



CORSO MOC MS-220: TROUBLESHOOT MICROSOFT EXCHANGE ONLINE

DURATA 3 GIORNI

PROGRAMMA

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 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

CONTACT

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Module 5: Troubleshoot desktop Outlook clients

- Troubleshoot Outlook connections to Exchange
- Fix Outlook authentication issues
- Troubleshoot calendars
- Troubleshoot desktop Outlook clients

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

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