

MS-220^{Q&As}

Troubleshooting Microsoft Exchange Online

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QUESTION 1

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-ed73ecebfc5|mgtRuleId=defa4170-0d19-0000-0000-bc88714345d2|policyId=3fddee0f-8f6f-4ab8-a4fe-07c5b9eef33c|st=2021-07-24T05:07:019.0000000Z  
ClientSubmitTime:<VI1PR09MB3918AF9A849DCB93B5340899932D9@VI1PR09MB3918.eurprd09.prod.outlook.com>“, “604ebbe9-ac0a-4cd8-e608-08d9eb23e04e“, “recipient@fabrikam.onmicrosoft.com“, “DefaultFolderType: JunkEmail-Mailbox Delivery Filter Agent“, “3341“, “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.

Hot Area:

Answer Area

Statement	Yes	No
The email is marked as spam.	<input type="radio"/>	<input type="radio"/>
The email is affected by a mail flow rule.	<input type="radio"/>	<input type="radio"/>
The email was delivered to the user’s inbox folder.	<input type="radio"/>	<input type="radio"/>

Correct Answer:

Answer Area

Statement	Yes	No
The email is marked as spam.	<input type="radio"/>	<input checked="" type="radio"/>
The email is affected by a mail flow rule.	<input type="radio"/>	<input checked="" type="radio"/>
The email was delivered to the user's inbox folder.	<input checked="" type="radio"/>	<input type="radio"/>

QUESTION 2

A company uses Exchange Online. The company configures a transport rule that applies a disclaimer to all emails from the Internet.

Users receive calendar sharing invitations from external senders. Users report that they are unable to open the calendar from a sharing invitation in Outlook on the web.

You need to resolve the issue.

What should you do?

- A. Change the fallback action of the transport rule to Ignore.
- B. Set the value of the ApplyHtmlDisclaimerTextLocation parameter to Prepend.
- C. Change the fallback action of the transport rule to Reject.
- D. Set the value of the ApplyHtmlDisclaimerTextLocation parameter to Append.

Correct Answer: A

QUESTION 3

A company uses Exchange Online.

A user reports that they did not receive an email from an external sender. You perform a message trace and observe the following in the message header SFV: BLK

You need to resolve the issue.

Solution: Remove the sender's email address from the recipient's block list.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: B

QUESTION 4

HOTSPOT

A company uses a Microsoft Exchange Server 2019 hybrid environment. The company is migrating mailboxes to Exchange Online in batches.

You observe that a migration batch did not complete.

You need to identify the mailboxes that were not migrated to Exchange Online.

How should you complete the command? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

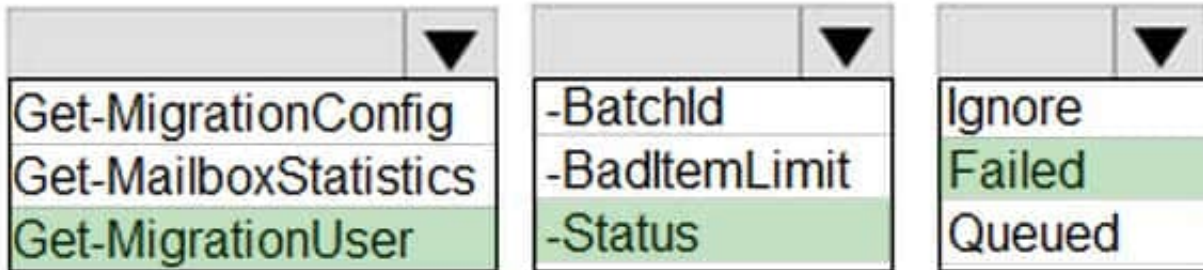
Hot Area:

Answer Area

Get-MigrationConfig	-BatchId	Ignore
Get-MailboxStatistics	-BadItemLimit	Failed
Get-MigrationUser	-Status	Queued

Correct Answer:

Answer Area



QUESTION 5

A company uses Exchange Online. An administrator deletes a mailbox named User1 when the user leaves the company. Six months later the user returns to the company, and the administrator creates a new mailbox named User1.

A user reports receiving the following non-delivery report (NDR) when they send an email to User1:

RfSOIVER.-DR.E-RecipNotFojr.d; not found

You need to recommend a solution to resolve the issue. What should you recommend?

- A. Instruct the user to type the email address for User1.
- B. Delete the LegacyExchangeDN value on the new User1 mailbox.
- C. Instruct the user to delete User1 from their Microsoft Outlook autocomplete cache.
- D. Remove User1 from the Blocked Senders list.

Correct Answer: C

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