

# Troubleshoot Microsoft Exchange Online

## Description

This course teaches you how to solve a broad range of problems that can arise in organizations using Microsoft Exchange Online. In this training, you'll troubleshoot many aspects of Microsoft Exchange Online, including mail flow, compliance, recipient problems, and cloud/on-premises hybrid configurations.

**Training officially removed from the Microsoft catalog on 31.07.2023.**

## Course Content

### Module 1: Troubleshoot problems with mail flow

- Investigate problematic messages
- Troubleshoot transport rules and conditional routing
- Troubleshoot DNS issues
- Investigate and repair SMTP issues
- Troubleshoot problems with mail flow

### Module 2: Troubleshoot message filtering in inboxes and Microsoft Defender for Office 365

- Troubleshoot inbox rules
- Troubleshoot message attachments
- Investigate actions taken by Defender for Office 365
- Troubleshoot spam filter policies
- Troubleshoot message filtering

### Module 3: Troubleshoot compliance and retention issues

- Troubleshoot eDiscovery
- Troubleshoot holds
- Manage item deletion
- Troubleshoot retention policies
- Troubleshoot message records management
- Troubleshoot compliance retention issues

### Module 4: Troubleshoot encryption, auditing, and journaling

- Diagnose encryption problems
- Troubleshoot mailbox auditing
- Troubleshoot journaling
- Troubleshoot encryption, auditing, and journaling

### Module 5: Troubleshoot desktop Outlook clients

- Troubleshoot Outlook connections to Exchange
- Fix Outlook authentication issues
- Troubleshoot calendars
- Troubleshoot desktop Outlook clients

## Module 6: Troubleshoot issues with mobile devices

- Troubleshoot mobile devices that access Exchange Online
- Troubleshoot ActiveSync
- Troubleshoot mobile device issues

## Module 7: Troubleshoot Exchange Online configuration issues

- Provision objects without problems
- Troubleshoot recipient issues
- Troubleshoot address lists and address books
- Investigate organization-wide settings
- Troubleshoot public folder issues
- Troubleshoot Exchange Online configuration issues

## Module 8: Troubleshoot hybrid and migration issues

- Troubleshoot setup and mail flow in hybrid configurations
- Address other hybrid configuration problems
- Ensure a smooth migration
- Troubleshoot hybrid and migration issues

## Lab / Exercises

- Official Microsoft Labs

## Documentation

- Access to Microsoft Learn (online learning content)

## Exam

- This course prepares you to the **MS-220: Troubleshooting Microsoft Exchange Online** exam
- If you wish to take this exam, please select it when you add the course to your basket

## Participant profiles

- Systems and Networks Specialist
- Cloud Administrator

## Prerequisites

- Experience with PowerShell and the Exchange PowerShell module
- Significant experience deploying, managing, and troubleshooting Exchange environments

## Objectives

- Troubleshoot mail flow issues
- Troubleshoot compliance and retention issues

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- Troubleshoot mail client issues
  - Troubleshoot Exchange Online configuration issues
  - Troubleshoot hybrid and migration issues

**Niveau**

Avancé

**Classroom Registration Price (CHF)**

2500

**Virtual Classroom Registration Price (CHF)**

2350

**Duration (in Days)**

3

**Reference**

MS-220T00