



Administration
instruction for client
tenant administrators



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Overview

This document serves as an overview and general instruction manual for the external365 application.

[External365](#) simplifies the management of external user accounts in Microsoft 365, making it easy to share content and users granted access to a company's SharePoint online site, but are not licensed within that organization. Please follow to [Managing external users in Microsoft Office 365 to find what External365 is.](#)

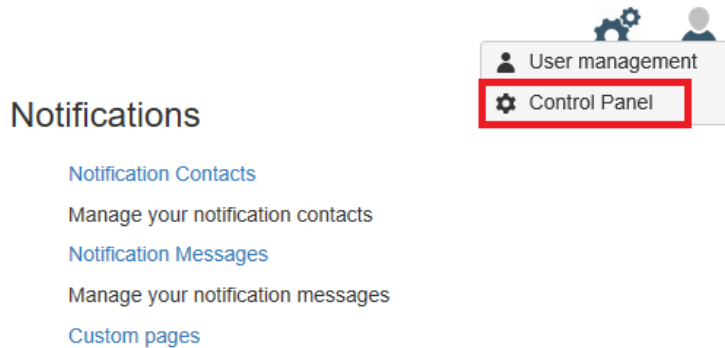
External365 is designed to operate from within the Microsoft Azure cloud and leverages Microsoft Azure specific technologies (e.g. queues, storage, app services, etc.). It cannot operate from another cloud vendor, nor can it operate from a stand-alone service platform. The external365 application is a multitenant host that can provision any number of discrete Office 365 tenants while maintaining secure separation of services between them.

The external365 application has been installed in the Azure tenant created specifically to host it. Access to that tenant is managed by administrative persons from Immersion Technology Services Inc.

Tenant Administrator Control Panel

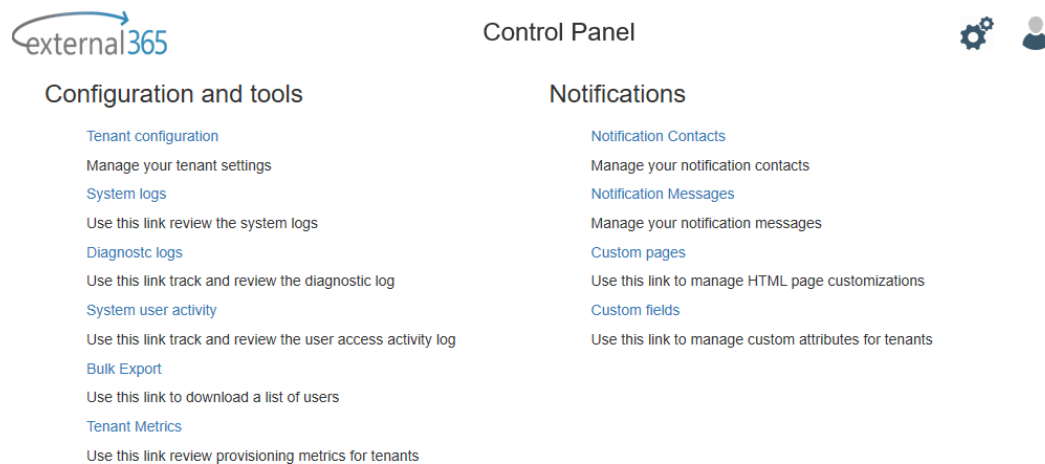
Access the control panel

To access the tenant administrator control panel, go to the external365 application and click on the gearbox at the top right and select **"Control Panel"**



Working with control panel

The control panel is separated in two main sections:



Configuration and tools

In this section you will find all the tools to setup and configure the application as well as review system logs and metrics.

