



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

Troubleshooting Microsoft Exchange Online

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### QUESTION 1

A university uses Exchange Online.

Students must be able to find email addresses for other students in the university's address book.

You need to prevent students from finding faculty email addresses in the address book.

You create and assign an address book policy (ABP).

Which cmdlet should you use to enable ABP routing?

A. Set-FrontendTransportService

B. Set-TransportService

C. Set-MailboxTransportService

D. Set-TransportConfig

Correct Answer: D

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### QUESTION 2

#### HOTSPOT

A company has a Microsoft Exchange Server 2019 environment. The company configures Exchange as follows:

1.

Email sent to the internet is routed through an SMTP relay host by using IPv4.

2.

Email sent to a partner is delivered to the partner's mail server.

You discover that emails are not being sent to external recipients due to missing DNS records.

You need to identify the required DNS records.

Which DNS records should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



SMTP relay

A
MX
AAAA
CNAME

Partner mail server

A
MX
AAAA
CNAME

Correct Answer:



SMTP relay

A
MX
AAAA
CNAME

Partner mail server

A
MX
AAAA
CNAME

**QUESTION 3**

A company uses Exchange Online.

A user configures a Microsoft Outlook rule to forward email to external recipients. The user reports that emails are not being automatically forwarded. You need to resolve the issue.

What should you configure?

- A. Anti-spam policy
- B. Anti-phishing policy
- C. Data loss prevention rule
- D. Connection filter policy

Correct Answer: A

**QUESTION 4**

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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**QUESTION 5**

You need to resolve the issue reported by the marketing manager.

Which two roles can you assign? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Organization Management
- B. Recipient Management
- C. Records Management
- D. Reports Reader

Correct Answer: AC

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**QUESTION 6****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.

Select and Place:

### 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.

Correct Answer:

### Answer Area

#### Cmdlets

#### Configuration

#### Cmdlet

- Set-JournalRule
- 
- Set-TransportRule
- 

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

Set-TransportService

Set-TransportConfig

## QUESTION 7

DRAG DROP

A company has a Microsoft Exchange Server 2019 hybrid environment. The administrator renews the SMTP certificate on the Exchange Server after the certificate expires.

On-premises users report they are unable to receive emails from Exchange Online users.

You need to resolve the issue.

Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.



Select and Place:

### Actions

Run the Azure AD Connect wizard.

Run the Hybrid Configuration wizard.

Run the `set-SendConnector cmdlet`.

Run the `Enable-ExchangeCertificate cmdlet`.

Run the `set-ReceiveConnector cmdlet`.

Run the `get-ExchangeCertificate cmdlet`.

### Answer Area

Correct Answer:



## Actions

Run the Azure AD Connect wizard.

Run the Hybrid Configuration wizard.

Run the `Enable-ExchangeCertificate` cmdlet.

## Answer Area

Run the `Get-ExchangeCertificate` cmdlet.

Run the `Set-SendConnector` cmdlet.

Run the `Set-ReceiveConnector` cmdlet.

### QUESTION 8

#### HOTSPOT

A company uses Exchange Online.

You observe validation errors for objects provisioned in the Microsoft 365 Admin portal. The objects include users, groups, and contacts.

You need to retrieve the validation errors for the object types.

Which cmdlets should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:





## Answer Area

Object type	Cmdlet
Users	<input type="text"/> ▼ Get-AdUser Get-MailUser Get-MsolUser Get-User
Groups	<input type="text"/> ▼ Get-AdGroup Get-DistributionGroup Get-Group Get-MsolGroup
Contacts	<input type="text"/> ▼ Get-AdObject Get-Contact Get-MailContact Get-MsolContact

Correct Answer:



## Answer Area

Object type	Cmdlet
Users	<div style="border: 1px solid black; padding: 5px;"><div style="background-color: #ccc; padding: 2px; display: flex; justify-content: space-between; align-items: center;"><span></span><span>▼</span></div><ul style="list-style-type: none"><li>Get-AdUser</li><li>Get-MailUser</li><li style="background-color: #e0ffe0;">Get-MsolUser</li><li>Get-User</li></ul></div>
Groups	<div style="border: 1px solid black; padding: 5px;"><div style="background-color: #ccc; padding: 2px; display: flex; justify-content: space-between; align-items: center;"><span></span><span>▼</span></div><ul style="list-style-type: none"><li>Get-AdGroup</li><li>Get-DistributionGroup</li><li>Get-Group</li><li style="background-color: #e0ffe0;">Get-MsolGroup</li></ul></div>
Contacts	<div style="border: 1px solid black; padding: 5px;"><div style="background-color: #ccc; padding: 2px; display: flex; justify-content: space-between; align-items: center;"><span></span><span>▼</span></div><ul style="list-style-type: none"><li>Get-AdObject</li><li>Get-Contact</li><li>Get-MailContact</li><li style="background-color: #e0ffe0;">Get-MsolContact</li></ul></div>

<https://support.microsoft.com/en-us/topic/you-see-validation-errors-for-users-in-the-office-365-portal-or-in-the-azure-active-directory-module-for-windows-powershell-5c3bf8f7-de1b-6f51-6623-3c005d1f5900>

### QUESTION 9

#### 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

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

### QUESTION 10

A company uses Exchange Online.

