

Jesus 1st CP / 3rd attempt by Sami

1. If a User Mailbox, that has 100 GB storage, is converted into a Shared Mailbox, what will be the Storage Limit of that new Shared Mailbox?
2. What is the CIP (of a Message header)?
3. What is X-Forefront header?
4. What is Spoofing?
5. How to set a Distribution Group for not to receive emails from a particular user?
6. How to check the members of a Dynamic Distribution Group?
7. Sending Email limits per day?
8. What will happen if someone exceed the limit?
9. What does Stop Processing More Rules mean?

Jesus 1st CP / 1st attempt by Aimable

1. I am in front of 2 companies, one of them is Microsoft. As a customer, why would I choose Office 365?
2. What is the difference between a User Mailbox and a Shared Mailbox?
3. What is the difference between a Shared Mailbox and a Public Folder?
4. I am a user, I have a mailbox, but I am not receiving emails, I am not able to send emails. As an engineer, what to check.
5. What is the difference between a Mail Contact and a Mail User?
6. What is the difference between Litigation Hold and In-Place Hold?
7. Do I need a license for a Shared Mailbox?
8. So, when do I need a License?

9. I am a user, I deleted all my emails, I did not enable Litigation and retention policy. After one month, I want to get those emails back. Is it possible?

11. I want to add a domain y Tenant A and Tenant B? Can I add one domain in two tenants?

12. How many domains can you add to a tenant?

13. What do you understand about the Password Policy?

14. What do you understand about an Inactive User? I have a user, is leaving my organization but he has a mailbox (with some data, some information). Then the company hire someone, and that new person might need that information.

Aya 1st CP/ 1st attempt by Asif

1. How to exclude user (specific user) from password expiration policy

2. Clarify groups.

Admin center: M365; distribution; mail enabled security; security

EAC: Distribution list; mail-enabled security group; dynamic distribution list

M365 – for collaboration

Distribution – for notifications

mail enabled security –access to resources

Security – controls access

dynamic distribution list – for attributes

3. Tell me about mailflow component.

Mail flow rules is also known as transport rules can be used to identify and take action on messages that flow through your office 365 organization.

There are 4 components of a transport rules: condition, action, exception, and properties.

4. What is filter mail?

Connection filtering checks IP

Anti-Malware checks attachments both goes to junk mail in case of fail

Mail flow rules policy filtering checks transport rule

Antispam filtering checks domain authentication and content both goes to quarantine

5. How EOP system works

Exchange online protection is the cloud-based filtering service. Which first checks for Connection filtering checks IP

Anti-Malware checks attachments both goes to junk mail in case of fail

Mail flow rules policy filtering checks transport rule

Antispam filtering checks domain authentication and content both goes to quarantine

**6. How to remove domain without users? I want to remove domain, but I want to keep mail data.
This is why, I need to remove domain without users, how to do it?**

Navigation: admin center= settings= domain= list of domains will appear choose domain where you want to move your users= go to users = choose users you want to change to a new domain = when you choose specific users new = will appear a new choice “change domain” click on it = small window will appear = fill new domain’s name and save

Remove your users from your domain to another. And then remove domain

7. What is app password and what is authenticator app?

MFA has three options to verify password. Through text, call and authentication app

Authentication app is an application for password in your cellphone

Meanwhile, app password is created from the **Additional security verification** page for your work or school account, and might be set up in outlook 2010, 2016

8. What are the differences between them?

Both provides verification code, but authentication app is an application in your phone, meanwhile, app password is created from the **Additional security verification** page for your work or school account.

9. Tell me about exchange server products. For ex, Microsoft 2010, 2016, 2019

One software that offers such functions is Microsoft Exchange Server. Traditional version /one time download version

Tell me about on premise server, hybrid, mailware

On premise is M 2010, 2016, 2019. **On-premises** is the software and technology that is located within the physical confines of an enterprise often in the company’s data center as opposed to running remotely on hosted **servers** or in the cloud.

Why are suggest or not suggest using them?

Claire first CP 3rd attempt by Likhon

1. What is inactive user

2.What is mail base option

3.What is user role

Navigation: Classic EAC= permissions= user roles

Microsoft 365 or Office 365 subscription comes with a set of admin roles that you can assign to users in your organization using the Microsoft 365 admin center. Each admin role maps to common business functions and gives people in your organization permissions to do specific tasks in the admin centers. A user role describes **permissions established for selected users to accomplish a group of tasks.**

4.Mail user vs mail contact

Mail contact: In exchange online organizations, mail contacts are mail enabled objects that contain information about people who exist outside your organization. Each mail contact has an external email address.