In this section you will find:

- **Tenant configuration:**
Allows you to define and manage your tenant settings
[Learn more >](#)
- **System logs:**
Allows you to review and download system logs
[Learn more >](#)
- **Diagnostic Logs:**
Allows you to review and track diagnostic logs
[Learn more >](#)
- **System User Activity:**
Allows you to review and track user activity and access system logs
[Learn more >](#)
- **Bulk Export:**
Allows you to download list of users
[Learn more >](#)
- **Tenant Metrics:**
Allows you to review provisioning metrics for tenants
[Learn more >](#)

Tenant administrator operations

Tenant administrative operations start in the site Control Panel. From the control panel you can review logs, make configuration changes, update notification systems etc.



Control Panel



Configuration and tools

- [Tenant configuration](#)
Manage your tenant settings
- [System logs](#)
Use this link review the system logs
- [Diagnostic logs](#)
Use this link track and review the diagnostic log
- [System user activity](#)
Use this link track and review the user access activity log
- [Bulk Export](#)
Use this link to download a list of users
- [Tenant Metrics](#)
Use this link review provisioning metrics for tenants

Notifications

- [Notification Contacts](#)
Manage your notification contacts
- [Notification Messages](#)
Manage your notification messages
- [Custom pages](#)
Use this link to manage HTML page customizations
- [Custom fields](#)
Use this link to manage custom attributes for tenants

Configuration management

Tenant Configuration

General Screen – Fill in standard contact information.

immersiotechnologyservices
✕

General
Settings
Provisioning Defaults
Mail Settings
Groups
Tenant
▶

Tenant Name:

Contact Name:

Phone Number:

Email:

Preferred language: ▼

Licenses:

Diagnostic Logging

Disable
Ok
Cancel
Apply

| Field name | Instructions |
|---------------------------|--|
| Tenant Name | Tenant name provided when creating new tenant. |
| Contact Name | Enter contact person for tenant. |
| Phone Number | Enter phone number of contact person. |
| Email | Enter email of contact person. |
| Preferred Language | Specify the tenant primary language. Primary language will configure email notifications for preferred language. |
| Licenses | Displays number of licenses purchased. |
| Diagnostic Logging | This option is used "write" values to custom attributes present on the user account. |

Settings Screen – Fill in options for user manager user interface. Support can be enabled for user photos. You can also set a theme and a specific logo.

immersionlms x

General Settings Provisioning Defaults Mail Settings Groups Tenant ▶

User Manager
 User Self Service
 Group Manager

Photo Retrieval: client ▼

Result Sort Order: displayName ▼

Theme (name or link):

Logo (https link):

Extensions: **Enable Field Extensions**

New User: **Use Wizard UI**

| Field name | Instructions |
|--------------------------|--|
| Photo Retrieval | Select where photo will be retrieved (client, server, none). |
| Result Sort Order | Enter sort order type. |
| Theme | Enter optional theme. |
| Logo | Enter logo url. |
| Extensions | Enable field extensions. |
| New User | Enable new user wizard UI. |

Provisioning Defaults – Allows you to set provisioning defaults for users created by the system.

immersiontechnologyservices ✕

General Settings **Provisioning Defaults** Mail Settings Groups Tenant ▶

User Domains: @immersiontechs.com ✕ @elearningforceamericas.com ✕

Provisioned groups: external365_Scope ✕

Default Password: RANDOM **Must change password**

User Type: Guest ▼

Disable Ok Cancel Apply

| Field name | Instructions |
|---------------------------|---|
| User Domains | Enter principal domain suffixes for users created by the system. These domains will be displayed in the user creation and editing screens as the suffix for users. NOTE: domain names are retrieved from Azure and must be enabled in the O365 tenant as standard (not Federated) domains. |
| Provisioned Groups | Enter name of groups where new users will be added when being created. |
| Default Password | Enter RANDOM so that password is randomly generated when creating external user. NOTE: The Must Change Password option forces the user to change their password the first they logon. |

Mail Settings – Allows you to set up mail sender tenant settings for notification messages.

