

# Office 365: SharePoint Online Troubleshooting

## WorkshopPLUS

**Duration:** 2 days

**Focus Area:** Operations, Monitoring, Performance and Scalability

**Difficulty:** 300 – Advanced

## Overview

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

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.

## Objectives

After completing this training, students will be able to:

- Gain a comprehensive understanding of the features and capabilities for Troubleshooting SharePoint Online.
- Take what you've learned in the classroom and apply it to everyday administration with SharePoint Online.
- Learn reliable methods of Troubleshooting SharePoint Online.

## Key Takeaways

### Course Material

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

### Hands-on Labs

- Most of the concepts covered above will be supported by hands-on labs and demos.
- Access to resources and labs for up to 6 months post class completion.

## Agenda

### Day 1

- Module 1: Overview for Troubleshooting SharePoint Online
- Module 2: Administration Tools for SharePoint Online
- Module 3: Troubleshooting Network Performance issues on SharePoint Online, important tools (Part1)

### Day 2

- Module 3: Troubleshooting Network Performance issues on SharePoint Online important tools (Part2)
- Module 4: Troubleshooting SharePoint Online Configuration
- Module 5: Troubleshooting SharePoint Online, sharing, configurations, and MS automation
- Module 6: Reporting Tools for SharePoint Online

Plan for 2 full days. Early departure on any day is not recommended.

## Course Details

### Module 1: Overview for troubleshooting SharePoint Online

In this module, you will understand the following overview for troubleshooting:

- Introduction to Troubleshooting for SharePoint Online
- Importance of Diagnostic Data
- Introduction to Connection types to SharePoint Online
- Network Request Flow

### Module 2: Administration Tools for SharePoint Online

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

- Services health
- Message center
- SharePoint Admin Center
- SharePoint Online Management Shell

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

- Tenant network flow - Deep Dive
- Tool: Speedtest.net
- Tool: Fiddler
- Tool : O365 Network Onboarding
- Tool: IE Developer tool (F12)
- Tool: Page Diagnostic for SPO
- Tool: Developer Dashboard for SPO
- Tool: Wireshark

## Recommended Qualifications

Target experiences, expectations, and qualifications are included in the following examples:

- IT staff who have designed, deployed, or managed a SharePoint environment for at least one year
- Currently working as SharePoint Administrators
- Microsoft Certified System Engineers
- Expected knowledge base, for example, knowledge of databases, networking, scripting, etc.

## For more information

Contact your Microsoft Account Representative for further details.

### Module 4: Troubleshooting SharePoint Online Configuration

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

- Performance troubleshooting plan
- Root Site Collection
- User Management
- Classic vs Modern
- Web Part Maintenance
- Modern Pages Performance Guidelines
- Modernization Scanner

### 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 / Power Automate

### Module 6: Reporting Tools for SharePoint Online

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

- Office 365 Audit Log
- Usage Reports (SharePoint/OneDrive)

## Hardware Requirements

- An Intel Core-i5-based PC
- USB port
- Microsoft/Windows Live ID to connect to the virtual environment
- 4 GB RAM
- 128 GB HDD
- Windows 7 SP1 or later
- Office 2013 Professional Plus
- Internet access with at least 1 Mbps bandwidth per student.