Mail user: In exchange online organizations, mail users are similar to mail contacts. Both have external email addresses, and both contain information about people outside your Exchange online organization that can be displayed in the shared address book and other address lists. However, unlike mail contact a mail user has login credentials in your M365 organization and can access resources.

5.What is guest user

Navigation: M365 admin center= users=guest users= add a guest user= create user/invite user=save

Guests have access to Teams.

6. What OSTFL and PSTFL (not sure about spelling)

7.How to add outlook profile

1. In **Outlook**, select File > **Account** Settings > Manage **Profiles**.
2. Choose Show **Profiles** > **Add**.
3. In the **Profile** Name box, type a name for the **profile**, and then choose OK.

8.How to add outlook cash(not sure)

9. Retention policy in security and compliance.

Navigation: Classic EAC= compliance management= retention policy

Use a retention policy to manage the data for your organization by deciding proactively whether to retain content, delete content, or retain and then delete the content.

Although a retention policy can support multiple services that are identified as "locations" in the retention policy, you can't create a single retention policy that includes all the supported locations:

- Exchange email
- SharePoint site

- OneDrive accounts
- Microsoft 365 groups
- Skype for Business
- Exchange public folders
- Teams channel messages
- Teams chats
- Yammer community messages
- Yammer private messages

CP1, Questions.

1. **What is quarantine email, if email goes to quarantine how do we understand if this email is quarantine email by analyzing the header. Which letter do we look at to know if the email is quarantine email?**
2. **What would be the impact if you don't add recommended SPF file? Forexample if you add another SPF record which is different to the recommended one.**
3. **In which purpose do we need to add MX record?**
4. **Is it possible to convert resource mail box to user mail box, if possible, in which way?**

Yes, we can use Set-Mailbox "Alias" -Type regular -verbose to convert the resource mailbox to user mailbox. But please set a password on the Room mailbox you're converting before running the command. In addition, you also can export the mailboxes to pst file, then recreate the mailboxes.

4. **If my organization name is Wicresoft and I want to change the name of my organization, how can I do it?**
6. **If my user mail box is full what would you be your advice to release the space? And how can you do it?**

Archive older items – Move old items you want to keep to an archive. You can create a separate Outlook Data File (.pst) that you can open from Outlook any time you need it

Empty the Deleted Items folder – Empty the Deleted Items folder frequently to make sure you aren't keeping messages you don't need.

Empty the Junk Email folder – Periodically [empty the Junk Email folder](#) to save your inbox space for messages you actually want.

7. **If my shared mail box is full what would be your advice to release the space? And how can you do it?**

To access a shared mailbox, a user must have an Exchange Online license, but the shared mailbox doesn't require a separate license. Without a license, shared mailboxes are limited to 50 GB. To increase the size limit to 100 GB, the shared mailbox must be assigned an Exchange Online Plan 2 license or an Exchange Online Plan 1 license with an Exchange Online Archiving add-on license. This will also let you enable auto-expanding archiving for an unlimited amount of archive storage capacity. Similarly, if you want to place a shared mailbox on litigation hold, the shared mailbox must have an Exchange Online Plan 2 license or an Exchange Online Plan 1 license with an Exchange Online Archiving add-on license. If you want to apply advanced features such as Microsoft Defender for Office 365, Advanced eDiscovery, or automatic retention policies, the shared mailbox must be licensed for those feature(s).

8. What do you know about litigation? I want to enable litigation hold which license is required? And which role do I need to do it?

9. How to connect PowerShell to Exchange online when MFA is enabled what's the process?

We need to go to the classic EAC, click on hybrid, then download "exchange powershell module", install it in a local machine. When powershell window appears need to run a command *Connect-EXOPSSession- and type user principal name*

10. Do you know anything about extended message trace?

Enhanced summary or Extended: These reports are only available as downloadable CSV files, and require one or more of the following filtering options regardless of the time range: **By these people, To these people, or Message ID**. You can use wildcards for the senders or the recipients (for example, *@contoso.com). The Enhanced summary report returns up to 50000 results. The Extended message trace is the report which contains up to 1000 results.

Enhanced summary and Extended reports are prepared using archived message trace data, and it can take up to several hours before your report is available to download. Depending on how many other admins have also submitted report requests around the same time, you might also notice a delay before your queued request starts to be processed.

Navigation: Compliance > security = +start a trace = extended report.

