

# MS-203: Microsoft 365 Messaging

## Course Overview

This course covers Microsoft 365 messaging. Topics covered include managing messaging infrastructures, managing recipients and mailbox databases, client access, high availability and disaster recovery, threat protection, hybrid environments, and more.

<b><u>Course Introduction</u></b>	2m
Course Introduction	
<b><u>Chapter 1 - Managing Messaging Infrastructures</u></b>	2h 8m
Designing a Modern Messaging Solution	
Exchange 2019 Architecture	
Exchange Online Architecture	
Exchange Hybrid Architecture	
Planning Exchange Server Deployment	
Messaging Infrastructure Requirements	
Virtualization Considerations	
Deployment Prerequisites	
Setup Process	
Demo - Installing Exchange Server 2019	
Exchange Online Deployment	
Demo - Exchange Online Deployment	
Working with Administrative Tools	
Exchange Admin Center	
Demo - Using the EAC	
Exchange Management Shell	
Demo - Working with EMS	
Updating Exchange	
<b><u>Chapter 2 - Managing Recipients</u></b>	2h 55m
Recipient Types	
User Mailboxes	
Resource Mailboxes	
Shared Mailboxes	
Groups	
Creating User Mailboxes	
Demo - Creating and Managing User Mailboxes	
Creating Resource Mailboxes	
Demo - Working with Resource Mailboxes	
Creating Shared Mailboxes	
Demo - Creating Shared Mailboxes	
Demo - Creating Mail Contacts and Mail Users	
Mailbox Permissions	
Demo - Managing Mailbox Permissions	

Creating Exchange Groups  
Demo - Creating and Managing Groups  
Address Lists  
Address Book Policies  
Offline Address Books  
Email Address Policies  
Demo - Email Address Policies and Address Lists  
Public Folders Overview  
Planning the Public Folder Hierarchy  
Planning Mailboxes and Quotas  
Public Folder Alternatives  
Implementing Public Folders  
Deploying Public Folder Mailboxes  
Creating Public Folders  
Public Folder Permissions  
Demo - Creating and Managing Public Folders  
Mail Enabling Public Folders  
Monitoring Public Folders  
Troubleshooting Public Folders  
Troubleshooting Access

### **Chapter 3 - Managing Mailbox Databases**

1h 7m

Mailbox Servers  
Mailbox Databases  
Understanding Database Changes  
Demo - Examining Database Files  
Storage Options for Databases  
Exchange Preferred Architecture  
Planning Deployment Stages  
Exchange Server Role Requirements Calculator  
Evaluating Database Performance  
Creating Databases  
Demo - Configuring Storage and Creating Databases  
Troubleshooting Database Issues  
Troubleshooting Performance  
Troubleshooting Database Failures  
Recovery Options

### **Chapter 4 - Understanding Messaging Authentication**

1h 33m

Password Policies  
Self-Service Password Management  
Demo - Configuring Password Policies and SSPR  
Multi-Factor Authentication  
MFA in Office 365  
Demo - Enabling MFA for Users  
Planning Password Policies  
Introduction to RBAC  
Management Role Groups  
Default Role Groups  
Management Roles

Demo - RBAC Fundamentals  
Advanced Role Management  
Creating Custom Roles  
Demo - Advanced Role Management  
RBAC Best Practices  
Troubleshooting RBAC  
Workload Policies  
Configuring Workload Policies  
Configuring Quotas  
Office 365 Add-ins  
Deploying Add-Ins  
Demo - Working with Office Add-ins  
Federated Delegations  
Federation Sharing Components  
Organization Relationships  
Demo - Working with Organization Relationships and Sharing Policies

### **Chapter 5 - Managing Client Access**

2h 10m

Introduction to Client Access Services  
Client Access Service Configuration  
Demo - Configuring Client Access Services  
Understanding Autodiscover  
Autodiscover Process  
Demo - Working with Autodiscover Settings  
Availability Service  
MailTips  
Demo - Configuring MailTips  
Working with Outlook  
Outlook Mobile  
Outlook on the Web  
Connecting Non-Outlook Clients  
Security Considerations  
Configuration Options  
Configure Redirection  
Office Online Server  
Demo - Configuring Outlook on the Web  
Troubleshooting Authentication  
Troubleshooting Outlook Connectivity  
Troubleshooting Outlook on the Web  
Exchange ActiveSync  
Mobile Device Mailbox Policies  
Microsoft 365 MDM  
Configuring Microsoft 365 MDM  
Configuring Access for Mobile Devices  
Demo - Managing Mobile Devices

### **Chapter 6 - Managing Transport Services**

1h 31m

Introduction to Message Transport  
Introduction to Message Transport  
Message Routing

