

MS-220^{Q&As}

Troubleshooting Microsoft Exchange Online

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QUESTION 1

HOTSPOT

A company named Contoso, Ltd. uses a Microsoft Exchange Server 2019 hybrid environment. User mailboxes exist in Exchange Server and in Exchange Online.

Users in Exchange Online report they are unable to view free/busy information for users in Exchange Server. You suspect that the problem is caused by Autodiscover DNS queries. You plan to bypass the Autodiscover process to exclude this

as a potential cause.

You need to configure Exchange Online for the on-premises endpoint.

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

	▼	"0365 to On-premises*" `
Set-HybridConfiguration		
Set-OnPremisesOrganization		
Set-OrganizationRelationship		

	▼	https://exchange.contoso.com/EWS/Exchange.asmx
-DiscoveryEndpoint		
-TargetAutodiscoverEpr		
-TargetSharingEpr		

Correct Answer:

Answer Area

	▼
Set-HybridConfiguration	
Set-OnPremisesOrganization	
Set-OrganizationRelationship	

"0365 to On-premises*" `

	▼
-DiscoveryEndpoint	
-TargetAutodiscoverEpr	
-TargetSharingEpr	

https://exchange.contoso.com/EWS/Exchange.asmx

QUESTION 2

HOTSPOT

A company uses Exchange Online. The company creates dynamic distribution groups for managers of each department.

A manager reports that some of the users in their department are not receiving emails when sending messages to a dynamic distribution group named Group1.

You need to provide a membership list of Group1 to the manager.

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

\$g = Get-DynamicDistributionGroup -Identity "Group1"

	▼
Get-DistributionGroup	
Get-DistributionGroupMember	
Get-Recipient	

	▼
-Filter	
-OrganizationalUnit	
-RecipientPreviewFilter	

(\$g.

	▼
LdapRecipientFilter	
RecipientContainer	
RecipientFilter	

)

Correct Answer:

Answer Area

```
$g = Get-DynamicDistributionGroup -Identity "Group1"
```

▼	▼	(\$g.	▼)
Get-DistributionGroup	-Filter		LdapRecipientFilter	
Get-DistributionGroupMember	-OrganizationalUnit		RecipientContainer	
Get-Recipient	-RecipientPreviewFilter		RecipientFilter	

QUESTION 3

HOTSPOT

A company uses Exchange Online. The company configures a room mailbox named Room1 to use resource delegates.

Resource delegates report that they are not able to approve meeting requests for Room1.

You need to ensure that resource delegates receive meeting request emails.

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

	▼	-Identity "Room1"
Set-ResourceConfig		
Set-CalendarProcessing		
Set-Mailbox		

-AutomateProcessing	▼	
AutoUpdate		
None		
AutoAccept		

Correct Answer:

Answer Area

	▼	-Identity "Room1"
Set-ResourceConfig		
Set-CalendarProcessing		
Set-Mailbox		

-AutomateProcessing	▼	
AutoUpdate		
None		
AutoAccept		

QUESTION 4

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 5

DRAG DROP

A company uses Exchange Online. The company has only the default policies enabled in Exchange.

A user reports that some of their emails are quarantined.

You need to determine why emails are quarantined. Which quarantine policies should you verify? To answer, drag the appropriate quarantine policies to the correct quarantine reasons. Each quarantine policy may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:

Answer Area

Quarantine polices	Quarantine reason	Quarantine policy
Anti-malware	Includes malicious attachments	
Anti-phishing	Includes malicious links	
Anti-spoofing		

Correct Answer:

Answer Area

Quarantine polices	Quarantine reason	Quarantine policy
	Includes malicious attachments	Anti-malware
	Includes malicious links	Anti-phishing
Anti-spoofing		

QUESTION 6

A company uses Exchange Online. External sharing is disabled.

A user reports that they are unable to share their calendar with an external recipient.

You need to resolve the issue.

Solution: Instruct the user to send the ICS URL to the external recipient.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: B

QUESTION 7

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 8

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

Correct Answer: B

QUESTION 9

A company uses Exchange Online. The company creates a public folder mailbox named Pub1.

