

MICHIGAN STATE

UNIVERSITY

Project Plan

Feedback Analysis Hub for Microsoft Intune

The Capstone Experience

Team Microsoft

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*From Students...
...to Professionals*

Functional Specifications

- No Intune feedback data currently recorded from public sources
- Feedback required for maintenance and required updates for Intune
- Team will import, process and visualize data
- Data Analysis – common issues discussed across sources, feedback trends over time, sentiment analysis



Design Specifications

- Import tweets and reddit posts from JSON File
- Provide web application for users to read feedbacks and interact with
- Provide features for searching posts by date, order and keywords
- Analyze feedback and provide data visualization



Screen Mockup: Central Hub Home Page

Microsoft

INTUNE HUB

Filter results by: Topic ▼ Date ▼ Keyword

Reddit **Autopilot Reset Ran into trouble. Could not find the recovery endpoint**

I am currently tasked with administrating our Microsoft Endpoint Manager. We have Autopilot setup and it works but has some issues. When doing a local autopilot reset on a managed device, I am presented with an error message "Autopilot Reset ran into trouble. Could not find the recovery environment". I have a powershell script setup in our instance using the command "reagentic/enable". When looking at the device status for the policy I see that it was successful. I've ensured that the Microsoft Intune Management Extension is set to automatic and when running "reagentic/info" on the device, I see that it is enabled. Lastly, I've ensured that the device is Azure Joined and complaint. What do I need to do in order to endure that all managed devices are able to locally reset?

[Read Full Post Here](#)

Sentiment Score: -1.0

[Full Sentiment Report](#)

Twitter @IntuneSuppTeam @MSIntune Accepted ABM new T&C on 16th. Still No new Apps showing in Intune. Required App install fails on iOS. Any reported issues? Tried device and user license.

[Read Full Post Here](#)

Sentiment Score: -1.0

[Full Sentiment Report](#)



Screen Mockup: Twitter Data View

The screenshot displays the Microsoft Intune Hub interface. At the top left is the Microsoft logo. Below it, the 'INTUNE HUB' header is visible. A navigation sidebar on the left includes links for Home, All Feedback, Twitter Feedback, Reddit Feedback, and Download Raw Data. The main content area features a filter bar with options for Topic, Date, and Keyword. Below the filter bar, three tweets are listed, each with a title, a text snippet, a 'Read Full Post Here' link, and a 'Sentiment Score: -1.0'.

Microsoft

INTUNE HUB

Filter results by: Topic ▼ Date ▼ Keyword

- Autopilot Reset Ran into trouble. Could not find the recovery endpoint**

I am currently tasked with administrating our Microsoft Endpoint Manager. We have Autopilot setup and it works but has some issues. When doing a local autopilot reset on a managed device, I am presented with an error message "Autopilot Reset ran into trouble. Could not find the recovery environment". I have a powershell script setup in our instance using the command "reagent/enable". When looking at the device status for the policy I see that it was successful, I've ensured that the Microsoft Intune Management Extension is set to automatic and when running "reagent/info" on the device, I see that it is enabled. Lastly, I've ensured that the device is Azure joined and compliant. What do I need to do in order to ensure that all managed devices are able to be locally reset?

[Read Full Post Here](#)

Sentiment Score: -1.0

[Full Sentiment Report](#)
- Intune outage again?**

Same day of the week, same time as last week...what is going on? Very sluggish performance in the intune console, new Apple ADE(DEP) enrollments getting stuck at The SCEP server returned an invalid response and requiring a recovery with a mac or itunes...anyone else?

[Read Full Post Here](#)

Sentiment Score: -1.0

[Full Sentiment Report](#)
- Can't pass credentials to LogMeIn rescue on Intune managed Windows laptops**

I recently purchased LogMeIn Rescue with the intention of using it for remote assistance of my intune managed laptops. Unfortunately it appears that some configuration setting is preventing me from passing through credentials to relaunch the applet as a service, leaving us unable to interact with UAC prompts. LogMeIn support confirmed that it was a laptop configuration issue, but refused to identify what needs to be changed. The only configuration profile I've enabled is device restrictions, and none of the settings in it apply to authentication or UAC. Does anyone know what could be causing this?

