

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

Troubleshooting Microsoft Exchange Online

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**QUESTION 1**

A company uses Exchange Online. External sharing is disabled.

A user reports that they are unable to share their calendar with an external recipient.

You need to resolve the issue.

Solution: Instruct the user to add the external recipient as a delegate.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: A

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**QUESTION 2**

A company uses a Microsoft Exchange Server 2019 hybrid environment.

A user named User1 has an on-premises mailbox and an archive mailbox in Exchange Online.

You need to ensure that User1 can store up to 1 TB in the archive mailbox.

Which two actions should you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. Run the Enable-Mailbox User1 -AutoExpandingArchive Command.

B. Run the Set-OrganizationConfig -AutoExpandingArchive command.

C. Assign an Exchange Online Plan 2 license to User1.

D. Assign an Exchange Online Kiosk license to User1.

E. The user reports that their archive mailbox is full.

Correct Answer: BD

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**QUESTION 3**

**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**

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

**Partner mail server**

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

Correct Answer:

SMTP relay

A
MX
AAAA
CNAME

Partner mail server

A
MX
AAAA
CNAME

**QUESTION 4**

A company uses Exchange Online. Users report that emails sent to external recipients are not being received by the external recipients. The users do not receive nondelivery report (NDR) notifications. You plan to perform a message trace. The trace report must meet the following requirements:

1.  
Display only emails sent to the external recipients.
2.  
Return email addresses for recipients. The recipients are unknown.
3.  
Display up to 40,000 results.
4.  
Identify emails up to 60 days.

You need to configure the trace definition. You select the sender.

Which part of the trace definition must you configure? To answer, select the appropriate option in the dialog box in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

## Answer Area

### New message trace


**Senders** ⓘ

**Recipients** ⓘ

**Time range (UTC-05:00)** ⓘ [Custom time range](#)

Last 2 day(s)

90 30 15 10 7 2 1 day 12 hr 6 hr 0



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**Detailed search options** ^

**Delivery status** ⓘ

**Message ID** ⓘ

**Direction** ⓘ

**Original client IP address** ⓘ

**Report type**

All reports include essential information with more detailed reporting in the Enhanced and Extended report, which are only downloadable.

Summary report  
Instant online access ⓘ

Enhanced summary report  
Downloadable CSV file only ⓘ

Extended report  
Downloadable CSV file only ⓘ

Correct Answer:

## Answer Area

### New message trace

**Senders** ⓘ

**Recipients** ⓘ

**Time range (UTC-05:00)** ⓘ [Custom time range](#)

Last 2 day(s)

90 30 15 10 7 2 1 day 12 hr 6 hr 0

**Detailed search options** ^

**Delivery status** ⓘ

**Message ID** ⓘ

**Direction** ⓘ

**Original client IP address** ⓘ

**Report type**

All reports include essential information with more detailed reporting in the Enhanced and Extended report, which are only downloadable.

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Downloadable CSV file only ⓘ

Extended report  
Downloadable CSV file only ⓘ



**QUESTION 5**

You need to troubleshoot the executives\ archive mailbox issue. What should you do?

- A. Verify the mailbox storage quota limit.
- B. Create a mailbox usage report.
- C. Create a transport rule report.
- D. Verify the MaxSendSize and MaxReceiveSize limits.

Correct Answer: D

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