- Configuring Message Transport
- Transport Agents
- Configuring Message Transport Options
- Configuring SMTP Domains
- Configuring Connectors
- Default Connectors
- Demo - Working with Connectors
- Message Moderation
- Introducing Transport Rules
- Transport Rule Components
- Planning for Transport Rules
- Demo - Working with Transport Rules
- Understanding Mail Flow
- Exchange On Premises
- Demo - Managing On-Premises Mail Flow
- Exchange Online Mail Flow
- Hybrid Exchange Mail Flow
- Troubleshooting Tools
- Shared Namespaces
- Troubleshooting TLS Issues
- Troubleshooting Network Based Issues
- Troubleshooting Mail Flow
- Troubleshooting Logs
- Demo - Troubleshooting Tools

## **Chapter 7 - Implementing High Availability and Disaster Recovery**

1h 52m

- High Availability Components
- Database Availability Groups
- DAG Characteristics
- DAG Life Cycle
- Understanding Quorum
- Lagged Database Copies
- Creating and Configuring DAGs
- Demo - Creating a Database Availability Group
- Understanding Failover
- Maintaining Database Availability Groups
- Troubleshooting DAGs
- Understanding High Availability for CAS
- Namespace Planning and Load Balancing
- Managed Availability
- Considerations for Highly Available CAS
- Transport Availability
- Shadow Redundancy
- Safety Net
- Considerations for Site Resilience
- Site Resilience Scenarios
- Namespace Planning
- Site Resilience DAG Quorums
- Configuring a Witness in Azure
- Failover and Switchover Process

Data Loss Scenarios  
Data Loss Mitigation Features  
Backup and Restore Scenarios  
Planning Considerations  
Exchange Native Data Protection  
Evaluating Backup Options  
Exchange Backup Considerations  
Supported Backup Technologies  
Demo - Using Windows Server Backup  
Restore Scenarios  
Restoring Database Corruption

### **Chapter 8 - Threat Protection**

1h 14m

Exchange Online Protection  
EOP Features  
Message Routing with EOP  
Demo - Examining EOP  
Message Headers  
Spam Confidence Levels  
Overview of Anti-Spam and Anti-Malware  
Managing Anti-spam  
Managing Anti-malware  
Anti-malware Policies  
Outbound Spam  
Quarantine  
Demo - Examining Anti-malware Policies  
Sender Policy Framework  
DomainKeys Identified Mail (DKIM)  
DMARC  
Demo - Configuring Advanced Anti-spam Settings  
ATP Overview  
Safe Attachments  
Safe Links  
Spoofing Intelligence  
Demo - Examining Advanced Threat Protection

### **Chapter 9 - Compliance**

2h 21m

Message Policy and Compliance  
Microsoft 365 Encryption  
RBAC Roles  
Demo - Examining RBAC Roles and SCC  
Retention Policies  
Retention Policies in Action  
Principles of Retention  
Demo - Configuring Retention Policies in SCC  
Configuring DLP Policies  
Demo - Configuring DLP Policies  
Message Trace  
Demo - Performing a Message Trace  
In-Place and Litigation Holds

Hold Goals and Features  
Recoverable Items Folder  
Demo - Working with Holds  
Messaging Records Management  
Retention Strategies  
Managed Folder Assistant  
Demo - Configuring Retention Policies  
Message Tracking  
Demo - Searching Message Tracking Logs  
In-Place Archives  
Archive Considerations  
Managing Archiving  
Demo - Using In-Place Archiving  
Journaling Overview  
Considerations for Journaling  
Exchange Auditing  
Demo - Working with Exchange Auditing  
Introduction to Content Searches  
Designing Content Searches  
Managing Content Searches  
eDiscovery  
eDiscovery Permissions  
Demo - Working with eDiscovery

## **Chapter 10 - Deploying Exchange Hybrid Environment**

1h 42m

Connection Options  
Hybrid Deployment Components  
Azure AD Connect  
AD Connect Fundamentals  
Source of Authority  
Hybrid Environments  
Identity Options  
Federation Methods  
Demo - Install and Configure Azure AD Connect  
Planning for Exchange Hybrid  
Minimal Hybrid Configuration  
Full Hybrid Configuration  
Organization Configuration Transfer  
Exchange Modern Hybrid  
Installing the Hybrid Agent  
Mail Flow Options  
Demo - Using Hybrid Configuration Wizard  
Migration Options  
Choosing a Migration Option  
DNS Record Changes  
IMAP Migrations  
IMAP Requirements and Limitations  
Cutover Migrations  
Cutover Migration Process  
PST Migrations

PST Migration Process  
Public Folder Migrations  
Migrating Legacy Public Folders  
Migrating Modern Public Folders  
Demo - Migrating Mailboxes  
Overview of Edge Transport  
Infrastructure Requirements  
EdgeSync  
Message Flow

**Total Duration:** 18h 35m