Office 365 Exchange Online: Troubleshooting

WorkshopPLUS

Duration: 3 days

Focus Area: Operations and Monitoring

Difficulty: 300-Advanced

Overview

This course provides participants with the information necessary to troubleshoot common issues that may be encountered by customers when using the Microsoft Exchange Online service, including the Office 365 related components. It is ideal for organizations which are looking to move, or have moved to Office 365, and need a solid understanding of how to identify and troubleshoot issues that may arise when shifting from an on-premises environment to a cloud-based service. Each group of modules is organized by scenario, and is designed to provide participants with in-depth expertise, tools and hands-on experience

Objectives

After completing this training, students will be able to:

- Get an insight into identifying and resolving common end user issues, as well as providing recommended Outlook best practices that will help to avoid common issues around performance, delegates, and calendaring.

- Discuss the various client and connectivity options available for Exchange Online, and covers the tools used for diagnosing and resolving common Outlook connectivity issues

- Learn how to deal with quarantined messages, prevention of spam and phishing attacks, and how to trace messages into and out of the Exchange Online Protection environment

- Learn how to recover accidental deleted user objects and mailboxes, locate and destroy a sensitive message sent to all users, and use auditing to troubleshoot mystery mailbox item deletions

Key Takeaways

Course Material

- Details on the troubleshooting methods and the required tools to identify problems.
- Microsoft Outlook best practices to avoid common end-user issues
- Troubleshoot Exchange Hybrid and coexistence features and troubleshoot the most common pre-migration and post-migration issues

Hands-on Labs

- Most of the concepts covered above will be supported by hands-on labs and demos.
- Attendees have access to resources and labs for up to 6 months after workshop completion.

Agenda

Day 1
- Introduction
- Troubleshooting Client Connectivity Problems

Day 2
- Troubleshooting Identity Issues
- Troubleshooting Authentication Problems
- Troubleshooting Hybrid Deployment
- Troubleshooting Office 365 Mail Flow

Day 3

- Troubleshooting Public Folders
- Tenant Based Administration Troubleshooting

Plan for three full days. Early departure on any day is not recommended.

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Course Details

Module 1: Introduction

- Introduction to Cloud Computing
- Office 365 overview
- Azure Active Directory
- Exchange hybrid basic concepts

Module 2: Troubleshooting Client Connectivity

- The Troubleshooting Mindshift
- Outlook Connectivity Basics
- Autodiscover and Troubleshooting
- Tools
- Common Outlook Connectivity Issues
- Outlook on the Web Troubleshooting
- Mobile Device ActiveSync Troubleshooting

Module 3: Troubleshooting Identity Issues

- Understanding Azure AD Connect Sync
- Monitoring Azure AD Connect Sync
- Troubleshooting Azure AD Connect Sync
- DR procedure

Module 4: Troubleshooting Authentication Problems

- Understanding Client Authentication Flow
- Identifying and Resolving Common AD FS Issues
- Troubleshooting Credentials Prompts
- AD FS Disaster Recovery

Module 5: Troubleshooting Hybrid Deployment

- Troubleshooting Coexistence Problems
- Troubleshooting Mailbox Migrations
- Troubleshooting Hybrid Mail Flow
- Common Hybrid Configuration Wizard Problems

Module 6: Troubleshooting Office 365 Mail Flow

- Online Resources
- Message Trace
- Quarantine
- Preventing Phishing Attacks
- Preventing Zero-Day and Time-of-Click Attacks

Module 7: Troubleshooting Public Folders

- Public Folder Coexistence Configuration
- Troubleshooting Migration Issues
- Client Connectivity Coexistence Issues

Module 8: Tenant Based Administration Troubleshooting

- Using eDiscovery to Search for and Delete a Message
- Recovering Deleted User Objects
- Use Auditing to Troubleshoot Mailbox Item Deletions

Recommended Qualifications

- The WorkshopPLUS is for IT pros responsible for migrating and supporting users in Microsoft Office 365. The content is particularly relevant to system administrators and support personnel who can carry out advanced troubleshooting steps across various technologies, including networking, Microsoft Exchange Server, and client configuration.

- Participants should ideally be experienced with Exchange and have general troubleshooting experience.

Hardware Requirements

- An Intel Core-i5-based PC
- USB port
- Microsoft/Windows Live ID to connect to the virtual environment
- 4 GB RAM
- 128 GB HDD
- Windows 7 SP1 or later
- Office 2013 Professional Plus
- Internet access with at least 1 Mbps bandwidth per student.

For more information

Contact your Microsoft Account Representative for further details.

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