Overview

The Office 365 Exchange Online: Troubleshooting WorkshopPLUS will provide 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. Courseware includes details on the troubleshooting methods and the required tools to identify problems.

Key Features and Benefits

This workshop 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.

Technical Highlights

During this course, students will:
- Learn general troubleshooting concepts.
- Apply concepts during hands-on labs.
- Identify known issues and workarounds.
- Use tools to identify causes of issues.
- Learn Microsoft Outlook best practices to avoid common end-user issues
- Learn to tune and optimize the network for best performance.
- Troubleshoot identity and authentication problems.
- Troubleshoot Exchange Hybrid and coexistence features.
- Troubleshoot the most common pre-migration and post-migration issues

Target Audience:
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.

Prerequisites:
Participants should ideally be experienced with Exchange and have general troubleshooting experience.
**Syllabus**

This WorkshopPLUS runs for **three** full days. Students should anticipate consistent start and end times for each day. Early departure on any day is not recommended. There is a hands-on lab associated with each of the following modules.

**Module 1: Introduction Office 365 and Exchange Online:** This module provides an overview of the service including Microsoft Azure Active Directory, as well as introduction into the administration of an Office 365 tenant.

**Module 2: Office 365 Network Troubleshooting:** This module covers Office 365 networking fundamentals, troubleshooting, tuning and configuration guidance.

**Module 3: Troubleshooting Outlook:** This module provides 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.

**Module 4: Troubleshooting Client Connectivity Problems:** This module discusses the various client and connectivity options available for Exchange Online, and covers the tools used for diagnosing and resolving common Outlook connectivity issues.

**Module 5: Troubleshooting Identity Issues:** This module discusses troubleshooting common Microsoft Online Services Directory Synchronization tool issues, including monitoring and disaster recovery procedures.

**Module 6: Troubleshooting Authentication Problems:** This module covers the client authentication flow, Active Directory Federation Services (AD FS) and Password Sync, and troubleshooting credential prompts.

**Module 7: Troubleshooting Hybrid Deployment Issues:** This module will delve into the common hybrid setup problems, as well as provide insight into how to troubleshoot coexistence issues, mailbox moves, and cross-premises mail flow.

**Module 8: Troubleshooting Office 365 Mail Flow Problems:** This module discusses 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.

**Module 9: Troubleshooting Public Folders:** This module covers the concepts of configuring and troubleshooting public folder co-existence, migration and client connectivity issues.

**Module 10: Tenant Based Administration Troubleshooting:** This module discusses 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.

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**IT Requirements:**
The minimum requirements per student is an Intel Core-i5 based computer with the following specifications:
- 4-GB RAM
- 128-GB HDD
- Windows 7 SP1, 8, 8.1
- Microsoft Office 2013 Professional Plus
- Internet access with at least 1 Mbps per student