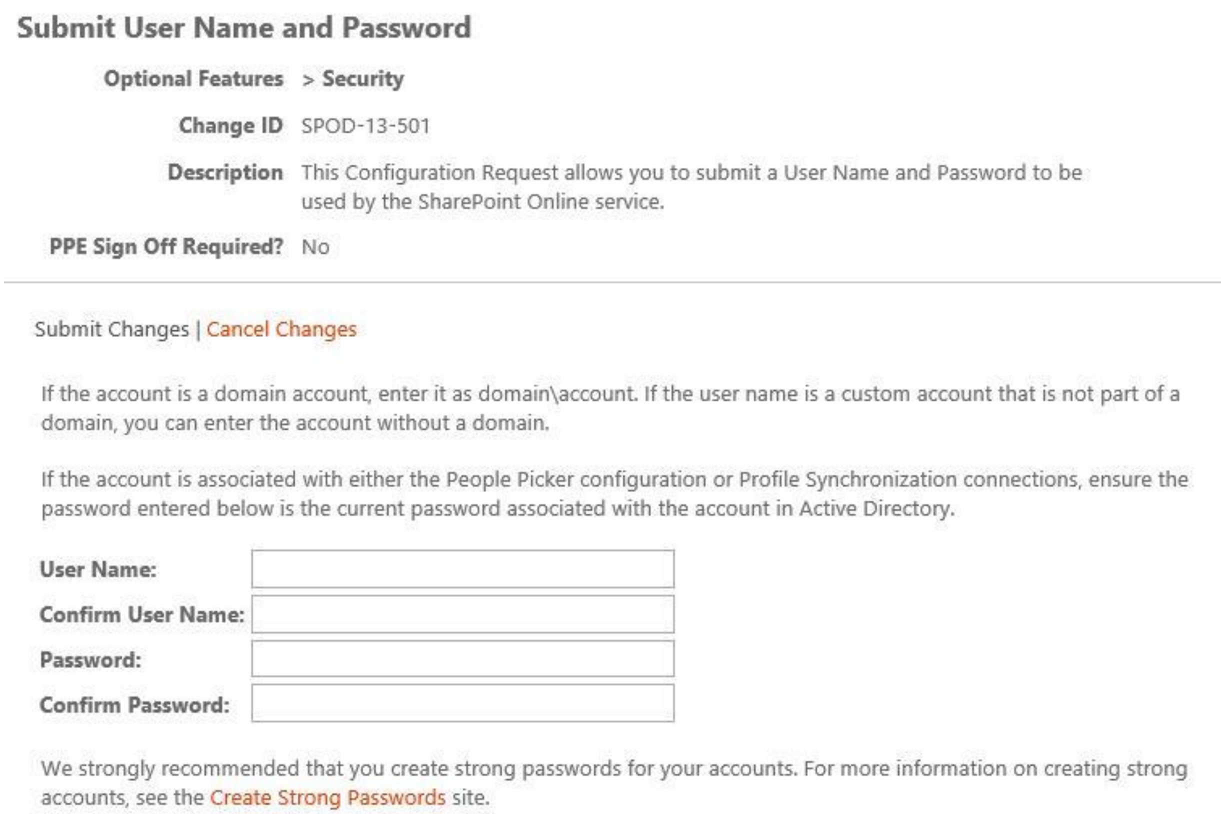
- Submit an account that will be used as part of a Configuration Request (CR). For example, if you are adding or modifying credentials stored in a Secure Store application, you can now submit the account to be used by that application using the Service Administration portal. You can then reference the account by name in your CR.

- Update passwords associated with People Picker configuration. The account submitted using the Service Administration portal is automatically checked against the People Picker configuration at runtime. If the account is associated with a domain in that configuration, the password is updated. This allows you to more easily manage password resets on these accounts.

To submit an account:

1. On the Service Administration portal home page, in the left scope pane, click **Optional Features**.
2. In the **Security** column, click **Submit User Account**.

3. On the Submit User Account page, enter the desired values into the **User Name** and **Password** boxes, and then click **Submit Changes**.


Submit User Name and Password

Optional Features	> Security
Change ID	SPOD-13-501
Description	This Configuration Request allows you to submit a User Name and Password to be used by the SharePoint Online service.
PPE Sign Off Required?	No

Submit Changes | Cancel Changes

If the account is a domain account, enter it as domain\account. If the user name is a custom account that is not part of a domain, you can enter the account without a domain.

If the account is associated with either the People Picker configuration or Profile Synchronization connections, ensure the password entered below is the current password associated with the account in Active Directory.

User Name:
Confirm User Name:
Password:
Confirm Password:

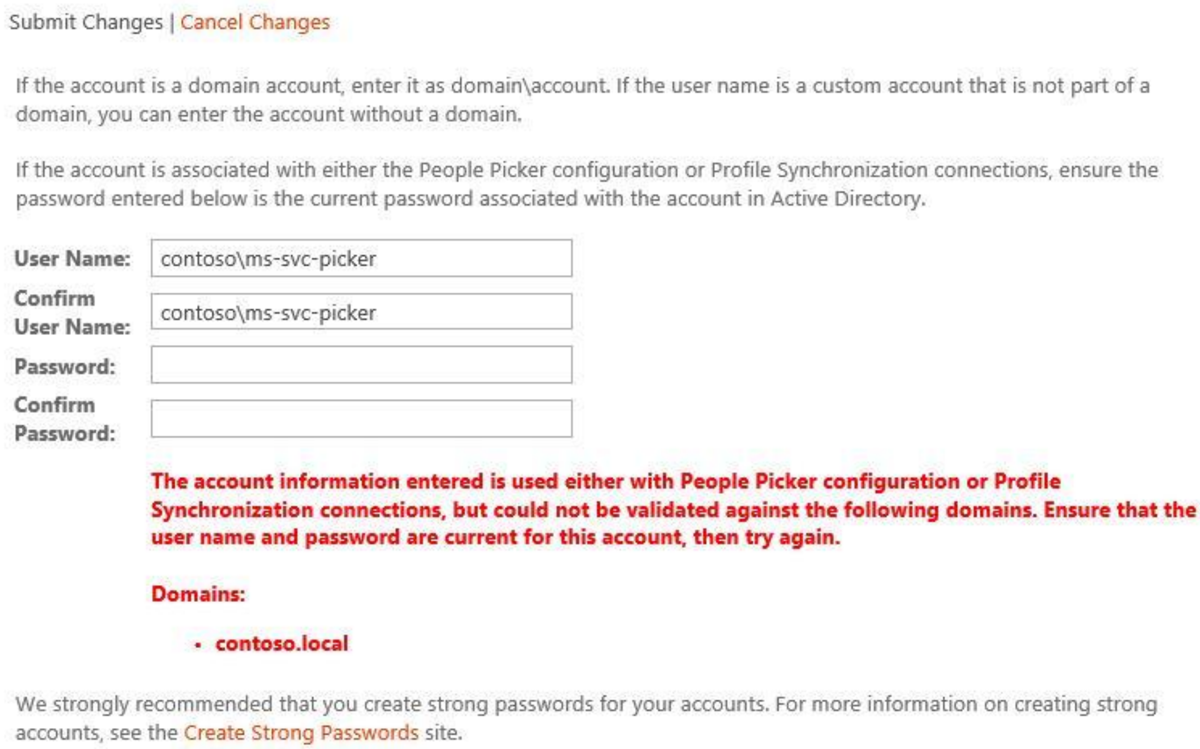
We strongly recommended that you create strong passwords for your accounts. For more information on creating strong accounts, see the Create Strong Passwords site.

Note:

When you submit an account, the following validations are performed:

- Both the **User Name** and **Confirm User Name** boxes contain matching values.
- Both the **Password** and **Confirm Password** boxes contain matching values.
- The account is checked against the existing People Picker configuration as well as Profile Synchronization connections. If the account is associated with a domain in either the production People Picker configuration or Profile Synchronization connections, the user name and password are validated against the domain to ensure it is valid. If this validation fails, you will get a specific error message on the Submit User Account page.

The following is an illustration of such an error message.



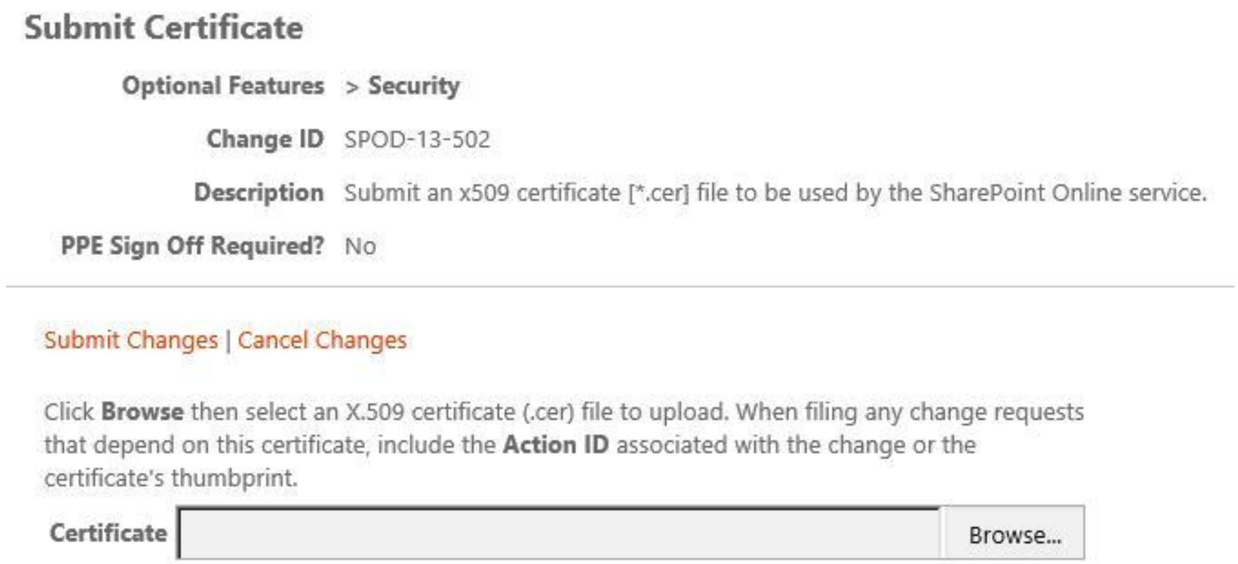
Submitting a Certificate

The Service Administration portal allows you to submit an X.509 certificate to be used by to be used by SharePoint Online. The account information is securely stored in a. The certificate is securely stored in a SharePoint Online management system.

