

OFFICIAL MICROSOFT LEARNING PRODUCT

10997C

**Office 365 Administration and
Troubleshooting**

Companion Content

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Revised July 2013

Module 1

Office 365 services overview

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Lesson 1

Overview of the Office 365 services

Contents:

Question and Answers

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Question and Answers

Discussion: How will you use Office 365 in your organization?

Question: What are your organization's business requirements?

Answer: Answers will vary, because each organization will have its own scenario for Office 365 deployment.

Question: How might Office 365 meet your organization's business requirements?

Answer: Answers will vary, because each organization will have its own scenario for Office 365 deployment.

Lesson 2

Office 365 licensing overview

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Question and Answers

Discussion: Which license will you select?

Question: Which Office 365 subscription would be most suitable for your organization?

Answer: Answers will vary, because each organization will have its own scenario for Office 365 deployment.

Resources

Other Office 365 subscription types



Additional Reading: For more information, refer to "Office 365 Education plans and pricing" at <http://aka.ms/c2imoj>.



Additional Reading: For more information, refer to "Office 365 Nonprofit plans and pricing" at <http://aka.ms/wnd4wq>.



Additional Reading: For more information, refer to "Office 365 Government plans" at <http://aka.ms/knev43>.

Lesson 3

Office 365 tenant configuration

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Question and Answers

Question: What factors should you consider when planning a custom domain?

Answer: Consider the following factors when you are planning a custom domain:

- Multiple domains. Plan to add the main domain that your company currently uses, along with any other domain that it uses for email messages within the organization.
- Subdomains. You might want to register subdomains if you need them for your organization's subsidiaries.
- Domain adding order. You must add root domains before subdomains.
- DNS record hosting. Communicate with the organization that will host your domains about the changes needed for Office 365 deployment: changes such as A (Address), CNAME (common name), TXT (text), and MX (mail exchanger) records.

Demonstration: Adding a custom domain

Demonstration Steps

1. On your host computer, open **File Explorer**.
2. Navigate to the **C:\Program Files\Microsoft Learning\10997C\PowerPnt** folder.
3. Double-click the **Configuring Custom Domains.mp4** file.
4. Use the following steps as a script as you show the recorded video:



Note: You cannot perform these steps in the demonstration environment.

- a. In the Microsoft 365 admin center, in the left-hand menu, point to **Settings** and then click **Domains**.
- b. Select **Add domain** to start the domain setup wizard.
- c. In the text box on the **Add a domain** page, enter your domain name and then click **Next**.
- d. You can verify by specifying an email address from the target domain, or by choosing to use a TXT record that you will create in the DNS zone for that domain.
- e. Select **Add a TXT record instead**.
- f. The required information is displayed. You must create a matching record in your DNS zone. Record the **TXT** record shown in the **TXT value** column. This entry will be similar to MS=msXXXXXXXX.
- g. Switch to the computer hosting your Internet-based DNS.
- h. In DNS Manager, open the DNS zone for your custom domain.
- i. Right-click that zone, and click **Other New Records**.
- j. Under **Select a resource record type**, scroll down to **Text (TXT)**, and click **Create Record**.
- k. In the **New Resource Record** box, leave the **Record name** field blank.
- l. In the **Text** field, enter **MS=msXXXXXXXX** that you recorded earlier.
- m. Click **OK** to create the record.
- n. In the **Resource Record type** dialog box, click **Done**.

- o. Switch back to the Microsoft 365 admin center, click **Verify**. Office 365 attempts to connect to the DNS zone and verifies the presence of the TXT record that you created.
- p. On the Set up your online services page, you can choose to allow Office 365 to create the required records in DNS necessary to support the Office 365 online services. Alternatively, you can perform these tasks manually as needed.
- q. Select **I'll manage my own DNS records** and click Next.
- r. Office 365 now checks to see which records might be required. These are displayed. You can skip this process and manually add the records.
- s. In the Microsoft 365 admin center, on the Domain page, your custom domain is displayed. If you are required to perform additional DNS configuration, the status shows as **Possible service issues**.

Lesson 4

Office 365 clients

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Question and Answers

Discussion: Which Office 365 clients will you need to support?

Question: Based on the different types of clients that can be used with Office 365, what type of clients will you need to support in your organization.

Answer: Answers will vary based on students' experiences.

Resources

New features in Office client apps



Additional Reading: For more information, refer to "What's new in Office 365" at <https://aka.ms/vqzwz0>.

Office Online



Additional Reading: For more information, refer to "Differences between using a document in the browser and in Word" at <http://aka.ms/b2wwul>.



