

MS-220^{Q&As}

Troubleshooting Microsoft Exchange Online

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QUESTION 1

A company uses Exchange Online.

A user receives a non-delivery report when sending emails to external recipients. You perform a message trace and discover that emails are not being sent from the Exchange environment.

You need to identify the component that is causing the issue.

Which component is causing the issue?

- A. Anti-phishing protection
- B. Anti-spoofing protection
- C. Connection filter policies
- D. Mail flow rules

Correct Answer: D

QUESTION 2

A company uses Exchange Online.

A user named User1 schedules a meeting with a conference room mailbox named Conf1. Conf1 is already reserved for another meeting but does not automatically decline the conflicting meeting request.

You need to ensure that conflicting meeting requests sent to Conf1 are declined.

What should you do?

- A. Remove User1 from the RequestInPolicy property list.
- B. Set the value of the AddNewRequestsTentatively property for the room mailbox to True
- C. Remove User1 from the RequestOutOfPolicy property list.
- D. Remove User1 from the BookInPolicy property list.

Correct Answer: A

QUESTION 3

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.

Hot Area:

Answer Area

<input type="text"/>	▼	<input type="text"/>	▼
Get-FederationInformation		Set-FederatedOrganizationIdentifier	
Get-FederationTrust		Set-FederationInformation	
Get-FederatedOrganizationIdentifier		Set-FederationTrust	

<input type="text"/>	▼
-Thumbprint	
-ApplicationUri	
-RefreshMetadata	

Correct Answer:

Answer Area

<input type="text"/>	▼	<input type="text"/>	▼
Get-FederationInformation		Set-FederatedOrganizationIdentifier	
Get-FederationTrust		Set-FederationInformation	
Get-FederatedOrganizationIdentifier		Set-FederationTrust	

<input type="text"/>	▼
-Thumbprint	
-ApplicationUri	
-RefreshMetadata	

QUESTION 4

HOTSPOT

A company uses Exchange Online.

A user named User1 reports that they are unable to add new delegates to and remove them from their calendar.

You need to resolve 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.

Hot Area:

Answer Area

	▼	-Identity User1:\Calendar
Remove-MailboxFolderPermission		
Set-MailboxFolderPermission		
Add-MailboxFolderPermission		

	▼
-SharingPermissionFlags	
-ResetDelegateUserCollection	
-AccessRights	

Correct Answer:

Answer Area



Remove-MailboxFolderPermission and ResetDelegateUserCollection <https://learn.microsoft.com/en-us/powershell/module/exchange/remove-mailboxfolderpermission?view=exchange-ps#examples>

QUESTION 5

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 6

You need to resolve the attachment issue for the marketing department

Which two commands can you use? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Set-QuarantinePolicy - Identity Default -ESNEnable \$true
- B. Get-OwaMailboxPolicy | Set-OwaMailboxPolicy -AllowedFileTypes \${Add = ".pptx"}
- C. Get-OwaMailboxPolicy | Set-OwaMailboxPolicy -BlockedFileTypes \${Remove = ".pptx"}
- D. Set-MalwareFilterPolicy -Identity Default -EnableFileFilter \$true

Correct Answer: BC

QUESTION 7

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 8

You need to resolve the compliance 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.

Hot Area:

Answer Area

	▼
New-ComplianceSearchAction	
New-MailboxSearch	
New-SweepRule	

`-SearchName "RecoverableItems"`

`-Purge`

	▼
SoftDelete	
SearchQuery	
KeepLatest	

Correct Answer:

Answer Area

	▼
New-ComplianceSearchAction	
New-MailboxSearch	
New-SweepRule	

-SearchName "RecoverableItems"

-Purge

	▼
SoftDelete	
SearchQuery	
KeepLatest	

QUESTION 9

HOTSPOT

You need to investigate the issue reported by User5.

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

NOTE: Each correct selection is worth one point.

Hot Area:

	-Identity user5@contoso.com	
Get-Mailbox		Force
Enable-Mailbox		Archive
Export-MailboxDiagnosticLogs		ExtendeProperties
Export-RecipientDataProperty		

Correct Answer:

	-Identity user5@contoso.com	
Get-Mailbox		Force
Enable-Mailbox		Archive
Export-MailboxDiagnosticLogs		ExtendeProperties
Export-RecipientDataProperty		

QUESTION 10

HOTSPOT

You need to resolve the issue reported by User2.