To submit a certificate:

1. On the Service Administration portal home page, in the left scope pane, click **Optional Features**.
2. In the **Security** column, click **Submit Certificate**.

3. On the Submit Certificate page, select a valid X.509 certificate file and then click **Submit Changes**.

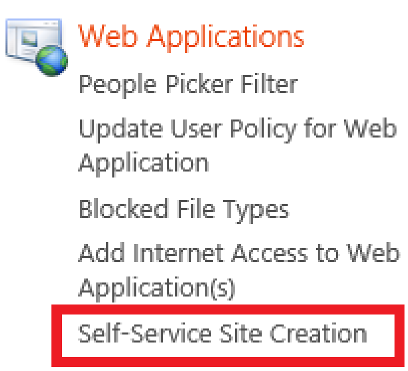


Thumbprint Information

If you are submitting a CR that relies on the certificate, be sure to include the certificate's thumbprint. The thumbprint information helps SharePoint Online ensure that we are using the appropriate certificate for a given task. The thumbprint information is located in the Change Details dialog box and is associated with the **Start Parameters** value.

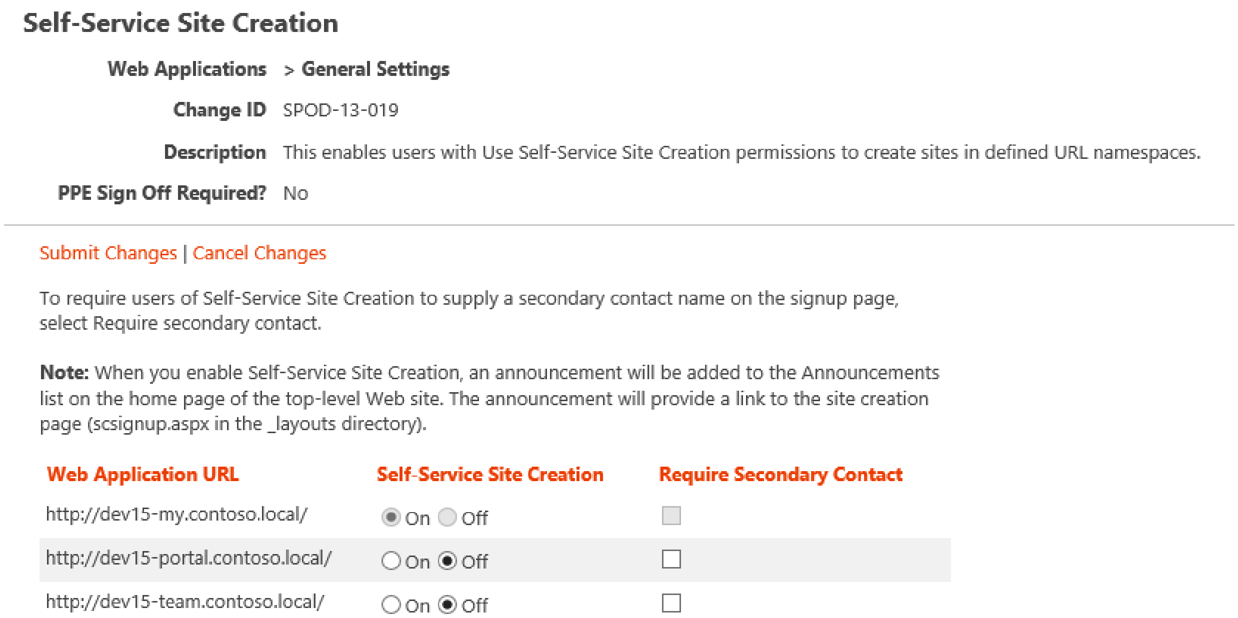
Self-Service Site Creation

The Service Administration portal now allows you to manage self-service site creation across your content web applications. You can turn self-service site creation on and off, as well as specify whether a secondary contact is required.



To manage self-service site creation:

1. On the Service Administration portal home page, in the left scope pane, click **Web Applications**.
2. In the **Web Applications** column, click **Self-Service Site Creation**.
3. Specify the settings as you want them to be, and then click **Submit Changes**.



Note:

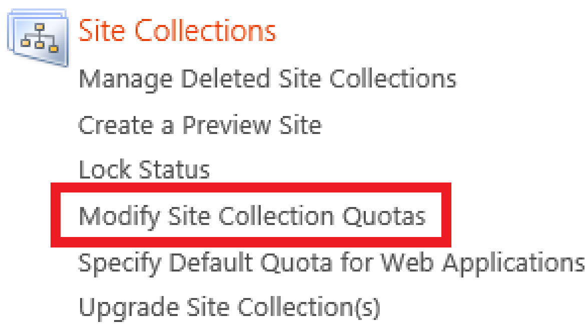
In order to allow users to continue to create My Sites, the My Site Host web application is displayed, but the controls are disabled. This change is applied to the PPE and production environments at the same time and does not require PPE signoff.

Modifying Site Collection Quotas

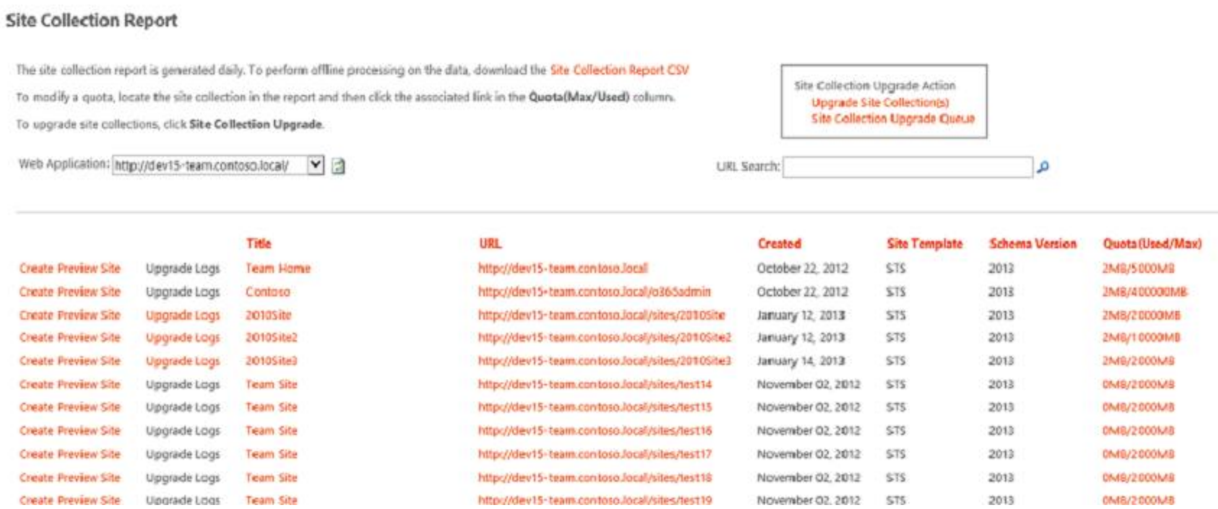
The Service Administration portal allows you to modify the quota for a given site collection.

To modify a site collection quota:

1. On the Service Administration portal home page, in the left scope pane, click **Site Collections**.
2. In the **Site Collections** column, click **Modify Site Collection Quota**.



3. On the Site Report page, find the site collection you want to modify by using either the **Web Application** menu or the **URL Search** box.



Site Collection Report

The site collection report is generated daily. To perform offline processing on the data, download the Site Collection Report CSV

To modify a quota, locate the site collection in the report and then click the associated link in the **Quota(Max/Used)** column.

To upgrade site collections, click **Site Collection Upgrade**.

Site Collection Upgrade Action
Upgrade Site Collection(s)
Site Collection Upgrade Queue

Web Application: http://dev15-team.contoso.local/

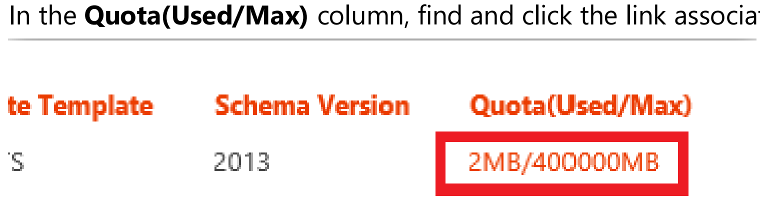
URL Search:

		Title	URL	Created	Site Template	Schema Version	Quota(Used/Max)
Create Preview Site	Upgrade Logs	Team Home	http://dev15-team.contoso.local	October 22, 2012	STS	2013	2MB/5000MB
Create Preview Site	Upgrade Logs	Contoso	http://dev15-team.contoso.local/o365admin	October 22, 2012	STS	2013	2MB/400000MB
Create Preview Site	Upgrade Logs	2010Site	http://dev15-team.contoso.local/sites/2010Site	January 12, 2013	STS	2013	2MB/20000MB
Create Preview Site	Upgrade Logs	2010Site2	http://dev15-team.contoso.local/sites/2010Site2	January 12, 2013	STS	2013	2MB/10000MB
Create Preview Site	Upgrade Logs	2010Site3	http://dev15-team.contoso.local/sites/2010Site3	January 14, 2013	STS	2013	2MB/2000MB
Create Preview Site	Upgrade Logs	Team Site	http://dev15-team.contoso.local/sites/test14	November 02, 2012	STS	2013	0MB/2000MB
Create Preview Site	Upgrade Logs	Team Site	http://dev15-team.contoso.local/sites/test15	November 02, 2012	STS	2013	0MB/2000MB
Create Preview Site	Upgrade Logs	Team Site	http://dev15-team.contoso.local/sites/test16	November 02, 2012	STS	2013	0MB/2000MB
Create Preview Site	Upgrade Logs	Team Site	http://dev15-team.contoso.local/sites/test17	November 02, 2012	STS	2013	0MB/2000MB
Create Preview Site	Upgrade Logs	Team Site	http://dev15-team.contoso.local/sites/test18	November 02, 2012	STS	2013	0MB/2000MB
Create Preview Site	Upgrade Logs	Team Site	http://dev15-team.contoso.local/sites/test19	November 02, 2012	STS	2013	0MB/2000MB

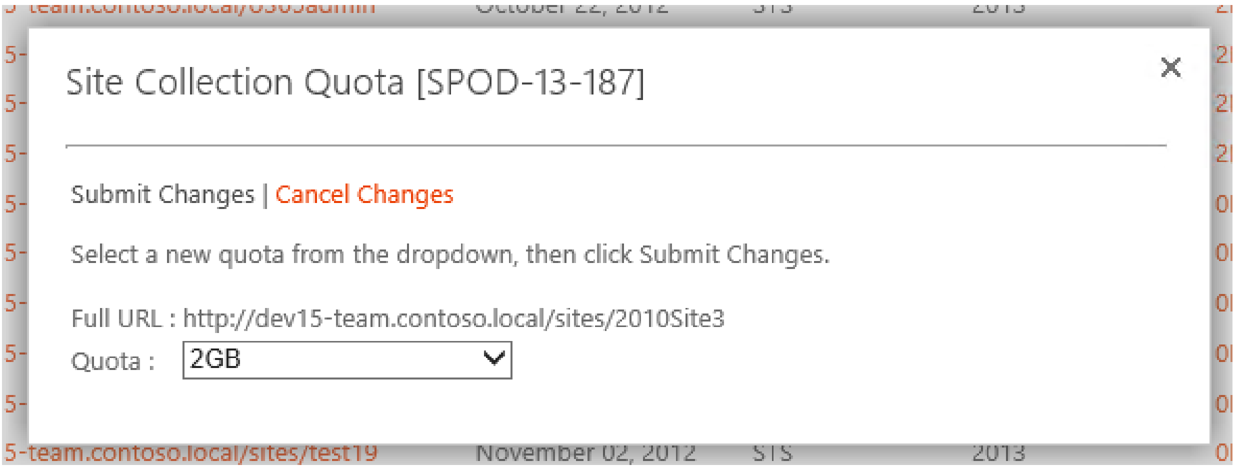
Note:

For more information on using the Site Collection Report page, see Site Collection Report.