11. What's the difference between Authoritative domain and Internal relay domain (also known as non-Authoritative)?

Authoritative is when Email is delivered to email addresses that are listed for recipients in Microsoft 365 or Office 365 for this domain. Emails for unknown recipients are rejected/Messages are delivered to a recipient that has a domain account in your Exchange organization.

Internal relay domain is when Recipients for this domain can be in Microsoft 365 or Office 365 or your own email servers. Email is delivered to known recipients in Office 365 or is relayed to your own email server if the recipients aren't known to Microsoft 365 or Office 365/Messages are relayed to a

server outside your exchange organization, but still under the authority of your company or IT department.

12. Someone from outside my organization has sent an email to me and that email goes to spam folder. In the header I want to understand as a user why the email has gone to spam form a user perspective. And as an admin what would be your action?

13. Tell me which reason a legitimate email can go to junk? And as an admin what can you do to avoid that in the future?

Email can go to junk even being false Positive based on SCL level most of the time users can report as false positive in outlook or Admin can submit to Microsoft using Admin submission so that EOP will adjust the signature and Avoid such thing to happen again

As a user you check the Authentication results or the From address if it is legitimate allowed sender to your organization as an admin again you submit to Microsoft or create a transport rule to Bypass spam filtering also you can whitelist the sender

14. Migration

Navigation: Classic EAC= recipients=migration

Remote move migration (supported by Exchange Server 2010 and later versions)- Select this if you're planning an Exchange hybrid deployment with mailboxes both on-premises and in Exchange Online. If you plan to migrate all mailboxes to Exchange Online over a long period of time, this migration type lets you use hybrid deployment features during migration. After the migration, user identity will still be managed in your on-premises organization. You have to use this type of migration to migrate more than 2,000 Exchange 2010 or Exchange 2013 mailboxes.

☐ **Staged migration (supported by Exchange Server 2003 and Exchange Server 2007 only)** - Select this if your organization plans to migrate all on-premises mailboxes to Exchange Online over a few weeks or months. You can migrate batches of mailboxes until all mailboxes are migrated to the cloud. After migration, user identity will still be managed in your on-premises organization. You can't use a staged migration to migrate Exchange 2010 and Exchange 2013 mailboxes.

☐ **Cutover migration (supported by Exchange Server 2003 and later versions)**-Select this option to migrate all your on-premises mailboxes to Exchange Online over a few days. All the mailboxes will be migrated in a single batch and user identity will be managed in Office 365 after the cutover migration. A maximum of 2,000 mailboxes can be migrated using this option. If you want to migrate more than 2,000 mailboxes, use the staged or remote migration options.

☒ **IMAP migration (supported by Exchange and other email systems)**-Select this to copy the contents of user mailboxes from an IMAP messaging system to Exchange Online. The Exchange Online mailboxes must be provisioned before you can migrate email data using an IMAP migration.

☐ **Google Workspace migration**

10. Retention Tags

- a. Default policy tag – applied automatically to entire mailbox
- b. Retention policy tag – applied automatically to a default folder
- c. Personal tag – applied by users to items and folders (personal)

Delete and Allow Recovery allows the user to recover deleted items until the deleted item retention period for the mailbox database or the user is reached.

Permanently Delete purges the item from the mailbox database.

Move to Archive moves the item to the user's archive mailbox, if it exists. If a user doesn't have an archive mailbox,

no action is taken. This action is available only for tags that are automatically applied to the entire mailbox (default) and tags applied by users to items or folders (personal tags).

Navigation: classic EAC – compliance management = retention tags

Claire 1st CP, second attempt by Asif

- 1. Explain full procedure of removing a domain .**
- 2. How to remove a domain without removing all users?**
- 3. How to change a specific number of users to a new domain?**

Navigation: admin center= settings= domain= list of domains will appear choose domain where/from you want to move your users= go to users = choose users you want to change to a new domain = when you choose specific users new = will appear a new choice “change domain” click on it = small window will appear = fill new domain’s name and save

- 4. What do you know about Multi-factor Authentication(MFA)?**

It increases security of user logins for cloud services above and beyond just a password.

- 5. I want to activate MFA for more than 10,000 users, how can I do it.**

It depends of is your all users or 1000 out of something?

For all users we can set up through Azure Active Directory admin center= by choosing all the services = and going to tenant properties= there in the bottom of page you’ll see manage security default= click there and small window on the right side will appear = there will be choice enable security account yes/no. choose yes and activate all your users.

