Vendor: Microsoft

Exam Code: MS-220

Exam Name: Troubleshooting Microsoft Exchange Online

Version: DEMO

QUESTION 1
Case Study 1 - Fabrikam, Inc

Overview
Contoso, Ltd. provides financial services to corporate clients. Contoso partners with Fabrikam, Inc. to support financial planning projects.

Requirements
Organizational structure
Contoso has the following departments:
- Human resources (HR)
- Finance
- Technical support
- Marketing
Each department has a shared mailbox that matches the department name.

Licensing
Contoso has Microsoft 365 E5 and Azure Active Directory (Azure AD) Premium P2 license plans.

Active Directory
Contoso uses an on-premises Active Directory Domain Services (AD DS) environment that synchronizes attributes to Azure AD by using Azure AD Connect.

Microsoft Exchange
The company uses a Microsoft Exchange Server 2016 hybrid environment.

Mailbox locations
- Exchange servers host the mailboxes for the finance and marketing departments.
- Exchange Online hosts the mailboxes for the technical support and HR departments.

Archiving and auditing
- Email messages older than 18 months are moved to the user's archive mailbox.
- Auditing is enabled for the tenant.

You need to investigate the issue reported by User1. What should you review?

A. the mailbox audit log for the shared mailbox
B. the mailbox audit log for User1's mailbox
C. the non-owner mailbox access report
D. the sign-in logs

Answer: B
Explanation:
In Microsoft 365, you can run mailbox audit logs to determine when a mailbox was updated unexpectedly or whether items are missing from a mailbox.

QUESTION 2
Case Study 2 - Contoso, Ltd

Overview
Contoso, Ltd. is a consulting organization that provides services to manufacturing businesses. Contoso is a business partner with Fabrikam, Inc. and Trey Research.

Current environment

Deployment
- Contoso uses a Microsoft Exchange Server hybrid deployment. The company recently upgraded the Exchange Server environment from Exchange Server 2013 to Exchange Server 2016.
- The existing deployment uses a Microsoft 365 Enterprise E3 subscription.
- Email messages that Contoso, Ltd. sends to Fabrikam, Inc. and Trey Research use send connectors that are deployed on the Exchange server.

Mailbox locations
- Mailboxes for users in the corporate environment are hosted on Exchange Server 2016 servers.
- Mailboxes for members of the sales and marketing teams are hosted in Exchange Online.

Backup and retention
- Exchange data is backed up every night. Backups are stored in a Microsoft Azure storage account.
- The mailbox retention period for mailboxes is 60 days.
- The company has a retention policy that moves all email from the inbox of executives to an archive mailbox.

Identity and authentication
- The company configures Azure Active Directory (Azure AD) Connect by using express settings.
- The Active Directory root domain is Contoso.com. There is another Active Directory (AD) tree named Tailspin.com.
- The Azure AD tenant name is contoso.onmicrosoft.com.
- Contoso.com is a verified custom domain in Azure AD.
- Contoso adds the primary contacts for each of their client companies as external recipients in Azure AD.
- The company uses self-signed certificates on all Exchange servers.

Hotspot Question

You need to resolve the issue reported by User2.
How should you complete the commands? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

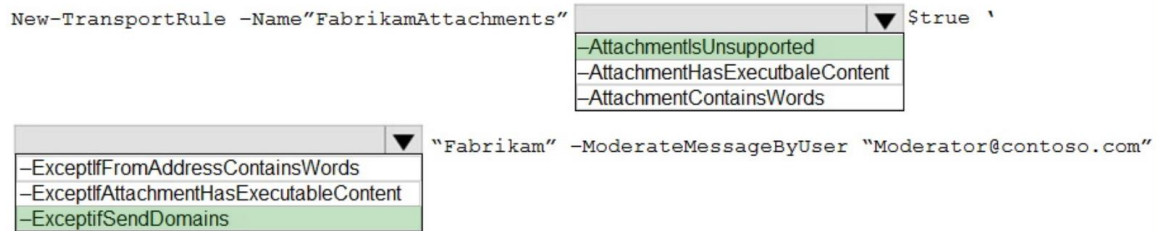**Answer Area**

New-TransportRule –Name"FabrikamAttachments" [▼] $true '
- –AttachmentIsUnsupported
- –AttachmentHasExecutbaleContent
- –AttachmentContainsWords

[▼] "Fabrikam" –ModerateMessageByUser "Moderator@contoso.com"
- –ExceptIfFromAddressContainsWords
- –ExceptIfAttachmentHasExecutableContent
- –ExceptifSendDomains

Answer:

Answer Area

```
New-TransportRule –Name"FabrikamAttachments"                    ▼  $true '
                                            –AttachmentIsUnsupported
                                            –AttachmentHasExecutbaleContent
                                            –AttachmentContainsWords

                                    ▼  "Fabrikam" –ModerateMessageByUser "Moderator@contoso.com"
–ExceptIfFromAddressContainsWords
–ExceptIfAttachmentHasExecutableContent
–ExceptifSendDomains
```

Explanation:
https://learn.microsoft.com/en-us/powershell/module/exchange/new-transportrule?view=exchange-ps

QUESTION 3
A company uses Exchange Online.
A user named User1 receives a notification that their mailbox is full.
You verify that User1's mailbox size is 49.8 GB.
You need to increase the maximum size of User1's mailbox to 99 GB.
Which two actions should you perform? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. Assign an Exchange Online Plan 1 license to User1.
B. Run the set-Mailbox cmdlet.
C. Run the Get-Msolsubscription cmdlet.
D. Assign an Exchange Online Plan 2 license to User1.

Answer: CD
Explanation:
In Exchange Online, the quota value is determined by the subscriptions and licenses that administrators purchase and assign in the Microsoft 365 admin center. You can lower the quota value, but you can't exceed the maximum value that's allowed by the subscription or license. In Exchange Online, you can't use this parameter on public folder mailboxes.
https://learn.microsoft.com/en-us/powershell/module/exchange/set-mailbox?view=exchange-ps

QUESTION 4
A company uses Exchange Online.
The company configures an SMTP relay device. Users report they are unable to send email through the relay device.
You need to ensure that the relay device can send email by using SMTP AUTH.
Which two actions should you perform? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. Instruct users to specify a different email address when sending email.
B. Configure the network firewall to allow traffic on port 443.
C. Configure a licensed Microsoft 365 mailbox on the relay device.
D. Configure the network firewall to allow traffic on port 587.

Answer: CD
Explanation:
Requirements for SMTP AUTH client submission

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1. Mailbox: You must have a licensed Microsoft 365 or Office 365 mailbox to send email from.
2. Port: Port 587 (recommended) or port 25 is required and must be unblocked on your network. Some network firewalls or ISPs block ports, especially port 25, because that's the port that email servers use to send mail.

https://learn.microsoft.com/en-us/exchange/mail-flow-best-practices/how-to-set-up-a-multifunction-device-or-application-to-send-email-using-microsoft-365-or-office-365#option-2-send-mail-directly-from-your-printer-or-application-to-microsoft-365-or-office-365-direct-send

QUESTION 5
A company uses Exchange Online.
A user reports receiving the following non-delivery report (NDR) when sending an email:

```
5.2.2. Submission quota exceeded. The sender
has exceeded the recipient rate limit.
```

What should you do?

A. Instruct the sender to reduce the email size and resend the email.
B. Increase the Maximum number of recipients in a message value.
C. Instruct the sender to wait 24 hours before resending the email.
D. Increase the Maximum size of a message sent value.

Answer: C
Explanation:
After the recipient rate limit is reached, messages can't be sent from the mailbox until the number of recipients that were sent messages in the past 24 hours drops below the limit. For example, a user sends an email message to 5000 recipients at 09:00 AM, then sends another message to 2500 recipients at 10:00 AM, and then sends another message to 2500 recipients at 11:00 AM, hitting the limit of 10,000 messages. The user won't be able to send messages again until 09:00 AM the next day.
https://learn.microsoft.com/en-us/office365/servicedescriptions/exchange-online-service-description/exchange-online-limits?redirectedfrom=MSDN

QUESTION 6
A company uses Exchange Online.
A user named Admin1 receives an error message when attempting a compliance search. Admin1 needs to perform the following actions:

```
- Create, edit, delete, and control access to Core and Advanced
eDiscovery cases
- Use the Content Search tool in the Microsoft 365 compliance center.
- Place mailboxes' content on hold.
- Perform bulk removal of data matching the criteria of a content
search.
```

You need to determine the role group required by Admin1.
Which role group should you assign to Admin1?

A. Compliance Administrator
B. eDiscovery Manager
C. eDiscovery Administrator

D. Organization Management

Answer: C
Explanation:
eDiscovery Members can perform searches and place holds on mailboxes, SharePoint Online sites, and OneDrive for Business locations. Members can also create and manage eDiscovery cases, add and remove members to a case, create and edit Content Searches associated with a case, and access case data in eDiscovery (Premium).
The primary difference between an eDiscovery Manager and an eDiscovery Administrator is that an eDiscovery Administrator can access all cases that are listed on the eDiscovery cases page in the compliance portal. An eDiscovery manager can only access the cases they created or cases they are a member of.

QUESTION 7
A company uses Exchange Online and the United Messaging (UM) service. The company enables journaling for all users.
You discover voice mail and missed call notifications in the journaling mailbox.
You need to exclude voicemail and missed call notifications from the journaling mailbox.
Which cmdlet should you run?