[Read Full Post Here](#)



Screen Mockup: Reddit Data View

The screenshot displays the Microsoft Intune Hub interface. On the left is a blue navigation sidebar with the following items: Home, All Feedback, Twitter Feedback, Reddit Feedback, Download Raw Data, a gear icon, and a document icon. The main content area has a dark grey header with the text "Filter results by: Topic" followed by a dropdown arrow, "Date" followed by a dropdown arrow, and "Keyword" followed by a search input field. Below this header, three tweets are listed, each with a Twitter bird icon, the user handle @IntuneSuppTeam, the tweet text, a "Read Full Post Here" link, a "Sentiment Score" value, and a "Full Sentiment Report" link.

Microsoft

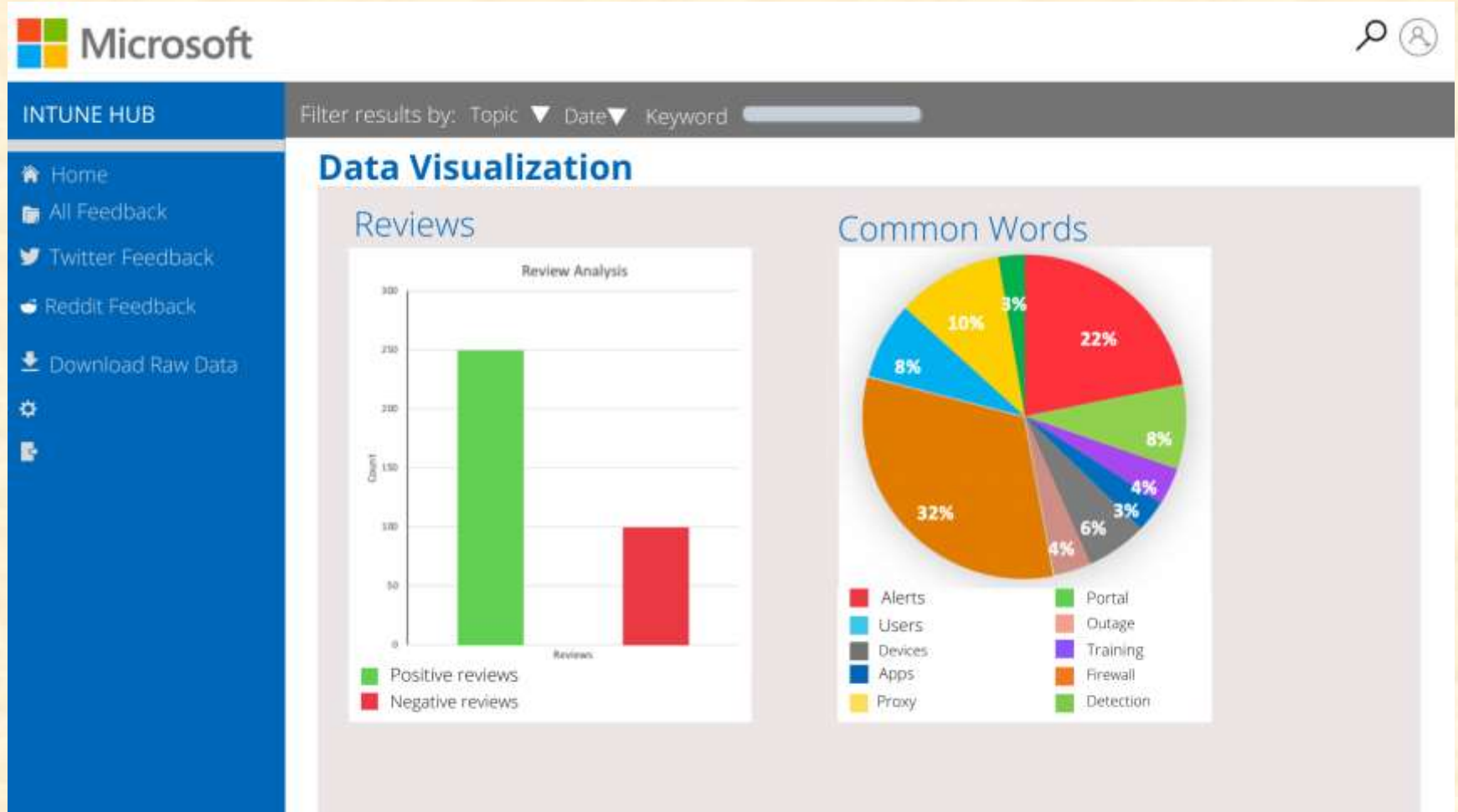
INTUNE HUB

Filter results by: Topic ▼ Date ▼ Keyword

- @IntuneSuppTeam @MSIntune Accepted ABM new T&C on 16th. Still No new Appsshowing in Intune. Required App install fails on IOS. Any reported issues? Tried device and user license.
[Read Full Post Here](#)
Sentiment Score: -1.0
[Full Sentiment Report](#)
- Ok, so District office installed @microsoft #intune on my laptop for better management. Ok, good deal. Whoops problem, I now have to go to the office like every other week for upadtes. Insert eye roll here!
[Read Full Post Here](#)
Sentiment Score: -1.0
[Full Sentiment Report](#)