Or there is another options where you can activate for group of users. In Microsoft admin center go to users = active users = choose on the top mFA and then new window will open, there you’ll see bulk update browse an excel file with users information there and activate MFA.

- 6. What is Exchange server?**

Microsoft Exchange Server is Microsoft's email, calendaring, contact, scheduling and collaboration platform. Such Outlook 2010, 2016, 2019

- 7. Difference between mail user and mail contact**

Mail contact: In exchange online organizations, mail contacts are mail enabled objects that contain information about people who exist outside your organization. Each mail contact has an external email address.

Mail user: In exchange online organizations, mail users are similar to mail contacts. Both have external email addresses, and both contain information about people outside your Exchange online organization that can be displayed in the shared address book and other address lists. However, unlike mail contact a mail user has logon credentials in your M365 organization and can access resources.

- 8. Is it possible to exclude some users to not have password expiration.**

Yes, to set a password of one user to never expire by using PSL.

Command: Set-AzureADUser-ObjectID [user ID ...@..] -PasswordPolicies DisablePasswordExpiration

9. What is mail flow rule? Mail flow component.

Mail flow rules is also known as transport rules can be used to identify and take action on messages that flow through your office 365 organization.

There are 4 components of a transport rules: condition, action, exception, and properties.

10. What do you know about DKIM & DMARC?

DKIM is an authentication process that can help protect both senders and recipients from forged and phishing email.

11. What is the function of DMARC?

It's an email authentication protocol builds on the SPF and DKIM protocols that add reporting capabilities to allow sender and receiver to improve and monitor protection of the domain from fraudulent email. DMARC policies are published in DNS as TXT records

12. How to enable DKIM & DMARC/

13. Any idea on Exchange Online Protection?

It's a cloud-based filtering service that helps protect your organization against spam and malware. EOP is included in all Microsoft 365 organizations with exchange online mailboxes.

Connection filtering checks IP

Anti-Malware checks attachments both goes to junk mail in case of fail

Mail flow rules policy filtering checks transport rule

Antispam filtering checks domain authentication and content both goes to quarantine

14. When does email passes through High-risk Delivery pool?

When a customer's email system has been compromised by malware or a malicious spam attack, and it's sending outbound spam through the hosted filtering service, this can result in the IP addresses of the Office 365 data center servers being listed on third-party block lists. Destination servers that do not use the hosted filtering service, but do use these block lists, reject all email sent from any of the hosted filtering IP addresses that have been added to those lists. To prevent this, all outbound messages that exceed the spam threshold are sent through a high-risk delivery pool. This secondary outbound email pool is only used to send messages that may be of low quality. This helps to protect the rest of the network from sending messages that are more likely to result in the sending IP address being blocked.

I What is the size of a group mailbox?

50 GB for all products

I Mailbox size for F3

Feature	Microsoft 365 Business Basic	Microsoft 365 Business Standard	Office 365 Enterprise E1	Office 365 Enterprise E3	Office 365 Enterprise E5	Office 365 Enterprise F3
User mailboxes	50 GB	50 GB	50 GB	100 GB	100 GB	2 GB
Archive mailboxes ^{7,8}	50 GB	50 GB	50 GB	Unlimited ¹	Unlimited ¹	Not available ⁴
Shared mailboxes ¹⁰	50 GB ²	50 GB ²	50 GB ²	50/100 GB ^{2,9}	50/100 GB ^{2,9}	50 GB ²
Resource mailboxes	50 GB ³	50 GB ³	50 GB ³	50 GB ^{3,9}	50 GB ^{3,9}	50 GB ³
Site mailboxes ⁵	50 GB	50 GB	50 GB	50 GB	50 GB	Not available
Public folder mailboxes	100 GB ⁶	100 GB ⁶	100 GB ⁶	100 GB ⁶	100 GB ⁶	100 GB ⁶
Group mailboxes	50 GB	50 GB	50 GB	50 GB	50 GB	50 GB

I To verify a domain what record is needed.

TXT record used by O365 to verify that you own your domain

CNAME - connect to exchange online service

MX record – necessary for delivering email to your address

SRV (service records) connections between service and a hostname

I Modules to connect to Exchange online.

Connect through PSL by running command

Connect with Exchange Admin Center:

Set-ExecutionPolicy RemoteSigned

\$UserCredential = Get-Credential

```
$Session = New-PSSession -ConfigurationName Microsoft.Exchange -ConnectionUri  
https://outlook.office365.com/powershell-liveid/ -Credential $UserCredential -Authentication Basic -  
AllowRedirection
```

```
Import-PSSession $Session -DisableNameChecking
```

I Delegations for shared mailbox

Full Access

The Full Access permission allows the delegate to log on to this shared mailbox and behave as the owner of the mailbox.

