



MICROSOFT MS-220

Microsoft Exchange Troubleshooting Certification Questions & Answers

Exam Summary – Syllabus – Questions

MS-220

**[Microsoft 365 Certified - Exchange Online Support Engineer Specialty](#)
40-60 Questions Exam - 700 / 1000 Cut Score - Duration of 150 minutes**

Table of Contents:

Know Your MS-220 Certification Well:	2
Microsoft MS-220 Exchange Troubleshooting Certification Details:	2
MS-220 Syllabus:	3
Troubleshoot mail flow issues (20-25%)	3
Troubleshoot compliance and retention issues (25-30%)	4
Troubleshoot mail client issues (20-25%)	5
Troubleshoot Exchange Online configuration issues (15-20%)	6
Troubleshoot hybrid and migration issues (10-15%)	6
Microsoft MS-220 Sample Questions:	7
Study Guide to Crack Microsoft Exchange Troubleshooting MS-220 Exam:	10

Know Your MS-220 Certification Well:

The MS-220 is best suitable for candidates who want to gain knowledge in the Microsoft 365. Before you start your MS-220 preparation you may struggle to get all the crucial Exchange Troubleshooting materials like MS-220 syllabus, sample questions, study guide.

But don't worry the MS-220 PDF is here to help you prepare in a stress free manner.

The PDF is a combination of all your queries like-

- What is in the MS-220 syllabus?
- How many questions are there in the MS-220 exam?
- Which Practice test would help me to pass the MS-220 exam at the first attempt?

Passing the MS-220 exam makes you Microsoft 365 Certified - Exchange Online Support Engineer Specialty. Having the Exchange Troubleshooting certification opens multiple opportunities for you. You can grab a new job, get a higher salary or simply get recognition within your current organization.

Microsoft MS-220 Exchange Troubleshooting Certification Details:

Exam Name	Microsoft 365 Certified - Exchange Online Support Engineer Specialty
Exam Code	MS-220
Exam Price	\$165 (USD)
Duration	150 mins
Number of Questions	40-60
Passing Score	700 / 1000
Books / Training	Course MS-220T00: Troubleshoot Microsoft Exchange Online
Schedule Exam	Pearson VUE
Sample Questions	Microsoft Exchange Troubleshooting Sample Questions
Practice Exam	Microsoft MS-220 Certification Practice Exam

MS-220 Syllabus:

Topic	Details
Troubleshoot mail flow issues (20-25%)	
Troubleshoot Exchange Online mail flow issues	<ul style="list-style-type: none"> - Review and interpret message headers - Review and interpret message trace results and policies associated with those results - Determine whether a mail flow rule or conditional mail routing is affecting mail flow - Identify rules that are evaluated and policies that are applied when sending or receiving email - Troubleshoot issues where users cannot send or receive email and no NDR is generated or displayed - Troubleshoot issues where email destined for one tenant is incorrectly routed to another tenant - Troubleshoot delivery delays
Troubleshoot mail flow issues with external systems	<ul style="list-style-type: none"> - Read and analyze SMTP protocol logs for hybrid deployments and third-party systems - Troubleshoot issues related to mail flow for hybrid deployments - Troubleshoot DNS-related mail flow issues - Troubleshoot SMTP relay issues - Troubleshoot SMTP certificate issues
Troubleshoot other mail flow issues	<ul style="list-style-type: none"> - Identify types of NDRs and interpret NDR data - Determine which active rules impact email attachments - Determine which rules are triggered when an email arrives at a user's inbox - Troubleshoot issues related to blocked attachment types - Troubleshoot issues with corrupted inbox rules
Troubleshoot issues reported by Microsoft Defender for Office 365	<ul style="list-style-type: none"> - Determine why an email is marked as spam - Determine why messages are being quarantined - Determine whether the sender SPF, DMARC, and DKIM records are valid - Troubleshoot anti-spam policies

