Troubleshooting Microsoft Exchange Online

CODICE	MS-220T00
DURATA	3 gg
PREZZO	1.100,00 €
EXAM	

DESCRIZIONE

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.

TARGET

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.

PREREQUISITI

Before attending this course, students must have:

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

CONTENUTI

Troubleshoot problems with mail flow

Investigate and diagnose problems with email flow in your Exchange Online organization. Find issues caused by incorrect transport rules, DNS records, message headers, and other causes.

After completing this module, you'll be able to:

- Identify and troubleshoot message delivery issues.
- Determine why Exchange Online is routing messages incorrectly.
- Identify wrongly configured mail records in DNS.
- Troubleshoot issues with SMTP mail transfer.

Troubleshoot message filtering in inboxes and Microsoft Defender for Office 365

Investigate and diagnose why emails are prevented from arriving at their intended destination because of inbox rules, Microsoft Defender for Office 365, spam filter policies, and other Exchange Online features.

After completing this module, you'll be able to:

- Diagnose problems caused by misconfigured or corrupted inbox rules.
- Decide why message attachments are preventing message delivery.
- Analyze why Exchange Online Protection has taken action on a message.
- Identify poorly configured spam filter policies.

Troubleshoot compliance and retention issues

Investigate and diagnose problems with compliance and item retention in your Exchange Online organization, including incorrect retention policies, problems with eDiscovery, and inappropriate holds.

After completing this module, you'll be able to:

- Determine why eDiscovery doesn't return the items you intended.
- Diagnose which in-place and eDiscovery holds apply to a specific item.
- Delete and purge items throughout an Exchange Online organization.
- Determine why items are not retained as intended.
- Troubleshoot Messaging Records management.

Troubleshoot encryption, auditing, and journaling

Investigate and diagnose misconfigured encryption, auditing, and journaling in your Exchange Online organization.

After completing this module, you'll be able to:

- Find out why Exchange Online can't encrypt or decrypt messages as intended.
- Ensure that sensitive actions on items and mailboxes create a secure audit log.
- Discover why items are not reaching the Exchange Online journal.

Troubleshoot desktop Outlook clients

Investigate and diagnose problems that desktop and laptop computer users have when connecting their Outlook client to Exchange Online.

After completing this module, you'll be able to:

- Ensure Outlook clients can connect to Exchange Online.
- Diagnose Outlook client authentication issues.

- Resolve problems with calendaring, resource booking, and delegation.

Troubleshoot issues with mobile devices

Investigate and diagnose problems that users may experience when they use mobile phones, tablets, and other devices to access Exchange Online.

After completing this module, you'll be able to:

- Resolve any issues that mobile devices have when connecting to Exchange Online.
- Diagnose problems with ActiveSync devices.

Troubleshoot Exchange Online configuration issues

Investigate and diagnose Exchange Online configuration issues including provisioning errors, recipient issues, address book membership, and public folder settings.

After completing this module, you'll be able to:

- Diagnose problems that arise when provisioning recipients and other objects.
- Resolve issues that affect mailboxes, distribution lists, and other recipients.
- Ensure that address lists include all the intended recipients and only the intended recipients.
- Fix common problems that affect your entire organization.
- Ensure that users can access public folders without problems.

Troubleshoot hybrid and migration issues

Investigate and diagnose problems in an Exchange Online and Exchange Server hybrid organization, including mail flow problems, synchronization issues, and migration failures.

After completing this module, you'll be able to:

- Enable mail to flow between Exchange Online and Exchange Server recipients correctly.
- Fix issues with free/busy information, public folders, and recipient synchronization in hybrid deployments.
- Troubleshoot issues that arise during a migration.