Additional Reading: For more information, refer to "Differences between using a notebook in the browser and in OneNote" at <http://aka.ms/js6f8w>.



Additional Reading: For more information, refer to "How certain features behave in web-based PowerPoint" at <http://aka.ms/edhcwl>.



Additional Reading: For more information, refer to "Differences between using a workbook in the browser and in Excel" at <http://aka.ms/sc8n0n>.



Additional Reading: For more information on browser requirements, refer to "Office Online browser support" at <http://aka.ms/jv2cok>.

Module Review and Takeaways

Review Questions

Question: Why is it important to specify the correct country/region when you set up an Office 365 account?

Answer: It is important to specify the correct country/region because some facilities are restricted on a country-by-country basis, and you cannot change the country/region after you have set up the account.

Question: What are the steps involved in creating a tenant account for Office 365?

Answer: The steps involved in creating a tenant account for Office 365 are:

1. Select the Office 365 plan that you will use for the trial.
2. Ensure that you have a valid email account (organizational or Windows Live ID will work fine).
3. Click the **Trial** link on the Office 365 website.
4. Enter the correct information for your organization.
5. Complete the sign-in process by validating the text message or phone call.

Lab Review Questions and Answers

Lab: Office 365 services overview

Question and Answers

Question: How many licenses are available in your Office 365 subscription?

Answer: There should be 25 licenses: 24 of which are available. One is assigned to Holly.

Question: What release track is your organization on?

Answer: The organization profile is currently configured for Standard release.

Module 2

Office 365 Administration, Tools, and Techniques

Contents:

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| Lesson 1: Managing Office 365 with the administrative portals | 2 |
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Lesson 1

Managing Office 365 with the administrative portals

Contents:

Question and Answers

3

Question and Answers

Question: You can use the Microsoft 365 admin center app to perform all the tasks that you can perform using the web-based Microsoft 365 admin center.

☐ True

☐ False

Answer:

☐ True

☒ False

Feedback:

You can't use the Microsoft 365 admin center app to perform all the tasks that you can perform by using the web-based Microsoft 365 admin center.

Lesson 2

Managing Office 365 with Windows PowerShell

Contents:

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| Question and Answers | 5 |
| Resources | 5 |

Question and Answers

Question: What should you do before you can use Windows PowerShell to administer users and groups in Office 365?

Answer: You should run Azure AD module for Windows PowerShell with administrative rights, and then run the **Connect-MsolService** command. Provide the credentials of an account that has global admin or user management admin rights.

Resources

Connecting to an Office 365 tenant by using Windows PowerShell



Additional Reading: For details on how to manage Office 365 with Windows PowerShell, refer to “Manage Office 365 with Office 365 PowerShell” at: <https://aka.ms/AA5j1jb>.

Lesson 3

Managing administrative access in Office 365

Contents:

Question and Answers

7

Question and Answers

Question: What are the administrator roles that you can assign in Office 365?

Answer: The administrator roles that you can assign include:

- Global administrator
- Billing administrator
- Password administrator
- Service administrator
- User management administrator
- Exchange Online administrator
- Skype for Business Online administrator
- SharePoint Online administrator

Question: Why would you create multiple administrative roles in Office 365 by using RBAC?

Answer: RBAC provides predefined permissions assigned to different users or groups. By using RBAC, you can separate administrative tasks for different administrators according to organizational security and business requirements. For example, some administrators are responsible for managing user and group accounts, and other administrators are responsible for assigning appropriate Office 365 licenses to users.

Lesson 4

Troubleshooting administration in Office 365

Contents:

Question and Answers

9

Question and Answers

Question: What steps must you perform to administer Office 365 by using Windows PowerShell?

Answer: You must complete the following steps:

- Install the Azure AD Module for Windows PowerShell.
- Import all required administrative modules.
- Enable the correct script execution policy in Windows PowerShell.
- Connect to the appropriate online services.

Discussion: Common administrative issues with Office 365

Question: What are some common issues or problems that might prevent you from performing an administrative task by using either the Microsoft 365 admin center or Windows PowerShell?

Answer: Answers will vary, but might include:

- Insufficient permissions to perform the task. This affects both the admin center and Windows PowerShell. Examine the administrator's RBAC role.
- Incorrect connection to the administrative portal with Windows PowerShell. Ensure that all Windows PowerShell modules are installed on the client.
- Incorrect Windows PowerShell cmdlet syntax. Check your syntax.

Module Review and Takeaways

Review Questions

Question: What are the typical scenarios where you might use RBAC in Office 365?

