Platform : Enterprise 9.0

This add-on was working well on 8.x version. But, This add-on was not working on 9.0 version.

<July 13 issue>

	Desc
Add-on	"Microsoft Office 365 Reporting Mail Add-on for Splunk" (https://splunkbase.splunk.com/app/3720/)
The	process of collecting data using continuously_monitor mode From the time when millisecond is added to the time value in , it is repeatedly confirmed that the log is not properly collected.
Example	**Settings** Start Time - 2022-07-11T06:00:00 Cycle - 10 minutes

Example Related Logs	

< July 26 issue in detail >

First of all, in the previous inquiry email, micro second was added to the Start Time when collecting logs, and it was confirmed that there was an abnormal operation of the app.

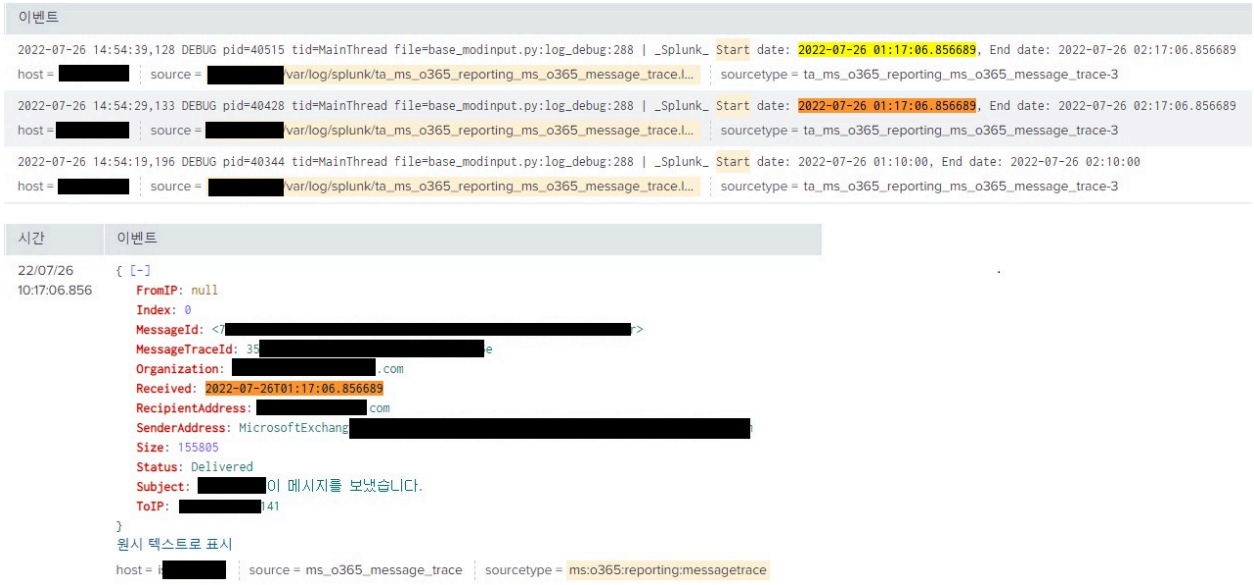
And today, as below, it was additionally confirmed through internal log analysis.

The problem occurs as the Start Time value when the app attempts to collect logs is changed (attached 2) to the time of the last log collected (attached 1), ignoring the Interval value. This means that the same log is collected every time.

Based on the attached and confirmed contents below, a bug in the collection window of the app is suspected and we wondering how the conditions of the window change.

Additionally, the log cannot collect additional logs after a certain period (after the start time is fixed).
That's why it seems like it should be resolved as quickly as possible.

Attachment 1>
Interval : 10 sec
Time window: 60 min
This is events.
Start time converted the time as same with “Received” time of event. Why?



