➢ **Vendor: Microsoft**

➢ **Exam Code: MS-220**

➢ **Exam Name: Troubleshooting Microsoft Exchange Online**

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Topic 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
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Microsoft Exchange
The company uses a Microsoft Exchange Server 2016 hybnd 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.
Department memberships
• A user named User6 joins the technical support department.

• A user named User7 joins the HR department.

• A user named User8 is a member of the marketing department.

• A user named Admin2 is a member of the technical support department

Permissions

• You must assign the minimum privileges for users to perform their required job functions.

• Users from the technical support department must be able to create subfolders in public folders. These users must be able to search for content in user mailboxes and remove the content if necessary.

• Users from the HR department must be able to search for content in user mailboxes and place content on hold if necessary.

External email

External users must be able to send emails to mail-enabled public folders hosted on Contoso's Exchange server.

App authentication

All Microsoft Outlook apps must use modern authentication.

Meeting visibility

Fabrikam users must be able to view when Contoso users are in a meeting and where the meeting is located. Fabrikam users must not be able to view the meeting title.

Outlook on the web

Only attachments from default office app files should be permitted to be downloaded or opened in Outlook on the web.

Retention

Emails in Exchange Online must never be permanently deleted.

Issues

Missing email

• A user named User1 reports that an important email has been missing from the HR shared mailbox for eight days.

• Emails are missing from the marketing manager's mailbox. The manager reports that they are unable to perform an audit search.

Marketing department

• User8 permanently deleted some important emails.

• Users from the marketing team are unable to send or open Microsoft PowerPoint attachments in Outlook on the web.

Non-deliverable reports

An external user named User2 receives non-deliverable reports (NDRs). The NDRs state that they do not have permissions to send emails to a mail-enabled public folder named PF1.

Repeated authentication

A user named User3 reports that Outlook repeatedly prompts them to enter their email credentials.

No case visibility

• A user named User4 reports that they are unable to view Advanced eDiscovery cases created by other users.

• User6 is not able to use eDiscovery.

Archived email

A user named User5 reports that emails are not automatically moved to the archive mailbox.

Outlook connectivity

User6 reports receiving the following message when they add an account to Outlook: The connection to Microsoft Exchange is unavailable. Outlook must be online or connected to complete this action.

Free/busy information

Users from Fabrikam report that they are unable to view free/busy information of Contoso users.

Admin issues

• A user named Admin1 needs to assign the compliance permissions for members of the HR and technical support departments

• Admin2 reports that they receive an error message when they try to create a subfolder in a public folder.

Question: 1

HOTSPOT

Which roles should Admin1 assign to HR and technical support department members? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Department	Role
HR	Reviewer Compliance Administrator Organization Management Compliance Data Administrator
Technical support	Reviewer eDiscovery Manager Organization Management Compliance Data Administrator

Answer:

Answer Area

Department	Role
HR	Reviewer **Compliance Administrator** Organization Management Compliance Data Administrator
Technical support	**Reviewer** eDiscovery Manager Organization Management Compliance Data Administrator

Question: 2

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: D

Question: 3

You need to troubleshoot the Outlook issue reported by User6.

Which port is blocked on the client computer?

A.
25
B.
110
C.
443
D.
587

Answer: D

Question: 4

You need to resolve the issue reported by Admin2.
Which role should you assign to Admin2?

A. Author
B. Publishing Author
C. Editor
D. Non-Editing Author

Answer: C

Question: 5

HOTSPOT
You need to resolve the issue reported by the Fabrikam, Inc. users.
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

```
Set-SharingPolicy -Name "ExternalSharingPolicy" `
    -Domains "
```
| Contoso.com |
| Fabrikam.com |

:

| CalendarSharingFreeBusyDetail |
| CalendarSharingFreeBusySimple |
| CalendarSharingFreeBusyReviewer |

Answer:

Question:6

You need to resolve the issue reported by the marketing manager.
Which two roles can you assign? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A. Organization Management
B. Recipient Management
C. Records Management
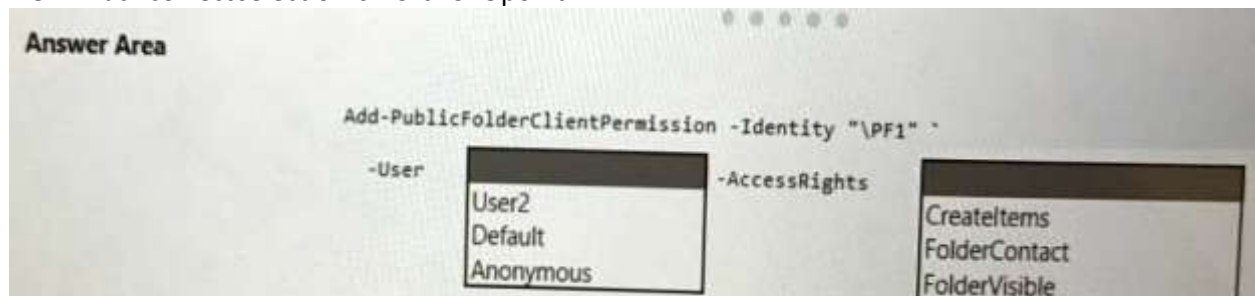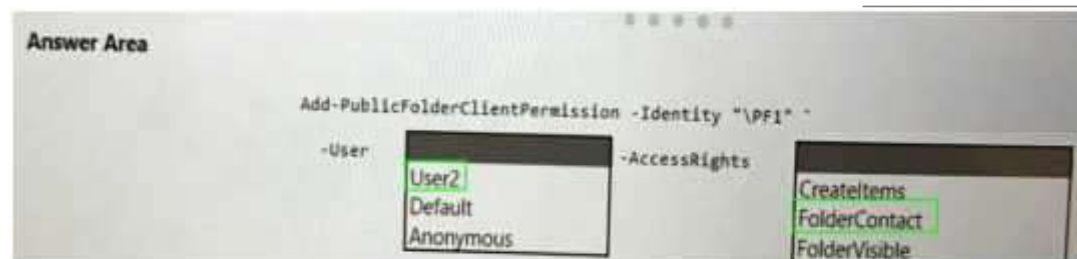D. Reports Reader

Answer: CD

Question:7

HOTSPOT
You need to resolve the issue reported by User2.
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:

Question:8

You need to prevent the issue reported by User8 from recurring. What should you do?

A. Apply a data loss prevention policy.

B. Review the audit log.

C. Perform an eDiscovery Search and Hold

D. Apply a retention policy.

Answer: A

Topic 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.

Policies

The Exchange server uses a custom email address policy for all recipients of smtp:Xg.Xsgcontoso.com.

Authentication

Fabrikam, Inc. and Trey Research require that all inbound email must originate from an independently authenticated source. All synchronized Azure AD accounts must correspond to an existing AD account. You must remove any accounts from Azure AD that cannot be synchronized.

Retention

• On-premises mailboxes must apply retention policies that the company configures in Exchange Online.

• Audit logs must be retained for five years.

• All new mailboxes must be configured to move mail from the inbox that are older than 60 days to an archive in Exchange Online.

• Members of the compliance team must be able to retain email indefinitely. This must apply to inactive mailboxes of the compliance team.

• All email sent between members of the executive team must be encrypted with S/MIME.

• Administrative operations on mailboxes for members of the executive team must be audited. This includes audits for operations that move email.

• All deleted messages must be completely removed from mailboxes 180 days after deletion for items not covered by a retention policy.

Sharing

• Users must be able to share calendar information with any other user in the organization.

• Users must be able to share only free/busy information with external recipients. The information must not include the name or location for meetings.

Outgoing email

All email sent to external recipients must display a corporate disclaimer. Incoming email

• All email attachments from external senders must be manually inspected by a moderator if they are unrecognized by Exchange Online. The moderator email address is moderator@contoso.com.

• Recipients must be able to receive unrecognized email attachments from Fabrikam, Inc. senders.

Hosting

All public folder content must be stored on the Exchange Server.

Team issues Accounting

team

Accounting team users report that they cannot send emails to mail-enabled public folders. Sales team

Sales team users report that they cannot send emails to mail-enabled public folders. Marketing team

• A marketing team user named User1 is deleted. The user is rehired 45 days later in the same position and department. An administrator restores the User1 account. User1 reports that they cannot access their previous email.

• Corporate users are attempting to schedule meetings with marketing team members. When users attempt to add members of the marketing department, they are unable to view when they are available.

Executive team

• A user named Excel is unable to send an S/MIME encrypted email to a user named Exec2.

• Email messages in the executive team mailboxes that are larger than 5 MB are not moved to their archive mailbox.

• Audit logs for Executive mailboxes are being deleted after 90 days.

Other issues

Retention policies

• The default retention policies are not being applied to new mailboxes that the company creates in the on-premises environment.

• The system deletes audit logs for executive mailboxes after 90 days. Audit logs do not record operations for email that is moved.

• Members of the compliance team report they are unable to retain messages for more than 60 days.

Microsoft Outlook

• Users with accounts in the Tailspin AD tree report Outlook is not set up automatically.

