



Vendor: Microsoft

Exam Code: 98-369

Exam Name: Cloud Fundamentals

Version: DEMO

QUESTION 1

You are an IT intern for a retail company.

The staff is not receiving inbound messages, and clients are not receiving the staff's outbound messages.

Which two features of Microsoft Exchange Online should you use to diagnose the issue? Choose two.

- A. Outlook Web App (OWA) delivery reports
- B. Exchange Online Protection
- C. Endpoint Protection
- D. Message Trace tool

Answer: AD

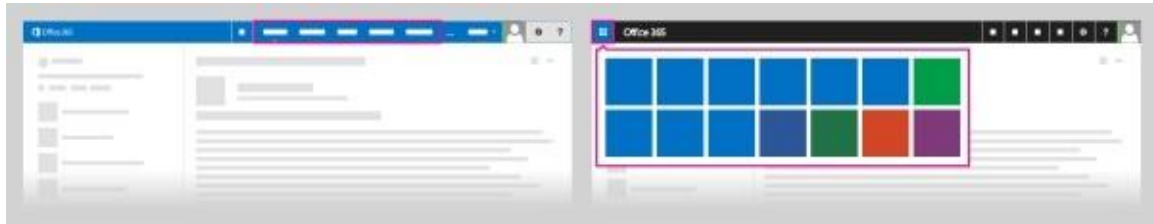
Explanation:

D: Office 365 Small Business admins can troubleshoot email delivery problems by using the Exchange Online message trace tool. The tool helps admins track specific messages sent in the past 90 days.

A: Office 365 users and admins can also use delivery reports in Outlook Web App to check the delivery status of messages they've sent or received. If you sent a message to five people, for example, you can check the status of the delivery of that message to each person.

Go to Delivery reports settings:

1. Sign in to Outlook Web App.
2. At the top of the page, select Outlook (or Mail). Or, select the App launcher , and then select Outlook.



3. At the top of the page, select Settings > Options.

4. In Options, select Organize email > Delivery reports. Or, in Options, under MAIL > Layout, select Delivery reports.

Troubleshoot email delivery using the Exchange Online message trace tool

<https://support.office.com/en-au/article/Troubleshoot-email-delivery-using-the-Exchange-Online-message-trace-tool-e7758b99-1896-41db-bf39-51e2dba21de6>

<https://support.office.com/en-sg/article/Delivery-reports-6556a1d7-e988-4428-88de-48a4ae58555f>

QUESTION 2

You are the Microsoft Lync administrator for your company.

An employee needs to use Lync Online to call two external Skype contacts simultaneously.

The employee can only call one contact at a time.

What should you advise the employee to do?

- A. Turn on external communication
- B. Check the formatting of her user name
- C. Invite contacts to a Lync Meeting
- D. Verify that the Skype users are signed in to a Microsoft Account

Answer: D

Explanation:

Skype users must be signed in with their Microsoft account (formerly Windows Live ID).

Reference: Let Lync Online users communicate outside your organization [Small Business]

<https://support.office.com/en-ca/article/Let-Lync-Online-users-communicate-outside-your-organization-Small-Business-7f488f09-f004-4db5-aec5-01c262aa3d34?ui=en-US&rs=en-CA&ad=CA>

QUESTION 3

You are the Microsoft Lync Online administrator for your company.

A customer has reported an issue when signing in to the company's Lync Online Service.

When the customer attempts to sign in, the following error message is returned:

"The server is temporarily unavailable".

The server is up, and other customers are connected to it.

What is likely causing the connection issue?

- A. The user has the incorrect Lync version
- B. The user has entered the wrong user name
- C. DNS is configured incorrectly
- D. The user does not have a Lync license

Answer: D

Explanation:

This issue occurs for one of the following reasons:

Cause 1: You are not entitled for Lync Online.

Cause 2: You lack connectivity to the Lync Online service.

Cause 3: You are running a 64-bit Windows operating system.

Reference: "Cannot sign in because the server is temporarily unavailable" error when you try to sign in to Lync Online in Office 365 dedicated

<https://support.microsoft.com/en-us/kb/2619522>

QUESTION 4

Hotspot Question

You are doing contract work for Contoso, Ltd. Company employees want to be able to view all Microsoft SharePoint libraries outside of their web browser without any additional software.

Instructions: For each of the following statements, select yes if the statement is true. Otherwise, select No. Each correct selection is worth one point.

Answer Area	Yes	No
SharePoint libraries can be synced with a library on the user's computer	<input type="radio"/>	<input type="radio"/>
SharePoint libraries can be mapped as a network drive	<input type="radio"/>	<input type="radio"/>
SharePoint libraries can be opened in File Explorer	<input type="radio"/>	<input type="radio"/>

Answer:

Answer Area	Yes	No
SharePoint libraries can be synced with a library on the user's computer	<input checked="" type="radio"/>	<input type="radio"/>
SharePoint libraries can be mapped as a network drive	<input checked="" type="radio"/>	<input type="radio"/>
SharePoint libraries can be opened in File Explorer	<input checked="" type="radio"/>	<input type="radio"/>

Explanation:

* You can synchronize a SharePoint library to your computer, and make the documents available to you when you are offline.

1. Make sure that the OneDrive for Business client is installed on your machine.
2. Navigate to the library you want to synchronize.
3. Click the Synchronize the current document library icon ().
4. Click Sync Now.

* To map a network drive to a SharePoint Online library, follow these steps:

1. Sign in to the SharePoint Online site by using your Office 365 work or school account credentials. Make sure that you click to select the Keep me signed in check box.
2. Browse to the library that you want to map the drive for.
3. Click the LIBRARY tab on the ribbon, and then click Open with Explorer.
4. Click in an empty area of the Explorer window address bar, and then copy the URL of the library.
5. Right-click the Computer icon from the Desktop, or within Windows Explorer, and then click Map Network Drive.
6. Click the Connect to a Web site that you can store your documents and pictures link, and then click Next two times.
7. Paste the URL that you copied in step 4, click Next, and then follow the instructions in the wizard.

* Opening a SharePoint Library in a traditional "Explorer View" can make it easier to work with a number of files or folder maintenance tasks.

If it is a once-off requirement you could simply open the Library in Explorer view from the SharePoint Library toolbar or you may also Map a drive from Windows explorer for ongoing access to the Library.

Reference: How to configure and to troubleshoot mapped network drives that connect to

SharePoint Online sites in Office 365

QUESTION 5

What is the minimum version of Internet Explorer needed to ensure that Microsoft Office 365 web- based applications have full functionality?

- A. Internet Explorer 8
- B. Internet Explorer 9
- C. Internet Explorer 10
- D. Internet Explorer 11

Answer: C

Explanation:

Office 365 is designed to work with the current or immediately previous version of Internet Explorer. Office 365 does not offer code fixes to resolve problems you encounter when using the service with Internet Explorer 9. You should expect the quality of the user experience to diminish over time, and that many new Office 365 experiences might not work at all.

Reference: Office 365 system requirements

<https://support.office.com/en-us/article/Office-365-system-requirements-719254C0-2671-4648-9C84-C6A3D4F3BE45>

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