# Lab 4 - Monitor and Troubleshoot Office 365

### Task 1 - Troubleshoot Mail Flow in Office 365

Holly Spencer, Adatum's new Enterprise Administrator, wants to prepare herself for any potential mail flow problems that may occur within Adatum’s Exchange environment. As part of her pilot project, she has decided to create two test scenarios to analyze some of the troubleshooting options available to her. One email will be sent to an email address with an invalid domain (@alt.none), and another will be sent to an address with an invalid mailbox in a valid domain (@outlook.com). This task guides Holly though a variety of tools that she can use to troubleshoot different mail conflict scenarios.

1. In **Internet Explorer**, select the **Office 365 home page** tab (officially listed in the tab as **Microsoft Office Home**), which should still be open (if not, navigate to [**https://portal.office.com**](https://portal.office.com/) and log in as [**Holly@M365xZZZZZZ.onmicrosoft.com**](mailto:Holly@M365xZZZZZZ.onmicrosoft.com) and **Pa55w.rd**).
2. In the **Office 365 home page,** select **Outlook.** In the Outlook settings window that appears, accept **English** as the language, select your corresponding **Time zone**, and then select **Save**.
3. While Outlook will open in a new tab, a **Welcome** window will appear over top of it. You cannot close this Welcome window, so you must select the **>** on this window and in each successive window until you reach the final one (feel free to read about the new Outlook features in each window). On the final window, select **Get started**, which will display Holly's mailbox in Outlook.
4. In Holly’s mailbox, at the top of the left-hand navigation pane, select the **New message** button to create a new email.
5. In this email, you will send the mail to an email address in which the domain (alt.none) is an invalid domain. In the email pane that appears, type [**user@alt.none**](mailto:user@alt.none) in the **To** text box. After entering the email address, tab off the **To** field to commit the entered value.
6. Enter a subject and some body text and then send the email.
7. Wait for the delivery failure message to appear in Holly’s Inbox, then double-click the message to open it in a new window. This will make it easier to copy the text of the message in the next step.
8. In the message window, scroll down through the message until you reach the body of text that says **Diagnostic information for administrators**. Select the text in the body of the message starting after **Diagnostic information for administrators** through the end of the message. With this text selected, press **Ctrl+C** to copy it to the clipboard.
9. Open a new tab in your web browser and enter the following URL: [**https://testconnectivity.microsoft.com**](https://testconnectivity.microsoft.com/).
10. On the **Microsoft Remote Connectivity Analyzer** page, select the **Message Analyzer** tab.
11. Under **Message Header Analyzer**, it indicates that the Message Analyzer Header has moved to a new location. Select the link for the new location; this will open a new tab that displays the Message Header Analyzer.
12. In the **Message Analyzer Header** window, paste the message (right-click and select **Paste**) in the field that appears below the **-Insert the message header you would like to analyze** row, and then select **Analyze headers**.
13. Note the diagnostic information that appears at the bottom of the window, below the **Received headers** row. To display this information, you must minimize the message header section in which you pasted in the information from the undelivered email. Select the minus sign (-) on the left-side of the **Insert the message header you would like to analyze** row to minimize the diagnostic data you pasted in.

SMTP message headers contain a wealth of information that allows you to determine the origins of a message and how it made its way through one or more SMTP servers to its destination. Here’s a quick summary:

* 1. **Summary section**: Displays the most important properties and total delivery time at a quick glance. Depending on the diagnostic data (for example, if a message was even sent), this section may or may not appear.
  2. **Received headers section**: Displays the more important header properties and delivery time. Enables you to analyze the received headers and displays the longest delays quickly for each discovery of sources of message transfer delays.
  3. **Other headers section**: Enables you to quickly detect where the longest message transfer delays occurred. You can sort all headers by occurrence number, name or value.

The primary problem in this example (see the **Other headers** section, Hop 1) is that the DNS domain of the email address **(@alt.none**) does not exist. Normally this is caused by a typo in the recipient’s domain name that needs to be corrected to resolve the issue.