4. In the **Quota(Used/Max)** column, find and click the link associated with the site collection.



5. In the Site Collection Quota dialog box, select a quota value from the available quotas and then click **Submit Changes**.



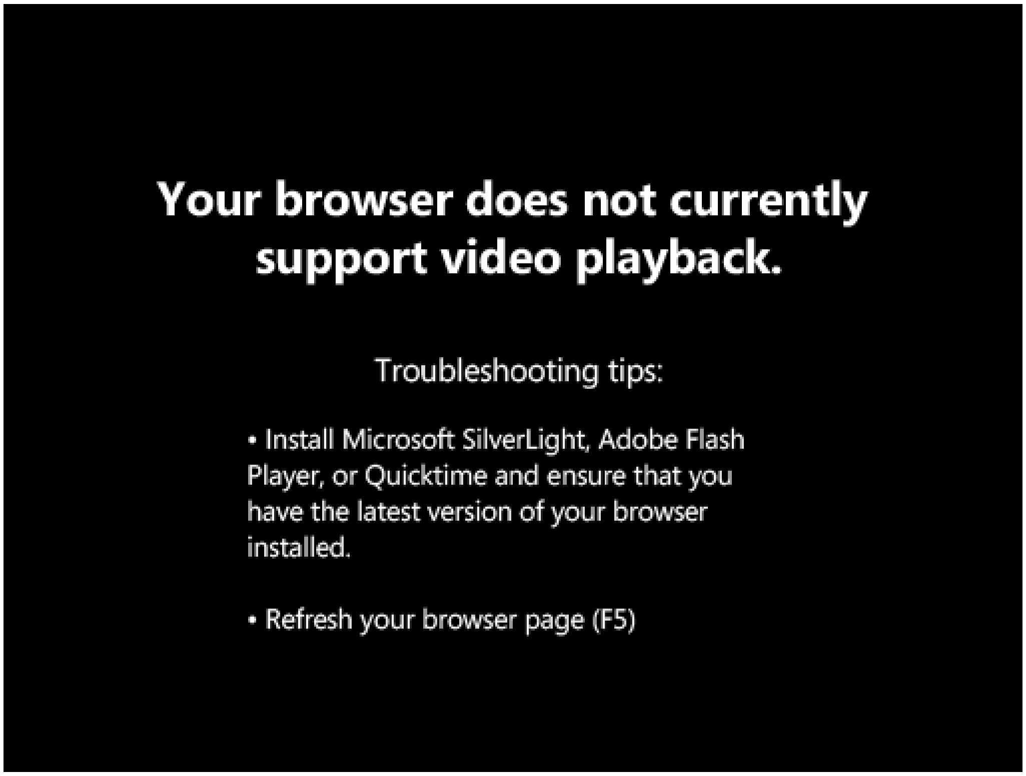
Note:

The following restrictions apply to site collection quota modification:

- The site collection cannot be under the OneDrive for Business host. These site collections use the personal site quota by default and cannot be modified.
- The site collection cannot be an extra-large (XL) site collection nor have a quota over 100GB. XL site collections can only be modified by submitting the Manage XL Site Collections [SPOD-13-125] template to your SDM.
- Bulk quota updates are not supported.

Video: Site Collection Quota Management

Watch the site collection quota management video.

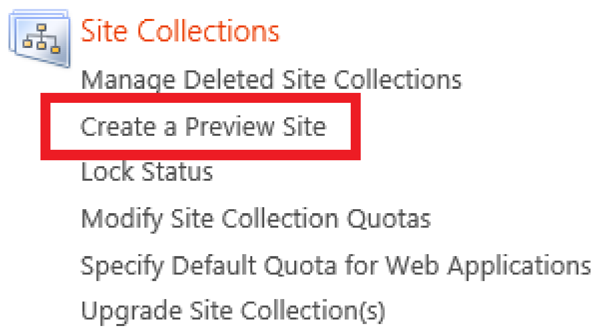


Creating a Preview Site

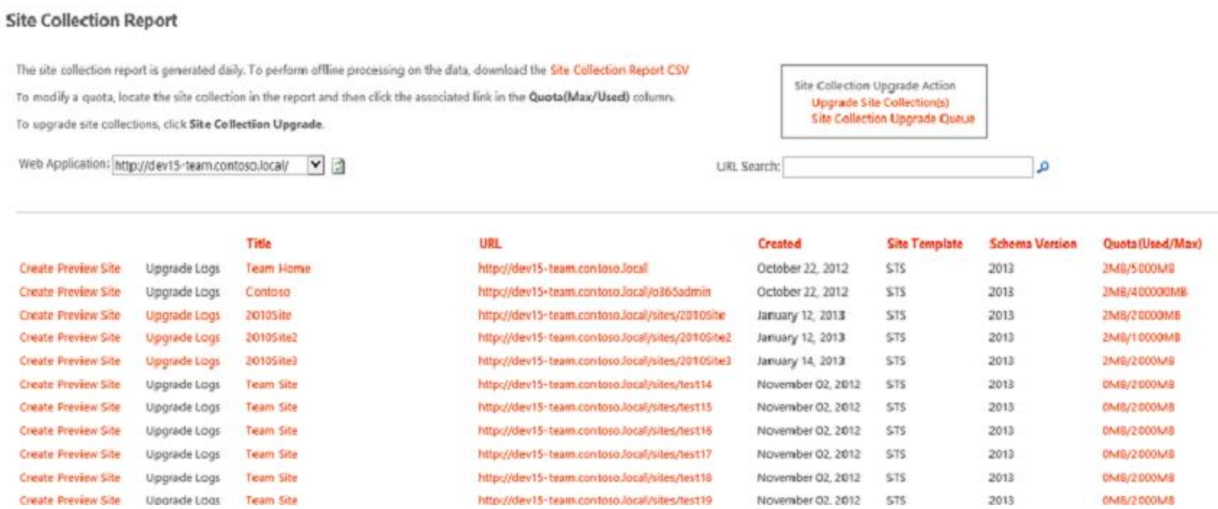
Creating a preview site is an important part of the SharePoint 2013 upgrade process. The preview site allows you to view a copy of a site collection that has been upgraded without impacting the production site. It is possible to create a preview site for a site collection from the service administration site.

To create a preview site:

1. On the Service Administration portal home page, in the left scope pane, click **Site Collections**.
2. In the **Site Collections** column, click **Create a Preview Site**.



3. On the Site Collection Report page, find the site collection you want to preview by using either the **Web Application** menu or the **URL Search** box.



Site Collection Report

The site collection report is generated daily. To perform offline processing on the data, download the Site Collection Report CSV

To modify a quota, locate the site collection in the report and then click the associated link in the **Quota(Max/Used)** column.

To upgrade site collections, click **Site Collection Upgrade**.

Site Collection Upgrade Action
Upgrade Site Collection(s)
Site Collection Upgrade Queue

Web Application: http://dev15-team.contoso.local/

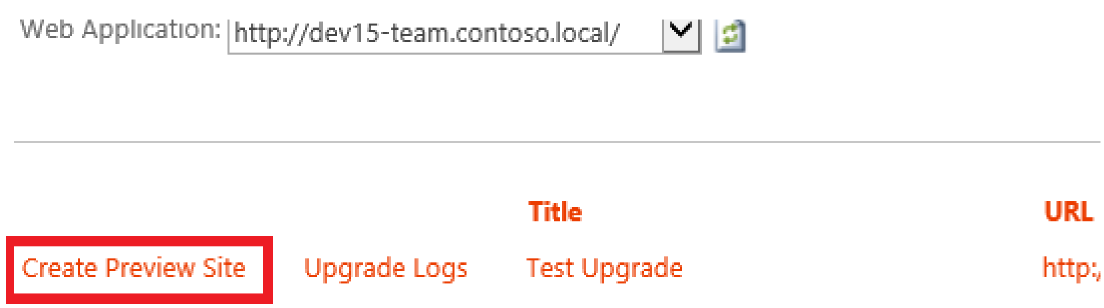
URL Search:

		Title	URL	Created	Site Template	Schema Version	Quota (Used/Max)
Create Preview Site	Upgrade Logs	Team Home	http://dev15-team.contoso.local	October 22, 2012	STS	2013	2MB/5000MB
Create Preview Site	Upgrade Logs	Contoso	http://dev15-team.contoso.local/o365admin	October 22, 2012	STS	2013	2MB/400000MB
Create Preview Site	Upgrade Logs	2010Site	http://dev15-team.contoso.local/sites/2010Site	January 12, 2013	STS	2013	2MB/20000MB
Create Preview Site	Upgrade Logs	2010Site2	http://dev15-team.contoso.local/sites/2010Site2	January 12, 2013	STS	2013	2MB/10000MB
Create Preview Site	Upgrade Logs	2010Site3	http://dev15-team.contoso.local/sites/2010Site3	January 14, 2013	STS	2013	2MB/2000MB
Create Preview Site	Upgrade Logs	Team Site	http://dev15-team.contoso.local/sites/test14	November 02, 2012	STS	2013	0MB/2000MB
Create Preview Site	Upgrade Logs	Team Site	http://dev15-team.contoso.local/sites/test15	November 02, 2012	STS	2013	0MB/2000MB
Create Preview Site	Upgrade Logs	Team Site	http://dev15-team.contoso.local/sites/test16	November 02, 2012	STS	2013	0MB/2000MB
Create Preview Site	Upgrade Logs	Team Site	http://dev15-team.contoso.local/sites/test17	November 02, 2012	STS	2013	0MB/2000MB
Create Preview Site	Upgrade Logs	Team Site	http://dev15-team.contoso.local/sites/test18	November 02, 2012	STS	2013	0MB/2000MB
Create Preview Site	Upgrade Logs	Team Site	http://dev15-team.contoso.local/sites/test19	November 02, 2012	STS	2013	0MB/2000MB