A user named User1 reports they are unable to access Pub1.

User1 reports they receive the following error message after you configure the permission on Pub1:

There is no existing permission entry found for user: User1

You need to resolve the issue. Which cmdlet should you use?

- A. Update-PublicFolder
- B. Update-PublicFolderMailbox
- C. Set-PublicFolder
- D. Update-PublicFolderHierarchy
- E. Set-MailPublicFolder

Correct Answer: B

<https://learn.microsoft.com/en-us/exchange/troubleshoot/public-folders/public-folder-permission-issues>

QUESTION 10

You need to resolve the issue reported by User2.

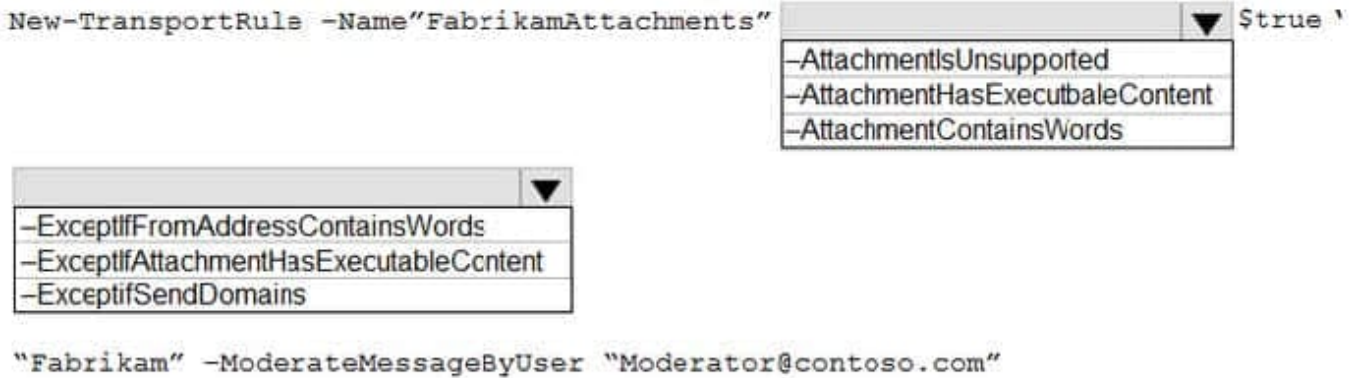
How should you complete the commands? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

```
New-TransportRule -Name "FabrikamAttachments" -AttachmentsIsUnsupported $true -AttachmentHasExecutableContent $true -AttachmentContainsWords $true -ExceptIfFromAddressContainsWords $true -ExceptIfAttachmentHasExecutableContent $true -ExceptIfSendDomains $true "Fabrikam" -ModerateMessageByUser "Moderator@contoso.com"
```