Answer: Use RBAC in enterprise organizations where multiple administrator teams have responsibilities for different aspects of Office 365 administration, such as managing users, groups, subscriptions, and passwords. Smaller organizations might not use RBAC because only a few administrators are responsible for all types of administrative tasks.

Question: In which management scenarios would you use Office 365 with Windows PowerShell rather than the Microsoft 365 admin center?

Answer: Use Windows PowerShell in scenarios where bulk object management is necessary. However, if you need to configure a single setting, the Microsoft 365 admin center is more convenient to use.

Lab Review Questions and Answers

Lab: Administering Office 365

Question and Answers

Question: After creating a user account, what account settings are available for you to edit in the Active users window of the Microsoft 365 admin center?

Answer: In the Active users window of the Microsoft 365 admin center, an administrator can edit the following settings for a user account:

- User name
- Email aliases
- Product licenses
- Group membership
- Sign-in status
- Office installations
- Roles
- Contact information
- Mail settings
- OneDrive settings

Question: What password policy settings are available in Office 365?

Answer: In Office 365, the following password policy settings are available:

- **Set passwords to never expire**
- **Number of days before passwords expire**
- **Days before a user is notified that their password will expire**

Module 3

Administering and troubleshooting directory synchronization and directory objects

Contents:

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| Lesson 2: Azure AD Connect management | 4 |
| Lesson 3: Managing user and group objects in Office 365 | 6 |
| Lesson 4: Troubleshooting objects and directory synchronization in Office 365 | 8 |
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Lesson 1

Overview of directory synchronization and federation

Contents:

Question and Answers

3

Question and Answers

Question: What types of user accounts are available in Office 365?

Answer: The following types of user accounts are available in Office 365:

- Cloud identities. When using these, you create and manage users only in Office 365.
- Synchronized identities authenticated by using an on-premises directory service to synchronize with Office 365.
- Federated identities authenticated by using Active Directory Federation Services (AD FS).

Question: When you implement directory synchronization with password synchronization, what method is used to synchronize the user's password?

Answer: Directory synchronization with password synchronization copies password hashes, instead of actual passwords, to Azure AD.

Lesson 2

Azure AD Connect management

Contents:

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Question and Answers

Question: What feature do you need to configure so that objects are synchronized from Azure AD to your local AD DS?

Answer: You need to deploy writeback functionalities. Currently, you can use password writeback, group writeback, and device writeback.

Resources

Modifying directory synchronization



Additional Reading: For more information, refer to "Azure AD Connect sync: Configure filtering" at <https://aka.ms/AA3f6xp>.

Monitoring directory synchronization



Additional Reading: For more information, refer to "MSOnline" at <http://aka.ms/pfsm1x>.

Lesson 3

Managing user and group objects in Office 365

Contents:

Question and Answers

7

Question and Answers

Question: What is the default group type when you create groups in Office 365?

Answer: By default, a new group is designated as an Office 365 group.

Lesson 4

Troubleshooting objects and directory synchronization in Office 365

Contents:

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| Question and Answers | 9 |
| Resources | 9 |

Question and Answers

Question: What are some of the typical issues that can arise if you don't configure User Principal Name (UPN) suffixes properly before deploying directory synchronization?

Answer: If you have already deployed directory synchronization, then the user's User Principal Name (UPN) for Office 365 might not match the user's on-premises UPN defined in AD DS. This can occur if you assigned the user an Office 365 subscription license before the domain was verified.

Resources

Common issues with directory synchronization



Additional Reading: For more information, refer to "Fixing problems with directory synchronization for Office 365" at <https://aka.ms/AA3f6xq>.

Module Review and Takeaways

Real-world Issues and Scenarios

Because directory synchronization is the link between your on-premises AD DS objects and the services in Office 365, be careful when making changes to Azure AD Connect or the Synchronization Service Manager after production deployment. For example, a minor mistake in filtering could accidentally and quickly delete all user mailboxes in Office 365.

In some environments, you might test all changes on a separate directory synchronization server in a test environment that is connected to a separate Office 365 tenant (trial). In addition, you should manually initiate run profiles for each management agent in Synchronization Service Manager and observe the pending actions before exporting to Office 365. In some cases, it might be a good idea to create a new run profile for exporting to Azure AD that includes a maximum limit on the number of allowed deletions.

Tools

IdFix. With the IdFix tool, you have the ability to identify and remediate the majority of object synchronization errors in your AD DS forests in preparation for deployment to Office 365.