• Contoso users report that Outlook takes a long time to reconnect to Exchange after a computer resumes from hibernation.

Compliance

Users report that they can view items older than 180 days in the Recoverable items folder. Email to and from external partners

• A Fabrikam, Inc. administrator reports that a disclaimer is not appended to email received from Contoso, Ltd.

• A user named User2 reports receiving an email attachment that is not recognized by Exchange Online from an external sender.

Azure AD

A user named Admin 1 reports issues synchronizing accounts to Azure AD.

Calendar sharing

Users are unable to share calendar information with external recipients.
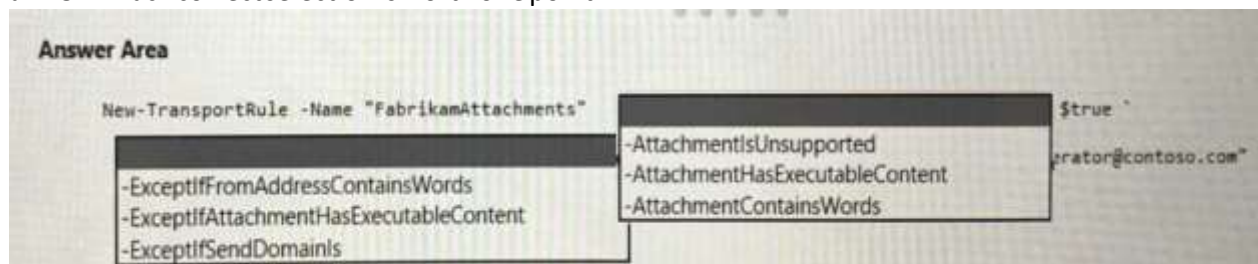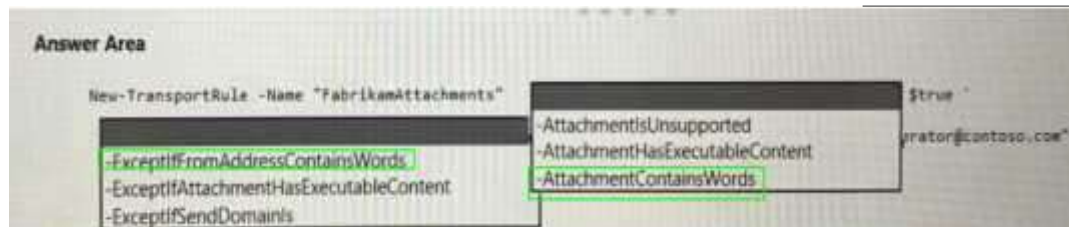
Question: 9

HOTSPOT

You need to resolve the issue reported by User2.

How should you complete the commands? To answer, select the appropriate options in the answer are

a. NOTE: Each correct selection is worth one point.

Answer:

Question: 10

You need to resolve the issue for User1.

What are two possible ways to achieve this goal? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

A. Restore the mailbox.
B. Create a new mailbox.
C. Attach the mailbox.
D. Recover the mailbox.

Answer: AC

Question:11

HOTSPOT

You need to resolve the compliance 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

New-ComplianceSearchAction	-SearchName "RecoverableItems" -Purge	SoftDelete
New-MailboxSearch		SearchQuery
New-SweepRule		KeepLatest

Answer:

Answer Area

New-ComplianceSearchAction	-SearchName "RecoverableItems" -Purge	SoftDelete
New-MailboxSearch		SearchQuery
New-SweepRule		KeepLatest

Question:12

HOTSPOT

You need to resolve the Outlook issue reported by the Contoso users.

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

Set-OrganizationConfig	-MapiHttpEnabled	$true
Update-EmailAddressPolicy	-FixMissingAlias	
New-AuthServer	-Enabled	

Answer:

Answer Area

Set-OrganizationConfig	-MapiHttpEnabled	$true
Update-EmailAddressPolicy	-FixMissingAlias	
New-AuthServer	-Enabled	

Question:13

HOTSPOT

You need to resolve the retention issue reported by members of the compliance team. What should you configure? To answer, select the appropriate options in the answer area.

NOTE: Each correct answer is worth one poin

Answer Area

Configuration setting

Retention object

Policy scope

| Retention policy ta |
| Retention label |
| Default policy tag |

| Adaptive |
| Static |

Answer:

Answer Area

Configuration setting	Option
Retention object	Retention policy tag Retention label **Default policy tag**
Policy scope	Adaptive **Static**

Question:14

You need to troubleshoot the issue reported by users in the Tailspin AD tree. What should you review?

