W-2, D-2

1. What are the recipients? Mention all the recipients of EAC.

Recipients in Exchange Online Admin Center	• View and manage your mailboxes, groups, resource mailboxes, contacts, shared mailboxes, and mailbox migrations.
• There are 6 recipients options available – **(mg rc sm)** 1. Mailboxes 2. Groups 3. Resources 4. Contacts 5. Shared 6. Migration	

2. How many types of groups are there in EXO? Mention the difference between those groups.

Group Name	Description
1. Office 365	✓ Used for collaboration between users, both inside and outside the company. ✓ It can be configured for dynamic membership in Azure Active Directory, allowing group members to be added or removed automatically based on user attributes such as department, location, title, etc. ✓ It can be accessed through mobile apps such as Outlook for iOS and Outlook for Android. ✓ Group members can send as or send on behalf of the group email address if this has been enabled by the administrator.
2. Distribution	✓ Used for sending notifications to a group of people. ✓ Members can receive the external email if enabled by the administrator. ✓ Used to broadcast information to a set group of people.
3. Dynamic Distribution	✓ Same as distribution groups ✓ Membership list for dynamic distribution groups is calculated each time a message is sent to the group, based on the filters and conditions that you define.

	✓ When an email message is sent to a dynamic distribution group, it's delivered to all recipients in the organization that match the criteria defined for that group.
4. Mail-enabled security	✓ Can send email to each other. ✓ Used for granting access to resources such as SharePoint. ✓ Emailing notifications to those users. ✓ Mail-enabled security groups function the same as regular security groups, except that they cannot be dynamically managed through Azure Active Directory and cannot contain devices.
✓ Navigation to the Groups – Please login to EAC to – https://outlook.office365.com/ecp Then, **recipients > groups**	

3. How to create O365 Group as normal user?

Creating office 365 group as normal user	
From Outlook Client	✓ **Groups > New Group**
From OWA	✓ **Groups > New Group** > Groups Name > **Create**

4. What are the resources in EAC? Explain the difference between room & equipment mailboxes.

Resources	1. Room Mailbox 2. Equipment Mailbox

Room Mailbox	Equipment Mailbox

✓ A room mailbox is a resource mailbox that's assigned to a physical location, such as a conference room, an auditorium, or a training room.
 	
 ✓ With room mailboxes, users can easily reserve these rooms by including room mailboxes in their meeting requests. When they do this, the room mailbox uses options you can configure to decide whether the invite should be accepted or denied.
 	
 ✓ To create a room mailbox, you need to be an administrator who's a member of either the –
 	
     o Organization Management or
 	
     o Recipient Management role groups.
	✓ An equipment mailbox is a resource mailbox assigned to a resource that's not location specific, such as a portable computer, projector, microphone, or a company car.
	
	 ✓ After an administrator creates an equipment mailbox, users can easily reserve the piece of equipment by including the corresponding equipment mailbox in a meeting request.
	
	 ✓ You can use the Exchange admin center (EAC) and the Exchange Management Shell to create an equipment mailbox or change equipment mailbox properties.

5. What is the difference between mail contact and mail user?

Mail Contact	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.	
✓ A mail contact hasn't logon credentials in your Microsoft 365 organization and can access resources.	✓ However, unlike a mail contact, a mail user has logon credentials in your Microsoft 365 organization and can access resources.
✓ You manage mail contacts in the Exchange admin center (EAC) or in PowerShell (Exchange Online PowerShell in organizations with Exchange Online mailboxes; standalone Exchange Online Protection (EOP).	✓ You manage mail users in the Exchange admin center (EAC) or in PowerShell (Exchange Online PowerShell in organizations with Exchange Online mailboxes.
✓ 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.	✓ In Exchange Online organizations, mail users are mail-enabled objects that contain information about people who exist inside your organization. Each mail user has an internal email address.
✓ Can't add in the distribution group.	✓ Can add in the group

6. How many types of mailboxes are there?

- ✓ User Mailbox
- ✓ Group Mailbox
- ✓ Resource Mailbox
- ✓ Contact Mailbox
- ✓ Shared Mailbox

7. How to access shared mailbox? Is it possible to send emails from shared mailbox?

Access Shared Mailbox from OWA	
Group Name	**Description**
1. Please log in to – www.outlook.office365.com 2. Please click at the right top corner, there you will see an option **Open another mailbox** – click and enter the shared mailbox and **Open.** 3. The shared mailbox will be opened in the new tab as a new mailbox.	

Access Shared Mailbox from Outlook Client
✓ Please open **Outlook Client** Please go to the top left corner and click File
✓ In the Info page go to Account Settings
✓ Please select the email address and press Change
✓ Please go to – More Settings
✓ In the **Advanced** tab please click **Add** and type your shared mailbox and press **OK.** Your shared mailbox is now enrolled in the outlook client. You can send and receive the email message in the shared mailbox anytime in the outlook client.

8. What is mailbox usage limit? How to check it? How to Convert Regular Mailbox to Shared Mailbox and vice versa?

Checking Mailbox Usage Limit	
Group Name	**Description**
Mailbox Usage Limit	✓ The amount of mailbox storage available is determined by the mailbox type and the user's subscription license. ✓ Administrators can reduce maximum mailbox sizes per user or globally.