Common Issues and Troubleshooting Tips

| Common Issue | Troubleshooting Tip |
|--|---|
| Directory synchronization filtering is no longer working. | It is important to be on the latest version of the Azure AD Connect directory synchronization tool, because the link on the Microsoft 365 admin center is always directed to the most current release. However, when upgrading to a new version of the tool, all existing filters and other management agent customizations will not be imported into the new installation automatically. If you are upgrading to a newer version of directory synchronization, you must always manually reapply filtering configurations after you upgrade but before you run the first synchronization cycle. |
| After installing Azure AD Connect, you might receive the following error message when you open Synchronization Service Manager: "Unable to connect to the Synchronization Service." | Add the appropriate Azure AD Connect domain user account to the ADSyncAdmins group, and then sign out and sign in again. The domain user account that is signed in during the installation of Azure AD Connect is automatically added to group but will still need to sign out and sign in before successfully opening Synchronization Service Manager. |

Lab Review Questions and Answers

Lab: Administering directory synchronization, users, and groups in Office 365

Question and Answers

Question: How do you configure OU-level filtering for directory synchronization?

Answer: You can use Synchronization Service Manager to configure the details of the synchronization tasks to be performed during directory synchronization operations, including configuration of OU-level filtering.

Question: Which options you can use for multi-factor authentication in Office 365?

Answer: You can use a phone call, phone application, mobile app, or office phone.

Module 4

Administering and troubleshooting Exchange Online

Contents:

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Lesson 1

Exchange Online Management overview

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Question and Answers

Question: What requirements does your organization have for assigning Exchange Online permissions? Does your organization use a centralized or decentralized administration model? What special permissions will you need to configure?

Answer: Answers will vary. In most organizations, a central team of Exchange administrators will likely maintain full control of the Exchange environment, while another team might need permissions to create mailboxes. Other organizations might have complicated administrative scenarios in which different groups need many different permission levels.

Resources

Administering Exchange Online



Additional Reading: You can obtain the Microsoft Online Services Sign-In Assistant for IT Professionals RTW from the Microsoft Download Center: <http://aka.ms/vl42dg>.

Lesson 2

Administering Exchange Online recipients

Contents:

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| Resources | 5 |

Question and Answers

Question: What is the difference between mail user and mailbox user?

Answer: A mail user combines some of the attributes of a full mailbox user with the characteristics of a contact. The main difference between a mail user and a mailbox user is that the mail user does not have a mailbox, although, unlike a contact, the mail user can sign in to your Office 365 tenant.

Resources

Configuring and managing contacts



Additional Reading: To download the sample .csv file, refer to Sample CSV file to bulk-create external contacts in Exchange Online: <https://aka.ms/yejksx>.

Lesson 3

Administering client access policies in Exchange Online

Contents:

Question and Answers

7

Question and Answers

Question: How does Office 365 differentiate between public and private computers that attempt to connect to it?

Answer: By default, Office 365 considers all computers to be private. The differentiation between public and private is relevant only when you have configured AD FS for SSO. In this scenario, Office 365 considers a sign-in from the internal network to be private and a sign-in from the external network to be public.

Lesson 4

Troubleshooting Exchange Online

Contents:

Question and Answers

9

Question and Answers

Question: What should you do if the verified domain on Office 365 is not the same as the domain you use locally?

Answer: The best approach is to set up an additional UPN suffix in Active Directory Domains and Trusts, and ensure that all users have a UPN suffix that matches the domain in Office 365.

Module Review and Takeaways

Review Question

Question: What types of groups can you use in Exchange Online?

Answer: Exchange Online provides additional group features, which enable the creation of the following group types:

- Office 365 groups
- Mail-enabled security groups
- Distribution lists
- Dynamic distribution lists

Lab Review Questions and Answers

Lab: Administering and troubleshooting Exchange Online

Question and Answers

Question: Why was user Ada Russell not able to access Outlook on the web?

Answer: This user was not able to access Outlook on the web because that feature was disabled on the mailbox.

Question: What do you need to do to manage your Exchange Online tenant by using Windows PowerShell?

Answer: Before you can use Windows PowerShell to manage Exchange Online, you must connect to it by following this procedure:

1. Install the following:
 - Microsoft Online Services Sign-In Assistant for IT Professionals
 - Azure Active Directory Module
2. Run the following Windows PowerShell script:

```
$credential = Get-Credential
connect-msolservice -credential $credential
$exchangeSession = New-PSSession -ConfigurationName Microsoft.Exchange -
ConnectionUri "https://outlook.office365.com/powershell-liveid/" -Credential
$credential -Authentication "Basic" -AllowRedirection
Import-PSSession $exchangeSession -DisableNameChecking
```

Module 5

Administering and troubleshooting Skype for Business Online and Teams

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| Lesson 2: Administering and managing Skype for Business Online and Teams | 4 |
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Lesson 1

Skype for Business Online and Teams overview

Contents:

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| Question and Answers | 3 |
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Question and Answers

Question: You are preparing your Windows 10 workstation to manage Skype for Business Online by using the Windows PowerShell command-line interface. What software do you need to install on the computer?

