

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

Troubleshooting Microsoft Exchange Online

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## QUESTION 1

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.

Correct Answer: D

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## 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

Correct Answer: A

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## QUESTION 3

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

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**QUESTION 4**

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>

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**QUESTION 5**

You need to configure email for Trey Research.

What should you configure? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

## Answer Area

Configuration	Object
On the Exchange server	<div>▼</div> <div>certificate</div> <div>port</div> <div>relay host</div>
On the send connector	<div>▼</div> <div>TLS</div> <div>Secure SMTP</div> <div>IRM</div>

Correct Answer:

## Answer Area

Configuration	Object
On the Exchange server	<div>▼</div> <div>certificate</div> <div>port</div> <div>relay host</div>
On the send connector	<div>▼</div> <div>TLS</div> <div>Secure SMTP</div> <div>IRM</div>

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