

training code: MS-220 / ENG DL 3d / EN

Troubleshoot Microsoft Exchange Online

Authorized Troubleshoot Microsoft Exchange Online **MS-220**
Distance Learning training.

Target audience:

- Administrator
- E-mail administrator
- HelpDesk
- IT specialist



Purpose of the training

The training is addressed to:

- Administrator
- E-mail administrator
- HelpDesk
- IT specialist

The following 3-day course is addressed IT specialists who would like to prepare for MS-220: Troubleshoot Microsoft Exchange Online” exam. The training aims to show how solve wide spectrum of issues which might appear in organisations using Microsoft Exchange Online. The participants will be able to solve problems with several aspects of Exchange Online, including e-mail flow, compatibility, problems with recipients and cloud/local hybrid configurations. The audience of the course will also be IT specialists and HelpDesk employees, who would like to acquire knowledge useful for troubleshooting e-mail.



Benefits of completing the training

Gaining knowledge and practical skills from troubleshooting in Microsoft Exchange Online.

The course provides participants with knowledge and skills from diagnosing problems with e-mail flow in organising Exchange Online. Participants will also be acquainted with ways to solve problems with filtering messages in mailboxes and Microsoft Defender service for Office 365, with compatibility and storing elements, including storage policies, with eDiscovery and inappropriately configured firewall. Moreover, topics referring to problems with ciphering, auditing and journaling will be discussed. In training agenda problems with local and mobile Clients, configuring Exchange Online, as well as hybrid environments and migration will be discussed.



Examination method

The exam is on-line. You can enroll at: <https://home.pearsonvue.com/Clients/Microsoft.aspx>



Exam description

After the **MS-220** course, you can take Microsoft certification exams:an Authorized Test Center,online being monitored by an offsite proctor. Details on the website: <https://learn.microsoft.com/en-us/certifications/exams/ms-220>



Expected Listener Preparation

- Experience with PowerShell and Exchange PowerShell module.
- A huge experience in deployment, management and troubleshooting Microsoft Exchange Online environment.
- Experience with label troubleshooting mechanisms, especially DNS, knowledge of TCP/IP and a concept of network, knowledge of Simple Mail Transfer Protocol (SMTP)
- An ability to use materials in English.



Training Language

- **Training:** English
- **Materials:** English

Training Includes

* electronic handbook available at:

<https://learn.microsoft.com/pl-pl/training/>

* access to Altkom Akademia student portal

Training method:

- theory
- video demonstrations
- interactive guides

specifying theory vs. practice quantity

- 50% theory
- 50% practice

Duration

3 days / 21 hours

Training agenda

1. Troubleshooting e-mail flow
 - Troubleshooting message delivery.
 - Specifying why Exchange Online inappropriately redirects messages.
 - Identifying misconfigured e-mail records in DNS.
 - Troubleshooting SMTP e-mail delivery.
2. Troubleshooting message filtering in mailboxes and Microsoft Defender for Office 365
 - Diagnosing problems caused by misconfigured or damaged mailbox rules.
 - Trouble with appendices to message.
 - Analysing actions performed by Exchange Online Protection.
 - Identifying misconfigured spam filtering policies.
3. Troubleshooting compatibility and storage
 - Specifying why eDiscovery does not yield intended elements.
 - Diagnosing which local firewalls and eDiscovery are used for specific element.
 - Deleting and clearing elements in whole Exchange Online organisation.
 - Specifying why elements are not stored according with their purpose.

- Troubleshooting message records management.
4. Troubleshooting ciphering, inspection and journaling
 - Verifying reasons for lack of ciphering or deciphering messages according with their purpose.
 - Secure audit log.
 - Diagnosing reasons for lack of elements in Exchange Online journal.
 5. Troubleshooting Outlook desktop clients
 - Verifying Outlook Clients' connection with Exchange Online.
 - Diagnosing problems with Outlook Client authentication.
 - Troubleshooting calendars, resource reservation and delegation.
 6. Troubleshooting mobile devices
 - Solving problems with mobile devices during connection with Exchange Online.
 - Diagnosing problems with urządzeniami ActiveSync devices.
 7. Troubleshooting Exchange Online configuration
 - Diagnosing problems appearing while sharing recipients and other objects.
 - Solving problems which influence mailboxes, distribution lists and other recipients.
 - Verifying membership in address lists.
 - Fixing typical problems which influence the whole organisation.
 - Verifying access to public folders.
 8. Troubleshooting hybrid environment and migration
 - Configuring appropriate e-mail flow between Exchange Online and Exchange Server recipients.
 - Troubleshooting available/busy information, public folders and recipients synchronisation in hybrid deployments.
 - Solving problems during migration.