Topic	Details
	<ul style="list-style-type: none"> - Troubleshoot messages that are categorized as false positive or false negative
<p>Troubleshoot compliance and retention issues (25-30%)</p>	
<p>Troubleshoot compliance issues</p>	<ul style="list-style-type: none"> - Identify roles required to perform eDiscovery actions - Describe Microsoft Purview compliance portal retention policies - Troubleshoot eDiscovery issues - Determine what types of holds are associated with an item - Troubleshoot in-place and eDiscovery holds - Search for and delete email messages in an organization - Determine how to clear or purge recoverable item folders
<p>Troubleshoot retention issues</p>	<ul style="list-style-type: none"> - Describe retention tag types and actions - Describe the process for calculating item retention age - Troubleshoot issues creating and applying retention policies - Review and interpret Messaging Records Management (MRM) mailbox diagnostics logs - Interpret message properties used by message records management (MRM)
<p>Troubleshoot Microsoft Purview Message Encryption and S/MIME issues</p>	<ul style="list-style-type: none"> - Troubleshoot issues with messages that are not encrypted or decrypted as expected - Troubleshoot issues where external users cannot decrypt messages but internal users can decrypt messages - Troubleshoot issues reading, replying to, or forwarding protected messages from Microsoft 365 on mobile devices - Troubleshoot mail flow rules - Troubleshoot revocation issues for encrypted emails - Troubleshoot S/MIME issues
<p>Troubleshoot mailbox auditing issues</p>	<ul style="list-style-type: none"> - Troubleshoot issues searching audit logs - Troubleshoot user actions (for example, user reports an item is deleted but they say they did not delete) - Troubleshoot bulk actions including email creation, moves, modifications, and deletion

Topic	Details
	<ul style="list-style-type: none"> - Track non-owner actions - Troubleshoot audit log retention period issues - Troubleshoot auditing not working
<p>Troubleshoot journaling</p>	<ul style="list-style-type: none"> - Troubleshoot duplicate journal entries - Troubleshoot email not being journaled - Troubleshoot journal OME decryption issues
<p>Troubleshoot mail client issues (20-25%)</p>	
<p>Troubleshoot connectivity and authentication issues</p>	<ul style="list-style-type: none"> - Describe how to obtain Outlook client configuration information - Troubleshoot Exchange authentication policies - Troubleshoot client access rules - Troubleshoot issues with modern authentication - Troubleshoot Outlook on the web (OWA) sign in issues - Troubleshoot Autodiscover issues - Outlook client cannot connect to Exchange Online mailbox - Troubleshoot Outlook continuously prompting for Exchange Online password
<p>Troubleshoot calendaring issues</p>	<ul style="list-style-type: none"> - Review and analyze mailbox and calendar diagnostic logs - Troubleshoot broken manager/delegation issues - Troubleshoot Resource Booking Assistant issues
<p>Troubleshoot calendar sharing issues</p>	<ul style="list-style-type: none"> - Troubleshoot permissions issues related to calendar sharing - Troubleshoot issues publishing and accessing calendars shared with external users - Determine why content for a published calendar is not up to date
<p>Troubleshoot issues with mobile devices</p>	<ul style="list-style-type: none"> - Identify mobile device access states and what the states indicate - Review mobile devices statistics to confirm the reason for a block - Review the Allow/Block/Quarantine (ABQ) list to identify blocked or quarantined devices

Topic	Details
	<ul style="list-style-type: none"> - Troubleshoot Exchange device access rules - Review and interpret ActiveSync logs to troubleshoot Outlook Sync EAS connection issues - Troubleshoot connectivity issues with native ActiveSync
<p>Troubleshoot Exchange Online configuration issues (15-20%)</p>	
Troubleshoot provisioning issues	<ul style="list-style-type: none"> - Interpret and troubleshoot validation errors encountered during object provisioning - Determine when to restore or recover an inactive mailbox - Troubleshoot issues managing resource mailboxes - Troubleshoot issues purging deleted users
Troubleshoot recipient issues	<ul style="list-style-type: none"> - Troubleshoot automatic email forwarding - Troubleshoot matching issues with Azure AD, part of Microsoft Entra - Troubleshoot distribution list membership issues (including dynamic distribution groups) - Troubleshoot issues with archive mailboxes including auto-expanding archive mailboxes
Troubleshoot org-wide settings	<ul style="list-style-type: none"> - Troubleshoot domain setup and configuration issues - Troubleshoot address book policies - Troubleshoot address lists - Troubleshoot allowed file types - Troubleshoot mailbox plans - Troubleshoot Client-Access Services (CAS) mailbox plans
Troubleshoot public folder issues	<ul style="list-style-type: none"> - Troubleshoot Exchange Online access to public folders - Troubleshoot mail-enabled public folders - Troubleshoot issues sending email to public folders - Troubleshoot hybrid access to public folders - Troubleshoot load-balancing issues for public folders
<p>Troubleshoot hybrid and migration issues (10-15%)</p>	
Troubleshoot hybrid configuration issues	<ul style="list-style-type: none"> - Troubleshoot Hybrid Configuration Wizard issues - Troubleshoot hybrid mail flow issues - Troubleshoot free/busy issues for hybrid deployments

