



MS-220^{Q&As}

Troubleshooting Microsoft Exchange Online

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QUESTION 1

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 2

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.

Correct Answer: AD

QUESTION 3

A company uses Exchange Online.

Users report issues synchronizing their mobile devices with Exchange.

You need to troubleshoot the issue.



Which cmdlet should you run?

- A. Get-MobileDeviceStatistics
- B. Get-ActiveSyncDevice
- C. Get-MobileDeviceMailboxPolicy
- D. Get-ActiveSyncDeviceClass

Correct Answer: A

QUESTION 4

A company is migrating to Exchange Online.

You receive the following error message when migrating a public folder batch:

Error (A subscription wasn't found for this user)

You need to ensure that the migration batch completes.

Which two cmdlets should you use? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Remove-MoveRequest
- B. Start-MigrationBatch
- C. Stop-MigrationBatch
- D. Remove-MigrationBatch
- E. Complete-MigrationBatch

Correct Answer: BC

QUESTION 5

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

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