Send As

The Send As permission allows the delegate to send email from this shared mailbox. From the recipient's perspective, the email is sent by this shared mailbox.

I Arrange the 4 filters of EOP.

Connection filtering checks IP

Anti-Malware checks attachments both goes to junk mail in case of fail

Mail flow rules policy filtering checks transport rule

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I SPF enforcement rule

An SPF TXT record is a DNS record that helps prevent spoofing and phishing by verifying the domain name from which email messages are sent. This SPF rule tells the receiving email server that if a message comes from contoso.com, but not from one of these three IP addresses, the receiving server should apply the enforcement rule to the message. The enforcement rule is usually one of these options:

- **Hard fail.** Mark the message with 'hard fail' in the message envelope and then follow the receiving server's configured spam policy for this type of message.
- **Soft fail.** Mark the message with 'soft fail' in the message envelope. Typically, email servers are configured to deliver these messages anyway. Most end users do not see this mark.
- **Neutral.** Do nothing, that is, do not mark the message envelope. This is usually reserved for testing purposes and is rarely used.

I What is ATP and what are the two types of ATP?

Advanced Threat Protection (ATP) is a cloud-based email filtering service that helps protect your organization against unknown malware and viruses by providing robust zero-day protection, and includes features to safeguard your organization from harmful links in real time.

ATP Safe Links:

ATP Safe Link is a feature of Office 365 Advanced Threat Protection (ATP) that can help protect your organization from malicious links used in phishing and other attacks.

ATP Safe Attachments:

ATP Safe Attachments (along with ATP Safe Links) is part of Office 365 Advanced Threat Protection (ATP). The ATP Safe Attachments feature checks to see if email attachments are malicious, and then takes action to protect your organization. The ATP Safe Attachments feature protects your organization according to ATP Safe Attachments policies that are set by your global or security administrators.

I How many groups is the on O365 and name them respectively?

Admin center: M365; distribution; mail enabled security; security

EAC: Distribution list; mail-enabled security group; dynamic distribution list

M365 – for collaboration

Distribution – for sending notifications

mail enabled security –access to resources such as OneDrive and SharePoint and emailing notifications

Security – controls access to OneDrive and SharePoint and can be used for Mobile device Management for M365

dynamic distribution list – for attributes

I Types of mailboxes

- **Mailbox (License Required)**
- **Group (Free)**
- **Resource (Free)**
- **Contacts (Free)**
- **Shared (Free)**

Migration batch

Migration batch is an object (mailboxes) that you want to migrate

Move request

Each mailboxes moving in the batch is handled as an individual move request.

what can cause failure of migration process (hybrid migration analysis)

bad items (in that case you can exceed limit of bad items), large items (The threshold has recently been raised to 150MB for Hybrid migrations, so it should only fail due to large items that exceed this size), unauthorized HTTP request, mailbox/archive size, and network connectivity.

Aya 1st Cp/2nd attempt by Rakib

- 1. How to update contact info in MFA?**
- 2. How to extend limitations for shared mailbox?**

3. What is message center and service held?

4. How to do autoforwarding?

5. Service health

M365 adm center=health=service health

Service health reports about issue

6. Message center

M365 adm center= health=message center

Message center informs about upcoming changes, including new and changed features, planned maintenance, or other important announcements

7. How to connect O365 by powershell to new computer?

Download powershell=Install Module+Import+connect

8. What are restricted users?

Restricted user is a user who was blocked.

M365 ACC= security=threat management= review= restricted user= release

9. Where to find them?

10. Mailbox limits

Feature	Microsoft 365 Business Basic	Microsoft 365 Business Standard	Office 365 Enterprise E1	Office 365 Enterprise E3	Office 365 Enterprise E5	Office 365 Enterprise F3
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Group mailboxes	50 GB	50 GB	50 GB	50 GB	50 GB	50 GB