✓ Please go to –

https://outlook.office365.com/ecp

✓ Then click –

① **recipients** > ② **mailboxes** > ③ select the users and double click on it > ④ Then go to **mailbox usage** > ⑤ check the **mailbox usage**

Convert Regular Mailbox to Shared	
Group Name	**Description**

✓ Please go to –

https://outlook.office365.com/ecp

✓ Then click –

① **recipients** > ② **mailboxes** > ③ select and double click on the user > ④ at right side menu under the **Convert to Shared Mailbox**, click **Convert** > ⑤ press **Yes**

Convert Shared to Regular	
Group Name	**Description**

✓ Please go to –

https://outlook.office365.com/ecp

✓ Then click –

① **recipients** > ② **shared** > ③ select and double click on the user > ④ at right side menu under the **Convert to Regular Mailbox**, click **Convert** > ⑤ press **Yes**

When you press **Yes,** we will see a prompt message that we need to assign license and reset the password from Microsoft 365 admin center after creating regular mailbox as we need license and password to use this mailbox.

9. Explain about mailbox features.

Mailbox Features	✓ Only available in EXO user mailbox and shared mailbox
Navigation	✓ EXO Admin Center > recipients > mailbox > select & double-click on the mailbox > mailbox features ✓ EXO Admin Center > recipients > mailbox > select & double-click on the mailbox > mailbox features

3 Options Available	Policy	(ShaRRA) 1. Sharing Policy 2. Role Assignment Policy 3. Retention Policy 4. Addressbook Policy
	Email Connectivity	1. Outlook on the Web 2. IMAP (Internet Message Access Protocol) 3. POP3 (Post Office Protocol) 4. MAPI (Outlook Client – Message Application Programming Interface) 5. Litigation Hold 6. Archiving
	Mail Flow	1. Delivery Options (forwarding option, maximum recipients) 2. Message Size Restrictions (maximum sent/receive message size) 3. Message Delivery Restrictions (Accept/Reject Message)

10. Comparison of mailboxes, resources, shared options.

mailboxes	resources	shared
general	general	general
mailbox usage		mailbox usage
contact information		contact information
organization		organization
email address	email address	email address
mailbox features*		mailbox features*
member of		member of
Mailtip	Mailtip	Mailtip
mailbox delegation (send as. Send on behalf, Full access)	mailbox delegation (send as. Send on behalf, Full access)	mailbox delegation (send as, Full access)
	booking delegates (responsible for accept/decline booking request)	
	booking option (max booking lead times – set 0 for only today, max duration – set 0 for unlimited)	

11. Comparison of different groups in EXO.

Office 365	Distribution	Dynamic Distribution	Mail-enabled security
general	general	general	general
ownership	ownership	ownership	ownership
membership	membership	Membership (based on criteria)	membership
delivery management (accept/reject)	delivery management (allow internal or external sender)	delivery management (allow internal or external sender)	delivery management (allow internal or external sender)
group delegation (send as, send on behalf)	group delegation (send as, send on behalf)	group delegation (send as, send on behalf)	group delegation (send as, send on behalf)
	membership approval		membership approval
	message approval	message approval	message approval
	email option	email option	email option
	Mailtip	Mailtip	Mailtip

12. Comparison among "Send As", "Send on behalf" and "Full access"

Send As	Send on behalf	Full access
✓ Allows the delegate to send messages as if they came directly from the mailbox or group. ✓ There's no indication that the message was sent by the delegate. ✓ Doesn't allow to read the contents of the mailbox.	✓ Allows the delegate to send messages from the mailbox or group. ✓ The From address of these messages clearly shows that the message was sent by the delegate ("\<Delegate> on behalf of \<MailboxOrGroup>"). ✓ Doesn't allow the delegate to read the contents of the mailbox.	✓ Allows the delegate to open the mailbox, and view, add and remove the contents of the mailbox. ✓ Doesn't allow the delegate to send messages from the mailbox.

13. As there is limit of sending email to maximum recipient (default 500), can I send to one group of 5000 members?

This limit is only applicable for the To, Cc, Bcc recipient email addresses. So, you can send easily to that group as this group is taken only 1 mailbox recipient.

14. What is Group Delegation?

Select responsible person to send email as if his own mailbox, send on behalf. Thus, someone is responsible for the group. There are 2 options available – **"send as"** & **"send on behalf"**

15. What is Mailbox Delegation?

Mailbox delegation is similar to group delegation except this one is for user mailboxes, resources and shared.

16.Why we do not have Security group in Exchange Online?

Security group members are not allowed to send email to each other. On the other hand, Mail-Enabled Security members are able to send email among the members. Perhaps, Exchange Online service is only dealing with message/email sending/receiving. That is the reason, Security group is not required in EXO.

17. If I don't have EXO license, but I am a member of a group. Can I send email?

No. you can't, because EXO is dealing with email message sending/receiving. We must need EXO license whether as Business, Enterprise license or standalone EXO Plan-1/2 license.

18.Why there isn't "Sites" option in the "Resources" in EAC?

"**Sites**" option is available in Microsoft 365 Admin center under the "**Resources**" because it is necessary for SharePoint service, where you can create site link to share the files using SharePoint.

19.Why do we need to reset password and assign license after converting shared mailbox to regular mailbox?

A user need license to use the services and shared mailbox doesn't have password but a user need password to access the mailbox.

20. Why can I not add external user in shared mailbox?

To access the shared mailbox, you need a regular mailbox of an organization. External user doesn't have regular mailbox – for that reason external user are not allowed to be a member of shared mailbox.

21.What services are included in the Exchange Online?

✓ Access to email, calendar, contacts, and tasks from PCs, the web, and mobile devices.
✓ It integrates fully with Active Directory, enabling administrators to use group policies, as well as other administration tools, to manage Exchange Online features across their environment.
✓ Policy, Compliance, DLP, Auditing, Journaling etc.

22. What will happen if anyone exceed the limit of sending limits 30 messages/minute?

The user may be blocked temporarily or permanently.