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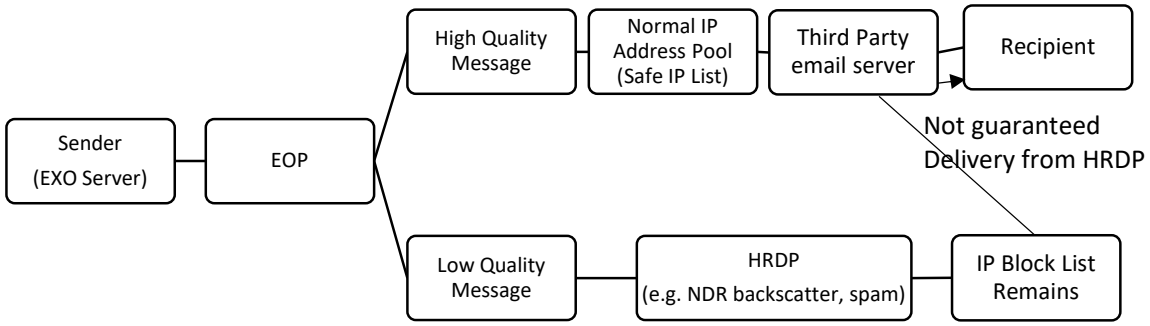
1. What is HRDP?

HRDP	✓ High Risk Deliver Pool ✓ All outbound messages from Microsoft 365 datacenter servers that's determined to be spam or that exceeds the sending limits of the service or outbound spam policies are sent through the HRDP. ✓ Separate IP address pool for outbound email that's only used to send "low quality" messages (for example, spam and backscatter). ✓ Helps prevent the normal IP address pool for outbound email from sending spam. ✓ The normal IP address pool for outbound email maintains the reputation sending "high quality" messages, which reduces the likelihood that these IP address will appear on IP block lists. ✓ The very real possibility that IP addresses in the high-risk delivery pool will be placed on IP block lists remains, but this is by design. Delivery to the intended recipients isn't guaranteed, because many email organizations won't accept messages from the HRDP.
Scenario for HRDP Outbound email	

2. What is NDR? How to deal with NDRs?

NDR	✓ NDR means Non-Delivery Reports. ✓ When you sent a mail and it faced a problem delivering, Microsoft 365 or office 365 let you know by sending a mail. ✓ The email you receive is the **delivery status notification**, also knows as a DSN or bounce message. ✓ The most common type is called a non-delivery report (NDR). ✓ NDR can be caused by something as simple as a typo in an email address. ✓ NDRs include an error code by something that indicates why your email wasn't delivered.

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Deal with NDRs	✓ **Office 365 logo -** This indicates that Microsoft 365 or Office 365 generated the NDR. The logo doesn't mean that Microsoft 365 or Office 365 was responsible for the error. This tells which messaging endpoints or services are involved in the email transaction, which is not always clear in older style ✓ **Cause –** This section provides the reason that the message wasn't delivered. ✓ **Fix-it owner indicator –** This section provides an at-a-glance view of the issue and who needs to fix it. The image shows the three basic parties in a Microsoft 365 or Office 365 email transaction: the sender, Microsoft 365 or Office 365, and the recipient. The area marked in red is where the problem usually must be fixed. ✓ **How to fix it –** This section is designed for the end-user or the email sender who receives the NDR. It explains how to fix the issue. ✓ **More info for email admins -** This section provides a detailed explanation of the problem and solution along with technical details and a link to a web-based article that has detailed reference information. ✓ **Message hops -** This section contains times and system references for the message, which allows an admin to follow the message's hops or server-to-server path. With this info, an admin might quickly spot problems between message hops.

3. How to reduce inbound spam emails? Which actions can be taken by admins and end-users?

Actions Taken by Admin	✓ Configure **Common Attachment Types Filter** from - **Protection** > **Malware filter** ✓ Configure **IP Allow/Block List** from - **Protection** > **Connection filter** ✓ Configure **Spam & Bulk Actions** from - **Protection** > **Spam filter** ✓ Configure **Email domain allow/block list** from - **Protection** > **Spam filter** ✓ Configure **International Spam** from - **Protection** > **Spam filter** ✓ Configure **Advanced Options** from - **Protection** > **Spam filter** ✓ Configure Mail flow rules from - **Mail flow** > **Rules**
Actions Taken by User	✓ Configure **Inbox rules** ✓ Train the filter by reporting junk email/safe email ✓ Never respond to spam ✓ Don't use email address publicly to register any unknown websites

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4. A certain email was bounced back with "Access Denied: Recipient address rejected". What does it mean?

✓ **Bounced Back with "Access Denied"**	✓ Check the MX record from DNS Management ✓ Check whether the Domain is healthy ✓ Check Hybrid Environment configuration ✓ Check service issues in Exchange Online

5. An end user reported of not receiving expected inbound emails, what should the administrator do to solve the problem?

✓ Check the message details by doing – **Message Trace**	✓ Login to **EAC** > **mail flow** > **message trace.** ✓ Set **date range** as " Past 48 hours" (Choose the closest date to the time that the missing message was sent) ✓ The message status is marked Delivered but when we see "quarantined", go to message details. ✓ Click on the edit icon and it will open a new window and show the message status. It Describes the issue. "How to Fix It" section gives the steps to resolve the issue.

6. What is Out of Office? How to enable it?

✓ Set a specific reply to send someone as a reply of his/her mail ✓ Maximum 1 reply for one specific user in a day ✓ For example: I am in leave or vacation. Now if anyone sends me a message, they will get this reply. They are now informed that I am in leave and currently not doing work.
✓ Please open Outlook Client ✓ Please navigate to – **File** > **Automatic Replies** > **send automatic replies**
✓ Please go to – https://outlook.office365.com ✓ Please navigate to – **Settings** (Gear Sign) > **View all outlook settings** > **Mail** > **Automatic replies** > turn on **Automatic replies on**

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7. How to confirm whether an email is being routed through HRDP or not?

   - ✓ If the customer has an email header, Review the X -Forefront-Antispam-Report header or the X-Forefront-Antispam-Report-Untrusted header to locate DIR:OUT
   - ✓ spam confidence level (SCL) entry of 5 to 9 to verify that it was treated as spam.

8. Troubleshooting to be performed to confirm why email is being routed via HRDP.

   - ✓ Have the sender send a blank message with **just a signature** to see if it's still marked as spam. If the message is still marked as spam the signature may be the problem.
   - ✓ Have the sender send a blank message with **no signature or disclaimer**. If the message is still marked as spam there may be a reputation problem with the sending domain
   - ✓ Have the sender send the same message but with the **signature disabled**. If the message is still marked as spam the problem is likely in the message content.
   - ✓ Check public reputation lists for the sending domain, or any URLs included in the message

9. Actions to be taken to prevent legitimate emails from being routed via HRDP

Collect the original sample of the email from the sender's sent item folder and submit the sample to our protection team following below steps:

- ✓ Create a new, blank email.
- ✓ Address the email to the Microsoft team that reviews messages at **not_junk@office365.microsoft.com**
- ✓ Copy and paste the affected message into that email (as an attachment).
- ✓ Make sure all information, including mail header information is included
- ✓ Click Send.
- ✓ Allow 24 hours for the filters to be updated and in case the issue persists contact the Support team.