

## Microsoft

### *MS-220 Troubleshooting Microsoft Exchange Online*

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# Latest Version: 9.0

## Topic 1, Fabrikam, Inc

### Overview

Contoso, Ltd. provides financial services to corporate clients. Contoso partners with Fabrikam, Inc. to support financial planning projects.

Requirements:

### Organizational structure

Contoso has the following departments:

- Human resources (HR)
- Finance
- Technical support
- Marketing

Each department has a shared mailbox that matches the department name.

### Licensing

Contoso has Microsoft 365 E5 and Azure Active Directory (Azure AD) Premium P2 license plans.

### Active Directory

Contoso uses an on-premises Active Directory Domain Services (AD DS) environment that synchronizes

attributes to Azure AD by using Azure AD Connect.

### Microsoft Exchange

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### Microsoft Exchange

The company uses a Microsoft Exchange Server 2016 hybrid environment. Mailbox locations

- Exchange servers host the mailboxes for the finance and marketing departments.
- Exchange Online hosts the mailboxes for the technical support and HR departments.

### Archiving and auditing

- Email messages older than 18 months are moved to the user's archive mailbox.
- Auditing is enabled for the tenant.

### Department memberships

- A user named User6 joins the technical support department.
- A user named User7 joins the HR department.
- A user named User8 is a member of the marketing department.
- A user named Admin2 is a member of the technical support department

### Permissions

- You must assign the minimum privileges for users to perform their required job functions.
- Users from the technical support department must be able to create subfolders in public folders.

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These users must be able to search for content in user mailboxes and remove the content if necessary.

- Users from the HR department must be able to search for content in user mailboxes and place content on hold if necessary.

#### **External email**

External users must be able to send emails to mail-enabled public folders hosted on Contoso's Exchange server.

#### **App authentication**

All Microsoft Outlook apps must use modern authentication.

#### **Meeting visibility**

Fabrikam users must be able to view when Contoso users are in a meeting and where the meeting is located. Fabrikam users must not be able to view the meeting title.

#### **Outlook on the web**

Only attachments from default office app files should be permitted to be downloaded or opened in Outlook on the web.

#### **Retention**

Emails in Exchange Online must never be permanently deleted.

#### **Issues**

##### **Missing email**

- A user named User1 reports that an important email has been missing from the HR shared mailbox for eight days.
- Emails are missing from the marketing manager's mailbox. The manager reports that they are unable to perform an audit search.

##### **Marketing department**

- User8 permanently deleted some important emails.
- Users from the marketing team are unable to send or open Microsoft PowerPoint attachments in Outlook on the web.

##### **Non-deliverable reports**

An external user named User2 receives non-deliverable reports (NDRs). The NDRs state that they do not have permissions to send emails to a mail-enabled public folder named PF1.

##### **Repeated authentication**

A user named User3 reports that Outlook repeatedly prompts them to enter their email credentials. **No**

##### **case visibility**

- A user named User4 reports that they are unable to view Advanced eDiscovery cases created by other

users.

- User6 is not able to use eDiscovery.

#### **Archived email**

A user named User5 reports that emails are not automatically moved to the archive mailbox.

#### **Outlook connectivity**

User6 reports receiving the following message when they add an account to Outlook: The connection to

Microsoft Exchange is unavailable. Outlook must be online or connected to complete this action.

#### **Free/busy information**

Users from Fabrikam report that they are unable to view free/busy information of Contoso users.

#### **Admin issues**

- A user named Admin1 needs to assign the compliance permissions for members of the HR and technical support departments
- Admin2 reports that they receive an error message when they try to create a subfolder in a public folder.

## Question: 1

### HOTSPOT

Which roles should Admin1 assign to HR and technical support department members? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Department	Role
HR	<div>Reviewer Compliance Administrator Organization Management Compliance Data Administrator</div>
Technical support	<div>Reviewer eDiscovery Manager Organization Management Compliance Data Administrator</div>

**Answer:**

## Department

## Role

HR

▼
Reviewer
Compliance Administrator
Organization Management
Compliance Data Administrator

Technical support

▼
Reviewer
eDiscovery Manager
Organization Management
Compliance Data Administrator

### Question: 2

You need to investigate the issue reported by User1. What should you review?

- A. the mailbox audit log for the shared mailbox
- B. the mailbox audit log for User1 s mailbox
- C. the non-owner mailbox access report
- D. the sign-in logs

**Answer: A**

### Question: 3

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: 4

You need to resolve the issue reported by Admin2.  
Which role should you assign to Admin2?

- A. Author
- B. Publishing Author
- C. Editor
- D. Non-Editing Author

**Answer: B**

### Question: 5

#### HOTSPOT

You need to resolve the issue reported by the Fabrikam, Inc. users.

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:**

```
Set-SharingPolicy -Name "ExternalSharingPolicy" `
-Domains" Contoso.com Fabrikam.com : CalendarSharingFreeBusyDetail
CalendarSharingFreeBusySimple CalendarSharingFreeBusyReviewer
```

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