Journaling is enabled for external emails only. The administrator notices that the journaling mailbox is unreachable and that journal reports were not delivered for the past couple of days. The administrator resolves the mailbox issue.

You need to ensure that even if the primary journaling mailbox is unreachable, the journal reports will be delivered.

What should you do?

A. Configure the MessageExpirationTimeout interval.



- B. Edit the journal rule to include all messages.
- C. Create a separate journal rule.
- D. Add an alternate journaling mailbox.

Correct Answer: A

### QUESTION 11

#### HOTSPOT

A company is migrating from Microsoft Exchange Server 2019 to Exchange Online.

You need to pause the migration.

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

<input type="checkbox"/>	-MoveStatus	<input type="checkbox"/>		<input type="checkbox"/>
Get-MoveRequest		Completed		Get-MoveRequest
Get-MigrationBatch		InProgress		Stop-MigrationUser
Get-MigrationEndpoint		AutoSuspended		Suspend-MoveRequest
New-MigrationEndpoint		CompletedWithWarning		

Correct Answer:

#### Answer Area

<input checked="" type="checkbox"/>	-MoveStatus	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>
Get-MoveRequest		Completed		Get-MoveRequest
Get-MigrationBatch		InProgress		Stop-MigrationUser
Get-MigrationEndpoint		AutoSuspended		Suspend-MoveRequest
New-MigrationEndpoint		CompletedWithWarning		



**QUESTION 12**

DRAG DROP

A company uses Exchange Online.

A user reports that an email from a specific sender is quarantined.

You need to review the quarantine details.

Which four actions should you perform in sequence? To answer, move the correct order.

Select and Place:

**Actions**

- Select **Quarantine** and then select the message to review the quarantine reason.
- Select **Policies and rules**.
- Select **Email & collaboration**.
- Select **Review**.
- Open the Microsoft 365 Defender portal.

**Answer Area**


Correct Answer:





## Actions

Select <b>Policies and rules</b> .

## Answer Area

Open the Microsoft 365 Defender portal.
Select <b>Email &amp; collaboration</b> .
Select <b>Review</b> .
Select <b>Quarantine</b> and then select the message to review the quarantine reason.

### QUESTION 13

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

### QUESTION 14



You need to resolve the retention issue reported by members of the compliance team. What should you configure? To answer, select the appropriate options in the answer area. NOTE: Each correct answer is worth one point.

Hot Area:

## Answer Area

**Configuration setting**

**Option**

Retention object

	▼
Retention policy tag	
Retention label	
Default policy tag	

Policy scope

	▼
Adaptive	
Static	

Correct Answer:



## Answer Area

**Configuration setting**

**Option**

Retention object

	▼
Retention policy tag	
Retention label	
Default policy tag	

Policy scope

	▼
Adaptive	
Static	

### QUESTION 15

#### HOTSPOT

You configure a scanner for SMTP authentication to send emails to Exchange Online.

Users report that they do not receive emails sent from the scanner.

You discover that the scanner uses TLS1.0/1.1 for SMTP authentication.

You need to ensure that the scanner can send emails to Exchange Online.

Which solutions should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:





Identify the Exchange PowerShell cmdlet that allows TLS 1.0/1.1 for SMTP authentication.

<code>Set-CASMailbox</code>
<code>Set-InboundConnector</code>
<code>Set-Mailbox</code>
<code>Set-TransportConfig</code>

Identify the endpoint name to which the printer must send emails

<code>contoso-com.mail.protection.outlook.com</code>
<code>smtp.contoso.com</code>
<code>smtp.office365.com</code>
<code>smtp-legacy.office365.com</code>

Correct Answer:



Identify the Exchange PowerShell cmdlet that allows TLS 1.0/1.1 for SMTP authentication.

Set-CASMailbox
Set-InboundConnector
Set-Mailbox
Set-TransportConfig

Identify the endpoint name to which the printer must send emails

contoso-com.mail.protection.outlook.com
smtp.contoso.com
smtp.office365.com
smtp-legacy.office365.com