Troubleshoot Microsoft Exchange Online

Duration: 3 Days

Prerequisites:

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

Course Description:

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

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

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

Troubleshoot compliance and retention issues

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

Troubleshoot encryption, auditing, and journaling

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

Troubleshoot desktop Outlook clients

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

Troubleshoot issues with mobile devices

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

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

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