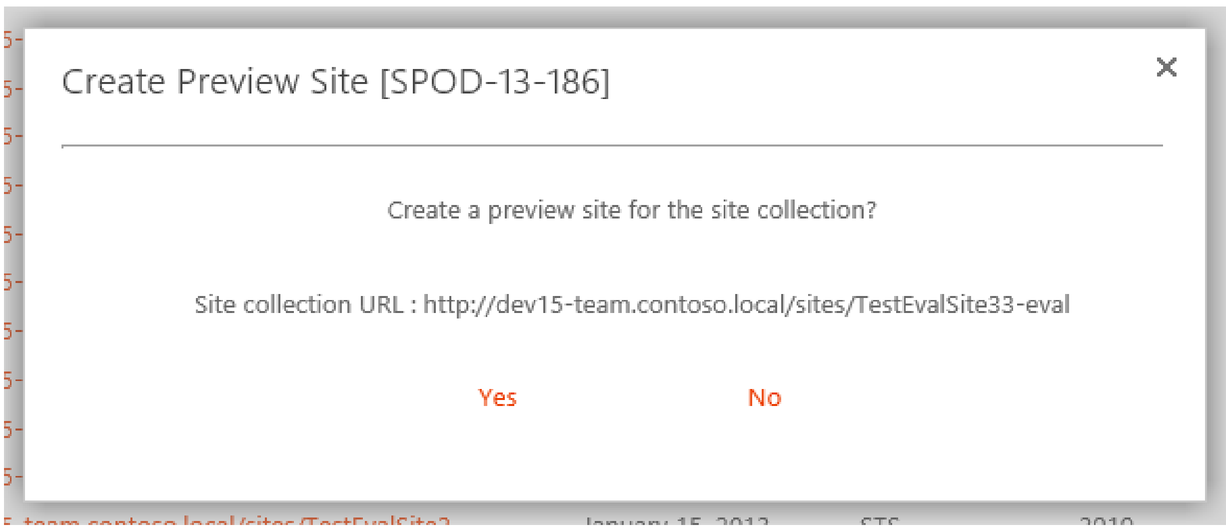
Note:

For more information on using the Site Collection Report page, see Site Collection Report.

4. Click **Create Preview Site**.



5. In the Create Preview Site dialog box, click **Yes**.



Note:

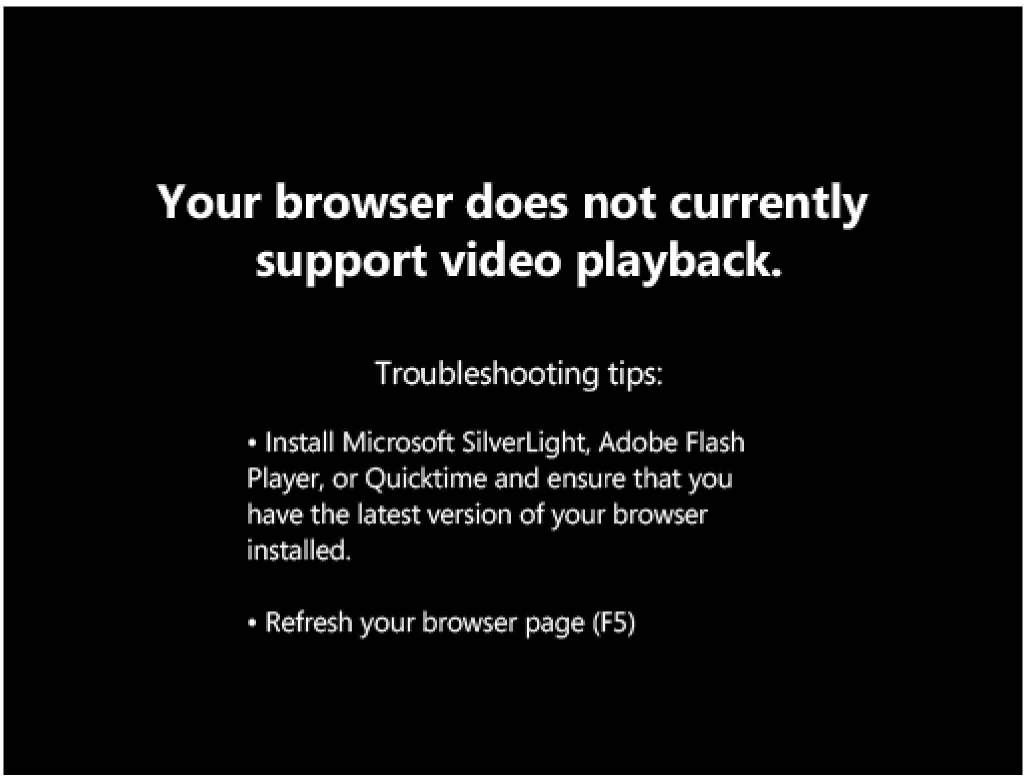
The following restrictions apply to the site collection preview feature:

- Preview sites can only be created for site collections that have a Microsoft SharePoint 2010 schema version.
- Preview sites can only be created automatically for sites that are under 20GB in size.
- Preview sites can only be created if the URLs are less than 255 characters.

The Service Administration site will queue up the preview site you want to create. The SharePoint farm will create the site collection once the Create Upgrade Evaluation Site Collections timer job runs. This timer job runs daily and may result in a delay between the preview site request and creation of the site.

Video: Previewing a Site Collection

Watch the previewing a site collection video.



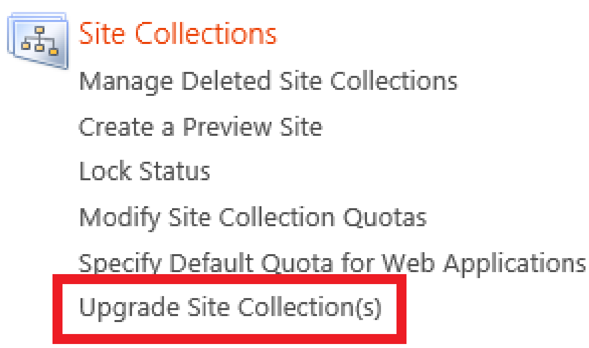
Upgrading Site Collections

Following the farm upgrade from SharePoint 2010 to SharePoint 2013, the site collections will still have a 2010 schema version. This means that they all will continue to use SharePoint 2010 functionality. Each site collection must be upgraded to the 2013 schema to take advantage of the new SharePoint 2013 functionality.

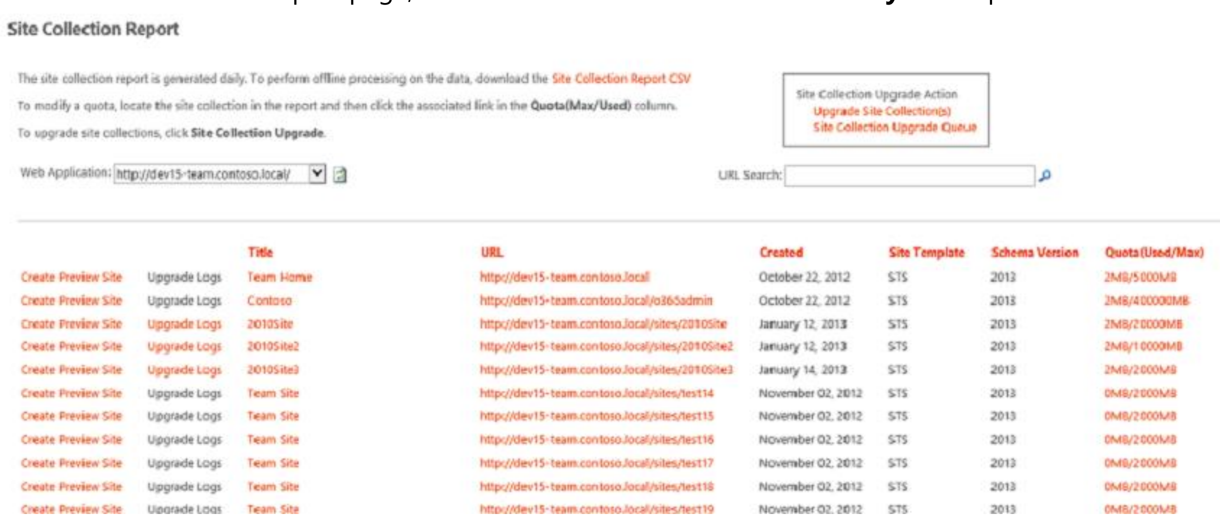
The Service Administration portal allows you to upgrade multiple site collections in batches. The maximum batch size that can be queued up at a single time is 10,000 site collections.

