



MICROSOFT TRAINING

Troubleshooting Microsoft Exchange Online Course

Master troubleshooting Microsoft Exchange Online to quickly diagnose and fix email and collaboration issues.

DURATION

2 hours

LEVEL

Intermediate

FORMAT

Instructor-Led

- Globally Recognized Certification

- Expert-Led Hands-On Training

- Flexible Scheduling

Computer Pride | 1st Floor, ICEA Building, Kenyatta Avenue, Nairobi | www.computer-pride.co.ke

COURSE OVERVIEW

This intermediate-level course is meticulously designed to equip IT professionals with the essential skills and in-depth knowledge required to effectively diagnose, troubleshoot, and resolve common to complex issues within Microsoft Exchange Online environments. As organizations increasingly rely on cloud-based messaging solutions, the ability to maintain service availability, ensure seamless mail flow, and resolve user-facing challenges quickly is paramount. This course dives deep into the architecture, tools, and methodologies necessary to keep your Exchange Online deployment running smoothly. Participants will gain practical expertise in leveraging various administrative portals, advanced PowerShell cmdlets, and diagnostic tools to pinpoint root causes of performance bottlenecks, mail delivery failures, client connectivity problems, and security-related incidents. You will learn systematic approaches to problem-solving, enabling you to reduce downtime, enhance user satisfaction, and proactively identify potential issues before they impact business operations. By mastering these troubleshooting techniques, you will become an invaluable asset to any organization utilizing Microsoft Exchange Online.

Duration	2 hours
Level	Intermediate
Vendor	Microsoft

COURSE CURRICULUM

01 Module 1: Foundations of Exchange Online Troubleshooting

- Understanding Exchange Online Architecture and Components
- Key Troubleshooting Methodologies and Best Practices
- Overview of Admin Centers: M365 Admin Center, Exchange Admin Center (EAC)
- Introduction to Exchange Online PowerShell for Diagnostics
- Utilizing Service Health Dashboard and Message Center

02 Module 2: Resolving Mail Flow and Delivery Issues

- Diagnosing Inbound and Outbound Mail Flow Problems
- Advanced Message Trace Analysis and Interpretation
- Troubleshooting Mail Flow Rules (Transport Rules)
- Connector Configuration and Diagnostics
- Verifying and Troubleshooting DNS Records (MX, SPF, DKIM, DMARC)

03 Module 3: Client Connectivity and Access Troubleshooting

- Troubleshooting Outlook Client Connectivity (Autodiscover, Profiles, OST/PST issues)
- Diagnosing Outlook on the Web (OWA) Access and Performance Problems
- Resolving Mobile Device Access Issues (ActiveSync, Outlook Mobile)
- Authentication and Authorization Failures (MFA, Conditional Access, AD Sync)
- Using Microsoft Remote Connectivity Analyzer

04 Module 4: Performance, Service Availability, and Mailbox Management

- Identifying and Resolving Mailbox Quota and Storage Issues
- Understanding and Managing Throttling Policies
- Diagnosing Performance Bottlenecks and Latency
- Troubleshooting Public Folder Access and Replication Issues
- Monitoring Resource Utilization and Service Performance

05 Module 5: Security, Compliance, and Data Protection Challenges

- Troubleshooting Anti-Spam and Anti-Malware Filter Configuration
- Diagnosing Data Loss Prevention (DLP) Policy Enforcement Issues
- Resolving eDiscovery and Compliance Search Failures
- Auditing Mailbox Access and Administrator Actions for Security Incidents
- Troubleshooting Journaling and Archiving Solutions

06 Module 6: Advanced Diagnostics and Automation with PowerShell

- Deep Dive into Complex PowerShell Cmdlets for Diagnostics
- Analyzing Diagnostic Logs and Reports in Detail
- Developing Custom Troubleshooting Scripts and Functions
- Best Practices for Proactive Monitoring and Alerting
- Case Studies: Real-World Troubleshooting Scenarios

CAREER PATHWAYS

Graduates of this program are prepared for the following roles:

- > **Microsoft 365 Messaging Administrator**
- > **Senior IT Support Specialist (Tier 2/3)**
- > **Cloud Infrastructure Engineer specializing in Communication Services**

FREQUENTLY ASKED QUESTIONS

Q: What are the recommended prerequisites for enrolling in this Troubleshooting Microsoft Exchange Online course?

This intermediate-level course assumes participants have a foundational understanding of Microsoft 365 administration and basic hands-on experience managing Exchange Online environments. Familiarity with PowerShell is highly beneficial, as it is extensively used for diagnostics and resolution, but key cmdlets will be covered within the curriculum.

Q: How will this course specifically enhance my ability to diagnose and resolve complex Exchange Online issues in a live production environment?

This course moves beyond basic administrative tasks by providing you with advanced diagnostic techniques, an in-depth understanding of mail flow intricacies, detailed client connectivity troubleshooting, and performance analysis skills. You will learn to leverage PowerShell and administrative tools effectively to quickly pinpoint root causes, implement lasting solutions, significantly reducing downtime, and improving service reliability for your organization.

Q: What practical skills will I gain that are directly applicable to optimizing Exchange Online performance and user experience?

You will master the use of tools like Message Trace, gain expertise in analyzing various diagnostic logs, effectively troubleshoot Autodiscover and client connection issues, understand and mitigate throttling, and diagnose performance bottlenecks. These practical skills will empower you to ensure optimal mail delivery, seamless client access, and consistently high-quality user experience within your Exchange Online deployment.

ABOUT COMPUTER PRIDE



East Africa's Premier IT Training Center

With over 15 years of excellence, Computer Pride delivers globally recognized certification programs from leading technology vendors. Located on Kenyatta Avenue in Nairobi's CBD, our state-of-the-art facilities and expert instructors have empowered thousands of professionals across East Africa.

15+

Years of Excellence

10,000+

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READY TO ENROL?

Take the next step in your technology career.

Location

1st Flr, ICEA Building
Kenyatta Ave, Nairobi

Email

info@computer-pride.co.ke

Phone

+254 705 900 900

www.computer-pride.co.ke