



Corporate Group Manager 1.06

User Guide - Microsoft 365 recipient administration and delivery assurance

Control Centre

CGM opens on the Control Centre after Microsoft authentication. The Control Centre alone occupies the main Home workspace and presents every authorised primary function. Selecting a function removes the Control Centre completely and opens that tool. Target-dependent tools provide their own address selector inside the workspace. Home removes the tool and restores the Control Centre.

Sidebar navigation

All authorised primary tools are visible and clickable in the sidebar without first selecting an address. Target-dependent tools open to their own selector when no target is selected. Diagnostic subviews and the alternate-view preview appear only when a real delivery diagnostic exists, so the sidebar does not expose dead controls.

Sign-in and authorization

Microsoft Entra authenticates the operator. CGM then checks the verified Entra identity against its own Permitted Entra Users registry. Successful Microsoft authentication alone does not grant CGM access.

Recipients & Permissions

Inspect or change owners, recipients, Send As and related mailbox/group permissions for the selected operational address. Ownership is administrative context and does not itself imply delivery.

Delivery Test & Proof

Configuration evidence and live delivery proof are separate. Amber means configured or expected. Green is reserved for delivery or route execution CGM has actually proved. Red means a verified failure or material unresolved condition.

Background verification

Slow Microsoft 365 writes are submitted once, then checked by background read-back jobs. The browser polls status rather than holding one proxy request open through Exchange propagation. This prevents a proxy 504 from being mistaken for a failed write or causing a blind repeat.

Forwarding & Rules

A diagram-first workspace for understanding and safely changing onward mail routing.

Mailbox forwarding	Shows the source mailbox, forwarding destination/mechanism and whether the source mailbox keeps a copy. Set/clear operations are followed by an independent Microsoft reread.
Inbox rules	Shows source mailbox, exact rule name, priority, enabled state, ForwardTo/RedirectTo/ForwardAsAttachmentTo actions, delete/move/copy behaviour, Stop Processing, conditions and exceptions when Exchange exposes them.
Mail-flow rules	Shows applicable recipient-changing transport rules with name, priority, state, mode, actions, conditions and direct match reasons where CGM can determine them.
Route detail	The mechanism node identifies the source mailbox/object, exact rule or forwarding mechanism, destinations, conditions/exceptions and keep-copy semantics. Technical identifiers are available only through an explicit detail disclosure where useful.
Inbox-rule safety	Before an Inbox-rule state change, CGM warns that Exchange PowerShell rule operations can affect client-side Outlook rules.
Rule execution evidence	If downstream delivery proves that a rule executed, CGM can mark the rule execution as evidenced while still verifying every destination independently. One successful recipient never turns the others green automatically.

Write verification

Mailbox forwarding, Inbox-rule state, mail-flow-rule state, membership, permissions, owner changes and duplicate-route remediation use asynchronous jobs. Verified is shown only after a fresh Microsoft reread matches the intended state.

Recipient at a Glance

A separate full workspace for quickly understanding one recipient or mailbox in context.

Inbound - left	Addresses and mechanisms that can cause mail to arrive at the selected recipient, including group membership, mailbox forwarding, Inbox-rule forwarding/redirects and mail-flow actions.
Selected recipient - centre	The selected recipient/mailbox appears as the central object with identity, SMTP address and object type.
Outbound - right	Configured routes leaving the selected recipient/object, including mailbox forwarding, rule destinations, group/member relationships and applicable mail-flow actions.
Mechanism labels	Relationships identify why the route exists - for example Distribution Group membership, Inbox rule "Serv to others", or Mailbox forwarding - keeps copy.
Navigation	Where an adjacent object can be resolved, selecting it makes that object the new centre so the routing relationships can be walked quickly.

Delivery Flow sizing

In Delivery Test & Proof, drag the horizontal section handles to resize Flow and Delivery proof vertically. Flow recalculates Fit automatically after the resize. Manual zoom or pan does not trigger an unwanted refit. The zoom percentage occupies a fixed aligned position between the minus and plus controls.

Audit Trail

Audit Trail entries are human-specific: exact owner additions/removals, recipient changes, security-registry changes, forwarding changes, rule state changes and mailbox-permission changes. Duplicate raw owner/remediation rows are suppressed, and a zero-change owner operation is not presented as a meaningful change.

Current report reset

Full Tenant Report includes Clear current report. This clears the persisted current report state so old results do not reappear when the report is reopened. It does not delete the Audit Trail.

Security Administration

CGM authorization is separate from Microsoft authentication. Security registries use verified Entra identities/object IDs.

Permitted Entra Users	The explicit CGM allow-list. A Microsoft account that authenticates successfully still cannot use CGM unless it is permitted.
Protected Identities	Ordinary CGM operators cannot reduce another protected identity's protected access. A protected operator can change their own operational assignment after explicit self-change confirmation without removing their global protection.
Protection Administrators	May manage protection. The configured root Protection Administrator can delegate this role. Root protection cannot be removed through the normal management tool.

NAS journal and recovery

The canonical CGM Audit Trail journal is stored at **/share/Matrix/CGM/Journal/cgm-change-journal.jsonl** on the mounted Matrix NAS. CGM verifies that /share/Matrix is an actual CIFS/SMB mount before treating it as persistent storage. Deployment rollback backups are directed to the NAS.

SD-card protection

If the NAS is unavailable, journal records enter a bounded local outage queue instead of becoming a long-term SD-card archive. The queue flushes to the NAS when storage returns.

Verification semantics

CGM should display Verified only after a fresh Microsoft 365 reread matches the intended state. A submitted write that has not yet matched during the propagation window remains pending or fails verification; CGM does not blindly repeat the write.