Sean Achim

From:	Sean Achim
Sent:	Wednesday, 12 May 2021 21:59
To:	Microsoft Support; Simone Daniels
Subject:	RE: [Case #:25501094] - Word is not allowing me to access the SharePoint Document library…

Dear Musa

I have been using MS Word since version 4.0 for DOS in 1987. I've used every single version since then and can tell you about the benefits of each version as we went from Word Basic to VBA. I can tell you about when we were overjoyed with the move to Windows 2.0 and I set the standards in South Africa's energy producer for Windows.

I've been using SharePoint since it was loaded as BETA on the Technet CDs with Commerce Server in 1999 and have been actively building SharePoint solutions since 2001.

The tight integration between Office and SharePoint was an easy sell and the fact that SharePoint eventually became known as Office Server for a period of time bears testimony to that.

Mail Merge has been a feature of MS Word for decades and has had the ability to connect to any data-source from the beginning.

The Office 2013 solution was a clear winner where the properties pane of Word could display all of the fields available in a SharePoint list to a Mail Merge document.

It would appear that the move to Office 2016 and SharePoint 2016 started a process whereby the Microsoft developers lacked the background to these essential features.

While we are a Microsoft Partner and I am a Microsoft Certified Trainer that focusses on Business Intelligence solutions, I have clients who have various versions of the Microsoft Suite, which they have paid for correctly and licensed correctly.

I also have a Microsoft 365 account and can choose to use the Office 365 version of the software if I needed to, but I need to respect the platforms my clients have already invested in, so I also purchase and maintain the versions of software my clients use.

I understand that Microsoft would like the world to forget that they had a brilliant product in SharePoint on premises and are actively trying to ignore the Use Cases for on-prem SharePoint, but the fact is that we have an extremely large SharePoint implementation base in South Africa. Many government department and State Owned Enterprises have invested heavily in SharePoint on Prem for their public facing environments as opposed to using WordPress, Drupal or Jumla. Often these investments have been made because I personally have actively demonstrated to them the value of deploying SharePoint in that configuration.

The simple solution of creating a Leave Application system using MS Word linked into a SharePoint list with the associated Workflows is a rapid solution that can be deployed with ease and a minimum amount of user education. The same goes for all of the typical 1 page forms that users would often design in either Word or Excel.

I enjoy using SharePoint online for these solutions and the idea of having to move an entire organisation off-prem into cloud is not a major concern. The concern is where the client has had SharePoint and Office since 2016 and have invested in the extended support and have an expectation to continue using features that have been part of the platform for decades – who are now having to find that this simple means of operation is now being denied unless they re-invest in an entirely new platform.

I acknowledge that "Microsoft 365 Apps for business is a version that works better with the Online versions of Microsoft applications" and I teach that as well – but the concern lies in the fact that there is a sense of dishonesty when I find that critical features that were originally sold and are part of the expectations are now stripped out and the user is told that this has been deprecated or is no longer supported.

It makes it difficult for me to argue the point that these features are standard in WPS, LibreOffice, OpenOffice and can connect to SharePoint lists and document libraries via WebDav, but Microsoft has crippled their own products to force their clients to upgrade to O365.

I have Microsoft Office Pro Plus 2019 – fully licensed. I have SharePoint 2016 and SharePoint 2019 on prem for several of my clients as well as our own server.

We have an O365 tenant environment and much of our SharePoint/Teams work is done there – so I'm not demanding and on prem solution because I'm in anyway dissatisfied with the cloud solution. I just understand the Use Cases for on-prem better and I'm simply wanting to continue doing what we have been doing for decades and something that Microsoft's own competitors have been doing as well.

It is precisely the fact that I am having to delegate someone to look into this and to go through weeks of frustration and support calls that makes it challenging to explain to a client why they should stick with the Microsoft EcoSystem when I am getting calls to move clients over the the Google Suite eco-system.

Regards
Séan Achim

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Knights Innovation Support Centre (Pty) Ltd

From: Microsoft Support <o365su10@microsoft.com>
Sent: Wednesday, 12 May 2021 18:04
To: Simone Daniels ; Sean Achim
Subject: [Case #:25501094] - Word is not allowing me to access the SharePoint Document library...

Please type your reply above this line

Your request (25501094) has been updated. To add additional comments, please reply to this email.

Musa (Microsoft)
Wednesday, May 12, 2021 4:04 PM GMT

Hello Simone

Thank you for your feedback.

When you mentioned SharePoint 2013, are you referring to SharePoint on Prem.

Also Microsoft 365 Apps for business is a version that works better with the Online versions of Microsoft applications.

I would await your feedback

Regards,
Musa Aremu
Support Ambassador
Microsoft 365
Working Hours: M - F 08h00 – 17h00 UTC+1
Need help out of my working hours?
Manager: Olakunle Esan v-olesan@microsoft.com
Technical Advisor: Valentine Stan vstan@microsoft.com

Simone@knights...... (Knights Innovaton Support Centre (Pty)Ltd)
Wednesday, May 12, 2021 10:27 AM GMT

Hi Musa

Thanks so much for getting back to me.