Answer: You need to install the Skype for Business Online module for Windows PowerShell.

Question: With which services of Office 365 does Teams integrate for full functionality?

Answer: Teams integrates with Microsoft Exchange Online, Microsoft SharePoint Online, and Microsoft OneDrive for Business for full functionality.

Resources

Overview of Skype for Business Online



Additional Reading: For more information on the Skype for Business Online options that come with Office 365 and Skype for Business Online stand-alone subscriptions, refer to “Skype for Business Online Service Description” at: <https://aka.ms/AA3fhst>.

Configuring external communications



Additional Reading: For more information on how to configure an on-premises environment to federate with Skype for Business Online, refer to “Configure federation with Skype for Business Online” at <https://aka.ms/AA3fhsu>.

Overview of Teams



Additional Reading: For more information, refer to “Office 365 URLs and IP address ranges” at <https://aka.ms/AA216y4>.

Transition from Skype for Business Online to Teams



Additional Reading: For more information about Microsoft Teams and Skype for Business coexistence, refer to “Understand Microsoft Teams and Skype for Business coexistence and interoperability” at: <https://aka.ms/AA3fhsv>.

Lesson 2

Administering and managing Skype for Business Online and Teams

Contents:

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| Question and Answers | 5 |
| Resources | 5 |

Question and Answers

Question: You need to ensure that only specific users in your organization can communicate with users in other organizations who are using Skype for Business. However, all other users in your organization should be blocked. How would you configure Skype for Business Online to achieve this?

Answer: To configure this, you must first allow external access for the organization, and then you must disable external communication for the users who should be blocked from communicating with external users.

Question: When you create a team in Teams, which objects are created automatically?

Answer: When you create a team, you create an Office 365 group along with the associated SharePoint document library, OneNote notebook, and connections into other Office 365 cloud applications.

Resources

Skype for Business Online client options



Additional Reading: For more information on the Skype for Business features available for different clients, refer to “Desktop client feature comparison for Skype for Business Server 2019” at <https://aka.ms/AA3fpea>.



Additional Reading: For more information on the Skype for Business features available for different mobile device platforms, refer to “Mobile client comparison tables for Skype for Business” at <http://aka.ms/mrxvgx>.

Teams client apps



Additional Reading: For more information, refer to “Microsoft Teams on Mobile Devices” at <https://aka.ms/Jfkze0>.

Lesson 3

Troubleshooting Skype for Business Online and Teams

Contents:

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| Resources | 7 |

Question and Answers

Question: What Skype for Business Online problems have you encountered? What were the resolutions?

Answer: Answers will vary based on students' experiences.

Question: If you see that the service health for Teams shows no issues in **Microsoft 365 admin center**, what else should you check to ensure that the Teams infrastructure works?

Answer: You should check the service health for the Exchange Online and SharePoint Online services. Also, you should check the Teams logs.

Resources

Troubleshooting issues with Teams



Additional Reading: For more information on known issues for Teams, refer to "Known issues for Microsoft Teams" at <https://aka.ms/AA3fpeb>.

Module Review and Takeaways

Review Question

Question: What are the common categories of client sign-in problems in Skype for Business Online?

Answer: Skype for Business Online sign-in problems can be grouped into four general categories:

- Computer or Lync client issues
- Authentication and provisioning issues
- Networking issues
- Service-related issues

Lab Review Questions and Answers

Lab: Administering Skype for Business Online and Teams

Question and Answers

Question: How will you change the Windows PowerShell steps that you ran in the lab if you want to block all communication with external domains except litware.com?

Answer: Run the following commands if you want to block all communication with external domains except litware.com:

```
$x = New-CsEdgeDomainPattern -Domain "litware.com"
```

```
$newAllowList = New-CsEdgeAllowList -AllowedDomain $x
```

```
Set-CsTenantFederationConfiguration -AllowedDomains $newAllowList
```

The key difference between these commands and the ones that you ran in the lab is the **New-CsEdgeAllowList** cmdlet in the second command. In the lab, you used the **New-CsEdgeAllowAllKnownDomains** cmdlet, which allows all domains except for blocked domains.

Question: When you attempt to connect to your Skype for Business Online subscription by using the Windows PowerShell **New-CsOnlineSession** cmdlet, you receive an error:

```
Get-CsPowerShellEndpoint : Unable to query AutoDiscover URL at:  
http://lyncdiscover.Adatum.com?Domain=Adatum.com
```

What is the likely cause of the error, and what can you do to resolve the issue?