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General Settings Provisioning Defaults Mail Settings Groups Tenant ▶

Email from name:

Email from address:

Password or SendGrid key:

Smtplib relay server:

SendGrid enabled

Disable

Ok

Cancel

Apply

| Field name | Instructions |
|---------------------------------|---|
| Email from name | <p>This field can be modified and will show "from" display name when users receive notifications from external 365</p> <p>NOTE: This will be filled in by the Wizard when the federation metadata is imported.</p> |
| Email from address | <p>This default address can be modified to show a different from address</p> <p>NOTE: This will be filled in by the Wizard when the federation metadata is imported.</p> |
| Password or SendGrid key | <p>Please DO NOT change this if you would like to keep the default email settings from SendGrid. If you change email provider (eg Exchange Online) enter the password</p> |

| | |
|--------------------------|--|
| | <p>associated to the account specified in the email from address</p> <p>NOTE: This will be filled in by the Wizard when the federation metadata is imported.</p> |
| Smtp relay server | <p>Please do not change this is if you want to maintain the default email provider (SendGrid). You can change provider by changing the value of the relay of the email provider of your choice. Example for Exchange Online its smtp.office365.com.</p> <p>NOTE: This will be filled in by the Wizard when the federation metadata is imported.</p> |

Groups – Search and select domain groups you would like available for group assignment when profile is created or edited.

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General
Settings
Provisioning Defaults
Mail Settings
Groups
Tenant ▶

Domain Groups

- 401K Annual Presentation
- Accounting
- AdminAgents
- All Guest Users
- All Internal Users
- All Users
- Architecture Review Board
- Aston's Test Team

▶

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Available

- HR
- Marketing
- Sales Team

Disable

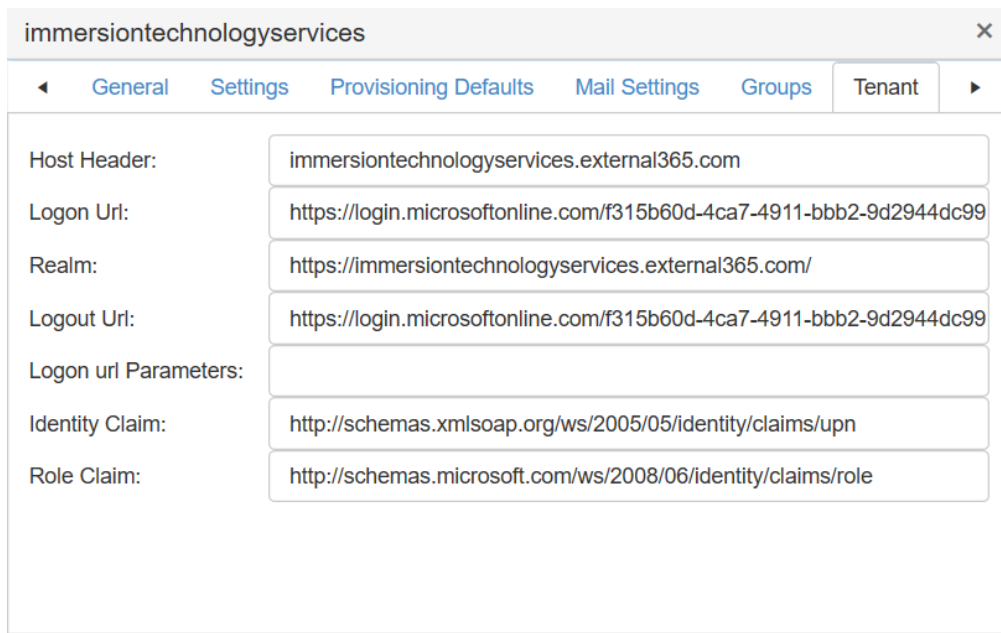
Ok

Cancel

Apply

Tenant – Tenant settings page controls the WSFederation settings for the tenant.

NOTE: This will be filled in by the Wizard when the federation metadata is imported. If you are authenticating against Azure, you should not change any of these settings. If you are authenticating against ADFS or another WS-Federation IDP, you may have to change the Identity Claim or Role claim to match what that technology produces. In general, it is better for the IDP (ADFS or other) to match the External365 defaults as seen above.



