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Exploring the Core of Cloud Computing

STUDY GUIDE for EXAM 98-369:
Cloud Fundamentals

PREPARING FOR MTA CERTIFICATION

MICROSOFT TECHNOLOGY ASSOCIATE (MTA)
STUDENT STUDY GUIDE FOR IT PROS

98-369 Cloud Fundamentals

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INTRODUCTION

MTA validates building-block technology concepts and helps students explore, discover, and pursue successful careers in information technology (IT) or computer science (CS) in an exciting and rewarding way. This entry-level certification provides students with confidence, credibility, and differentiation.

Explore career options without committing a lot of time and resources MTA exams validate the core technology knowledge that is in demand today by businesses around the world. Whether you want to explore becoming a network administrator, software engineer, web developer, or database analyst, MTA gets you started on the right path.

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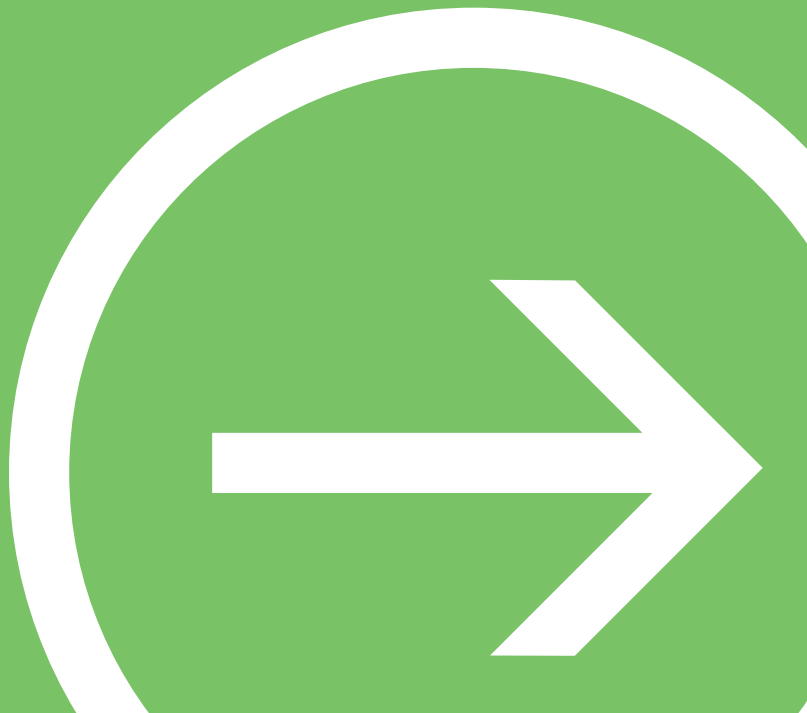
MTA 98-369
CLOUD FUNDAMENTALS



OBJECTIVE 1

Understand the cloud

IN THIS CHAPTER

- 1.1 Describe cloud principles and delivery mechanisms
- 1.2 Describe cloud security requirements and policies
- 1.3 Describe how a cloud service stays up to date and available
- 1.4 Describe the different types of cloud services

OBJECTIVE
understand the cloud 1.1

DESCRIBE CLOUD PRINCIPLES AND DELIVERY MECHANISMS

SCENARIO: Donnell Brigham is an intern at Wide World Importers, and is working with Cynthia Flores, director of the information technology (IT) department and manager of the in-house datacenter. The company recently signed a large contract with a new vendor, and is expecting a large increase in sales during the next year. Additionally, the company expects a corresponding increase in its number of employees, all of whom will need access to the company's IT services.

As the company considers moving to a larger office, Cynthia and Brigham are discussing whether Wide World Importers should plan for a larger datacenter or should consider utilizing cloud-based services. Answer the following questions.

