

# WorkshopPLUS - Power Platform - Dynamics 365 and Dataverse Troubleshooting



## WorkshopPLUS

**Duration:** 1 Day [ Remote | Onsite ]

**Difficulty Level:** 300 - Advanced

### Description

The Dynamics 365 and Dataverse Troubleshooting Workshop is a one-day course designed for administrators and support staff which focuses on troubleshooting Dynamics 365 Customer Engagement apps, Dataverse, and the Power Platform. The course covers troubleshooting email integration, improving application performance, managing processes, handling system jobs, and addressing errors. Also included are working with troubleshooting scenarios, fixing client-side errors, and using various tools.

### Objectives

- Learn the most efficient methods for isolating, analyzing, troubleshooting, and correcting issues in the Power Platform.
- Gain hands-on experience with troubleshooting techniques in a lab environment to help reduce the time for resolving issues in your production environments.

### Outcomes

- Gain a deeper understanding of the investigation process and tools used for troubleshooting Power Platform and Dynamics 365 applications.

### Methodology

#### Learn by example

Participate in group discussions and learn from presentations and demonstrations.

#### Hands-on

Participate in hands-on labs and demonstrations to learn relevant concepts.

### Scope

This offering encompasses essential components and features of Dynamics 365 as well as the Dataverse platform.

### Agenda

#### Day 1

- Troubleshooting Application Performance
- Troubleshooting Processes and Power Automate Flows
- Troubleshooting Errors
- Troubleshooting Server-Side Sync and App for Outlook

# Delivery Outline

## Requirements

### Participants

- Administrators, Support staff, and power users of Dynamics 365 applications and Dataverse

### Skill Requirements

- Experience with Dynamics 365 apps and Dataverse
- Experience with diagnostics and debugging tools

### Time Commitment

- One full-day engagement with relevant roles

### Delivery Requirements

- Microsoft/Windows Live ID to connect to the virtual environment
- Hardware running:
  - Supported version of Windows
  - Supported version of Office
  - Modern browser, such as Microsoft Edge (or equivalent)
- Internet access

Education	
Day 1	
Troubleshooting Application Performance	<ul style="list-style-type: none"><li>• Form Load Performance</li><li>• Slow View, Quick Find, and Global Search results</li></ul>
Troubleshooting Processes and Power Automate Flows	<ul style="list-style-type: none"><li>• Workflows</li><li>• System Jobs</li><li>• Power Automate Flows</li></ul>
Troubleshooting Errors	<ul style="list-style-type: none"><li>• JavaScript Errors</li><li>• Timeout Errors</li></ul>
Troubleshooting Server-Side Sync and Application for Outlook	<ul style="list-style-type: none"><li>• Server-Side Sync Dashboards, Mailbox Alerts, and Mailbox Details</li><li>• Incoming and Outgoing Emails</li><li>• Test and Enable</li><li>• Appointment, Contact, and Task Synchronization</li><li>• Application for Outlook Connectivity and Tracking</li></ul>

*If you are interested in this engagement for your organization, contact your Microsoft Account Representative.*