The screenshot shows a window titled "immersiotechnologyservices" with a close button (X) in the top right corner. Below the title bar is a navigation menu with tabs: "General", "Settings", "Provisioning Defaults", "Mail Settings", "Groups", and "Tenant". The "Tenant" tab is selected. The main content area contains several fields for configuration:

| | |
|-----------------------|--|
| Host Header: | immersiotechnologyservices.external365.com |
| Logon Url: | https://login.microsoftonline.com/f315b60d-4ca7-4911-bbb2-9d2944dc99 |
| Realm: | https://immersiotechnologyservices.external365.com/ |
| Logout Url: | https://login.microsoftonline.com/f315b60d-4ca7-4911-bbb2-9d2944dc99 |
| Logon url Parameters: | |
| Identity Claim: | http://schemas.xmlsoap.org/ws/2005/05/identity/claims/upn |
| Role Claim: | http://schemas.microsoft.com/ws/2008/06/identity/claims/role |

Disable

Ok

Cancel

Apply

Issuers – Controls additional WS-Federation authentication settings.

immersiontechnologyservices

← signing Defaults Mail Settings Groups Tenant Issuers Certificates Azi ▶

+ Add new issuer

https://sts.windows.net/f315b60d-4ca7-4911-bbb2-9d2944dc99d1/

https://login.microsoftonline.com

+ Add new audience

https://immersiontechnologyservices.external365.com/

Disable

Ok

Cancel

Apply







NOTE: These settings are extracted from the federation metadata and should not be changed unless directed to do so by Immersion Technology Services support.

Certificates – Controls additional WS-Federation authentication settings.

immersiontechnologyservices

← Signing Defaults Mail Settings Groups Tenant Issuers Certificates Azī ▶

+ Add new Thumbprint Auto update certificates

| | | | |
|--|---|---|---|
| 1C1C65F6601EEA0C5ABC291CA0E5364C7B0335AD |  |  | ^ |
| 0AD7D00BC2DEFBC36C0BBA02DB342466972B7CE7 |  |  | |
| 33AA57ED11E8ADA2ECA6B7C97910A34B1B944617 |  |  | |

Select a certificate file for thumbprint extraction

Disable Ok Cancel Apply

NOTE: These settings are extracted from the federation metadata and should not be changed unless directed to do so by Immersion Technology Services. There is an automated process that updates these certificates when they change.

Azure Auth – Controls settings for Azure authentication tenants.

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immersionIms

ps
Tenant
Issuers
Certificates
Azure Auth
Azure Ops
Permissions

Azure Tenant Id:

1aa59a6b-8944-422b-bb48-9d0fd963c999

Application ID:

3a105d15-c85b-4598-aa3a-4f370b71982f

AppKey/Certificate:

DefaultCertificate

Key is configured certificate name

Azure (user/group):

userPrincipalName

/

displayName

Test AU settings

Security Groups Only

Disable

Ok

Cancel

Apply

| Field name | Instructions |
|---------------------------|--|
| Azure Tenant ID | Azure Tenant Id field is the "GUID" tenant ID of the users Azure directory |
| Application ID | This will be the "appId" value retrieved when the Azure Directory App registration was created. |
| AppKey/Certificate | The security key used for accessing the Azure Directory. In the example above, we used the External365 <i>Default Certificate</i> , so you use the text <i>DefaultCertificate</i> and set the Key is configured certificate name option. You can also use custom certificates or OAuth key pairs. If you want to use this option you should contact Immersion Technology Services support for guidance. |
| Azure(user/group) | Default Values. Do not change. |

| | |
|-----------------------------|--|
| Security Groups Only | The <i>Security Groups Only</i> option matches the SecurityGroup setting made in the Manifest for the Azure Directory App registration. This value can also be set to Groups and clear the option here. NOTE: You would only do this if you wanted to include Azure distribution lists in role evaluations. |
| Test AU settings | The <i>Test AU settings</i> button will verify that all settings work correctly with Azure Directory. |

Azure Ops – Controls settings for Azure Operation when External365 is managing users.