Answer: It appears that you have a Skype for Business hybrid environment. To resolve the issue, run the **New-CsOnlineSession** cmdlet with the **-OverrideAdminDomain** parameter, and specify the default domain name for your subscription, as shown:

```
$cssession = New-CsOnlineSession -Credential $cred -OverrideAdminDomain  
"Adatum.onmicrosoft.com"
```


Module 6

Administering and troubleshooting SharePoint Online

Contents:

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| Lesson 1: SharePoint Online management overview | 2 |
| Lesson 2: Administering SharePoint Online site collections | 4 |
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| Lesson 4: Configuring OneDrive for Business | 8 |
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Lesson 1

SharePoint Online management overview

Contents:

Question and Answers

3

Question and Answers

Question: Discuss the advantages and possible disadvantages of on-premises SharePoint versus SharePoint Online.

Answer: Answers will vary. SharePoint Online is a standardized service. In SharePoint Online, no custom code solutions are available, and compared to on-premises SharePoint, it has no need to size hardware.

Question: What is the maximum file size in SharePoint Online?

Answer: The current limit is 15 GB per "SharePoint Online limits and quotas" at <https://aka.ms/fxe6k4>.

Lesson 2

Administering SharePoint Online site collections

Contents:

Question and Answers

5

Question and Answers

Question: Which of the following sites do you find on the Enterprise tab for site collection templates in the SharePoint admin center?

Answer: You can find the **Document Center**, **Search Center** and **Records Center** sites on the **Enterprise** tab. **Community Site** and **Enterprise Wiki** are not available on the **Enterprise** tab of site collection templates in the SharePoint admin center. **Community Site** is on the **Collaboration** tab, and **Enterprise Wiki** is on the **Publishing** tab.

Question: What types of administrators for site collections can you configure in SharePoint Online?

Answer: You can configure the primary site collection and the site collection administrators. SharePoint Online does not have a secondary site collection administrator.

Lesson 3

Administering external users in SharePoint Online

Contents:

Question and Answers

7

Question and Answers

Question: What is the correct definition for external users?

Answer: Users outside your organization's Azure AD are referred to as external users.

Question: From the users' perspective, they can share content in SharePoint Online with internal users in the same way as with external users.

☐ True

☐ False

Answer:

☒ True

☐ False

Feedback:

With the appropriate settings, users can share content internally and externally with the same user experience.

Lesson 4

Configuring OneDrive for Business

Contents:

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| Question and Answers | 9 |
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Question and Answers

Question: With the new OneDrive for Business sync client, selective synchronization is possible.

() True

() False

Answer:

(√) True

() False

Feedback:

Troubleshooting OneDrive for Business.

Question: What are three characters that are not supported in file names that you store in OneDrive for Business and SharePoint Online?

Answer: The #, % and ? characters are not supported in stored file names.

Resources

OneDrive for Business sync client configuration and synchronization



Additional Reading: For more information, refer to “System requirements for Office” at <http://aka.ms/ghq4zw>.



Additional Reading: For more information, refer to:

- “The OneDrive sync client” at <https://aka.ms/AA3fbum>.
- “Invalid file names and file types in OneDrive, OneDrive for Business, and SharePoint” at <https://aka.ms/m9c36m>.
- “Deploy and configure the new OneDrive sync client for Mac” at <https://aka.ms/ntv444>.
- “Improve your OneDrive sync experience” at <http://aka.ms/tvnzw1>.



Additional Reading: For more information, refer to “Which version of OneDrive am I using?” at <http://aka.ms/p17elm>.

Lesson 5

Troubleshooting SharePoint Online

Contents:

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| Question and Answers | 11 |
| Resources | 11 |

Question and Answers

Question: Discuss any troubleshooting that the students have performed on both SharePoint Online and OneDrive for Business.

Answer: Answers will vary. Provide your own experiences.

Question: Which of the following is known as the previous OneDrive for Business sync client?

Answer: Groove.exe is the previous OneDrive for Business sync client.

Resources

Troubleshooting OneDrive for Business



Additional Reading: If you want to upgrade the old sync client to the new sync client, follow the steps in the “Sync files with the OneDrive sync client in Windows” article at:
<https://aka.ms/l4y1il>.

Module Review and Takeaways

Review Question

Question: What would you include in a checklist for proper site collection planning?

Answer: When planning for site collections, you need to plan for the following:

- Whether site collections should be side-by-side or top-down
- Permissions inheritance
- Branding
- External user sharing permissions
- Possible site quotas

Best Practices

SharePoint Online offers several configuration options. Planning a collaboration solution and configuring SharePoint Online are tasks that you must do upfront to have a good SharePoint Online environment that your users can start working in.

