

W-2, D-1

1. What is MFA? How to enable it?

MFA	<ul style="list-style-type: none">✓ Known as 2-step verification✓ Recommended for Admin✓ Only Global admin can enable/disable the MFA✓ Uses password & additional verification method for sign in -<ul style="list-style-type: none">○ Something you have with you that is not easily duplicated, such as a smartphone.○ Something you uniquely and biologically have, such as your fingerprints, face, or other biometric attributes. <p>By default, both Microsoft 365 and Office 365 support MFA for user accounts using:</p> <ul style="list-style-type: none">✓ A text message sent to a phone that requires the user to type a verification code.✓ A phone call.✓ The Microsoft Authenticator smartphone app.
Set up Multi-Factor Authentication (MFA)	
1. Please log in to admin center and go to – Users > Active users > Multi-factor authentication	
2. A new window will open in a new tab, where you will see a list of users available in the tenant. Please select the desired user to enable the MFA. Please click Enable	
3. A new prompt window will open and please click enable multi-factor auth	
4. Now MFA is enabled, but need to enforce now. Please click Enforce	
5. A prompt window will open. Please click - enforce multi-factor auth	
6. Please click – Manage user settings There you will find 3 new settings available. If you want you can configure here be selecting and Save .	

W-2, D-1

2. What is App Password? How to create an app password?

<i>App Password</i>	<ul style="list-style-type: none">✓ App passwords are auto-generated✓ Should be created and entered once per app.✓ Limit of 40 passwords per user. If you try to create one after that limit, you'll be prompted to delete an existing password before being allowed to create the new one.
Set up App Password	
1. Please log in to admin center and go to – Admin centers > Azure Active Directory	
2. A new window will open in a new tab. Please go to – Users > All users (Preview) where you will see a list of users available in the tenant. Please click the desired user.	
3. Please scroll down and Click – Authentication methods	
4. A new window will open. Please click – Access Panel Profile	
5. Please click - Additional security verification	
6. Please click – App passwords	
7. A new prompt window will open, where you need to put a suitable name and click Next	
8. You will see a password will generate. Please click copy password to clipboard and save it in another place. Click close	
9. You will see that a list of passwords that you have created.	

W-2, D-1

3. What is Exchange Online in Microsoft 365?

<i>Exchange Online</i>	<ul style="list-style-type: none">✓ Microsoft Exchange Online is a hosted version of Exchange Server.✓ Cloud-based service.✓ Gives users access to email, calendar, contacts, and tasks from PCs, the web, and mobile devices.✓ 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.✓ Email is hosted on servers that support multiple customers simultaneously.✓ Accessible to users on a wide range of devices from inside a corporate network or over the internet.
-------------------------------	---

4. How to access Exchange Online Admin Center? What is the URL to access EXO Admin Center?

Exchange Online Admin Center URL	https://outlook.office365.com/ecp
<p>1. Please go to –</p> <p>Admin center and Click Exchange under the Admin centers located at the left pane</p>	
<p>2. A new tab will be opened and you will see a list of features available in the left pane. A total of 11 features are available.</p> <p>(DaRPeCOP MaMoPUH)</p>	

W-2, D-1

5. Familiarize with the navigations of EAC.

1. Dashboard	✓ Overview of the admin center.
2. Recipients	✓ View and manage your mailboxes, groups, resource mailboxes, contacts, shared mailboxes, and mailbox migrations.
3. Permissions	✓ Manage administrator roles, user roles, and Outlook on the web policies.
4. Compliance management	✓ Manage In-Place eDiscovery & Hold, auditing, data loss prevention (DLP), retention policies, retention tags, and journal rules.
5. Organization	✓ Manage organization sharing and apps for Outlook
6. Protection	✓ Manage malware filters, connection filters, content filters, outbound spam, and quarantine for your organization.
7. Mail flow	✓ Manage rules, message tracing, accepted domains, remote domains, and connectors.
8. Mobile	✓ Manage the mobile devices that you allow to connect to your organization. ✓ Manage mobile device access and mobile device mailbox policies.
9. Public folders	✓ Manage public folders and public folder mailboxes.
10. Unified messaging	✓ Manage Unified Messaging (UM) dial plans and UM IP gateways.

W-2, D-1

6. What do you understand by EXO limits?

Mailbox Storage Limits		
Features	Business (Basic, Standard, Premium)	Enterprise (E3, E5)
✓ User Mailbox	50 GB	100 GB
✓ Archive Mailbox	50 GB	✓ Initially 100 GB ✓ Auto Expanding Archiving On another 10 GB and again 10 GB upto 1 TB
✓ Shared Mailbox	✓ 50 GB (Without License) ✓ 100 GB (EO Plan-2 License) ✓ 100 GB (EO Plan-1 with Exchange Online Archiving add-on license)	✓ 50 GB (without License) ✓ 100 GB (E3, E5 License)
✓ Resource Mailbox	✓ 50 GB (without License) ✓ 100 GB (E3, E5 License)	✓ 50 GB (without License) ✓ 100 GB (E3, E5 License)
✓ Site Mailbox	50 GB	50 GB
✓ Public Folder Mailbox	50 GB	100 GB
✓ Group Mailbox	50 GB	50 GB