The screenshot shows a dialog box titled "immersionlms" with a close button (X) in the top right corner. Below the title bar is a navigation menu with tabs: "ps", "Tenant", "Issuers", "Certificates", "Azure Auth", "Azure Ops" (selected), and "Permissions". The main content area contains several input fields and buttons:

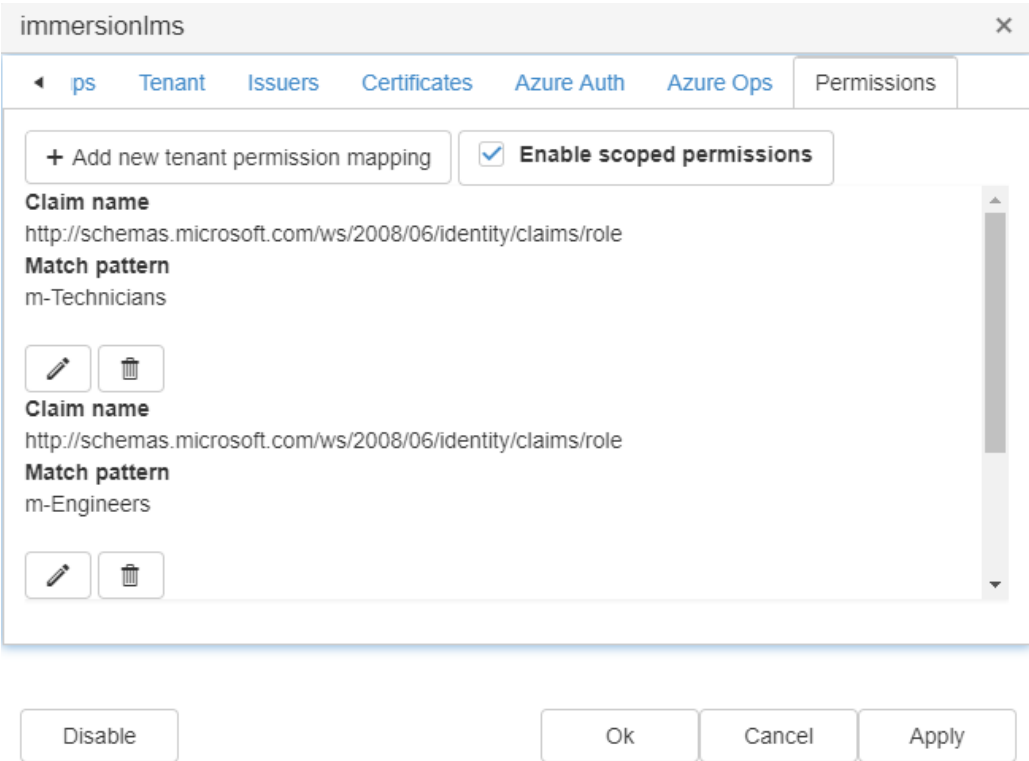
- Azure Tenant Id: 1aa59a6b-8944-422b-bb48-9d0fd963c999
- Application ID: 3a105d15-c85b-4598-aa3a-4f370b71982f
- Certificate Key: DefaultCertificate (dropdown menu)
- SharePoint Site Url: https://immersionlms.sharepoint.com/
- SharePoint Id template: i:0#.f|membership|{0}
- Buttons: "Test OP settings", "Recycle Azure OAuth Tokens", and "Initialize Azure Tenant".