The main points you should consider are:

- Perform a proper planning exercise before you start with user onboarding.
- Create a sharing policy that is consistent throughout the service.
- Automate site collection generation as much as possible.

Lab Review Questions and Answers

Lab: Configuring and administering SharePoint Online

Question and Answers

Question: What is the best way to verify access to external sites?

Answer: The best way is to test access with external test users or to create external test users who later test access.

Question: What is the best way to configure user profile settings, and where do you get all the data?

Answer: Check if Microsoft Azure Active Directory (Azure AD) Connect is in place, and then configure the synchronization of data from AD DS to Azure AD. Azure AD fields will sync with the **Profile** Fields section.

Module 7

Planning and deploying Office 365 ProPlus

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Lesson 1

Overview of Office 365 ProPlus

Contents:

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Question and Answers

Question: What method would work best for your organization and why?

Answer: Answers will vary.

Question: Which three applications are part of Office 2019 for Windows, but not part of Office 2019 for Mac?

Answer: Office 2019 for Windows includes the following applications: Word, Excel, PowerPoint, OneNote, Access, Publisher, Outlook, Skype for Business, and OneDrive for Business.

Office 2019 for Mac includes the following applications: Word, Excel, PowerPoint, Outlook, OneNote, and OneDrive for Business.

The difference between the Windows and Mac versions of Office 2019 is the inclusion of Access, Publisher, and Skype for Business. Skype for Business is also available as a separate download.

Resources

Overview of Office 365 deployment



Additional Reading: For more information, refer to "Office deployment" at: <http://aka.ms/v9e5xl>.

Office 365 ProPlus update channels



Additional Reading: For more information, refer to "How Office 365 commercial customers can get early access to new Office features" at: <http://aka.ms/Qpy0w7>.



Additional Reading: For more information, refer to "Overview of update channels for Office 365 ProPlus" at: <https://aka.ms/jykig2>.

Lesson 2

Managing Office 365 ProPlus deployments

Contents:

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| Question and Answers | 5 |
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Question and Answers

Question: What advantages can you identify with user self-install methods as opposed to deployment methods from an administrator? Are there disadvantages?

Answer: Answers will vary.

Question: The default file name for the .xml file you use to configure the Office 365 Pro Plus is install.xml?

☐ True

☐ False

Answer:

☐ True

☒ False

Feedback:

The default name is configuration.xml. You specify the file name when you use the Office Deployment Tool, so you decide what the file name should be.

Resources

Managing user-driven installations



Additional Reading: For more information, refer to "Choose between the 64-bit or 32-bit version of Office" at <https://aka.ms/AA3eynh>.

Overview and customization of Office Deployment Tool



Additional Reading: You can download the Office Deployment Tool here: <https://aka.ms/m025ot>.



Additional Reading: For information, refer to "Overview of the Office Deployment Tool" at: <http://aka.ms/uic22i>.



Additional Reading: For more information, refer to "Configuration options for the Office Deployment Tool" at: <http://aka.ms/clh5x3>.

Managing and deploying Office with Group Policy



Additional Reading: For more information, refer to "Administrative Template files (ADMX/ADML) and Office Customization Tool for Office 365 ProPlus, Office 2019, and Office 2016" at: <http://aka.ms/bengwp>.

Managing and deploying Office with Intune



Additional Reading: For more information, refer to "Assign Office 365 apps to Windows 10 devices with Microsoft Intune" at: <https://aka.ms/AA512hv> and "Assign Office 365 to macOS devices with Microsoft Intune" at: <https://aka.ms/AA512hz>.

Lesson 3

Troubleshooting Office365 ProPlus deployments

Contents:

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| Question and Answers | 7 |
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Question and Answers

Question: Discuss with students what methods they have used for troubleshooting Office 365 ProPlus?

Answer: Answers will vary. Provide your own experiences.

Question: What is true for a user-driven installation of Office 365 ProPlus?

Answer: The user must have local administrator rights to perform a user-driven installation of Office 365 ProPlus. In addition, other Office products must be uninstalled before the installation of Office 365 ProPlus. A user can install Office 365 ProPlus on up to five devices. The user can manage active installations on his or her Account page on the Office 365 portal.

Resources

Troubleshooting by using the Microsoft Support and Recovery Assistant for Office 365



Additional Reading: Download the Microsoft Support and Recovery Assistant for Office 365 at: <https://aka.ms/jjpwsg>.