A. Set-TransportConfig
B. Set-TransportRule
C. Set-JournalRule
D. Set-MessageClassification

Answer: A
Explanation:
Set-TransportConfig -VoicemailJournalingEnabled $false/true
https://learn.microsoft.com/en-us/exchange/security-and-compliance/journaling/disable-enable-voicemail-missed-call-notifications

QUESTION 8
A company uses Exchange Online.
A user named User1 reports that emails are missing from their mailbox.
You perform an audit log search and are unable to locate any logs for User1.
You need to identify the cause of the missing audit logs.
Which two commands can you use? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A. Get-MsolUser –SearchString User1 | Format-List Licenses
B. Get-MailboxAuditBypassAssociation –Identity User1 | Format-List AuditByPassEnabled
C. Get-AdminAuditLogConfig | Format-List UnifiedAuditLogIngestionEnabled
D. Get-OrganizationConfig | Format-List AutditDisabled

Answer: BD
Explanation:
https://learn.microsoft.com/en-us/microsoft-365/compliance/turn-audit-log-search-on-or-off?view=o365-worldwide

QUESTION 9
Hotspot Question

A company uses Exchange Online.
A user named User1 reports that they are unable to add new delegates to and remove them from their calendar.
You need to resolve the issue.

How should you complete the command? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Answer Area

Remove-MailboxFolderPermission ▼	–Identity User1:\Calendar	–SharingPermissionFlags ▼
Set-MailboxFolderPermission		–ResetDelegateUserCollection
Add-MailboxFolderPermission		–AccessRights

Answer:

Answer Area

Remove-MailboxFolderPermission ▼	–Identity User1:\Calendar	–SharingPermissionFlags ▼
Set-MailboxFolderPermission		–ResetDelegateUserCollection
Add-MailboxFolderPermission		–AccessRights

Explanation:
https://learn.microsoft.com/en-us/powershell/module/exchange/remove-mailboxfolderpermission?view=exchange-ps#examples

QUESTION 10
Drag and Drop Question

A company uses a Microsoft Exchange Server 2019 hybrid environment.
You observe that emails sent from the on-premises users are being journaled. However, the emails from users in Exchange Online are not being journaled.
You need to resolve the issue. You open the Classic Exchange admin center.

Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Actions

Navigate to Compliance Management.

Create journal rules.

Navigate to Servers and then select **Databases**.

Navigate to Journal Rules.

Create mail flow rules.

Navigate to Mail flow and then select **Rules**.

Answer Area

Answer:

Actions

Navigate to Servers and then select **Databases**.

Create mail flow rules.

Navigate to Mail flow and then select **Rules**.

Answer Area

Navigate to Compliance Management.

Navigate to Journal Rules.

Create journal rules.

Explanation:
https://compliance.microsoft.com/exchangeinformationgovernance?viewid=exoJournalRule

QUESTION 11
A company uses Exchange Online.
A user named User1 schedules a meeting with a conference room mailbox named Conf1.
Conf1 is already reserved for another meeting but does not automatically decline the conflicting meeting request.
You need to ensure that conflicting meeting requests sent to Conf1 are declined.
What should you do?

A. Set the value of the AIIRequestOutOfPolicy property for the room mailbox to False.
B. Remove User1 from the BookInPolicy property list.
C. Remove User1 from the ResourceDelegates property list.
D. Set the value of the AIIRequestInPolicy property for the room mailbox to False.

Answer: D
Explanation:
https://learn.microsoft.com/en-us/exchange/troubleshoot/calendars/you-still-can-reserve-a-meeting-room-even-if-it-is-reserved

QUESTION 12
A company uses Exchange Online.
Users report issues synchronizing their mobile devices with Exchange.
You need to troubleshoot the issue.
Which cmdlet should you run?

A. Get-MobileDeviceStatistics
B. Get-ActiveSyncDevice
C. Get-MobileDeviceMailboxPolicy
D. Get-ActiveSyncDeviceClass

Answer: A
Explanation:
https://learn.microsoft.com/en-us/powershell/module/exchange/get-activesyncdevicestatistics?view=exchange-ps

QUESTION 13
A company uses Exchange Online. The company enables modern authentication.
Users report that Microsoft Outlook continuously prompts for credentials.
You need to ensure that users can authenticate successfully.
Which registry key should you configure on the client computers?

A. AlwaysUseMSOAuthForAutoDiscover
B. PreferProvidedEmailInAutoDiscoverAuthPrompts
C. ExcludeHttpsAutoDiscoverDomain
D. ExcludeExplicit0365Endpoint

Answer: A
Explanation:
https://learn.microsoft.com/en-us/exchange/troubleshoot/administration/modern-authentication-configuration

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