Attachment 2>

Internal log

pid=40515
2022-07-26 14:54:39,355 DEBUG pid=40515 tid=MainThread file=binding.py:new_f:73 | Operation took 0:00:00.002830
2022-07-26 14:54:39,355 DEBUG pid=40515 tid=MainThread file=connectionpool.py:_make_request:437 | https://127.0.0.1:8089 "POST /servicesNS/nobody/TA-MS_O365_Reporting/storage/collections/data/TA_MS_O365_Reporting_checkpointer/batch_save HTTP/1.1" 200 26
2022-07-26 14:54:39,352 DEBUG pid=40515 tid =MainThread file=binding.py:post:750 | POST request to https://127.0.0.1:8089/servicesNS/nobody/TA-MS_O365_Reporting/storage/collections/data/TA_MS_O365_Reporting_checkpointer/batch_save (body: {'body': '[{"_key": "test2_obj_checkpoint", "state": "{\\"max_date\\": \\"2022-07-26 01:17:06.856689\\"}"}]'})
2022-07-26 14:54:39,352 DEBUG pid=40515 tid=MainThread file=base_modinput.py:log_debug:288 | **_Splunk_ max date after getting messages: 2022-07-26 01:17:06.856689**
2022-07-26 14:54:39,352 DEBUG pid=40515 tid=MainThread file=base_modinput.py:log_debug:288 | **_Splunk_ max date before getting message: 2022-07-26 01:17:06.856689**
2022-07-26 14:54:39,350 DEBUG pid=40515 tid=MainThread file=connectionpool.py:_make_request:437 | https://reports.office365.com:443 "GET /ecp/reportingwebservice/reporting.svc/MessageTrace?$filter=StartDate%20eq%20datetime'2022-07-26T01:17:06.856689Z'%20and%20EndDate%20eq%20datetime'2022-07-26T02:17:06.856689Z' HTTP/1.1" 200 629
2022-07-26 14:54:39,129 DEBUG pid=40515 tid=MainThread file=connectionpool.py:_new_conn:959 | Starting new HTTPS connection (1): reports.office365.com:443
2022-07-26 14:54:39,128 INFO pid=40515 tid=MainThread file=setup_util.py:log_info:117 | Proxy is not enabled!
2022-07-26 14:54:39,128 DEBUG pid=40515 tid=MainThread file=base_modinput.py:log_debug:288 | Endpoint URL: https://reports.office365.com/ecp/reportingwebservice/reporting.svc/MessageTrace?$filter=StartDate eq datetime'2022-07-26T01:17:06.856689Z' and EndDate eq datetime'2022-07-26T02:17:06.856689Z'
2022-07-26 14:54:39,128 DEBUG pid=40515 tid=MainThread file=base_modinput.py:log_debug:288 | _Splunk_ Start date: 2022-07-26 01:17:06.856689, End date: 2022-07-26 02:17:06.856689
2022-07-26 14:54:39,128 DEBUG pid=40515 tid=MainThread file=binding.py :new_f:73 | Operation took 0:00:00.002103
2022-07-26 14:54:39,127 DEBUG pid=40515 tid=MainThread file=connectionpool.py:_make_request:437 | https://127.0.0.1:8089 "GET /servicesNS/nobody/TA-MS_O365_Reporting/storage/collections/data/TA_MS_O365_Reporting_checkpointer/test2_obj_checkpoint HTTP/1.1" 200 115
2022-07-26 14:54:39,125 DEBUG pid=40515 tid =MainThread file=binding.py:get:677 | GET request to https://127.0.0.1:8089/servicesNS/nobody/TA-MS_O365_Reporting/storage/collections/data/TA_MS_O365_Reporting_checkpointer/test2_obj_checkpoint (body: {})

2022-07-26 14:54:39,124 DEBUG pid=40515 tid=MainThread file=binding.py:new_f:73 | Operation took 0:00:00.002395
2022-07-26 14:54:39,124 DEBUG pid=40515 tid=MainThread file=connectionpool.py:_make_request:437 | https://127.0.0.1:8089 "GET /servicesNS/nobody/TA-MS_O365_Reporting/storage/collections/config/?count=-1&offset=0&search=TA_MS_O365_Reporting_checkpointer HTTP/1.1" 200 7417
2022-07-26 14:54: 39,122 DEBUG pid=40515 tid=MainThread file=binding.py:get:677 | GET request to https://127.0.0.1:8089/servicesNS/nobody/TA-MS_O365_Reporting/storage/collections/config/ (body: {'count': -1, 'offset': 0, 'search': 'TA_MS_O365_Reporting_checkpointer '})
2022-07-26 14:54:39,121 DEBUG pid=40515 tid=MainThread file=binding.py:new_f:73 | Operation took 0:00:00.007915
2022-07-26 14:54:39,121 DEBUG pid=40515 tid=MainThread file=connectionpool.py:_make_request:437 | https://127.0.0.1:8089 "GET /servicesNS/nobody/TA-MS_O365_Reporting/storage/collections/config/TA_MS_O365_Reporting_checkpointer HTTP/1.1" 200 5562
2022-07-26 14:54:39,114 DEBUG pid=40515 tid=MainThread file=connectionpool.py:_new_conn:959 | Starting new HTTPS connection (1): 127.0.0.1:8089
2022-07-26 14:54:39,113 DEBUG pid=40515 tid=MainThread file=binding.py:get:677 | GET request to https://127.0.0.1:8089/servicesNS/nobody/TA-MS_O365_Reporting/storage/collections/config/TA_MS_O365_Reporting_checkpointer (body: {})
2022-07-26 14:54:39,113 INFO pid=40515 tid= MainThread file=splunk_rest_client.py:_request_handler:105 | Use HTTP connection pooling

