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Learning Style: Virtual Classroom

Provider: Microsoft

Difficulty: Advanced

Course Duration: 3 Days

Troubleshoot Microsoft Exchange Online (MS-220)

If you enroll in this course at the listed price, you receive a Free Official Exam Voucher for the MS-220 Exam. This course does not include Exam Voucher if enrolled within the Master Subscription, however, you can request to purchase the Official Exam Voucher separately.

About tihs Course:

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

Audience:

The audience for this course is current or aspiring support engineers who work with customers and other stakeholders to understand the details of any Microsoft Exchange Online issues. They also interact with administrators and peers that work with other related technologies to troubleshoot and resolve issues.

Prerequisites:

Before attending this course, students must have:

- Experience with PowerShell and the Exchange PowerShell module.

- Significant experience deploying, managing, and troubleshooting Exchange environments.

Course Outline:

Troubleshoot problems with mail flow

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

Troubleshoot message filtering in inboxes and Microsoft Defender for Office 365

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

Troubleshoot compliance and retention issues

- Introduction
- Troubleshoot eDiscovery
- Troubleshoot holds
- Manage item deletion
- Troubleshoot retention policies
- Troubleshoot message records management
- Troubleshoot compliance retention issues
- Knowledge check
- Summary

Troubleshoot encryption, auditing, and journaling

- Introduction
- Diagnose encryption problems
- Troubleshoot mailbox auditing
- Troubleshoot journaling
- Troubleshoot encryption, auditing, and journaling
- Knowledge check
- Summary

Troubleshoot desktop Outlook clients

- Introduction
- Troubleshoot Outlook connections to Exchange
- Fix Outlook authentication issues
- Troubleshoot calendars
- Troubleshoot desktop Outlook clients
- Knowledge check
- Summary

Troubleshoot issues with mobile devices

- Introduction
- Troubleshoot mobile devices that access Exchange Online
- Troubleshoot ActiveSync
- Troubleshoot mobile device issues
- Knowledge check
- Summary

Troubleshoot Exchange Online configuration issues

- Introduction
- 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
- Knowledge check
- Summary

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Troubleshoot hybrid and migration issues

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

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