Microsoft Teams - Network Connectivity Test

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Using the Microsoft 365 Network Connectivity Test Tool (connectivity.office.com)

Overview

The **Microsoft 365 Network Connectivity Test Tool** helps administrators and users evaluate their network path to Microsoft 365 services such as Exchange Online, SharePoint, OneDrive, and Teams. It identifies routing issues, latency, packet loss, and connectivity misconfigurations.

You can run basic tests directly in the browser or install a lightweight client to run advanced diagnostics.

How to Use the Connectivity Test Tool

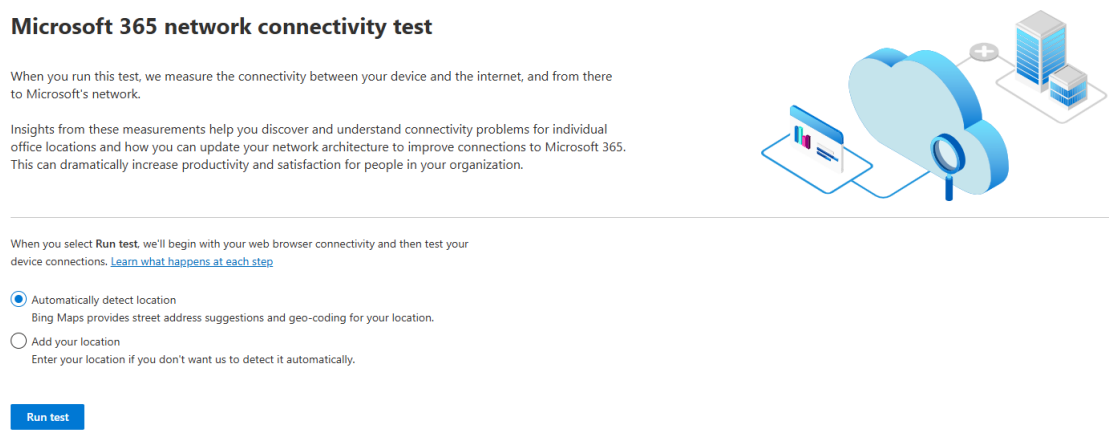
Prerequisites

- A modern web browser (Edge, Chrome, Firefox, Safari)
- Optional: A Microsoft 365 account (required to save reports to the tenant)
- Optional: Windows device with .NET installed (required for advanced tests)

Step-by-Step Instructions

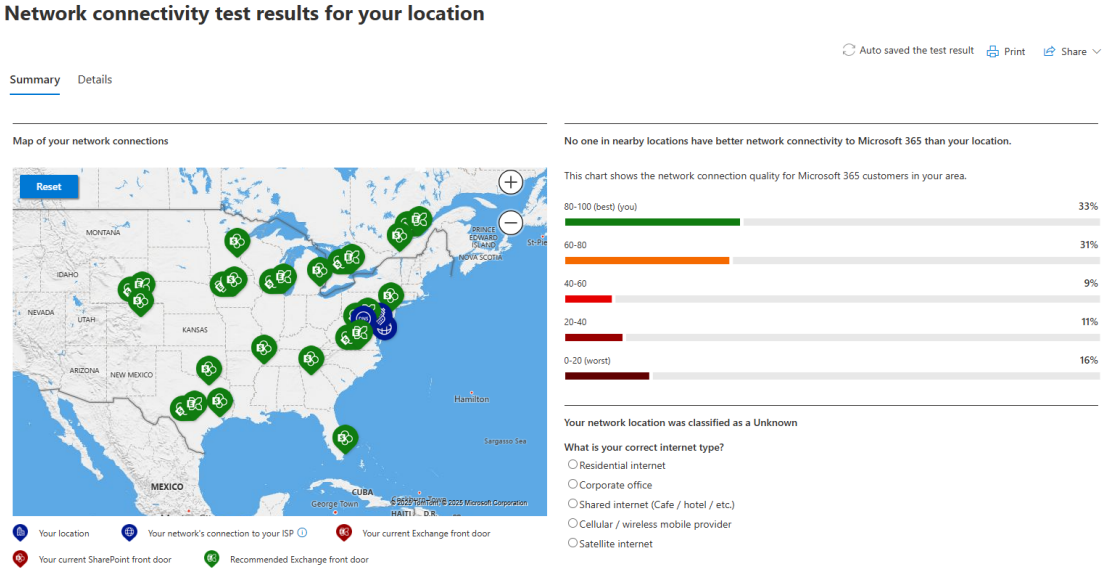
1. Open the Tool

1. Navigate to **https://connectivity.office.com**
2. The homepage will load a welcome screen explaining what the tool tests.