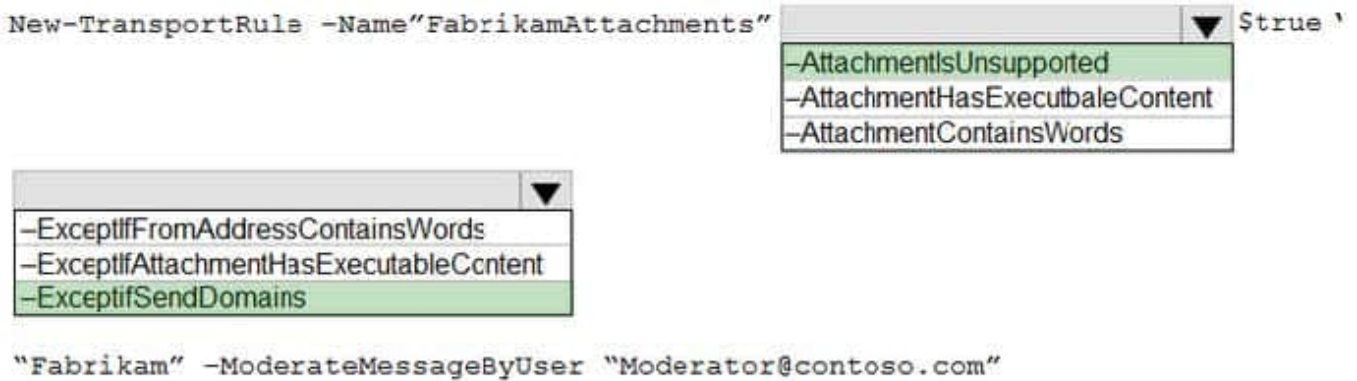


The screenshot shows a PowerShell command: `New-TransportRule -Name "FabrikamAttachments" -AttachmentsIsUnsupported $true -AttachmentHasExecutableContent $true -AttachmentContainsWords $true -ExceptIfFromAddressContainsWords $true -ExceptIfAttachmentHasExecutableContent $true -ExceptIfSendDomains $true "Fabrikam" -ModerateMessageByUser "Moderator@contoso.com"`. Two dropdown menus are open, showing the parameters: `-AttachmentsIsUnsupported`, `-AttachmentHasExecutableContent`, and `-AttachmentContainsWords` in the top dropdown; and `-ExceptIfFromAddressContainsWords`, `-ExceptIfAttachmentHasExecutableContent`, and `-ExceptIfSendDomains` in the bottom dropdown.

Correct Answer:

Answer Area

```
New-TransportRule -Name "FabrikamAttachments" -AttachmentsIsUnsupported $true -AttachmentHasExecutableContent $true -AttachmentContainsWords $true -ExceptIfFromAddressContainsWords $true -ExceptIfAttachmentHasExecutableContent $true -ExceptIfSendDomains $true "Fabrikam" -ModerateMessageByUser "Moderator@contoso.com"
```



The screenshot shows the same PowerShell command as above. Two dropdown menus are open, showing the parameters: `-AttachmentsIsUnsupported`, `-AttachmentHasExecutableContent`, and `-AttachmentContainsWords` in the top dropdown; and `-ExceptIfFromAddressContainsWords`, `-ExceptIfAttachmentHasExecutableContent`, and `-ExceptIfSendDomains` in the bottom dropdown. The `-ExceptIfSendDomains` parameter in the bottom dropdown is highlighted in green.

QUESTION 11

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: Add the sender's email address to the recipient's allowed list

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: B

QUESTION 12

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

QUESTION 13

DRAG DROP

A company named Contoso, Ltd. uses Exchange Online. A company named Fabrikam, Inc. uses a Microsoft Exchange Server 2019 hybrid environment.

A mailbox at Contoso is deleted because the Azure Active Directory (Azure AD) user account associated with the mailbox is soft-deleted from Azure AD. A mailbox at Fabrikam is soft-deleted in Exchange Online and the Azure AD user

account associated with the mailbox is hard-deleted from Azure AD.

You need to restore the mailboxes for each company. If possible, you must associate the restored mailbox with the original Azure AD user account.

Which cmdlets should you run? To answer, drag the appropriate cmdlets to the correct companies. Each cmdlet may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:

Answer Area

Cmdlets

New-MailboxRestoreRequest

Restore-Mailbox

Set-MsolUserLicense

Undo-SoftDeletedMailbox

Company

Contoso

Fabrikam

Cmdlet

Correct Answer:

Answer Area

Cmdlets

Restore-Mailbox

Set-MsolUserLicense

Company

Contoso

Fabrikam

Cmdlet

Undo-SoftDeletedMailbox

New-MailboxRestoreRequest

QUESTION 14

A company uses Exchange Online. The company enables Microsoft Office 365 Message Encryption (OME).

A user named User1 sends an encrypted email to a dynamic distribution group named DDG1. A user named User2 receives the email from DDG1 but is unable to open the encrypted email.

You need to resolve the issue.

What should you do?

- A. Configure the scope of the address book policy to include DDG1 as a member.
- B. Configure the MIME types that are associated with the default Microsoft Outlook Web App policy.
- C. Instruct User2 to upgrade their internet browser.
- D. Instruct User1 to send the encrypted email to User2.

Correct Answer: D

QUESTION 15

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

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