Module Review and Takeaways

Best Practice

After completing this module, you can now deploy Office 365 ProPlus, perform centrally managed deployments of Office 365 ProPlus, and troubleshoot Office 365 ProPlus deployments.

Obstacles to a successful client deployment include incomplete data, custom application incompatibilities, and not gathering enough or important information from existing implementations and running into compatibility issues later.

The chances for a successful user-driven deployment can be jeopardized when there is lack of planning or testing, deploying the incorrect plan, or not understanding what happens when you revoke a license.

For managed deployments, it is important to prepare a thorough support plan for users, to help guide them through the transition to Office 365 applications.

Lab Review Questions and Answers

Lab: Managing Office 365 ProPlus installations

Question and Answers

Question: Why do you need to edit the configuration.xml file when preparing to use managed deployments of Office 365 ProPlus?

Answer: You need to edit the configuration.xml file because you have to specify the Universal Naming Convention (UNC) path to the shared folder containing the Office 365 ProPlus source files and to specify products and languages to install.

Question: How can you verify that the Click-to-Run service is running?

Answer: Open **Task Manager**, and in the **Processes** list, under **Background processes**, look for **Microsoft Office Click-to-Run**. You can also click the **Details** tab and look for **officeclicktorun.exe** in the task list.

Module 8

Administering and troubleshooting compliance and security in Office 365

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Lesson 1

Overview of compliance features in Office 365

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Question and Answers

Question: What are the role groups that exist in the Office 365 Security & Compliance portal?

Answer: The role groups that exist in the Office 365 Security & Compliance portal are eDiscovery Manager and Service Assurance User

Resources

Compliance and security features in Office 365



Additional Reading: For more information about data regions, refer to “Where is my data?” at <http://aka.ms/l4tjga>.

Overview of the Office 365 Security & Compliance portal



Additional Reading: For more information, refer to “Microsoft Cloud Service Trust Portal” at <http://aka.ms/vqu38w>.

Lesson 2

Administering information protection in Office 365

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Question and Answers

Question: Do you need to use custom labels in Azure Information Protection?

Answer: It is not necessary to use custom labels if pre-defined labels can satisfy the needs of your organization.

Resources

Azure Information Protection client



Additional Reading: For more information, refer to "Choose which Azure Information Protection client to use" at: <https://aka.ms/AA5n2k3>.

Azure Information Protection document tracking



Additional Reading: For more information, refer to "Admin Guide: Configuring and using document tracking for Azure Information Protection" at <https://aka.ms/AA3er2c>.

Lesson 3

Administering compliance features in Office 365

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Question and Answers

Question: What are the types of possible retention tags actions.

Answer: Some retention tags actions include a unique name, a delete action or an allow recovery action.

Resources

Configuring and administering audit and activity reports



Additional Reading: For more information, refer to "Search the audit log in the Office 365 Security & Compliance portal" at <http://aka.ms/V27n6z>.

Lesson 4

Configuring and administering email security in Office 365

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Question and Answers

Question: What is the difference between spam and high-confidence spam?

Answer: Each incoming message receives an SCL value. The higher the SCL value, the higher the likelihood that the message is spam. Messages marked as spam have an SCL value of 5 or 6. Messages marked as high-confidence spam have an SCL value of 7 or higher.

Resources

Integrating EOP with on-premises Exchange servers



Additional Reading: For a list of IP addresses that EOP uses, refer to "Exchange Online Protection IP addresses" at <http://aka.ms/Jbnjfg>.

Lesson 5

Troubleshooting Office 365 compliance and protection

Contents:

Question and Answers

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Question and Answers

Question: Where should you delegate access for the Office 365 Security & Compliance portal?

Answer: You should open the Office 365 Security & Compliance portal as a user with administrative rights, navigate to permissions, and delegate appropriate permissions to the users in your organization.

Module Review and Takeaways

Best Practices

- Try to have a simple structure for Azure Information protection templates.
- Ensure that Azure Information Protection templates are well described so that users know their purpose.
- Carefully delegate permissions in the Office 365 Security & Protection Center. Use the least privilege concept when configuring permissions.
- Educate your users about retention tags and retention policies before implementing these features.

Lab Review Questions and Answers

Lab: Configuring and troubleshooting compliance and security

Question and Answers

Question: Why did you configure different anti-spam settings for members of the sales group?

Answer: A false positive for the Sales group members could result in lost sales, which might affect business negatively. The separate anti-spam policy for the Sales group ensures that even if there is a false positive, users still have access to the messages in their mailboxes.

Question: What is the best approach to protect organizational financial data?

Answer: The best approach is to create a DLP rule and use Azure Information Protection to help protect all the files and emails containing that information.