2. Run Basic Browser-Based Tests

1. Click **"Run test"** or **"Start tests"** (wording varies).
2. Allow the site to **access your location** if prompted (recommended for accuracy).
3. The tool will automatically begin:
    - DNS checks
    - HTTP reachability to Microsoft 365 endpoints
    - Front-door proximity tests
    - Basic latency measurements
4. Review the results summary at the end:
    - Pass/fail indicators
    - High-level network insights
    - Links to detailed findings

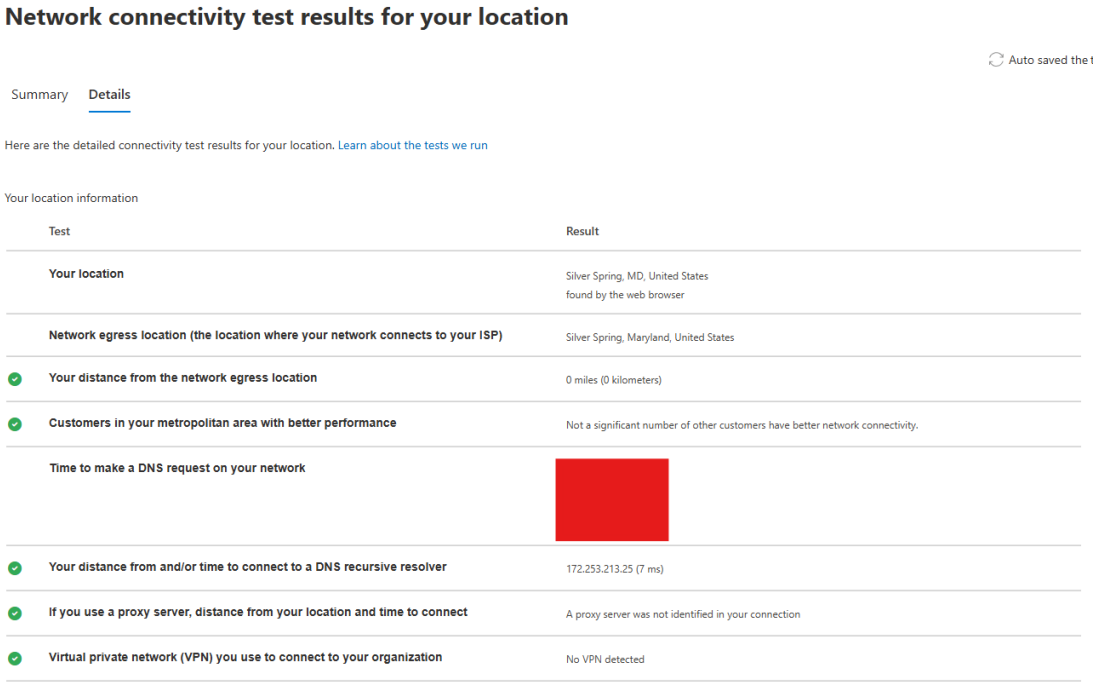


3. Run Advanced Network Tests (Recommended)

Advanced tests provide more detail, including traceroutes, proxy detection, jitter, packet loss, and Teams-specific metrics.

1. After the basic test completes, click **“Download advanced client”**.
2. Run the downloaded installer or executable.
3. Accept the permissions and allow the application to perform network diagnostics.

4. The client will automatically run deeper testing such as:
    - TCP and UDP connectivity
    - Traceroute to Microsoft service front doors
    - Latency, jitter, and packet-loss measurements
    - SSL inspection or proxy interference detection
    - Connectivity validation to Exchange, SharePoint, Teams services
5. When finished, the client uploads results back to the browser for viewing.



4. Sign in to Save Test Reports (Optional but Useful)

Signing in lets your reports appear inside the **Microsoft 365 Admin Center**.

1. Click **"Sign in"** at the top of the test page before beginning your test.
2. Use your Microsoft 365 account (admin account recommended).
3. After completing the tests:
    - Results can be viewed in **Admin Center → Health → Network Connectivity**.
    - Reports can be shared using automatically generated links (if enabled by the tenant).

5. Share or Export Results

After the test completes, you can:

- **Copy a link** to share your results with IT staff or Microsoft support
- **Download data** for offline review
- **View historical reports** in the Admin Center (if signed in)

- Tags
- microsoft teams
- testing