To upgrade site collections:

1. On the Service Administration portal home page, in the left scope pane, click **Site Collections**.
2. In the **Site Collections** column, click **Upgrade Site Collection(s).**



3. On the Site Collection Report page, download the **Site Collection Inventory CSV** report.

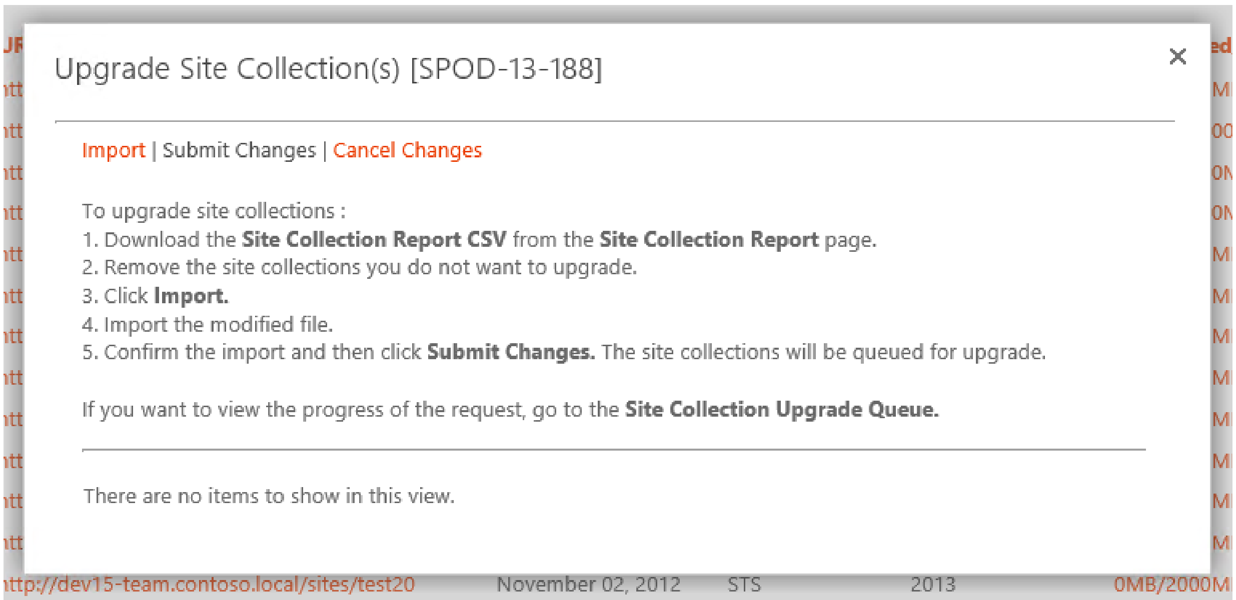


4. In the CSV file, remove the rows you do not want to upgrade and save the file.

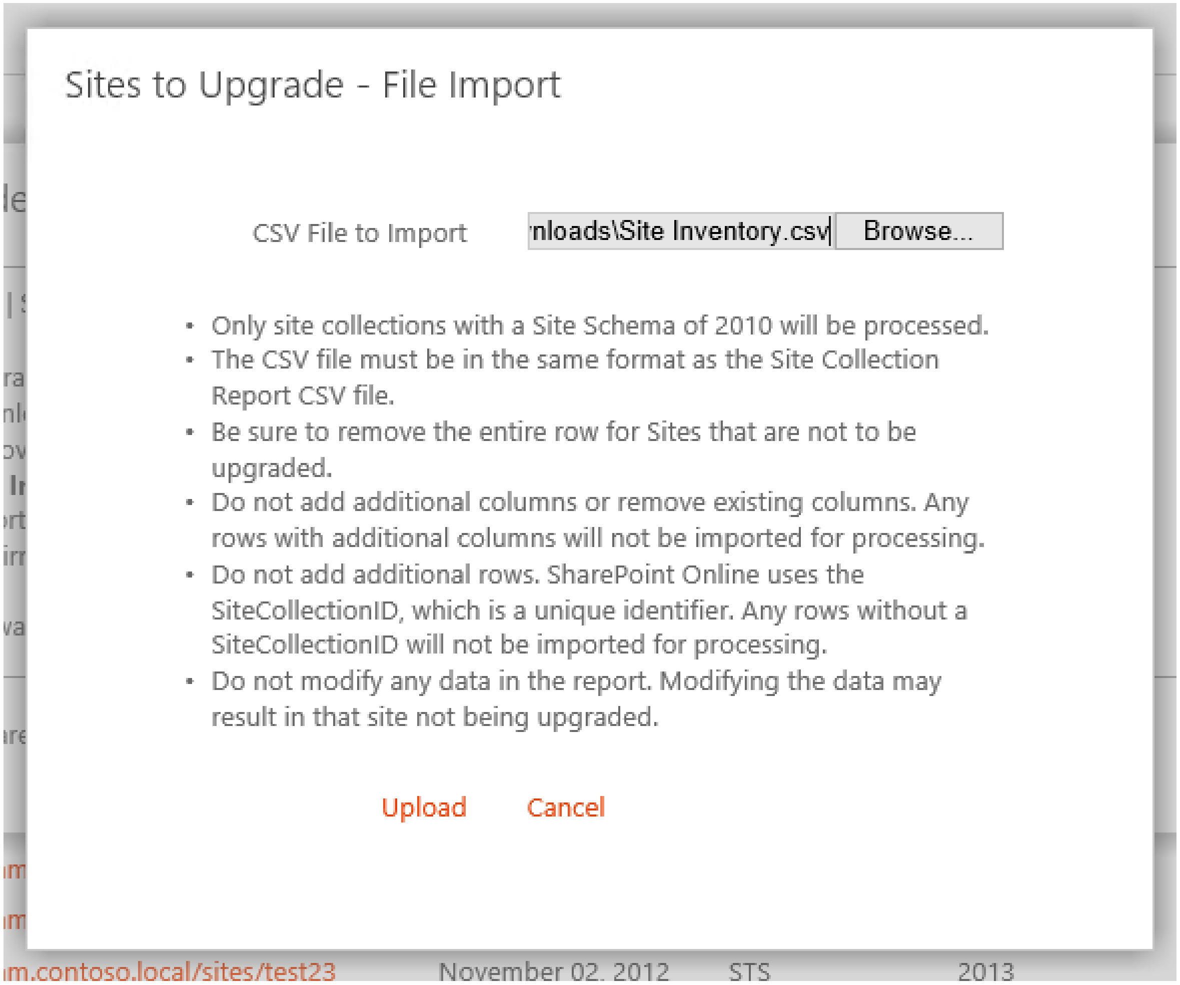
Note:

For more information on working with CSV file reports, see Exporting a Report and Importing a Report.

5. On the Site Collection Report page, click **Site Collection Upgrade**.
6. In the Upgrade Site Collection(s) dialog box, click **Import**.



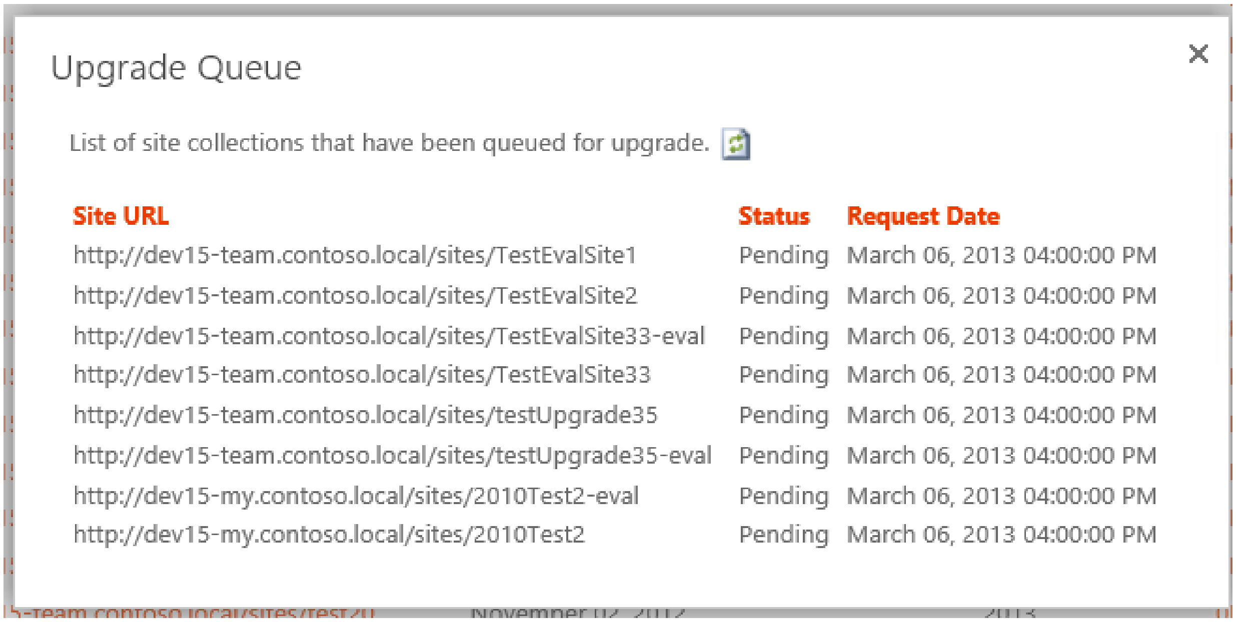
7. In the Sites to Upgrade – File Import dialog box, click **Browse**.
8. Select the CSV file you modified previously and then click **Upload**.



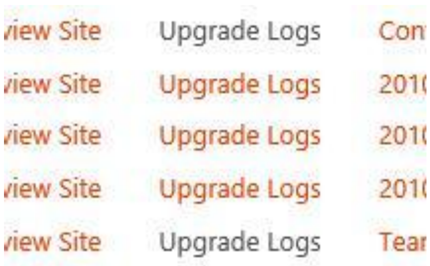
9. Check that the site collections listed are the site collections you want to upgrade, and then click **Submit Changes**.

Like creating preview sites, this process queues up site collections for upgrade. As a result, there will be a delay between the process completing and the site collection being upgraded.

To see the list of site collections that are currently in the upgrade queue, on the Site Collection Report page, click **Site Collection Upgrade Queue**. The queue report is updated every 30 minutes and will show site collections that are either **Pending** or **In Progress**. Completed site collections are removed from the queue.



Once a site collection has been upgraded, the associated upgrade logs are stored in the Maintenance Logs library in the upgraded site collection. The Site Collection Report page then displays a link next to the upgraded site named **Upgrade Logs**. The link is enabled once the site collection has been upgraded and enables easier access to the logs. Clicking the link opens the log location in a new browser window.



In order to view the upgrade logs, you need to have Site Collection Administrator permissions to the upgraded site collection.

Note:

It is possible to access the Site Collection Report page in the Service Administration portal but not have access to view the upgrade logs of a given site collection.

Since site collections are queued for upgrade and processed after the Upgrade Site Collections timer job is run and the Site Collection Report is updated daily, you may not see the **Upgrade Logs** link enabled until a day after the upgrade has occurred.

Video: Upgrading a Site Collection

Watch the upgrading a site collection video.