1. **Which of the following refers to the ability of a cloud service to increase or decrease capacity quickly to meet demands?**
   - **a.** Availability
   - **b.** Elasticity
   - **c.** Scalability
2. **If Wide World Importers chooses to invest in on-premises servers and networking equipment, how would it categorize those expenses?**
   - **a.** Capital expenditure (CapEx)
   - **b.** Operational expenditure (OpEx)
   - **c.** Hybrid
3. **Cynthia wants to make sure that the company's data is safe if a local problem occurs, such as a flood or fire. Which of the following addresses her concern?**
   - **a.** Availability
   - **b.** Capacity
   - **c.** Redundancy

HINT

Cloud services allow you to use a pay-as-you-go funding model, rather than investing heavily in equipment and other assets.

Answers

Question with answers and any necessary explanation or additional diagnostic feedback, to reinforce the relevant concepts:

1. Which of the following refers to the ability of a cloud service to increase or decrease capacity quickly to meet demands?

   b. Elasticity. Scalability is the overall potential for growth, but does not account for rapidly fluctuating demand.

2. If Wide World Importers chooses to invest in on-premises servers and networking equipment, how would it categorize those expenses?

   a. CapEx. Computer equipment generally is a capital expenditure.

3. Cynthia wants to make sure that the company's data is safe in the event of a local problem, such as a flood or fire. Which of the following addresses her concern?

   c. Redundancy. Redundancy ensures that resources are spread out geographically to minimize the impact of localized problems.

Essential details

- Cloud computing is a model in which computing tasks and services are assigned to computers and software accessible over a network. By contrast, a local datacenter hosts and manages on-premises services, sometimes even in the same building that houses the organization's employees.
- CapEx refers to spending on assets that provide future benefits, such as networking equipment and servers. This often is a large expense for on-premises IT services.
- OpEx refers to spending on services and consumables that are part of daily business operations, and that recur typically in the short term (monthly or yearly). Cloud services are OpEx, because you pay subscription fees rather than purchasing assets. This can translate into very low start-up costs. Additionally, cloud-based services offer several potential benefits in service, as well as elasticity, redundancy, availability, and scalability.

FAST TRACK HELP

- What is Infrastructure as a Service?
  http://aka.ms/kl3cpx
- MSDN Blogs: Advantages of Cloud computing
  http://aka.ms/ibxpmp

DESCRIBE CLOUD SECURITY REQUIREMENTS AND POLICIES

SCENARIO: Cora Bauer is preparing for a job interview with the Chief Information Officer of Lamna Healthcare Company, a firm that manages records for a variety of healthcare providers and medical schools. She knows that the company is planning to move many of its information technology (IT) services to the cloud, so she expects to answer questions about cloud security and privacy. She has created a list of topics related to security and privacy that she anticipates will be included in the interview questions. Answer the following questions.

1. **Which of the following helps protect data at rest?**
   - **a.** hardware disk encryption
   - **b.** ISO 27001
   - **c.** Transport Layer Security (TLS)
2. **Which of the following helps protect data on-the-wire?**
   - **a.** hardware disk encryption
   - **b.** ISO 27001
   - **c.** TLS
3. **Which of the following refers to an organization's obligation to follow a set of standards, especially related to privacy?**
   - **a.** authentication
   - **b.** compliance
   - **c.** redundancy

HINT

Data at rest is in storage; data on-the-wire is in transit.

Answers

1. Which of the following helps protect data at rest?
   a. **hardware disk encryption.** Disk encryption can also be software-based.
2. Which of the following helps protect data on-the-wire?
   b. **TLS.** Transport Layer Security is a technology for encrypting data over the Internet.
3. Which of the following refers to an organization's obligation to follow a set of standards, especially related to privacy?
   a. **compliance.** Some industries and organizations are required, by law, to adhere to specific privacy policies.