Address Book Limits		
Features	Business (Basic, Standard, Premium)	Enterprise (E3, E5)
✓ Address list limit	1000	1000
✓ Offline address book (OAB) limit	250	250
✓ Address book policies (ABP) limit	250	250
✓ Global address lists limit	250	250

Receiving & Sending Limits		
Features	Business (Basic, Standard, Premium)	Enterprise (E3, E5)
✓ Messages received	3,600 message/hour	3,600 message/hour
✓ Sending Recipient rate limit	10,000 recipients/day	10,000 recipients/day
✓ Sending Recipient limit	1,000 recipients	1000 recipients
✓ Sending Recipient proxy address limit	400	400
✓ Message rate limit	30 messages/minute	30 messages/minute

W-2, D-1

Message Limits		
Features	Business (Basic, Standard, Premium)	Enterprise (E3, E5)
✓ Message size limit – Outlook for windows & MAC	✓ 150 MB (default 25 MB) ✓ Possible 33% encoding increase	✓ 150 MB (default 25 MB) ✓ Possible 33% encoding increase
✓ Message size limit - OWA	✓ 112 MB (default 25 MB) ✓ Possible 33% encoding increase	✓ 112 MB (default 25 MB) ✓ Possible 33% encoding increase
✓ Message size limit - migration	150 MB (default 25 MB)	150 MB (default 25 MB)
✓ Message size limit - Outlook for iOS and Android	33 MB	33 MB
✓ Subject length limit	250 Characters	250 Characters
✓ File attachments limit	250 Attachments	250 Attachments
✓ File attachment size limit - Outlook for windows & MAC	150 MB	150 MB
✓ File attachment size limit – OWA	112 MB 2 GB (One Drive Attachment)	112 MB 2 GB (One Drive Attachment)
✓ File attachment size limit - Outlook for iOS and Android	33 MB	33 MB
✓ Embedded message depth limit	30 embedded messages	30 embedded messages

Retention Limits		
Features	Business (Basic, Standard, Premium)	Enterprise (E3, E5)
✓ Deleted Items folder retention period	No limit	No limit
✓ Retention period for items removed from the Deleted Items folder	Default 14 days Max 30 days	Default 14 days Max 30 days
✓ Junk Email folder retention period	30 days	30 days

W-2, D-1

7. What is the Exchange Online deployment types?

Deployment Types	Description
1. Cloud-only Deployment	<ul style="list-style-type: none">✓ All user mailboxes hosted in Exchange Online.✓ Exchange Online service isn't connected with an on-premises Exchange organization
2. Exchange hybrid Deployment	<ul style="list-style-type: none">✓ Some user mailboxes hosted in an on-premises Exchange organization and some user mailboxes hosted in Exchange Online.✓ Available for Microsoft Exchange 2003, Exchange 2007, Exchange 2010 and Exchange 2013 on-premises organizations.✓ Offers organizations the ability to extend the feature-rich experience and administrative control they have with their existing on-premises Microsoft Exchange organization to the cloud.

8. Why do we need MFA?

- ✓ To provide more security for the account.
- ✓ Microsoft recommends to enable MFA for all types of admins and not required for users.
- ✓ Protecting the sensitive data to prevent various attacks designed to gain access to the data and the account itself.
- ✓ Office 365 MFA is critically important to limiting unlawful access to the world's most popular SaaS (software as a Service) business system.

9. Is there any other way to change app password in Additional Security Verification?

- ✓ Please login to- <https://outlook.office365.com>
<https://admin.microsoft.com>
<https://outlook.office365.com/ecp>
- ✓ Click Top right corner, where you will see you **My account**
- ✓ **Overview** > under Security Info **Additional Security Verification** > **App passwords** > **Create**

10. Why do we need App Passwords?

- ✓ If Microsoft service or device that you use that doesn't support two-step verification codes.
- ✓ Face issues using older apps or devices (like **Windows Phone 8, Xbox 360, Outlook 2010**) that don't support two-step verification.
- ✓ Users are facing problem if they want to enable MFA and want to use old apps.

W-2, D-1

11. Which kind of options you will find during MFA enabling?

- ✓ Enable
- ✓ Enforce
- ✓ Manage Settings
 - Require selected users to **provide** contact methods again
 - **Delete** all existing app passwords generated by the selected users
 - **Restore** multi-factor authentication on all remembered devices

12. What is modern Authentication?

- ✓ Modern authentication in Exchange Online enables authentication features like multi-factor authentication (MFA), smart cards, certificate-based authentication (CBA), and third-party SAML identity providers. Modern authentication is based on the Active Directory Authentication Library (ADAL) and OAuth 2.0.
- ✓ When you enable modern authentication in Exchange Online, Windows-based Outlook clients that support modern authentication (Outlook 2013 or later) use modern authentication to connect to Exchange Online mailboxes.
- ✓ When you disable modern authentication in Exchange Online, Windows-based Outlook clients that support modern authentication use basic authentication to connect to Exchange Online mailboxes.

13. How to enable/disable modern authentication?

- ✓ Microsoft 365 Admin Center – <https://admin.microsoft.com>
- ✓ **Settings > Org settings > Services > Modern authentication**