

# DUMPS ARENA

## Troubleshooting Microsoft Exchange Online

Microsoft MS-220

Version Demo

Total Demo Questions: 10

Total Premium Questions: 96

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## Topic Break Down

Topic	No. of Questions
Topic 1, Fabrikam, Inc	7
Topic 2, Contoso, Ltd	14
Topic 3, Mix Questions	75
<b>Total</b>	<b>96</b>

**QUESTION NO: 1**

A company uses a Microsoft Exchange Server 2019 hybrid environment.

You migrate an Exchange Server mailbox to Exchange Online.

You observe that the data consistency score (DCS) indicates the Investigate status.

You need to troubleshoot the reason for the DCS status.

Which cmdlet should you use?

- A. Get-MailboxRestoreRequestStatistics
- B. Get-SyncRequestStatistics
- C. Get-MoveRequestStatistics
- D. Get-MailboxImportRequestStatistics

**ANSWER: C****QUESTION NO: 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.

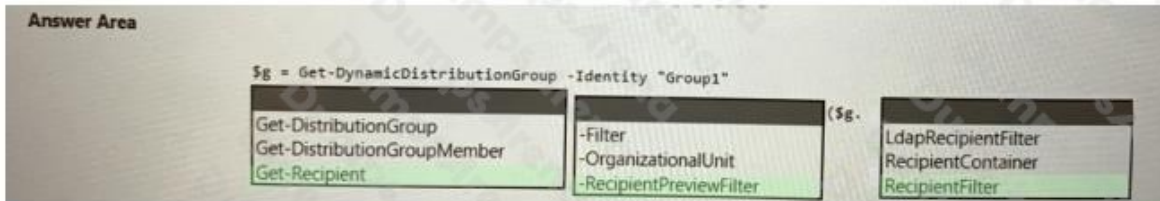
NOTE: Each correct selection is worth one point.

Answer Area

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

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

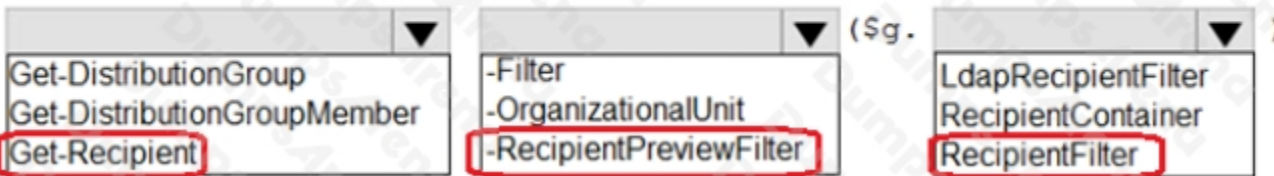
**ANSWER:**



Explanation:

Answer Area

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



**QUESTION NO: 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. Run the Enable-Mailbox User1 -AutoExpandingArchive command.
- B. Assign an Exchange Online Kiosk license to User1.
- C. Assign an Exchange Online Plan 2 license to User1.
- D. Run the Set-OrganizationConfig -AutoExpandingArchive command.

**ANSWER: A C**

Explanation:

<https://learn.microsoft.com/en-us/microsoft-365/compliance/enable-autoexpanding-archiving?view=o365-worldwide#enable-auto-expanding-archiving-for-specific-users>

**QUESTION NO: 4**

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.

**ANSWER: D****QUESTION NO: 5**

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: A D****QUESTION NO: 6**

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: D****Explanation:**

## 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](mailto: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 NO: 7

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 NO: 8 - (DRAG DROP)**

A company uses Microsoft Exchange Server 2019. The company enabled journaling for all users.

Some emails are not being journaled because the journaling mailbox is not available.

You need to resolve the issue.

Which cmdlets should you run? To answer, drag the appropriate cmdlets to the correct configurations. 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.

**Answer Area**

**Cmdlets**

**Configuration**

**Cmdlet**

- Set-JournalRule
- Set-TransportConfig
- Set-TransportRule
- Set-TransportService

- Increase the message expiration timeout.
- Configure an alternate journaling mailbox for non-delivery reports.

[Empty box]

[Empty box]

**ANSWER:**

**Answer Area**

**Cmdlets**

**Configuration**

**Cmdlet**

- Set-JournalRule
- Set-TransportConfig
- Set-TransportRule
- Set-TransportService

- Increase the message expiration timeout.
- Configure an alternate journaling mailbox for non-delivery reports.

Set-TransportService

Set-TransportConfig

**Explanation:**

Answer Area	
<b>Configuration</b>	<b>Cmdlet</b>
Increase the message expiration timeout.	<code>Set-TransportService</code>
Configure an alternate journaling mailbox for non-delivery reports.	<code>Set-TransportConfig</code>

**QUESTION NO: 9**

A company uses a Microsoft Exchange Server 2019 hybrid environment.

A user named User1 has an on-premises mailbox and an archive mailbox in Exchange Online.

You need to ensure that User1 can store up to 1 TB in the archive mailbox.

Which two actions should you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Run the Enable-Mailbox User1 -AutoExpandingArchive Command.
- B. Run the Set-OrganizationConfig -AutoExpandingArchive command.
- C. Assign an Exchange Online Plan 2 license to User1.
- D. Assign an Exchange Online Kiosk license to User1.
- E. The user reports that their archive mailbox is full.

**ANSWER: B D****QUESTION NO: 10 - (HOTSPOT)**

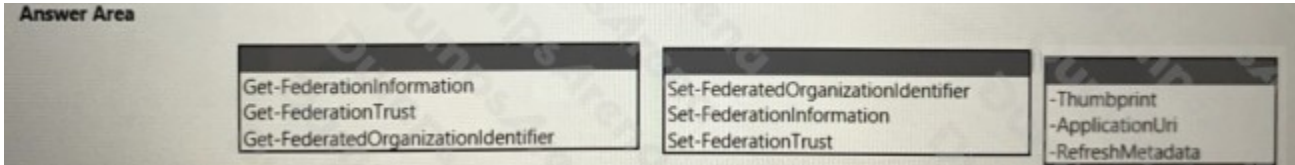
A company uses a Microsoft Exchange Server 2019 hybrid environment. A user reports receiving the following error message:

System.Web.Services.Protocols.SoapHeaderException: An error occurred when verifying security for the message

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.



ANSWER:



Explanation:

Answer Area