pid=40344
2022-07-26 14:54:19,480 DEBUG pid=40344 tid=MainThread file=binding.py:new_f:73 | Operation took 0:00:00.002540
2022-07-26 14:54:19,480 DEBUG pid=40344 tid=MainThread file=connectionpool.py:_make_request:437 | https://127.0.0.1:8089 "POST /servicesNS/nobody/TA-MS_O365_Reporting/storage/collections/data/TA_MS_O365_Reporting_checkpointer/batch_save HTTP/1.1" 200 26
2022-07-26 14:54:19,478 DEBUG pid=40344 tid =MainThread file=binding.py:post:750 | POST request to https://127.0.0.1:8089/servicesNS/nobody/TA-MS_O365_Reporting/storage/collections/data/TA_MS_O365_Reporting_checkpointer/batch_save (body: {'body': '[{"_key": "test2_obj_checkpoint", "state": "{\\"max_date\\": \\"2022-07-26 01:17:06.856689\\"}"}]'})
2022-07-26 14:54:19,478 DEBUG pid=40344 tid=MainThread file=base_modinput.py:log_debug:288 | **_Splunk_ max date after getting messages: 2022-07-26 01:17:06.856689**
2022-07-26 14:54:19,477 DEBUG pid=40344 tid=MainThread file=base_modinput.py:log_debug:288 | **_Splunk_ max date before getting message: 2022-07-26 01:10:00**
2022-07-26 14:54:19,476 DEBUG pid=40344 tid=MainThread file=connectionpool.py:_make_request:437 | https://reports.office365.com:443 "GET /ecp/reportingwebservice/reporting.svc/MessageTrace?$filter=StartDate%20eq%20datetime'202

2-07-26T01:10:00Z'%20and%20EndDate%20eq% 20datetime'2022-07-26T02:10:00Z' HTTP/1.1" 200 1313
2022-07-26 14:54:19,197 DEBUG pid=40344 tid=MainThread file=connectionpool.py:_new_conn:959 | Starting new HTTPS connection (1): reports.office365.com:443
2022-07-26 14:54:19,196 INFO pid=40344 tid=MainThread file=setup_util.py:log_info:117 | Proxy is not enabled!
2022-07-26 14:54:19,196 DEBUG pid=40344 tid=MainThread file=base_modinput.py:log_debug:288 | Endpoint URL: https://reports.office365.com/ecp/reportingwebservice/reporting.svc/MessageTrace?$filter=StartDate eq datetime'2022-07-26T01:10:00Z' and EndDate eq datetime'2022-07-26T02 :10:00Z'
2022-07-26 14:54:19,196 DEBUG pid=40344 tid=MainThread file=base_modinput.py:log_debug:288 | _Splunk_ Start date: 2022-07-26 01:10:00, End date: 2022-07-26 02:10:00
2022-07-26 14:54:19,195 DEBUG pid=40344 tid=MainThread file=connectionpool.py :_make_request:437 | https://127.0.0.1:8089 "GET /servicesNS/nobody/TA-MS_O365_Reporting/storage/collections/data/TA_MS_O365_Reporting_checkpointer/test2_obj_checkpoint HTTP/1.1" 404 140
2022-07-26 14:54:19,193 DEBUG pid=40344 tid =MainThread file=binding.py:get:677 | GET request to https://127.0.0.1:8089/servicesNS/nobody/TA-MS_O365_Reporting/storage/collections/data/TA_MS_O365_Reporting_checkpointer/test2_obj_checkpoint (body: {})
2022-07-26 14:54:19,192 DEBUG pid=40344 tid=MainThread file=binding.py:new_f:73 | Operation took 0:00:00.002389
2022-07-26 14:54:19,191 DEBUG pid=40344 tid=MainThread file=connectionpool.py:_make_request:437 | https://127.0.0.1:8089 "GET /servicesNS/nobody/TA-MS_O365_Reporting/storage/collections/config/?count=-1&offset=0&search=TA_MS_O365_Reporting_checkpointer HTTP/1.1" 200 7417
2022-07-26 14:54: 19,189 DEBUG pid=40344 tid=MainThread file=binding.py:get:677 | GET request to https://127.0.0.1:8089/servicesNS/nobody/TA-MS_O365_Reporting/storage/collections/config/ (body: {'count': -1, 'offset': 0, 'search': 'TA_MS_O365_Reporting_checkpointer '})
2022-07-26 14:54:19,189 DEBUG pid=40344 tid=MainThread file=binding.py:new_f:73 | Operation took 0:00:00.007881
2022-07-26 14:54:19,189 DEBUG pid=40344 tid=MainThread file=connectionpool.py:_make_request:437 | https://127.0.0.1:8089 "GET /servicesNS/nobody/TA-MS_O365_Reporting/storage/collections/config/TA_MS_O365_Reporting_checkpointer HTTP/1.1" 200 5562
2022-07-26 14:54:19,182 DEBUG pid=40344 tid=MainThread file=connectionpool.py:_new_conn:959 | Starting new HTTPS connection (1): 127.0.0.1:8089
2022-07-26 14:54:19,181 DEBUG pid=40344 tid=MainThread file=binding.py:get:677 | GET request to https://127.0.0.1:8089/servicesNS/nobody/TA-MS_O365_Reporting/storage/collections/config/TA_MS_O365_Reporting_checkpointer (body: {})
2022-07-26 14:54:19,181 INFO pid=40344 tid= MainThread file=splunk_rest_client.py:_request_handler:105 | Use HTTP connection pooling