Topic	Details
	- Troubleshoot issues synchronizing remote recipient attributes with Exchange Online
Troubleshoot migration issues	- Troubleshoot endpoint creation issues - Review migration users and move requests - Troubleshoot slow migrations - Troubleshoot Data Consistency Score (DCS) issues - Troubleshoot failed migrations - Troubleshoot public folder migration issues

Microsoft MS-220 Sample Questions:

Question: 1

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?

- 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.

Answer: b, d

Question: 2

A company uses a Microsoft Exchange Server 2019 hybrid environment. You migrate an Exchange Server mailbox to Exchange Online. You observe that the data consistency score (DCS) indicates the Investigate status. You need to troubleshoot the reason for the DCS status. Which cmdlet should you use?

- a) Get-MailboxRestoreRequestStatistics
- b) Get-SyncRequestStatistics
- c) Get-MoveRequestStatistics
- d) Get-MailboxImportRequestStatistics

Answer: b

Question: 3

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

- a) the non-owner mailbox access report
- b) the mailbox audit log for User1's mailbox
- c) the mailbox audit log for the shared mailbox
- d) the sign-in logs

Answer: c

Question: 4

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

Answer: a

Question: 5

You need to prevent the issue reported by User8 from recurring. What should you do?

- a) Apply a data loss prevention policy.
- b) Review the audit log.
- c) Apply a retention policy.
- d) Perform an eDiscovery Search and Hold.

Answer: c

Question: 6

A company uses Exchange Online. A user reports they are not receiving emails with attachments from known senders. You need to troubleshoot the issue. Which two policies should you review?

- a) Safe Attachments
- b) Anti-phishing
- c) Anti-malware
- d) Anti-spam

Answer: a, d

Question: 7

You need to resolve the public folder issue reported by sales team users. What should you do?

- a) Modify permissions for the public folder mailbox.
- b) Create public folders in Exchange Online.
- c) Run the Set-MailPublicFolder cmdlet.
- d) Run the Sync-MailPublicFolders cmdlet.

Answer: a

Question: 8

You need to resolve the audit log issue for executive mailboxes. Which license should you assign?

- a) Microsoft 365 Business Standard
- b) Microsoft 365 E5
- c) Microsoft 365 Business Premium
- d) Microsoft 365 E3

Answer: b

Question: 9

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

- a) Create a transport rule report.
- b) Verify the MaxSendSize and MaxReceiveSize limits.
- c) Create a mailbox usage report.
- d) Verify the mailbox storage quota limit.

Answer: b

Question: 10

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

- a) Non-Editing Author
- b) Editor
- c) Author
- d) Publishing Author

Answer: d

Study Guide to Crack Microsoft Exchange Troubleshooting MS-220 Exam:

- Getting details of the MS-220 syllabus, is the first step of a study plan. This pdf is going to be of ultimate help. Completion of the syllabus is must to pass the MS-220 exam.
- Making a schedule is vital. A structured method of preparation leads to success. A candidate must plan his schedule and follow it rigorously to attain success.
- Joining the Microsoft provided training for MS-220 exam could be of much help. If there is specific training for the exam, you can discover it from the link above.
- Read from the MS-220 sample questions to gain your idea about the actual exam questions. In this PDF useful sample questions are provided to make your exam preparation easy.
- Practicing on MS-220 practice tests is must. Continuous practice will make you an expert in all syllabus areas.

Reliable Online Practice Test for MS-220 Certification

Make EduSum.com your best friend during your Troubleshooting Microsoft Exchange Online exam preparation. We provide authentic practice tests for the MS-220 exam. Experts design these online practice tests, so we can offer you an exclusive experience of taking the actual MS-220 exam. We guarantee you 100% success in your first exam attempt if you continue practicing regularly. Don't bother if you don't get 100% marks in initial practice exam attempts. Just utilize the result section to know your strengths and weaknesses and prepare according to that until you get 100% with our practice tests. Our evaluation makes you confident, and you can score high in the MS-220 exam.

Start Online Practice of MS-220 Exam by visiting URL

<https://www.edusum.com/microsoft/ms-220-troubleshooting-microsoft-exchange-online>