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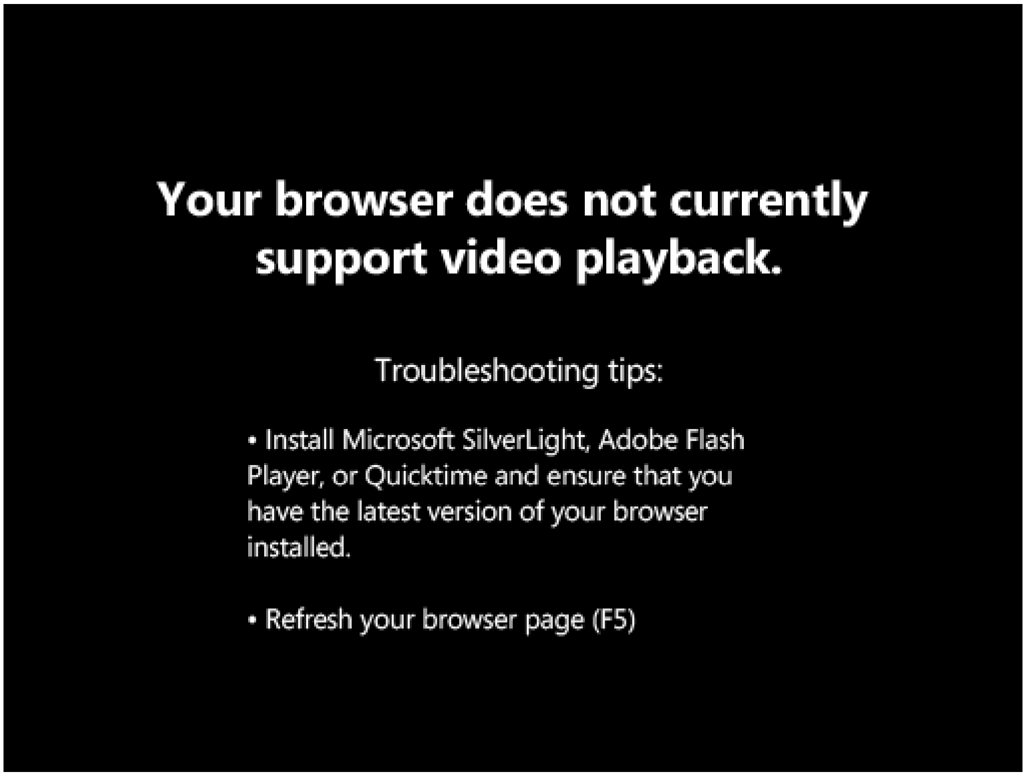

Using the SharePoint Online Service Administration Portal (2013)

Legacy Release

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Service Administration Portal (2013) Working with Automated Changes

Topic Last Modified: *2015-03-09*

Automated changes are implemented differently than other on-premise changes, as they are implemented automatically but do not occur in real time.

These specific automated change situations include:

- Automated Change Types
- Status Bar
- Disabled Changes
- Locked Farm
- Change Details
- Approved and Rejected PPE Changes
- Change Reports

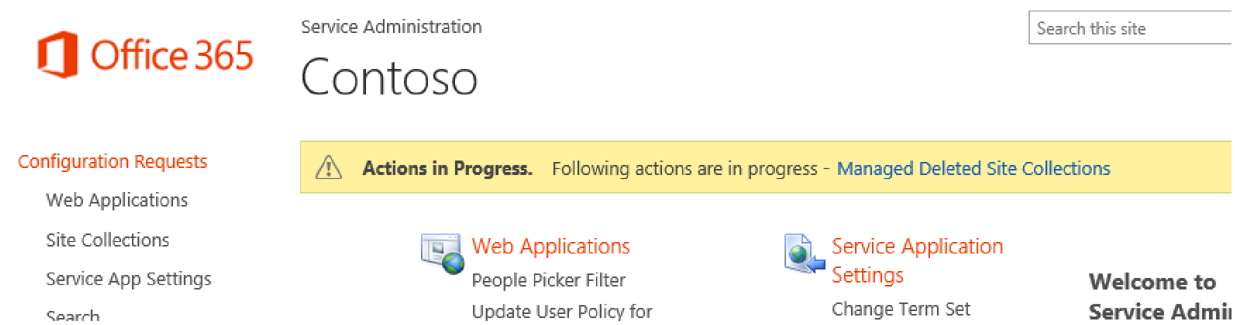
Automated Change Types

Automated changes of the same type can be disabled if multiple changes have been submitted and are in process. Items related to the change type cannot be accessed until the initial change is complete. For example, if a user profile property change is in progress, all related pages (such as the Profile Properties and Delete User Profiles pages) are not accessible until the initial change is complete. For more information on disabled changes, see Disabled Changes.

Status Bar

The status bar underneath **Service Administration** indicates that there is an automated change in progress on the farm. The title of the standard change Configuration Request (CR) is reflected as a hyperlink in the bar. If you click the hyperlink, the Change Details dialog box appears.

The Service Administration portal allows only one automated change to be processed at a time. Once a change is submitted, it is not possible to submit another automated change until the first change completes and the status bar disappears.



Note:

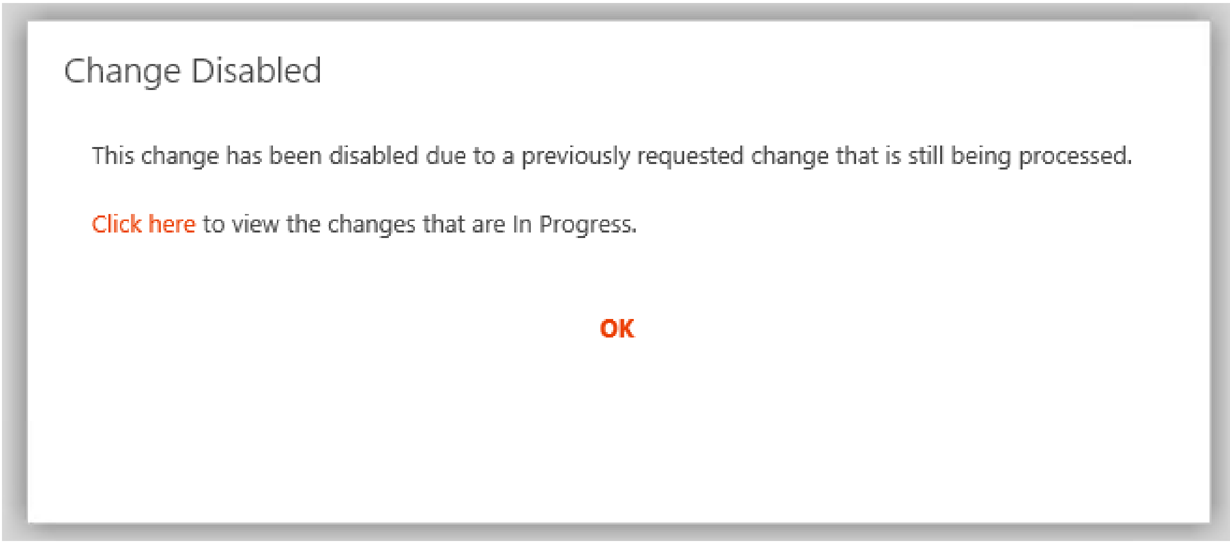
For information on what types of changes can run in parallel, see Disabled Changes.

Note:

The status bar denotes any changes pending PPE signoff, as illustrated in the following figure.

Disabled Changes

As mentioned previously, only one automated change can be processed at a time. For example, if you try to access the profile property change form while an automated change is in progress for profile properties, you will encounter the following dialog box.



Another possible scenario involves the SharePoint Online Operations team disabling the change. A change can be disabled for multiple reasons, such as a change automation problem or a product problem that affects the change type.

If an automated change is disabled by SharePoint Online, the following page is displayed with the specific automated change reflected in the title.

Manage User Properties – Change Disabled

User Profiles > People

Change ID	SPOD-13-082
Description	This change type enables you to add, remove or modify the set of profile properties displayed for users in the profile store. You can modify up to 10 properties. If more than 10 properties need to be added, removed or modified, please submit an additional Configuration Request.
Disabled Reason	Full profile sync is in progress.

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In some circumstances, if the automated change is disabled, the customer can manually request for the change to be performed as illustrated in the following figure.

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Manage User Properties – Automation Disabled

User Profiles > People

Change ID	SPOD-13-082
Description	This change type enables you to add, remove or modify the set of profile properties displayed for users in the profile store. You can modify up to 10 properties. If more than 10 properties need to be added, removed or modified, please submit an additional Configuration Request.
PPE Sign Off Required?	Yes
Timeline	3/3 Total Number of Business Days: 6 (+ Customer Validation) 1. A minimum of 3 business days is required for PPE. 2. Production timeline begins when PPE validation is received. 3. Once PPE validation is received, a minimum of 3 business days is required to complete the configuration request in Production.
Disabled Reason	Infrastructure related issues. Please contact your SDM to submit these changes manually.

Download Request Form - Manage User Properties

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Locked Farm

The Service Administration portal can be disabled to prevent access to any manual configuration requests, automated changes, and reports. This normally occurs during farm maintenance and