Essential details

- Cloud services manage privacy by protecting data while it is being stored (at rest) and while it is in transit (on-the-wire).
- You can protect data that is at rest with hardware-based or software-based disk encryption.
- While data is on-the-wire, you can encrypt it by using Secure Sockets Layer (SSL), TLS, Internet Protocol security (IPsec), or virtual private network (VPN) technologies.
- Organizations should carefully consider which data and services will be in the cloud-based services and clearly articulate privacy goals.
- Self-assessments and third-party audits can help organizations meet compliance and transparency goals.

FAST TRACK HELP

- Private Cloud Security Considerations Guide-Security Design Considerations
  http://aka.ms/poh2cv
- Office 365 Trust Center
  http://aka.ms/u8wk7t
- Privacy in the Public Cloud, The Office 365 Approach
  http://aka.ms/ctp79v

DESCRIBE HOW A CLOUD SERVICE STAYS UP TO DATE AND AVAILABLE

SCENARIO: Jim Lindgren works in the information technology (IT) department at Contoso Pharmaceuticals. The company recently transitioned from utilizing primarily on-premises IT services to a more cloud-based solution that utilizes Office 365. Contoso's Director of IT, Deann Reid, is new to cloud-based IT, and she has tasked Jim with learning about the continuous update system to help her make informed decisions about their new product. Answer the following questions.

1. **Which of the follow identifies the minimum standards that a service must meet?**
   - **a.** Feature roadmap
   - **b.** Service level agreement (SLA)
   - **c.** Service health monitor
2. **Jim learns that Office 365 implements an *Evergreen* update model. Which of the following best describes this model?**
   - **a.** Continuous incremental updates
   - **b.** Infrequent, large updates
   - **c.** Sustainable, power-saving updates
3. **What feature should Jim use if he wants to ensure Contoso Pharmaceuticals gets updates as quickly as possible?**
   - **a.** Customer experience improvement program
   - **b.** First release program
   - **c.** Standard release program

HINT

In the standard release program, customers receive updates about two weeks after a provider releases them.

Answers

1. Which of the follow identifies the minimum standards a service must meet?

   b. Service level agreement (SLA). A roadmap does not make any guarantees, but rather is an overview of planned updates. The service health monitor is a feature that identifies any services that are experiencing issues currently or in real time.

2. Jim learns that Office 365 implements an *Evergreen* update model. Which of the following best describes this model?

   a. Continuous, incremental updates. The components always are uptodate.

3. What feature should Jim use if he wants to ensure Contoso Pharmaceuticals gets updates as quickly as possible?

   b. First Release program. In the First Release program, users receive updates immediately after a provider releases them.

Essential details

- *Evergreen IT* refers to running services in which the components always are uptodate. In this model, the provider releases new features and upgrades continuously.
- In Office 365, users can choose between two release programs. The default program provides updates to users about two weeks after the provider releases them. In the First Release program, users receive updates immediately.
- A feature *roadmap* identifies upcoming releases and updates to a service or software, and a provider often publishes this information so the public can access it, such as on the Internet. You can view the Office 365 roadmap at roadmap.office.com.
- A *service level agreement (SLA)* is an agreement between the service provider and the customer that identifies the service guarantees that the provider makes.

FAST TRACK HELP

- Office 365 release programs
  http://aka.ms/j9klbr
- View the status of your services
  http://aka.ms/euvkji
- Cloud services you can trust: Office 365 availability
  http://aka.ms/dxown2

OBJECTIVE
understand the cloud 1.4

DESCRIBE THE DIFFERENT TYPES OF CLOUD SERVICES

SCENARIO: Darrin Lock is reevaluating the information technology (IT) needs of A. Datum Corporation, which is launching a new product and expects to hire a large number of new employees. The company owns all of the equipment in their data-center, which is only a few years old, but does not have the capacity to handle the anticipated increase.

Darrin is hesitant to invest more money in the datacenter, knowing that demand may increase again, or decrease to current levels, based on customer response to the new product. He also knows that the company has invested a lot of money in the datacenter already. Darrin is investigating potential cloud-based solutions. Answer the following questions.