At the bottom of the dialog, there are four buttons: "Disable", "Ok", "Cancel", and "Apply".

| Field name | Instructions |
|------------------------|---|
| Azure Tenant ID | Azure Tenant Id field is the "GUID" tenant ID of the users Azure directory |
| Application ID | This will be the "appld" value retrieved when the Azure Directory App registration was created. |

| | |
|--------------------------------|--|
| Certificate Key | Name of certificate used for operation authentication. If you need to use a custom certificate, contact Immersion Technology Services support for guidance. |
| SharePoint Site Url: | Root path to the SharePoint Online site that will be included in user provisioning. |
| SharePoint Id Template | Text template used to decode user membership in the SharePoint user list. |
| Test OP settings | The <i>Test OP settings</i> button will verify that all settings work correctly with Azure Directory. |
| Initialize Azure Tenant | The Initialize Azure Tenant button will create schema extensions in the Azure directory that are used by External365 to manage users. You can click this button after you have setup scoped permissions. |

Permissions – Defines what user can act as operators. Essentially, you need to create a WSFederation claim matching rule that will be checked when the user logs in. If their logon claim has an attribute with that Claim Name and a value that matches the Match Pattern, they will be included as a user operator. If the Enable scoped permissions option is selected, then the tenant will also be enabled for that feature.



NOTE: The purpose of scoped permissions is to provide separation between the tenant operators of different groups of users. For example, given a large community of external users in a company's Azure tenant, each user is specifically associated with a company division. Each of those divisions has one or more operators who is tasked with managing the users associated with their division. Additionally, there are several operators who are allowed to manage users associated with multiple divisions. This scenario is accommodated by enabling scoped permissions and assigning scopes to operators. This is done by creating groups with the names of the scope in Azure (or in AD if using ADFS). The operators for that scope are made members of the group. In the Tenant permissions configuration for external365, the tenant is "Enabled for Scoped Permissions" and the names for each scope are added to the scoped permissions list. In the example above, assuming three divisions. We would create three security groups in Azure (or in AD using ADFS) named "Technicians", "Engineers" and "Managers". Operator one would be a member of "Technicians". Operator two would be a member of "Engineers" and operator three would be a member of all three groups. The effect would be that operator one would only be able to see, manage and add users to the scope "Technicians", operator two would be similarly restricted to "Sales" and operator three could manage all three user scopes. For support with advanced configurations, please contact Immersion Technology Services support services.

System logs

Allows you to review and download system logs

| Log code | Date | Reference | Message |
|-------------|----------------------|--------------------------------------|--|
| Information | 2019-05-09 17:38:35Z | 904462ad-1e3d-4d8b-881f-605e98b3ee00 | Nothing to do or nothing available for notification |
| Information | 2019-05-09 00:00:08Z | RD0003FF84DF55:636928597908150483 | Updated certificate thumbprints from federation end point for Azure Tenant |
| Information | 2019-05-08 19:11:48Z | 3e8ba543-e227-410c-bff4-2429a16a2e38 | Nothing to do or nothing available for notification |
| Information | 2019-05-08 00:00:04Z | RD0003FF84DF55:636928597908150378 | Updated certificate thumbprints from federation end point for Azure Tenant |
| Information | 2019-05-07 00:00:05Z | RD281878EF0CF9:636922697826542573 | Updated certificate thumbprints from federation end point for Azure Tenant |
| Information | 2019-05-06 16:43:14Z | 97fdb2c5-9a63-464a-bd61-63192432a7b1 | Nothing to do or nothing available for notification |
| Information | 2019-05-06 00:00:05Z | RD281878EF0CF9:636922697826542468 | Updated certificate thumbprints from federation end point for Azure Tenant |
| Information | 2019-05-05 00:00:07Z | RD281878EF0CF9:636922697826542363 | Updated certificate thumbprints from federation end point for Azure Tenant |
| Information | 2019-05-04 00:00:05Z | RD281878EF0CF9:636922697826542258 | Updated certificate thumbprints from federation end point for Azure Tenant |
| Information | 2019-05-03 18:46:32Z | f21d2135-2b8d-4ad1-bf82-020eeb389f00 | Nothing to do or nothing available for notification |
| Information | 2019-05-03 00:00:04Z | RD281878EF0CF9:636922697826542153 | Updated certificate thumbprints from federation end point for Azure Tenant |
| Information | 2019-05-02 00:00:05Z | RD281878EF0CF9:636922697826542048 | Updated certificate thumbprints from federation end point for Azure Tenant |
| Information | 2019-05-01 00:00:04Z | RD281878EF0CF9:636918874141675849 | Updated certificate thumbprints from federation end point for Azure Tenant |
| Information | 2019-04-30 00:00:04Z | RD281878EF0CF9:636918874141675744 | Updated certificate thumbprints from federation end point for Azure Tenant |
| Information | 2019-04-29 00:00:05Z | RD281878EF0CF9:636918874141675639 | Updated certificate thumbprints from federation end point for Azure Tenant |
| Information | 2019-04-28 00:00:07Z | RD281878EF0CF9:636918874141675534 | Updated certificate thumbprints from federation end point for Azure Tenant |
| Information | 2019-04-27 00:00:04Z | RD281878EF0CF9:636918874141675428 | Updated certificate thumbprints from federation end point for Azure Tenant |

