# MS-220T00: Troubleshoot Microsoft Exchange® Online

**Duration: 3 Days**
**Method: Live Online Training**

*Certification:* Microsoft 365 Certified: Exchange Online Support Engineer Specialty — **Exam:** MS-220
***Expires July 31, 2023***

## Course Description

This course teaches participants how to solve a broad range of problems that can arise in organizations using Microsoft Exchange Online. In this course, participants will troubleshoot many aspects of Microsoft Exchange Online, including mail flow, compliance, recipient problems, and cloud/on-premises hybrid configurations.

## Target Audience

This course is intended for:
- 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.

## Prerequisites

To attend this course, candidates must have:
- Experience with PowerShell® and the Exchange PowerShell module.
- Significant experience deploying, managing, and troubleshooting Exchange environments.

## Course Objectives

Upon successful completion of this course, attendees will be able to troubleshoot:
- Mail Flow Issues
- Compliance and Retention Issues
- Mail Client Issues
- Exchange Online Configuration Issues
- Hybrid and Migration Issues

Microsoft Partner

**Tel:** 876-978-1107 / 876-978-1486
**WhatsApp:** 876-978-9353
**E-Mail:** training@RWTTS.com | **Website:** www.RWTTS.com

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## Course Topics

### Module 1: Troubleshoot Problems with Mail Flow

- Investigate Problematic Messages
- Troubleshoot Transport Rules and Conditional Routing
- Troubleshoot DNS Issues
- Investigate and Repair SMTP Issues
- Troubleshoot Problems with Mail Flow

### Module 2: Troubleshoot Message Filtering in Inboxes and Microsoft Defender for Office 365

- Troubleshoot Inbox Rules
- Troubleshoot Message Attachments
- Investigate Actions Taken by Defender for Office 365
- Troubleshoot Spam Filter Policies
- Troubleshoot Message Filtering

### Module 3: Troubleshoot Compliance and Retention Issues

- Troubleshoot eDiscovery
- Troubleshoot Holds
- Manage Item Deletion
- Troubleshoot Retention Policies
- Troubleshoot Message Records Management
- Troubleshoot Compliance Retention Issues

### Module 4: Troubleshoot Encryption, Auditing, and Journaling

- Diagnose Encryption Problems
- Troubleshoot Mailbox Auditing
- Troubleshoot Journaling
- Troubleshoot Encryption, Auditing, and Journaling

### Module 5: Troubleshoot Desktop Outlook Clients

- Troubleshoot Outlook Connections to Exchange
- Fix Outlook Authentication Issues
- Troubleshoot Calendars
- Troubleshoot Desktop Outlook Clients

## Course Topics *Continued*

### Module 6: Troubleshoot Issues with Mobile Devices

- Troubleshoot Mobile Devices that Access Exchange Online
- Troubleshoot ActiveSync
- Troubleshoot Mobile Device Issues

### Module 7: Troubleshoot Exchange Online Configuration Issues

- Provision Objects Without Problems
- Troubleshoot Recipient Issues
- Troubleshoot Address Lists and Address Books
- Investigate Organization-Wide Settings
- Troubleshoot Public Folder Issues
- Troubleshoot Exchange Online Configuration Issues

### Module 8: Troubleshoot Hybrid and Migration Issues

- Troubleshoot Setup and Mail Flow-In Hybrid Configurations
- Address Other Hybrid Configuration Problems
- Ensure a Smooth Migration
- Troubleshoot Hybrid and Migration Issues

## EXERCISES INCLUDED