1. **Which model is best for an organization that wishes to use existing computing resources in conjunction with the cloud?**
   - **a.** Public cloud
   - **b.** Private cloud
   - **c.** Hybrid
2. **Which of the following is used directly by end users?**
   - **a.** Infrastructure as a service (IaaS)
   - **b.** Platform as a service (PaaS)
   - **c.** Software as a service (SaaS)
3. **If Darrin just wants to leverage virtual machines (VMs) in the cloud to supplement his own VMs, which is the best model?**
   - **a.** IaaS
   - **b.** PaaS
   - **c.** SaaS

HINT

SaaS and IaaS represent the two extremes of cloud computing models, with PaaS in the middle.

Answers

1. Which model is best for an organization that wishes to use existing computing resources in conjunction with the cloud?
   c. Hybrid. A hybrid mixes public cloud resources with private cloud resources.
2. Which of the following is used directly by end users?
   c. Software as a service (SaaS).
3. If Darrin just wants to leverage virtual machines in the cloud to supplement his own VMs, which is the best model?
   a. IaaS.

Essential details

- SaaS, PaaS, and IaaS refer to different cloud service models.
- SaaS delivers end-user software via cloud computing. Microsoft Office 365 is an example of SaaS.
- PaaS delivers application execution services, such as application runtime, storage, and integration. An example would be Microsoft Azure Websites, which provides a platform for publishing web applications.
- IaaS delivers access to fundamental resources, such as physical machines, virtual machines, and virtual storage. An example of IaaS is Microsoft Azure Virtual Machines, which can be considered the same as renting virtual servers.
- Cloud services can be deployed by the public cloud, one or more private clouds, or a hybrid environment, which combines the two.
- The public cloud is a pool of computing services delivered over the Internet. The vendor offering the public cloud typically uses a *metered service* (pay as you go) model.
- A private cloud is a pool of computing services that the organization itself owns and manages in private data centers. However, it is delivered by using cloud techniques and technologies.

FAST TRACK HELP

- Hybrid Cloud Infrastructure Solution for Enterprise IT – Overview
  http://aka.ms/rzi96l
- What is Infrastructure as a Service?
  http://aka.ms/oymyk2
- Hybrid Cloud: The Best of Both Worlds - An Introduction to the Benefits of Hybrid Cloud
  http://aka.ms/mcfgx0

OBJECTIVE 2

Enable Microsoft cloud services

IN THIS CHAPTER

- 2.1 Identify the requirements and dependencies for using Office 365 and Microsoft Intune
- 2.2 Select a cloud service plan
- 2.3 Sign up for cloud services
- 2.4 Set up the initial configuration of cloud services

IDENTIFY THE REQUIREMENTS AND DEPENDENCIES FOR USING OFFICE 365 AND MICROSOFT INTUNE

SCENARIO: Lydia Garza works in the information technology (IT) department at Humongous Insurance. The company has asked her to begin planning for the implementation of mobile devices including the use of Microsoft Office 365 for business. She has determined that Microsoft Intune will help the company manage mobile devices. She has gathered the requirement specifications for Microsoft Intune and Office 365 for business. Answer the following questions.

1. **Which of the following does Lydia need to consider in planning for Microsoft Intune?**
   - **a.** Firewall settings
   - **b.** Mandatory server configuration
   - **c.** Microsoft Internet Information Services (IIS) settings
2. **Lydia knows that employees will want to use a variety of mobile devices. Which of the following cannot be directly managed by Microsoft Intune?**
   - **a.** Google Android 2.3.4
   - **b.** Apple iOS 5.0
   - **c.** Apple iOS 6.0
3. **One of the other employees at Humongous Insurance, Josh Horning, is notoriously slow to adopt new technologies. His computers use the operating systems below. Which would he have to update to use Office 365?**
   - **a.** Windows 2000
   - **b.** Windows 7
   - **c.** Mac OSX 10.10

HINT

Operating systems must be supported by their manufacturer.