1. Select the **Clear** button (that appears to the right of the **Analyze headers** button) to reset the Message Header Analyzer window.
2. Return to the **Mail - Holly Spencer - Outlook** tab in your browser. In Holly's mailbox, select **New message** to create a new email.
3. In this email, you will send the mail to a non-existent mailbox in a valid domain (outlook.com). In the **To** field, enter an email address of **@outlook.com** (for example, [123456LynneRobbins@outlook.com](mailto:123456LynneRobbins@outlook.com)). After entering the email address, tab off the **To** field to commit the entered value.

**Note:** When this lab was originally written, it asked the student to enter [**difflop8675399@outlook.com**](mailto:difflop8675399@outlook.com) in the **To** field. The lab author never assumed anyone would ever create a mailbox called **difflop8675399** in the outlook.com domain. This worked just fine for several months, until someone actually created this mailbox in outlook.com. So now you are asked to create a mailbox with a random series of numbers followed by your name. Hopefully, the combination you choose is not a valid mailbox. If you do not receive an NDR reply within a minute (or less) after sending the email, then you can assume someone has created that mailbox in the outlook.com domain. If this occurs, then send another email with a mailbox address that you feel is completely bogus.

1. Enter a subject and some body text and then send the email.
2. Wait for the delivery failure message to appear in Holly’s Inbox, then double-click the message to open it in a new window.
3. In the message window, scroll down through the message until you reach the body of text that says **Diagnostic information for administrators**. Select the text in the body of the message starting after **Diagnostic information for administrators** through the end of the message. With this text selected, press **Ctrl+C** to copy it to the clipboard.
4. Switch to the **Message Header Analyzer** tab in your browser.
5. In the **Message Analyzer Header** window, paste the message (right-click and select **Paste**) in the field that appears below the **-Insert the message header you would like to analyze** row, and then select **Analyze headers**.

**Note:** Review the diagnostic information and the time taken for the message to be rejected. In the prior email, the domain of the email address did not exist. In this email, the user's domain (outlook.com) was valid, but the user mailbox was unavailable.

1. Close the **Message Header Analyzer** tab and the **Microsoft Remote Connectivity Analyzer** tab in Internet Explorer.
2. If the **Microsoft 365 admin center** tab is still open in your browser, then select that now; otherwise, select the **Microsoft Office Home** tab in Internet Explorer and then select **Admin**.
3. On the **Microsoft 365 admin center** page, in the left-hand navigation pane, select **Show all**.
4. Scroll down through the left-hand navigation pane, and under **Admin centers,** select **Security**. This will open the Office 365 Security & Compliance center in a new tab.
5. In the **Office 365 Security & Compliance center**, in the left-hand navigation pane, select **Mail flow**, and then in the Mail Flow group, select **Message trace**.
6. In the **Message trace** window, select **+Start a trace**.
7. In the **New message trace** window, select the **By these people** field. This displays the list of active users. Scroll down and select **Holly Spencer**.
8. Under the **Within this time range** section, select **1 day**.
9. Scroll down and select **More search options**. In the **Delivery status** field, select the drop-down arrow and select **Failed**.
10. At the bottom of the page, select the **Search** button.
11. In the **Message trace search results** window that appears, if no failed message deliveries appear in the list, you may need to wait several minutes before selecting the **Refresh** button that appears above the item list.
12. Double-click on the first failed message to view the **Message trace details** pane for that message. This displays the sender, recipient, status, and error information, as well as the **How to fix it** instructions. Scroll to the bottom of this pane and select the **Close** button to close the message window.

Repeat this step for the other failed message.

1. Close the **Message trace search results** window, and then close the **New message trace** window. This will return you to the **Message trace** window in the **Office 365 Security and Compliance center**.
2. Remain signed into Office 365 as Holly. In your Internet Explorer browser, leave the tabs open for the next task.

### Task 2 - Monitor Service Health and Analyze Reports

Adatum's CTO is concerned with the service health issues that have recently come to light throughout the organization He has asked Holly to review several of the key service health queries and reports so that she becomes aware of the information that's available to help Adatum monitor its service health.