Diagnostic logs

Allows you to review and track diagnostic logs

| Date | Reference | Message |
|---------------------|-----------|---------|
| No items to display | | |

System user activity

Allows you to review and track user activity and access system logs

| Date | Operator | Message |
|----------------------|---|---|
| 2019-05-09 17:53:32Z | IIS APPPOOL\ExternalUserManager | TenantAdminLogon |
| 2019-05-07 21:57:49Z | IIS APPPOOL\ExternalUserManager | TenantAdminLogon |
| 2019-05-06 17:34:25Z | IIS APPPOOL\ExternalUserManager | TenantAdminLogon |
| 2019-05-03 18:45:06Z | IIS APPPOOL\ExternalUserManager | TenantAdminLogon |
| 2019-05-02 21:30:51Z | ImportUser.Admin1@immersionlms.com | Updated account LanguageTest@immersionlms.com |
| 2019-05-02 21:30:46Z | Admin1@immersionlms.com | New upload created for immersionlms by Admin1@immersionlms.com |
| 2019-05-02 21:01:03Z | Admin1@immersionlms.com | New user created Language Test (LanguageTest@immersionlms.com) |
| 2019-05-02 20:59:45Z | IIS APPPOOL\ExternalUserManager | TenantAdminLogon |
| 2019-05-02 20:55:40Z | Admin1@immersionlms.com | Updated Tenant immersionlms |
| 2019-05-02 20:54:49Z | IIS APPPOOL\ExternalUserManager | TenantAdminLogon |
| 2019-04-25 18:30:47Z | crousset_immersiontechnologyservices.com#EXT#@NETORGFT3646858.onmicrosoft.com | User account updated Brad Noblitt (Brad.Noblitt@immersionlms.com) |
| 2019-04-22 16:50:38Z | IIS APPPOOL\ExternalUserManager | TenantAdminLogon |
| 2019-04-19 17:18:31Z | IIS APPPOOL\ExternalUserManager | TenantAdminLogon |
| 2019-04-05 16:55:24Z | IIS APPPOOL\ExternalUserManager | TenantAdminLogon |
| 2019-04-04 18:57:06Z | IIS APPPOOL\ExternalUserManager | TenantAdminLogon |

« 1 2 » 1 - 15 of 20 items

Back Refresh Page Purge log

Export Log

Bulk Export

Allows you to download list of users

Bulk Export ×

Select the tenant you are exporting and then click the download link to download your user file

immersionlms ▼

Export

Cancel

Tenant Metrics

Allows you to review provisioning metrics for tenants

| Tenant Metrics | |
|--------------------------|---------------------|
| Start Timestamp: | 5/9/2019 6:01:58 PM |
| Completed Timestamp: | 5/9/2019 6:01:59 PM |
| Total Users: | 120 |
| External Users: | 58 |
| Disabled External Users: | 0 |

[Close](#)

Notification management

In this section will allow you to manage notification contact and messages, manage custom pages and fields.