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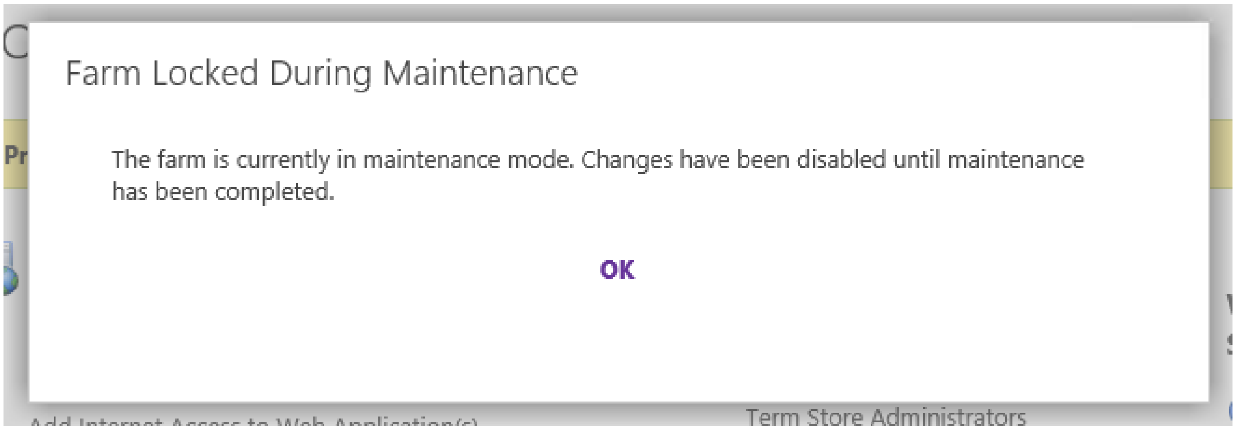
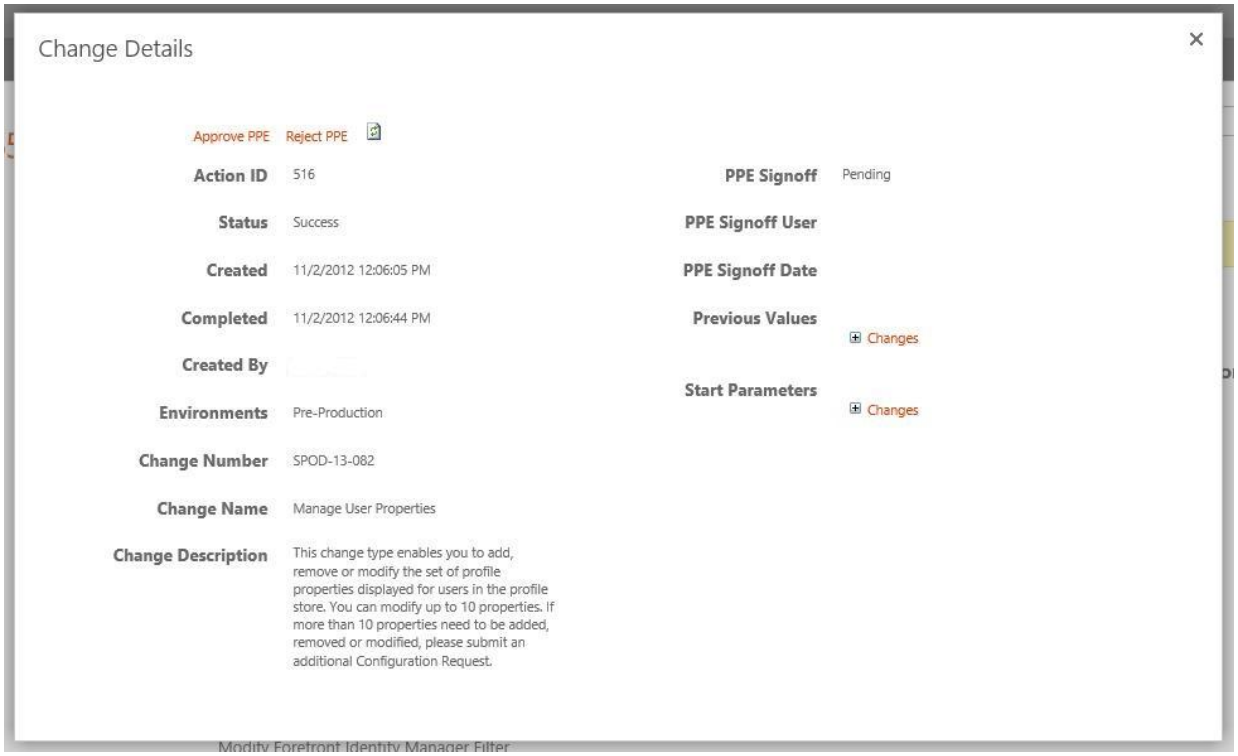
upgrades. When the farm is in a locked state, the following dialog is displayed when the Service Administration portal is accessed.



Change Details

The Change Details dialog box appears whenever you click the name of an **In Progress** change in the status bar or the **Action ID** on the Change Reports page.



When the number of actions for the change exceeds 50 in total, the **Change Details** dialog box appears in the following way.

To view all of the actions, you must download the Change History report (in CSV file format) on the Automated Change History page.

The following table lists all of the columns that display in this dialog box, as well as descriptions for each column.

Column	Description
Action ID	Unique identifier of the automated configuration request.
Status	Contains one of the following status messages: *In Progress* – The change is being processed. *On Hold* – The change is on hold due to a critical event in the environment or system maintenance. *Error Occurred* – The change failed and the SharePoint Online Operations team has been notified. *Success* – The change has completed.
Complete	Selected if the change has completed processing.
Created	Date and time the change was requested.
Last Modified	Date and time the data was last updated.
Created By	Display name of the user that submitted the change.
Environments	Environments the change was applied to.
Change Number	Standard change CR number.
Change Name	Standard change CR name.
Change Description	Standard change CR description.
PPE Signoff	Status of PPE Signoff. Values include *Pending*, *Not Applicable*, *Approved*, and *Rejected*.
PPE Signoff User	Display Name of the user that performed PPE Signoff. Only displays on a change that requires PPE Signoff.
PPE Signoff Date	Date and time of PPE Signoff. Only displays on a change that requires PPE Signoff.

Column	Description
Previous Values	Tree view of the values necessary to roll back a change in the PPE environment if the user clicks **Reject PPE** on a change that requires PPE validation. This is also a way to determine what the values were prior to the automated change. Some changes may not have any previous values. For example, a restore operation will not have a previous value. In this case, the **Previous Values** field is removed.
Start Parameters	List of actions and values that will be processed on the environments. For example, all the new profile properties and changes and deletions to existing profile properties that were submitted as part of the change.

Approved and Rejected PPE Changes

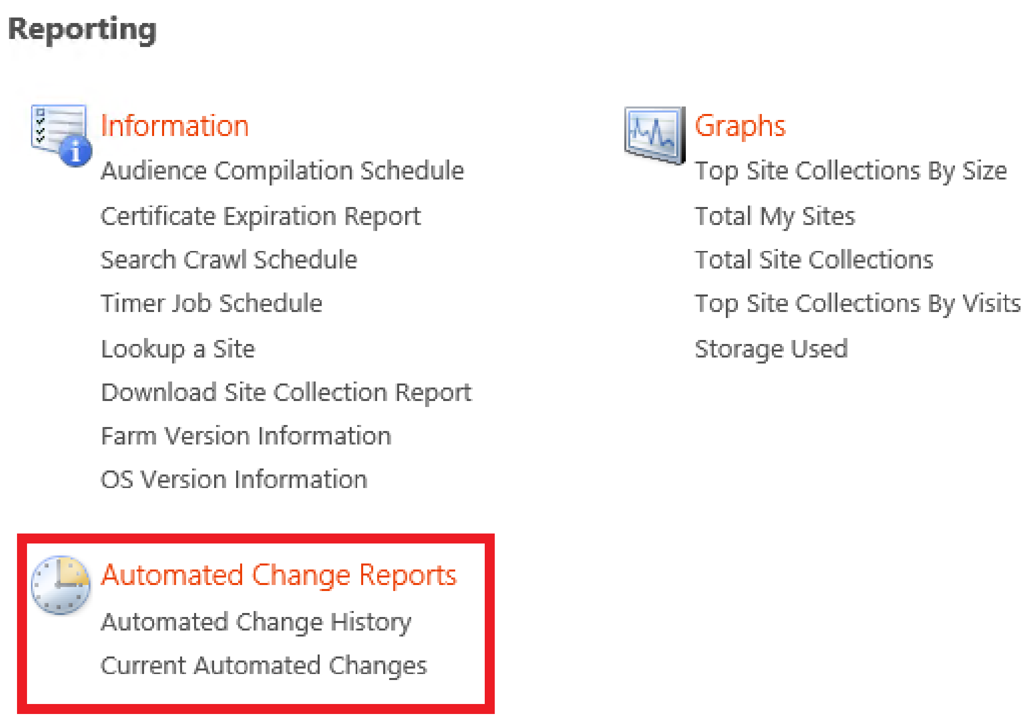
For changes that require PPE Signoff, the initial change is made on the PPE. Once that change is processed and validated on the PPE, the Change Details dialog enables the **Approve PPE** and **Reject PPE** links and you can approve or reject the change as desired.

Clicking **Approve PPE** closes out the PPE automated change and creates a new automated change to process the start parameters on the Primary and Secondary farm. Once the change processes on the farms, the automated change is considered complete.

Clicking **Reject PPE** activates the existing PPE change and applies the previous settings to the PPE. This places the PPE in the same state that it was in prior to the change. Once the previous values are applied, the change is considered complete. This action is performed to retract the previously requested change.

Change Reports

As you submit automated changes, you can access these changes in the **Reporting** section of the Service Administration portal.



There are two change reports available:

- **Automated Change History**
- **Current Automated Changes**

Both reports display a table that includes the following information. You can page through the items in the browser and sort on the **Action ID**, **Created**, **Created By**, and **Change Number** fields.

To perform additional analysis on the data, you can download the Change History report (in CSV file format) on the Automated Change History page.

Column	Description
Action ID	Unique identifier of the automated change.
Created	Date and time the change was submitted.
Created By	Displays the name of the user that submitted the change.
Change Number	Standard change CR number.
Change Name	Standard change CR name.
Environments	Environments the change was applied to.
Last Status	Displays the status of the change. Values include *In Progress*, *Success*, *On Hold*, and *Error Occurred*.
PPE Signoff Required	Displays whether the change requires PPE Signoff.
PPE Signoff	Displays the PPE Signoff status. Values include *Approved*, *Rejected*, and *Not Applicable*.

Automated Change History displays a table of all the automated changes that have been submitted over the past 365 days.

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Automated Change Reports

Report : Change History

The following automated changes have been completed within the previous year.

Download Change History CSV file - The file is generated daily, and contains all the change history from the previous year.