My manager has read through your solution and wanted to know:

(a) He has a correctly licensed Word 2019 version. Now your team is saying that in order to benefit from something that SharePoint 2013 offered we need to sacrifice our licensing and our clients' in order to access these features. There isn't a document that says you cannot do this unless I sacrifice licensing and link it to O365. He is willing to show your team this as well if you would like to set up a Teams Meeting with him.
(b) When clients have already invested in Pro Plus 2019 for a period of time and have 10-20 users and these people now need to work outside of this space then what solution do you offer?

Regards, Simone

Musa (Microsoft)
Monday, May 10, 2021 3:06 PM GMT

Hello Simone

Thank you for the feedback.

Apologies for the late update.

After the case has been reviewed by the technical lead, it was discovered that the Microsoft Word application used is Office Professional Plus 2019.

The supported version of Office is Microsoft 365 Apps for Enterprise, kindly install this version from the Admin center and try the proceedure again.

I patiently await your feedback.

Thank you.

Regards,
Musa Aremu
Support Ambassador
Microsoft 365
Working Hours: M - F 08h00 – 17h00 UTC+1
Need help out of my working hours?
Manager: Olakunle Esan v-olesan@microsoft.com
Technical Advisor: Valentine Stan vstan@microsoft.com

Simone@knights-isc.co.za (Knights Innovation Support Centre (Pty) Ltd)
Monday, May 10, 2021 9:39 AM GMT

Hi Musa

After our call on Friday, you said you would escalate the problem to senior members. Do you have any updates on this issue?

I've attached the original pdf as well.

Regards, Simone

Musa (Microsoft)
Thursday, May 6, 2021 12:47 PM GMT

Hello simone

Thanks for your response.

I will reschedule the callback for 15h30

Thank you.

Regards,
Musa Aremu
Support Ambassador
Microsoft 365
Working Hours: M - F 08h00 – 17h00 UTC+1
Need help out of my working hours?
Manager: Olakunle Esan v-olesan@microsoft.com
Technical Advisor: Valentine Stan vstan@microsoft.com

Simone@knights-isc.co.za (Knights Innovation Support Centre (Pty) Ltd)
Thursday, May 6, 2021 12:42 PM GMT

HI Musa

I'm sorry for saying this now, and I apologize for any inconvenience this causes you but my manager is currently not at his desk. Could we please schedule it for 15h30 and not 15h00? That will give him a chance to get to his desk.
Please find the emails below:

simone@knights...
sean@knights...

Regards, Simone

Musa (Microsoft)
Thursday, May 6, 2021 12:34 PM GMT

Hello Simone

Thank you for your feedback.

I would proceed to schedule a teams call by 15h00 your time.

Kindly provide the email address of your Manager.

Thank you.

Regards,
Musa Aremu
Support Ambassador
Microsoft 365
Working Hours: M - F 08h00 – 17h00 UTC+1
Need help out of my working hours?
Manager: Olakunle Esan v-olesan@microsoft.com
Technical Advisor: Valentine Stan vstan@microsoft.com

Simone@knights... (Knights Innovation Support Centre (Pty)Ltd)
Thursday, May 6, 2021 9:54 AM GMT

Hi Musa!

Thanks so much for following through with your email.

Could you please schedule a MS Teams meeting for <u>14h00 or 15h00 this afternoon</u> our time? Please include both me and my manager - whose email is above - so that we can resolve the SharePoint and Word issue.

Regards, Simone

Musa (Microsoft)
Thursday, May 6, 2021 9:03 AM GMT

Hello Simone

Trust this meets you well.

Thank you for your time over the phone.

However can we schedule a session with the Manager to get more insights and traction on the support request and try to bring the case to a resolution.

I patiently await your feedback.

Thank you.

Regards,
Musa Aremu
Support Ambassador
Microsoft 365
Working Hours: M - F 08h00 – 17h00 UTC+1
Need help out of my working hours?
Manager: Olakunle Esan v-olesan@microsoft.com
Technical Advisor: Valentine Stan vstan@microsoft.com

Musa (Microsoft)
Wednesday, May 5, 2021 1:55 PM GMT

Hello Simone,

I trust my email meets you well.

Thank you for your time over the phone

As discussed, I would proceed to schedule a callback for 10am South African Time tomorrow

Please do not hesitate to contact me if you have any updates or questions within the scope of this ticket.

Thank you.

Regards,
Musa Aremu
Support Ambassador
Microsoft 365
Working Hours: M - F 08h00 – 17h00 UTC+1
Need help out of my working hours?
Manager: Olakunle Esan v-olesan@microsoft.com
Technical Advisor: Valentine Stan vstan@microsoft.com

Musa (Microsoft)
Wednesday, May 5, 2021 9:38 AM GMT

Hello Simone,

Thank you for contacting Microsoft Support. My name is Musa. I am the Support Engineer who will be working with you on this Service Request 25501094.

This is to acknowledge the receipt of your support request. Our goal is to ensure that your experience with Office365 Support leaves you pleased with our product and services.

I would be contacting you shortly.

Regards,
Musa Aremu
Support Ambassador
Microsoft 365
Working Hours: M - F 08h00 – 17h00 UTC+1
Need help out of my working hours?
Manager: Olakunle Esan v-olesan@microsoft.com
Technical Advisor: Valentine Stan vstan@microsoft.com