

# Office 365: SharePoint Online Troubleshooting

## WorkshopPLUS

**Duration:** 2 Days | **Focus Area:** Operations and Monitoring, Performance and Scalability | **Level:** Advanced

The Office 365: SharePoint Online Troubleshooting Workshop is a two-day course that teaches you how to troubleshoot Microsoft Office 365 SharePoint Online.

The key areas of focus include:

- SharePoint Online Monitoring Tools
- Troubleshooting SharePoint Online
- Network Performance issues

- Configuration issues

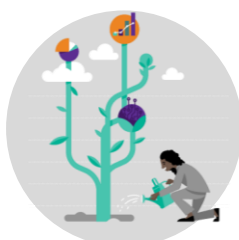
This Workshop contains level 200 – 300 content. Each module is organized by scenario and is designed to provide students with expertise, tools, and hands-on experience to understand and work with specific SharePoint Online services, and SharePoint Online client workloads.

### OUTCOMES



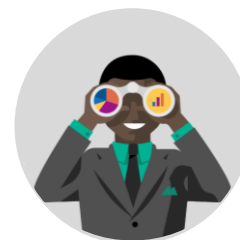
#### Skills

Gain a comprehensive understanding of the features and capabilities for Troubleshooting SharePoint Online



#### Best Practices

Learn reliable methods of Troubleshooting SharePoint Online



#### Way Forward

Take what you've learned in the classroom and apply it to everyday administration with SharePoint Online

### PREREQUISITES

Participants that have existing experience performing SharePoint Online Administration will receive the most value from this course.



#### Recommended Qualifications

- SharePoint Administration
- SharePoint Performance and Troubleshooting
- SharePoint Online Administration and Configuration



#### Hardware Requirements

- An Intel Core-i5-based PC
- 4 GB RAM
- 128 GB HDD
- Windows 7 SP1 or later
- Office 2016 Professional Plus
- Internet access with at least 1 Mbps bandwidth per student

## Duration: 2 days

START

DAY 1

DAY 2

End

Module 1: Overview for troubleshooting SharePoint Online

Module 2: Monitoring Tools for SharePoint Online

Module 3: Troubleshooting Network Performance issues on SharePoint Online

Module 4: Troubleshooting SharePoint Online Configuration

Module 5: Troubleshooting SharePoint Online Misc

## SYLLABUS

### Module 1: Overview for troubleshooting SharePoint Online

In this module, you will understand the overview for troubleshooting.

- Introduction to Troubleshooting for SharePoint Online
- Importance of Diagnostic Data
- Introduction to Connection types to SharePoint Online
- Trend of Service Requests
- Initial Troubleshooting

### Module 2: Monitoring Tools for SharePoint Online

In this module, you will understand how to use the following tools.

- Service health
- Message center
- Office 365 Audit Log
- SharePoint Admin Center
- PowerShell API
- Usage Reports (SharePoint/OneDrive)

### Module 3: Troubleshooting Network Performance issues on SharePoint Online

In this module, you will understand how to troubleshoot it with the following tools.

- Tenant network flow
- Common Tracing Cmdlets
- Performance troubleshooting plan
- Tool: Speedtest.net
- Tool: Netmon 3.4
- Tool: HTTPWatch
- Tool: Fiddler
- Tool: IE Developer tool (F12)
- How to use Page Diagnostic tool for SharePoint

### Module 4: Troubleshooting SharePoint Online Configuration

In this module, you will understand how to troubleshoot the following topics.

- Root Site Collection
- User Management
- Web Part Maintenance

### Module 5: Troubleshooting SharePoint Online Misc.

In this module, you will understand how to troubleshoot the following topics.

- External Sharing
- OneDrive for Business Sync Client
- Workflow / Microsoft Flow

**NEXT STEPS:** If you are interested in a WorkshopPLUS Office 365: SharePoint Online Troubleshooting for your organization, contact your Microsoft Account Representative.