A. Autodiscover records in DNS
B. firewall rules on the client
C. firewall rules on the server
D. Edge Transport rules

Answer: A

Question:15

You need to resolve the audit log issue for executive mailboxes. Which license should you assign?

A. Microsoft 365 Business Standard
B. Microsoft 365 Business Premium
C. Microsoft 365 E3
D. Microsoft 365 E5

Answer: B

Question:16

You need to resolve the public folder issue reported by sales team users.

What should you do?

A. Run the set-MaiiPublicFolder cmdlet.
B. Modify permissions for the public folder mailbox.
C. Run the Sync-MailPublicFolders cmdlet.
D. Create public folders in Exchange Online.

Answer: C

Question: 17

HOTSPOT

You need to configure email for Trey Research.

What should you configure? To answer, select the appropriate options in the answer are a. NOTE: Each correct selection is worth one point.

Answer Area

Configuration		Object
On the Exchange server		certificate port relay host
On the send connector		TLS Secure SMTP IRM

Answer:

Answer Area

Configuration		Object
On the Exchange server		certificate port relay host
On the send connector		TLS Secure SMTP IRM

Question: 18

You need to troubleshoot the executives' archive mailbox issue. What should you do?

A. Verify the mailbox storage quota limit.
B. Create a mailbox usage report.
C. Create a transport rule report.
D. Verify the MaxSendSize and MaxReceiveSize limits.

Answer: D

Topic 3, Mix Questions

Question: 19

HOTSPOT
A company uses Exchange Online.

A user reports that they did not receive an email. You review the following extended message trace for the email.

```
DPA-DPR|ruleId=8ea16def-7495-4067-a921-ed73ecebfcb5|mgtRuleId=defa4170-0d19-0000-0000-bc88714345d2|policyId=3fddee0f-8f6f-4ab8-a4fe-
07c5b9eef33c|st=2021-07-24T05:07:19.0000000Z
ClientSubmitTime:<VI1PR09MB3918AF9AB490CB9385340899932D9@VI1PR09MB3918.eurprd09.prod.outlook.com>","604ebbe9-ac0a-4cd8-e688-
08d9eb23e04e","recipient@fabrikam.onmicrosoft.com","DefaultFolderType:JunkEmail-Mailbox Delivery Filter Agent","33441","1",Monthly
performance","sender@contoso.onmicrosoft.com","2022-02-08T16:55:56.662Z
rsk=Low|scl=0|bcl=1||sfp=0|fprx=|mlc=|mlv=|list=1|di=|rd=cus-irissmtp02.msn.com|h=smtpi.msn.com|ctry=US|cltctry=|lang=|cip=52.185.106.241
```

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

Answer Area

Statement	Yes	No
The email is marked as spam.	○	○
The email is affected by a mail flow rule.	○	○
The email was delivered to the user's Inbox folder.	○	○

Answer:

Answer Area

Statement	Yes	No
The email is marked as spam.	⊙	○
The email is affected by a mail flow rule.	○	⊙
The email was delivered to the user's Inbox folder.	○	⊙

Question: 20

DRAG DROP

A company uses Exchange Online.

A user reports that an email from a specific sender is
quarantined. You need to review the quarantine details.

Which four actions should you perform in sequence? To answer, move the correct order.

Actions	Answer area
Select **Policies and rules**	
Select **Quarantine** and then select the message to review the quarantine reason.	
Select **Email & collaboration**.	
Select **Review**.	
Open the Microsoft 365 Defender portal.	

Answer:

Actions	Answer area
Select Policies and rules	Open the Microsoft 365 Defender portal.
Select Quarantine and then select the message to review the quarantine reason.	Select Email & collaboration
Select Email & collaboration.	Select Quarantine and then select the message to review the quarantine reason.
Select Review.	Select Review
Open the Microsoft 365 Defender portal.	

Question:21

You review the following data from an extended message trace for an email:

```
S:SFA=SUM|SFV=SPM|IPV=CAL|SRV=BULK|SFS=470454002|SFS=349001|SCL=9|SCORE=-1|LIST=0|DI=SN|RD=mail.contoso.com|M=mail.contoso.com|CIP=98.129.148.74
|SFP=1501|ASF=1|CTRY=US|CLTCTRY=|LANG=en
```

You need to determine the action performed on the email. Which action was performed when the email was received?

A. The email was marked as spam and delivered to the recipient's Junk Email folder.
B. The email skipped spam filtering and was delivered because the sender was in the Allowed Senders list.
C. The email was released from the quarantine and was sent to the intended recipients.
D. The email skipped spam filtering and was delivered because the source IP address was in the IP Allow list.

Answer:A