

Troubleshooting Microsoft Exchange Online

This course is for IT professionals who want to prepare to take the Microsoft Certification Exam, MS-220: "Troubleshooting Microsoft Exchange Online."

It is designed to show students how to solve a broad range of problems that can arise in organizations using Microsoft Exchange Online. Students will troubleshoot many aspects of Exchange Online, including mail flow, compliance, recipient problems, and cloud/on-premises hybrid configurations.

Détails

- **Code** : MS-220
- **Durée** : 3 jours (21 heures)

Public

- Administrateurs de Cloud
- Administrateurs de data warehouse
- Consultants
- Consultants IT
- Ingénieurs
- Ingénieurs d'infrastructure
- IT consultants

Pré-requis

- Have experience with PowerShell and the Exchange PowerShell module and have significant experience deploying, managing, and troubleshooting Microsoft Exchange Online environments.

Objectifs

- see course description

Programme

Module 1: 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

Module 2: 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

Module 3: 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

Module 4: Troubleshoot encryption, auditing, and journaling

- Investigate and diagnose misconfigured encryption,

auditing, and journaling in your Exchange Online organization

Module 5: Troubleshoot desktop Outlook clients

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

Module 6: 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

Module 7: Troubleshoot Exchange Online configuration issues

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

Module 8: 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

Modalités

- **Type d'action** :Acquisition des connaissances
- **Moyens de la formation** :Formation présentielle – 1 poste par stagiaire – 1 vidéo projecteur – Support de cours fourni à chaque stagiaire
- **Modalités pédagogiques** :Exposés – Cas pratiques – Synthèse
- **Validation** :Exercices de validation – Attestation de stages

