MS-220T00 Troubleshoot Microsoft Exchange Online

Category: Modern Workplace & M365 | **Vendor:** Microsoft

Duration: 24.00 hours (3 days) **19.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format:	Instructor Led - Online
Certification:	Microsoft Applied Skills: Troubleshoot Microsoft Exchange Online
Related Exam:	MS-220

Course Overview

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

About This Course

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

Who Should Attend

The audience for this course is current or 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 & Entry Requirements

General Prerequisites:

Before attending this course, students must have: Experience with PowerShell and the Exchange PowerShell module. Significant experience deploying, managing, and troubleshooting Exchange environments.

Detailed Course Outline

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1 - Troubleshoot problems with mail flow

- Identify and troubleshoot message delivery issues.
- Determine why Exchange Online is routing messages incorrectly.
- Identify wrongly configured mail records in DNS.
- Troubleshoot issues with SMTP mail transfer.

2 - Troubleshoot message filtering in inboxes and Microsoft Defender for Office 365

- Diagnose problems caused by misconfigured or corrupted inbox rules.
- Decide why message attachments are preventing message delivery.
- Analyze why Exchange Online Protection has taken action on a message.
- Identify poorly configured spam filter policies.

3 - Troubleshoot compliance and retention issues

- Determine why eDiscovery doesn’t return the items you intended.
- Diagnose which in-place and eDiscovery holds apply to a specific item.
- Delete and purge items throughout an Exchange Online organization.
- Determine why items are not retained as intended.
- Troubleshoot Messaging Records management.

4 - Troubleshoot encryption, auditing, and journaling

- Find out why Exchange Online can’t encrypt or decrypt messages as intended.
- Ensure that sensitive actions on items and mailboxes create a secure audit log.
- Discover why items are not reaching the Exchange Online journal.

5 - Troubleshoot desktop Outlook clients

- Ensure Outlook clients can connect to Exchange Online.
- Diagnose Outlook client authentication issues.
- Resolve problems with calendaring, resource booking, and delegation.

6 - Troubleshoot issues with mobile devices

- Resolve any issues that mobile devices have when connecting to Exchange Online.
- Diagnose problems with ActiveSync devices.

7 - Troubleshoot Exchange Online configuration issues

- Diagnose problems that arise when provisioning recipients and other objects.
- Resolve issues that affect mailboxes, distribution lists, and other recipients.
- Ensure that address lists include all the intended recipients and only the intended recipients.
- Fix common problems that affect your entire organization.
- Ensure that users can access public folders without problems.

8 - Troubleshoot hybrid and migration issues

- Enable mail to flow between Exchange Online and Exchange Server recipients correctly.
- Fix issues with free/busy information, public folders, and recipient synchronization in hybrid deployments.
- Troubleshoot issues that arise during a migration.

□□ Certification Path

Microsoft Applied Skills: Troubleshoot Microsoft Exchange Online

Exam: MS-220

Additional Course Details

Nexus Humans MS-220 Troubleshoot Microsoft Exchange Online training program is a workshop that presents an invigorating mix of sessions, lessons, and masterclasses meticulously crafted to propel your learning expedition forward.

This immersive bootcamp-style experience boasts interactive lectures, hands-on labs, and collaborative hackathons, all strategically designed to fortify fundamental concepts.

Guided by seasoned coaches, each session offers priceless insights and practical skills crucial for honing your expertise. Whether you're stepping into the realm of professional skills or a seasoned professional, this comprehensive course ensures you're equipped with the knowledge and prowess necessary for success.

While we feel this is the best course for the MS-220 Troubleshoot Microsoft Exchange Online course and one of our Top 10 we encourage you to read the course outline to make sure it is the right content for you.

Additionally, private sessions, closed classes or dedicated events are available both live online and at our training centres in Dublin and London, as well as at your offices anywhere in the UK, Ireland or across EMEA.

Frequently Asked Questions

Q: What delivery options are available for MS-220T00 Troubleshoot Microsoft Exchange Online?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

Q: What certification does this course prepare me for?

The MS-220T00 Troubleshoot Microsoft Exchange Online course helps prepare you for the Microsoft Applied Skills: Troubleshoot Microsoft Exchange Online certification path.

Q: Which exam does this course prepare me for?

This course prepares you for the MS-220 official exam. You can take this exam at any exam center across United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online wherever you are located.

Q: How many CPD hours does this course provide?

The 3-day MS-220T00 Troubleshoot Microsoft Exchange Online course provides up to 19.5 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the MS-220T00 Troubleshoot Microsoft Exchange Online training?

The training takes place over 3 day(s), with each day lasting approximately 24.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for MS-220T00 Troubleshoot Microsoft Exchange Online?

Yes, we provide corporate training, dedicated training, and closed classes for MS-220T00 Troubleshoot Microsoft Exchange Online. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

Q: What related terms do people search for?

Popular related searches include: ms 220 ms220

Q: Why choose Nexus Human for MS-220T00 Troubleshoot Microsoft Exchange Online?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your MS-220T00 Troubleshoot Microsoft Exchange Online training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

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