Answers

1. Which of the following does Lydia need to consider in planning for Microsoft Intune?
   a. **Firewall settings.** Managed devices must access web-based services. Cloud-based management does not require physical servers.
2. Lydia knows that employees will want to use a variety of mobile devices. Which of the following cannot be directly managed by Microsoft Intune?
   b. **Apple iOS 5.0.** Microsoft Intune requires iOS 6.0 and newer.
3. One of the other employees at Humongous Insurance, Josh Horning, is notoriously slow to adopt new technologies. His computers use the operating systems below. Which would he have to update to use Office 365?
   a. **Windows 2000.**This is no longer a supported operating system.

Essential details

- Microsoft Intune requires networks to pass communications between devices and websites on the Internet, so you must configure firewalls to let All Users access various services online.
- You can install Microsoft Intune client software on client computers with specified Windows operating systems and hardware and software resources including Chrome, Firefox, and Internet Explorer 9 or newer.
- Office 365 does not have an operating system requirement, except that the operating system you use must be supported by its manufacturer.
- Software and hardware firewalls will protect a system or network by denying access to and from unknown entities on the Internet.

FAST TRACK HELP

- Requirements for Microsoft Intune
  http://aka.ms/sz7f3u
- Office 365 System Requirements
  http://aka.ms/hf8ecj
- Set up a mobile device using Office 365 for business
  http://aka.ms/Wd1mvj
- Install Office using Office 365 for business
  http://aka.ms/mporq0

SELECT A CLOUD SERVICE PLAN

SCENARIO: Lydia Garza works in the information technology (IT) department at Humongous Insurance. She has been tasked with choosing an Office 365 plan that allows the company's 152 employees to access Office 365 applications from multiple devices, including desktop computers and mobile devices. Answer the following questions.

1. **Which of the following categories does Lydia need to consider as she plans to implement an Office 365 version?**
   - **a.** Home, Personal, and University plans
   - **b.** Business plans
   - **c.** Education and Government plans
2. **Lydia wants employees to be able to install full versions of Office on their desktop computers, and be able to access Office applications on their mobile devices and in the cloud. Which plan is the best for this?**
   - **a.** Office 365 Business Essentials
   - **b.** Office Online
   - **c.** Office 365 for Business
3. **In order to support and manage employees' mobile devices, Lydia also will install Microsoft Intune. Which licensing method would be appropriate in this instance?**
   - **a.** Enterprise Agreement
   - **b.** Online Support Volume Licensing
   - **c.** Per device licensing

HINT

To select a plan, consider the number of users and the type of organization.

Answers

1. Which of the following categories does Lydia need to consider in planning for Microsoft Office 365?

   b. **Business plans.** Business plans is the correct answer because the Humongous Insurance company is not a school or governmental organization, and obviously not an individual. Additionally, Humongous Insurance does not have enough users to qualify for the enterprise plan.

2. Lydia wants employees to be able to install full versions of Office on their desktop computers, and be able to access office applications on their mobile devices and in the cloud. Which plan is the best for this?

   c. **Office 365 for Business.** Office 365 Business Essentials does not allow for installation of full versions, nor does Office Online.

3. In order to support and manage employees' mobile devices, Lydia also will install Microsoft Intune. Which licensing method would be appropriate in this instance?

   b. **Online Support Volume Licensing.** For 250 users or less.

Essential details

- Intune provides a 30-day free trial that includes 25 licenses. After 30 days, organizations with 250 or more users should seek an Enterprise Agreement. Organizations that have fewer than 250 users should utilize Online Services Volume Licensing.
- Office 365 plan are available for individuals and organizations.
- For individuals, there are Home, Personal, or University plans. For organizations, there are Business, Enterprise, Education, and Government plans. Companies with less than 300 users should seek Business plans, and those with more than 300 users should utilize Enterprise plans.
- Within each plan family, such as Business, Enterprise, Education, and Government, there are individual plans that differ by available features and costs.

