

# MS-220T00: Troubleshoot Microsoft Exchange Online

Duration: 3 Days

## Course Content:

You can learn how to fix a wide variety of issues that can occur in organizations utilizing Microsoft Exchange Online by taking the MS-220T00: Troubleshoot Microsoft Exchange Online course. You will learn how to troubleshoot a variety of Microsoft Exchange Online issues in the MS-220T00: Troubleshoot Microsoft Exchange Online training, including mail flow, recipient issues, compliance, and cloud/on-premises hybrid settings.

## Training Exclusives

- Live instructor-led interactive sessions with Microsoft Certified Trainers (MCT).
- Access to Microsoft Official Courseware (MOC).
- Real-time Virtual Lab Environment.
- Experience 24\*7 Learner Support.
- Self-paced learning and flexible schedules.

## Who should attend?

- This course is intended for experienced or aspiring support engineers who interact with clients and other stakeholders to fully grasp any Microsoft Exchange Online concerns.
- To troubleshoot and fix problems, they converse with administrators and colleagues who work with other similar technologies.
- Support Engineer

## Prerequisites for this training

- Knowledge of the Exchange PowerShell module and PowerShell
- Significant Exchange environment deployment, management, and troubleshooting expertise

## What you will learn

- Troubleshoot mail flow issues
- Microsoft Defender for Office 365 and message filtering mailbox issues
- Investigate compliance and retention problems.
- Encryption, auditing, and logging issues
- Fix desktop Outlook customers' issues
- Investigate mobile device problems
- Troubleshoot configuration problems with Exchange Online
- Fix hybrid and migration problems.

## What Exam Do I Need To Get Certified?

- MS-220 : Troubleshooting Microsoft Exchange Online

## Curriculum

### Module 1: Troubleshoot problems with mail flow

- 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

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

- 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

### Module 3: Troubleshoot compliance and retention issues

- 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

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

- 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

### Module 5: Troubleshoot desktop Outlook clients

- Ensure Outlook clients can connect to Exchange Online
- Diagnose Outlook client authentication issues
- Resolve problems with calendaring, resource booking, and delegation

### Module 6: Troubleshoot issues with mobile devices

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

### Module 7: Troubleshoot Exchange Online configuration issues

- 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

### Module 8: Troubleshoot hybrid and migration issues

- 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

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***For any query Contact Us – MicrotekLearning***

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