- @IntuneSuppTeam Here's a really bad thing the MS team implemented. With the update of system baselines you have now removed ALL my edit buttons from my old baseline. How do you guys expect me to unassign/assign togroups in a large environment before deploying the new one? #mem
[Read Full Post Here](#)
Sentiment Score: -0.88
[Full Sentiment Report](#)



Screen Mockup: Data Visualization



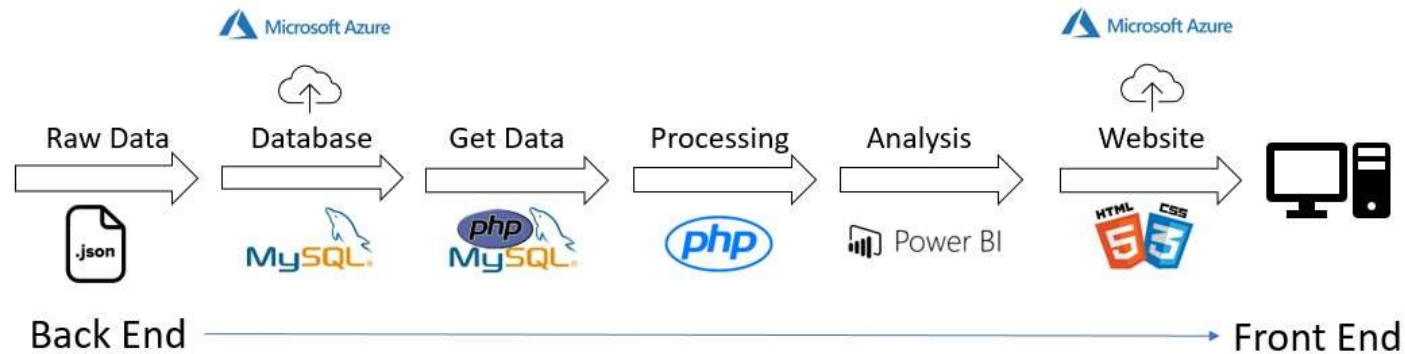
Technical Specifications

- Cloud Platform
- Social media APIs
- SQL server and database
- Microsoft Visual Studio
- Microsoft Power BI
- PHP/HTML/CSS
- JavaScript



System Architecture

Microsoft Intune



System Components

- Hardware Platforms
 - Microsoft Azure
 - Azure DevOps
 - SQL Server and Database
- Software Platforms / Technologies
 - Microsoft Power BI
 - Visual Studio Code
 - PHP/HTML/CSS
 - JavaScript



Risks

- Risk 1
 - Internal Microsoft security walls
 - Work with our clients to get permissions granted ahead of time
- Risk 2
 - Bad or invalid data
 - Filter out or flag bad reviews
- Risk 3
 - Initial project design failure or design needs to be changed
 - Need to start early and allow for revision of design
- Risk 4
 - We don't work directly with the IT department
 - We must do our best to follow UI principals



Questions?

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