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

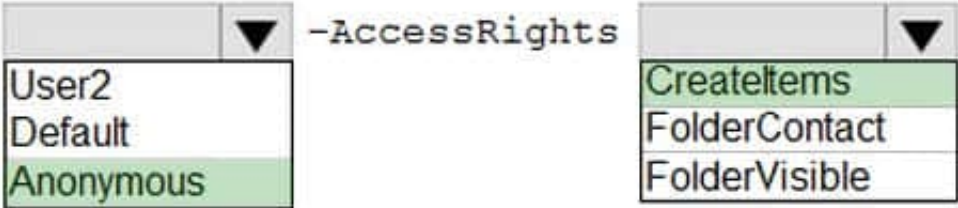
```
Add-PublicFolderClientPermission -Identity "\PF1" `
```

-User	<input type="text"/>	▼	-AccessRights	<input type="text"/>	▼
	User2			CreateItems	
	Default			FolderContact	
	Anonymous			FolderVisible	

Correct Answer:

Answer Area

```
Add-PublicFolderClientPermission -Identity "\PF1" `
-User  -AccessRights 
```



-User	<input type="text"/>	-AccessRights	<input type="text"/>
	User2		CreateItems
	Default		FolderContact
	Anonymous		FolderVisible

QUESTION 11

HOTSPOT

A company named Contoso, Ltd. has an Exchange Online environment. Contoso uses inbound and outbound connectors to route emails between its Microsoft 365 organization and a third-party mail provider.

Users report that meeting requests sent from the third-party mail provider to a room mailbox named room1@contoso.com are not being processed automatically. Meeting requests from users in the Microsoft 365 environment are processed

successfully.

You need to resolve the issue.

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

NOTE: Each correct selection is worth one point.

Hot Area:

	-Identity room1@contoso.com
Set-Mailbox	
Set-CalendarProcessing	
Set-MailboxCalendarFolder	

-Role

-BookingType		AutoAccept
-AutomateProcessing		AutoUpdate
-ProcessExternalMeetingMessages		\$True
		\$False

Correct Answer:

	-Identity room1@contoso.com
Set-Mailbox	
Set-CalendarProcessing	
Set-MailboxCalendarFolder	

-Role

-BookingType		AutoAccept
-AutomateProcessing		AutoUpdate
-ProcessExternalMeetingMessages		\$True
		\$False

QUESTION 12

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

QUESTION 13

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.

Hot Area:

Answer Area

```
Set-SharingPolicy -Name "ExternalSharingPolicy" `
  -Domains"  : 
```

Contoso.com	CalendarSharingFreeBusyDetail
Fabrikam.com	CalendarSharingFreeBusySimple
	CalendarSharingFreeBusyReviewer

Correct Answer:

Answer Area

```
Set-SharingPolicy -Name "ExternalSharingPolicy" `
  -Domains "  :  "
```

Contoso.com	CalendarSharingFreeBusyDetail
Fabrikam.com	CalendarSharingFreeBusySimple
	CalendarSharingFreeBusyReviewer

QUESTION 14

HOTSPOT

A company uses Exchange Online and implements Office 365 Message Encryption (OME).

Users report that they are unable to encrypt emails by using the Outlook on the web encrypt button. Users are able to view encrypted emails that they receive.

You need to ensure that users can encrypt emails by using Outlook on the web.

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="text"/>	<input type="text"/> \$True
Set-RMSTemplate	-SimplifiedClientAccessDoNotForwardDisabled
Set-IRMConfiguration	-ClientAccessServerEnabled
Set-OMEConfiguration	-SimplifiedClientAccessEnabled
	-SimplifiedClientAccessEncryptOnlyDisbaled

Correct Answer:

Answer Area

Set-RMSTemplate	
Set-IRMConfiguration	
Set-OMEConfiguration	

-SimplifiedClientAccessDoNotForwardDisabled	\$True
-ClientAccessServerEnabled	
-SimplifiedClientAccessEnabled	
-SimplifiedClientAccessEncryptOnlyDisbaled	

QUESTION 15

DRAG DROP

A company has a Microsoft Exchange Server 2019 hybrid environment. The Exchange server is configured to use TLS encryption for SMTP.

The TLS encryption certificate expires.

You need to install a new certificate for SMTP on the server.

Which three cmdlets should you use? To answer, move the cmdlets from the list of cmdlets to the answer area and arrange them in the correct order.

Select and Place:

Cmdlets

- Switch-Certificate
- Import-ExchangeCertificate
- Enable-ExchangeCertificate
- Get-ExchangeCertificate
- New-ExchangeCertificate
- Export-PfxCertificate

Answer Area

Navigation icons: left arrow, right arrow, up arrow, down arrow.

Correct Answer:

Cmdlets

Switch-Certificate

Get-ExchangeCertificate

Export-PfxCertificate

Answer Area

New-ExchangeCertificate

Import-ExchangeCertificate

Enable-ExchangeCertificate



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