In this section you will find:

- **Notification contacts:**
Allows you to manage notification contacts
[Learn more >](#)
- **Notification messages:**
Allows you to manage notification messages
[Learn more >](#)

Contact management



| Recipient Name | Email | Phone |
|-----------------------|--|-------|
| Brick Tamland | learner1@immersionlms.com | |
| Calain-Tatry, Clara | Clara.Calain-Tatry@nordson.com | |
| Big bird | crousset@gmail.com | |
| Ron Burgundy | Admin1@immersionlms.com | |
| Chris LMSTest Rousset | crousset@immersiontechnologyservices.com | |
| Brian P Addis | bpa350@gmail.com | |
| Brian Fantana | Manager@immersionlms.com | |

1 - 7 of 7 items

Back New

Adding New contacts

If you need to create a new contact, click on the **New** button. The following dialog will appear:

New notification contact

Tenant: immersionlms

Recipient name: George Constanza

Preferred language: en-US

Email address: GConstanza@immersionlms.com

Phone number: 312-465-7980

Email Enabled SMS Enabled

Ok Cancel

Enter Recipient name, email address and other contact information. Click Ok button to save.

NOTE: To edit an existing contact you can double-click on contact name.

Message management



| Culture | Notification Type | Template |
|---------|-------------------------------------|--|
| en-US | UserWelcome | Hello {USERDISPLAYNAME}, Welcome to y... |
| en-US | UserUpdate | User {USERPRINCIPALNAME} has been updated on {D... |
| en-US | UserDelete | User {USERPRINCIPALNAME} has been deleted on {D... |
| en-US | UserAdd | New user {USERPRINCIPALNAME} has been added on ... |
| en-US | TenantUserLogon | User {ACTOR.USERPRINCIPALNAME} successfully log... |
| en-US | TenantUpdate | Tenant {TENANTDISPLAYNAME} has been updated on ... |
| en-US | TenantError | Error {ERRORMESSAGE} {ERRORDetails} for tenant... |
| en-US | TenantAdminLogon | User {ACTOR.USERPRINCIPALNAME} successfully log... |
| en-US | TenantUserManagerLogon | User {ACTOR.USERPRINCIPALNAME} successfully log... |
| en-US | ImportJobUploaded | User {ACTOR.USERPRINCIPALNAME} has uploaded a b... |
| en-US | UnauthorizedUserLogon | Unauthorized user {ACTOR.USERPRINCIPALNAME} att... |
| en-US | UserSelfServicePasswordResetRequest | We received a request to reset your password. I... |
| en-US | UserEnable | User {USERPRINCIPALNAME} has been enabled on {D... |
| en-US | UserDisable | User {USERPRINCIPALNAME} has been disabled on {... |

1 - 14 of 15 items

Back

Initialize

Notification message

Notification messages are configured with default text and variables.

To change the default text or variables of notification, double-click the notification you would like to edit.

Notification Message ? x

Tenant: immersionlms

Subject: Welcome to your new learning portal!

Notification / Culture: UserWelcome / en-US

Email template [SMS template](#)

Format v **B** *I* U

Hello {USERDISPLAYNAME},

Welcome to you new LMS365 Learning Portal!

- Your logon account for your account is {USERPRINCIPALNAME}
- Your temporary password for your account is **{USERPASSWORD}**

Click [here](#) to logon to your training portal and access your dashboard to start your training!

Please also visit our course catalog to search and enroll in the selection of courses we have available

Delete Ok Cancel Apply

You can change Subject field and notification message.

Password Reset

Anyone may request a password reset for an account by visiting the / password reset endpoint for a tenant.

For example, the password reset endpoint for a fictitious *Contoso* tenant would be <https://contoso.external365.com/passwordreset>.



The password reset endpoint can be disabled for a tenant, it is enabled by default.