1. **Microsoft 365 admin center** tab within your Internet Explorer browser.
2. In the left-hand navigation pane, you previously selected the **Show all** option in the prior task. Select the **Health** group that displayed when you selected **Show all**, and then select **Service health**.
3. On the **Service health** page, the **All services** tab is displayed by default. Select the **History** tab.
4. The default option is to display a list of items from the past 7 days (see the menu bar above the list of items; **Past 7 days** displays as the default option). Select any entry in the list to see further details about the incident. Close the incident window when you’re done reviewing it.
5. In the **Office 365 admin center**, on the left-hand navigation pane, select **Reports**, and then select **Usage.**
6. On the **Usage** page, scroll down and view the **Email activity** chart.

‎**Note:** There may be little or no data shown due to the limiited mailbox usage in the lab environment.

1. Scroll back to the top of the **Usage** page and select the **Select a report** drop-down arrow. In the menu that appears, select **Exchange**, and then select **Mailbox usage**.
2. Select the following different date views to see how the display changes: **7 days**, **30 days**, **90 days** and **180 days**.
3. Scroll down to the bottom of the page to see mailbox details for each of the active users.
4. Scroll back to the top of the page. On the menu bar above the chart, it currently displays **Mailbox usage** followed by a drop-down arrow. Select the drop-down arrow, and in the menu that appears, select **SharePoint**. In the SharePoint group, select **Site usage**.
5. Select the following different date views to see how the display changes: **7 days**, **30 days**, **90 days** and **180 days**.
6. Scroll down to the bottom of the page to see details for each of the site collections for your tenant.
7. You now want to review the reports that are available in the **Security & Compliance center**. In the **Microsoft 365 admin center**, in the left-hand navigation pane, scroll down to the list of admin centers and select **Security**.
8. In the **Office 365 Security & Compliance center**, scroll down in the left-hand navigation pane and select **Reports,** and then under the **Reports** section, select **Dashboard.**
9. Scroll down to any report that has data displayed (for example, **Top senders and recipients**) and click in the chart area to open the **Report Viewer** for that report.
10. After reviewing the report, select **Dashboard** in navigation thread at the top of the page (Home > Dashboard > Report Viewer - Security & Compliance) to return to the report dashboard.
11. Repeat these last two steps for any other report that has data displayed.
12. Close the **Security & Compliance center** tab in your Internet Explorer browser but leave the other Microsoft 365 admin center tabs open for the next task.

### Task 3 – Submit a Help Request to Microsoft Support

If an organization runs into a situation in Microsoft 365 where it needs assistance with a problem, it must submit a service request with the Microsoft Support team. As part of Adatum's pilot project, Holly Spencer and Patti Fernandez (Adatum's Service Support Administrator) have decided to submit a test request that does not require a call back. They are performing this task to become familiar with the service request process.

1. in the **Microsoft 365 admin center** tab of your Internet Explorer browser, select **Support** in the left-hand navigation pane, and then select **View service requests** to see if there are any outstanding service request tickets. You should verify that no service requests appear on the **Service request history** page.
2. In the left-hand navigation bar, under the **Support** group, select **New service request**.
3. In the **Support Assistant** window that appears, select the Message line at the bottom of the window (which currently displays **Message e.g. How do I install Office?**) and type the following message: **This is a test of the service request system; a call back is not needed.** When you are done, select the **Send message** arrow icon that appears below the message line.
4. This displays a list of recommended articles related to the issue that you entered.
5. If you need further assistance and would like to speak to a Microsoft support agent, at the top of the window select the **headset** icon (the middle icon) to get help from one of the support agents. Select the **headset** icon now.
6. In the **Contact support** window that appears, do NOT enter any information; instead, just review the information that you would enter to complete this request in a real-world situation. You could also attach any necessary documents before selecting **Contact me** at the bottom of the page.

‎**IMPORTANT:** Do NOT complete this form in your lab environment. If you enter this request with the **Phone** option selected, you will receive a call from a Microsoft 365 support representative.

1. Select the **X** in the upper right-hand corner of the page to close the **Contact support** window.