# MS-220<sup>Q&As</sup>

Troubleshooting Microsoft Exchange Online

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**QUESTION 1**

HOTSPOT

A company uses Exchange Online.

A user receives non-delivery reports (NDRs) when sending emails.

You need to resolve the NDRs.

What should you do? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

5.1.0 Sender denied

| |
|---|
| Adds sender to recipient's allowed senders list |
| Instruct recipients to remove sender from their block list |
| Remover sender from Restricted users page in Microsoft 365 Defender portal |

5.1.8 Access denied, bad outbound sender

| |
|---|
| Adds sender to recipient's allowed senders list |
| Instruct sender to remove recipients email address from the auto-complete list |
| Remover sender from Restricted users page in Microsoft 365 Defender portal |

Correct Answer:

5.1.0 Sender denied

| |
|---|
| Adds sender to recipient's allowed senders list |
| Instruct recipients to remove sender from their block list |
| Remover sender from Restricted users page in Microsoft 365 Defender portal |

5.1.8 Access denied, bad outbound sender

| |
|---|
| Adds sender to recipient's allowed senders list |
| Instruct sender to remove recipients email address from the auto-complete list |
| Remover sender from Restricted users page in Microsoft 365 Defender portal |

**QUESTION 2**

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.

Hot Area:

## Answer Area

New-ComplianceSearchAction
New-MailboxSearch
New-SweepRule

-SearchName "RecoverableItems"

-Purge

SoftDelete
SearchQuery
KeepLatest

Correct Answer:

## Answer Area

| New-ComplianceSearchAction ▼ |
|---|
| New-ComplianceSearchAction |
| New-MailboxSearch |
| New-SweepRule |

-SearchName "RecoverableItems"

-Purge

| SoftDelete ▼ |
|---|
| SoftDelete |
| SearchQuery |
| KeepLatest |

**QUESTION 3**

HOTSPOT

A company named Contoso. Ltd. uses Exchange Online.

A user named User1 reports a problem connecting their mobile device to Exchange.

You need to troubleshoot the issue.

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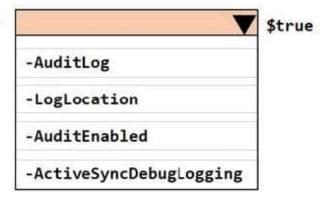
NOTE: Each correct selection is worth one point.

Hot Area:

| Set-User | ▼ | user1@contoso.com | -AuditLog | ▼ | $true |
|---|---|---|---|---|---|
| Set-Mailbox | | | -LogLocation | | |
| Set-EOPUser | | | -AuditEnabled | | |
| Set-CASMailbox | | | -ActiveSyncDebugLogging | | |

Correct Answer:

| Set-User | ▼ | user1@contoso.com | -AuditLog | ▼ | $true |
|---|---|---|---|---|---|
| Set-Mailbox | | | -LogLocation | | |
| Set-EOPUser | | | -AuditEnabled | | |
| **Set-CASMailbox** | | | **-ActiveSyncDebugLogging** | | |

**QUESTION 4**

A company uses Exchange Online.

You observe that emails are being automatically forwarded to external recipients using inbox rules and SMTP forwarding. You need to create a report that lists forwarded emails.

What should you use?

A. Microsoft 365 compliance

B. the Get-TransportRule Cmdlet

C. Exchange admin center

D. the Get-OutboundConnector cmdlet

Correct Answer: C

**QUESTION 5**

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|H=mail.contoso.com|CIP=
98.129.140.74
|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.

Correct Answer: B

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