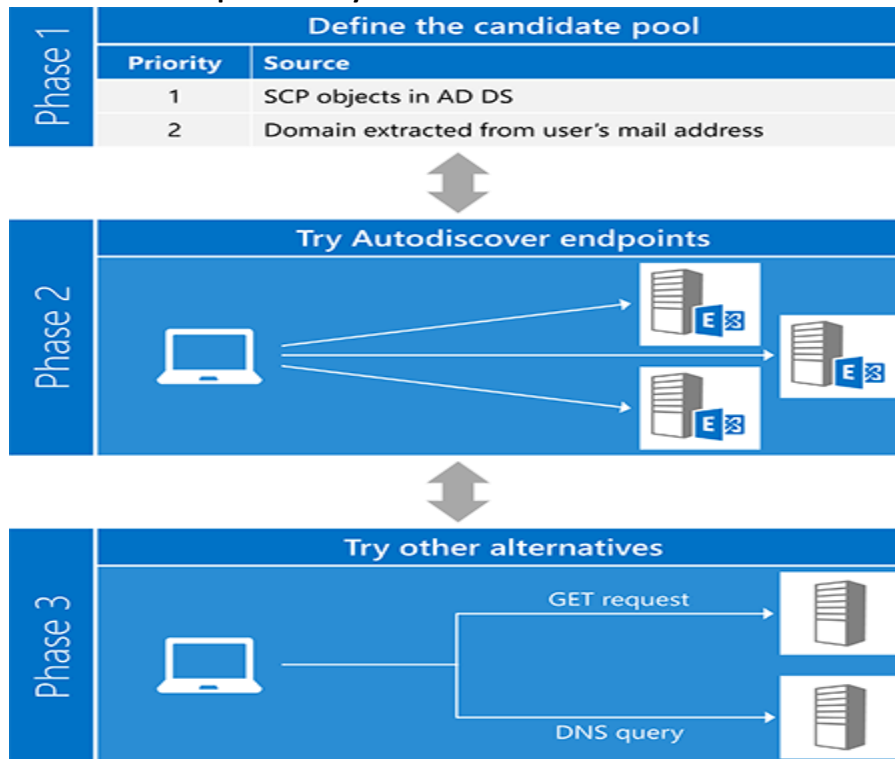
Claire 1st CP, 4th attempt by Jahid

1. Why you need Autodiscover?

Autodiscover helps you to connect to URL. DNS help clients to easily connect to Exchange online service by using Autodiscover services

The Autodiscover service provides access to Microsoft Exchange. For Exchange Web Services (EWS) clients, Autodiscover is typically used to find the EWS endpoint URL, but Autodiscover can also provide information to configure clients that use other protocols. Autodiscover works for client applications that are inside or outside firewalls and will work in resource forest and multiple forest scenarios.

2. What will be the problem if you don't set Autodiscover? Cannot communicate



3. How many protocols we have in Office 365?

Email protocol is a method by which a communication channel is established between two computers and email (some protocols also include calendar data) is transferred between them. When an email is transferred, a mail server and two computers are involved. One computer sends the mail and the other one receives it. The mail server stores the mail and lets the receiving device access it and download it if needed.

Specifies the Autodiscover HTTP Service Protocol, which extends the domain name system (DNS) and directory services to make the location and settings of mail servers available to clients.

4. How many holds in Exchange online

Litigation hold (nobody can delete nothing from that mbx) and e-place hold (also avoiding delete but for specific folder).

- **Litigation Hold:** Holds that are applied to user mailboxes in Exchange Online.
- **eDiscovery hold:** Holds that are associated with a Core eDiscovery case in the security and compliance center. eDiscovery holds can be applied to user mailboxes and to the corresponding mailbox for Microsoft 365 Groups and Microsoft Teams.
- **In-Place Hold:** Holds that are applied to user mailboxes by using the In-Place eDiscovery & Hold tool in the Exchange admin center in Exchange Online.

5. How many days an email can be found after being deleted?

For up to 30 days after deleting, users can recover their own messages from the deleted users

6. Where does an email go after being deleted?

Deleted users

7. How to see if an email has been quarantined?

M365AC= Security=security & compliance= threat management = review=quarantine

8. What can you do if a mailbox is full?

Archive your emails (additional package) it depends on product, you need to assign license

9. Public folder

Public folders are designed for shared access and provide an easy and effective way to collect, organize, and share information with other people in your workgroup or organization. Public folders help organize content in a deep hierarchy that's easy to browse. Users will see the full hierarchy in Outlook, which makes it easy for them to browse for the content they're interested in.

11. Guest user

Guest members of a Microsoft 365 group:

- Don't have direct access to any of the group's sites, such as a team site in SharePoint
- Can participate in group activities through conversations and group calendar invitations sent to their email inbox
- Can access shared files included in email messages, such as attachments or links, provided the administrator has enabled the requisite file-sharing permissions