Action ID	Created	Created By	Change Number	Change Name	PPE Signoff Required	PPE Signoff	Environments	Last Status
277	5/10/2012 12:55:26 PM	Jerry Orman [MGMT]	SPOD-10-175	Developer Dashboard	No	Not Applicable	Pre-Production	Success
345	6/5/2012 12:05:03 PM	Jerry Orman [MGMT]	SPOD-10-175	Developer Dashboard	No	Not Applicable	Pre-Production	Success
346	6/5/2012 12:10:18 PM	Jerry Orman [MGMT]	SPOD-10-175	Developer Dashboard	No	Not Applicable	Pre-Production	Success
347	6/5/2012 12:13:02 PM	Jerry Orman [MGMT]	SPOD-10-175	Developer Dashboard	No	Not Applicable	Pre-Production	Success
348	6/5/2012 12:22:42 PM	Jerry Orman [MGMT]	SPOD-10-175	Developer Dashboard	No	Not Applicable	Pre-Production	Success
349	6/5/2012 12:34:01 PM	Jerry Orman [MGMT]	SPOD-10-175	Developer Dashboard	No	Not Applicable	Pre-Production	Success
350	6/5/2012 3:57:07 PM	Jerry Orman [MGMT]	SPOD-10-175	Developer Dashboard	No	Not Applicable	Production	Success
351	6/7/2012 8:19:30 AM	Jerry Orman	SPOD-10-174	Managed Deleted Site Collections	No	Not Applicable	Production	Success
352	6/7/2012 8:34:30 AM	Jerry Orman [MGMT]	SPOD-10-174	Managed Deleted Site Collections	No	Not Applicable	Production	Success
353	6/7/2012 8:47:26 AM	Jerry Orman [MGMT]	SPOD-10-174	Managed Deleted Site Collections	No	Not Applicable	Production	Success
354	6/7/2012 8:52:12 AM	Jerry Orman [MGMT]	SPOD-10-174	Managed Deleted Site Collections	No	Not Applicable	Production	Success
355	6/7/2012 8:54:50 AM	Jerry Orman [MGMT]	SPOD-10-174	Managed Deleted Site Collections	No	Not Applicable	Production	Success
356	6/7/2012 8:57:02 AM	Jerry Orman [MGMT]	SPOD-10-174	Managed Deleted Site Collections	No	Not Applicable	Production	Success
357	6/7/2012 9:03:59 AM	Jerry Orman [MGMT]	SPOD-10-174	Managed Deleted Site Collections	No	Not Applicable	Production	Success
358	6/7/2012 9:06:29 AM	Jerry Orman [MGMT]	SPOD-10-174	Managed Deleted Site Collections	No	Not Applicable	Production	Success
359	6/7/2012 3:12:13 PM	Jerry Orman [MGMT]	SPOD-10-175	Developer Dashboard	No	Not Applicable	Pre-Production	Success
360	6/8/2012 7:56:37 AM	Jerry Orman [MGMT]	SPOD-10-174	Managed Deleted Site Collections	No	Not Applicable	Production	Success
361	6/8/2012 8:12:21 AM	Jerry Orman [MGMT]	SPOD-10-174	Managed Deleted Site Collections	No	Not Applicable	Production	Success
362	6/8/2012 8:16:58 AM	Jerry Orman [MGMT]	SPOD-10-174	Managed Deleted Site Collections	No	Not Applicable	Production	Success
363	6/8/2012 8:18:53 AM	Jerry Orman [MGMT]	SPOD-10-174	Managed Deleted Site Collections	No	Not Applicable	Production	Success

1 2 3 4 5 6 7 8 9

The **Current Automated Changes** report renders in the same format, but only displays changes that are currently processing.

Automated Change Reports

Report : Current Changes

The following automated changes have not completed. If the Last Status is any value other than In Progress, SharePoint Online Support has already been notified of the problem.

Action ID	Created	Created By	Change Number	Change Name	PPE Signoff Required	PPE Signoff	Environments	Last Status
517	11/2/2012 4:17:48 PM	Jerry Orman [MGMT]	SPOD-13-174	Managed Deleted Site Collections	No	Not Applicable	Production	In Progress

Service Administration Portal (2013) FAQ

Topic Last Modified: *2014-09-25*

This topic answers the most commonly asked questions about the SharePoint Online Service Administration portal (2013).

General

Is there an online demonstration of how to use the Service Administration portal?

Yes. You can find it here.

Other online demonstrations include:

- Reporting on Profiles Marked for Deletion and Deleting User Profiles
- Managing Deleted Site Collections
- Site Collection Quota Management
- Previewing a Site Collection
- Upgrading a Site Collection

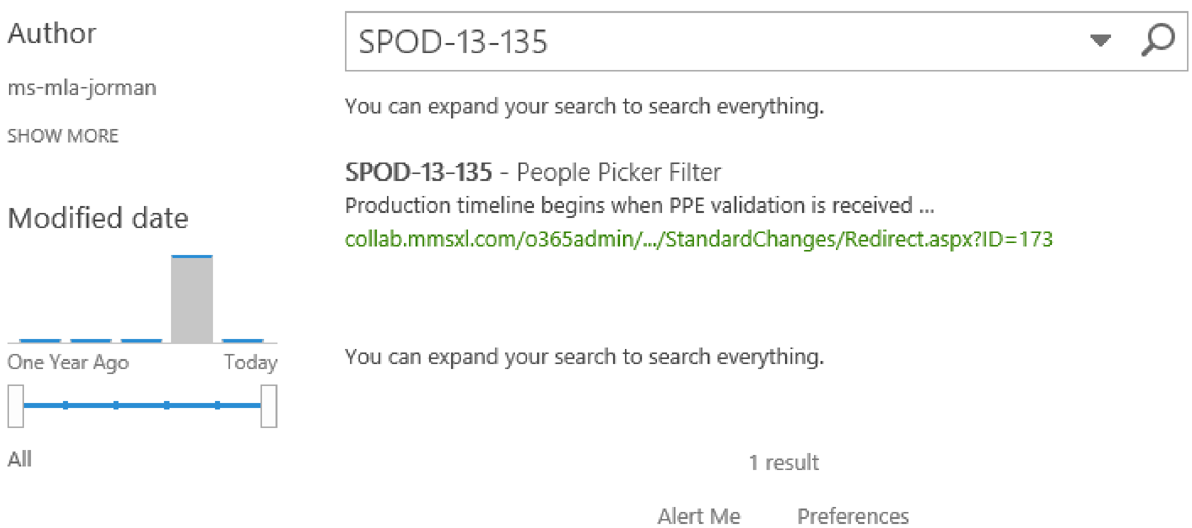
Configuration Requests

Will additional supported standard change CRs be automated in the future?

SharePoint Online will continue to automate as many of the standard change Configuration Requests (CRs) as possible. However, certain types of changes require extensive collaboration between you and the SharePoint Online Operations and Engineering teams to ensure the change has a minimal impact to the service experience and achieves the ideal results. As such, some standard change CRs may not be automated in the future.

Can I search for a configuration request ID in the Service Administration portal?

You can search for a configuration request ID using the **Search** box at the top of any Service Administration portal page.



Reports

Are these reports generated in real time?

Most of the reports are not generated in real time. The report information is collected within a certain interval, from minutes to daily. At a maximum, the report information should be no more than one day old.

Can I adjust the Timer Job Schedule, Crawl Schedule, or Audience Compilation Schedule from the reporting page?

These pages are meant for reporting purposes only. They are not meant to notify a user of the status of a job, if a job is currently running, or if the job failed.

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Automated Change Processes

How do I get access to the o365admin site?

An administrator that has access to the host URL web application via the User Policy setting must grant access to the site.

How is an automated change made?

An automated change is made through a centralized automation engine within the SharePoint Online environment.

How long does it take to finish the automated change process?

The automated change process does not occur in real time. However, most changes should complete within a few minutes time. The total change execution time will not be longer than one hour (not including the PPE validation period). If a change takes longer than one hour to complete, please submit a Service Request (SR) through your Helpdesk to the Microsoft Support Team).

What if I see different results between the PPE and production environments?

It is possible that the PPE and production environments do not completely mirror one another due to custom solution deployment and validation. If you notice different results between the two, please submit an SR. Once the SR is received, SharePoint Online will investigate and resolve the issue.

What if a change made to the PPE fails?

Please submit an SR and provide the corresponding **Action ID**. (The **Action ID** can be found in either the Action in Progress dialog box or the **Change History** list.) Once the SR is received, SharePoint Online will investigate and resolve the issue.

The change was successfully implemented in the PPE but I do not see the expected results. What do I do?

Please submit an online submission using the steps listed here. Once this is received, SharePoint Online will investigate and resolve the issue.

What if the change is implemented successfully in the PPE but fails in in the production environment?

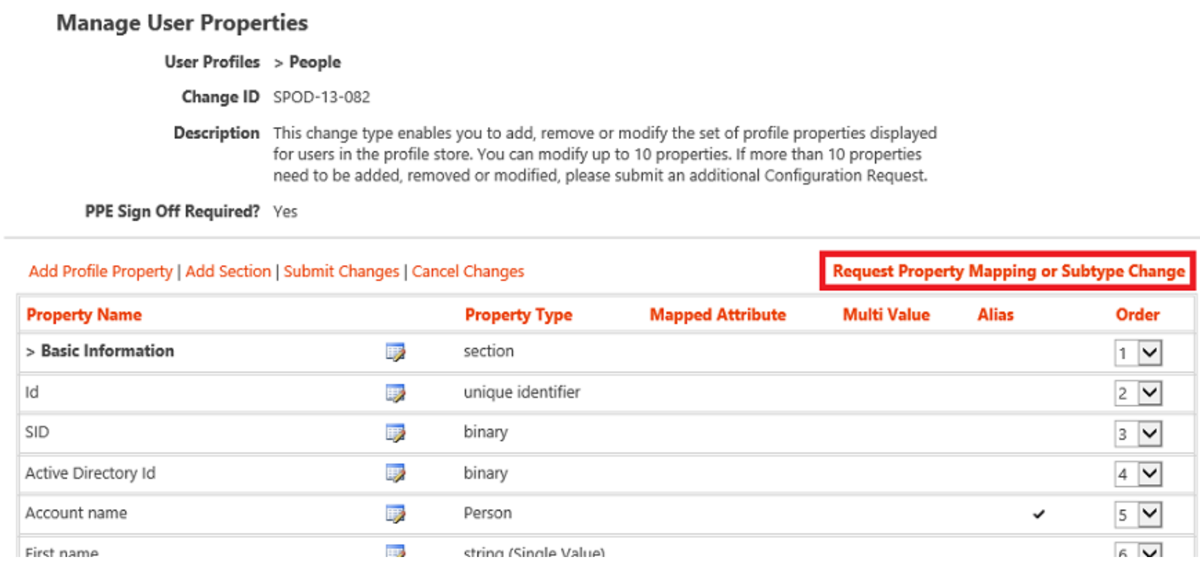
Please submit an online submission using the steps listed here. Once this is received, SharePoint Online will investigate and resolve the issue.

What if I am not satisfied with the change made in the production environment?

You will need to submit another automated change to manually revert to the previous configuration. For example, if a new property was added and you no longer want that property, you will need to manually delete the property and then resubmit the change.

How do I add an Active Directory Domain Services (AD DS) mapping to a new or an existing profile property?

Modifying a profile property mapping is done by clicking the **Request Property Mapping Change** link on the right side of Add User Properties page (see the following figure). This will open a request form. (The request form is processed manually and offline to prevent a full user profile sync from occurring.) Once the form is completed, please submit it to your service delivery manager (SDM) for implementation.



I need to add a Profile Subtype to a new or an existing profile property. How do I do this?

Changes to Profile Subtypes are not automated in the Service Administration portal, much like AD profile property mapping. Profile Subtype requests are performed by clicking the **Request Property Mapping Change** link on the right side of Add User Properties page. This will open a request form. (The request form is processed manually and offline to prevent a full user profile sync from occurring.) Once the form is completed, please submit it to your service delivery manager (SDM) for implementation.

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