FAST TRACK HELP

- Office 365 Learning Center
  http://aka.ms/w6qo2a
- Microsoft Intune Service Description
  http://aka.ms/u8n1mx
- Office 365 Plan Options
  http://aka.ms/webrxr
- Enterprise Agreement
  http://aka.ms/xya42p
- Plans and Pricing for Office 365 for Business and Enterprise
  http://aka.ms/ei5hz1
- Office in education
  http://aka.ms/op6ij9

SIGN UP FOR CLOUD SERVICES

SCENARIO: Lydia Garza works in the information technology (IT) department at Humongous Insurance. She has recently selected a Microsoft Office 365 service plan for the 1152 Humongous Insurance employees to use. They will be accessing Office 365 applications from multiple desktop and mobile devices. Her next step is to sign up the company for Microsoft Intune and Microsoft Office 365 for Enterprise. Answer the following questions.

1. **Which of the following information does Lydia need for the Microsoft Intune sign-up process?**
   - **a.** User account information for the tenant administrator
   - **b.** Company domain name
   - **c.** Both a and b
2. **What do most businesses do shortly after signing up for Office 365?**
   - **a.** Celebrate!
   - **b.** Add their own custom domain name
   - **c.** Customize the logo to personalize the site
3. **Lydia will name herself as the tenant administrator. What administrative role will she have?**
   - **a.** Global administrator
   - **b.** Billing administrator
   - **c.** Password administrator

HINT

Signing up for Microsoft Intune requires a tenant administrator account and a domain name.

Answers

1. Which of the following information does Lydia need for the Microsoft Intune sign-up process?
   c. **Both a and b.** Lydia will need to enter a domain (or use a new free custom domain) and create the first tenant administrator account.
2. What do most businesses do shortly after signing up for Office 365?
   b. **Add their own custom domain name.**
3. Lydia will name herself as the tenant administrator. What administrative role will she have?
   a. **Global administrator.** The first tenant administrator is assigned the Global administrator role automatically.

Essential details

- Signing up for Microsoft Intune requires a tenant administrator account and a domain name, although you can create a free domain name.
- The first tenant administrator account is assigned the global administrator role automatically and can then assign other administrator roles.
- Administrator roles are common across online services, although not all services support all roles.
- When registering for an Office 365 plan, you must provide the following information: address and contact information, user ID information, and payment information (except for when using the free trial plan).
- The user ID becomes the first email address at the onmicrosoft.com domain. Most businesses add their own custom domain to Office 365 shortly after signing up.

FAST TRACK HELP

- Set up Microsoft Intune
  http://aka.ms/gw0zhp
- What to know before setting up Microsoft Intune
  http://aka.ms/js6xy1
- Reference for Tenant Administrator accounts for Microsoft Intune
  http://aka.ms/jqwd2h
- Microsoft Intune sign-up
  http://aka.ms/Afq6yi
- Office 365 Business sign-up
  http://aka.ms/Ijig5g
- Set up Office 365 for business - Admin Help
  http://aka.ms/Upgy4p

SET UP THE INITIAL CONFIGURATION OF CLOUD SERVICES

SCENARIO: Lydia Garza works in the information technology (IT) department at Humongous Insurance. Her task is to set up Microsoft Office 365 so that the 1152 employees can access Office 365 applications from desktop computers and mobile devices. She will need to sign up for Office 365 Enterprise and create a custom domain so that the company email address includes the company domain. Answer the following questions.

1. **Which of the following information does Lydia need to gather to prepare for the Office 365 domain setup process?**
   - **a.** Domain name registrar logon and password
   - **b.** Your DNS hosting provider logon and password
   - **c.** Both a and b
2. **How can you prove that you own a domain name so that Office 365 will allow you to use it as a custom domain?**
   - **a.** Show your receipt
   - **b.** Provide a matching third-party certificate
   - **c.** Create a new custom DNS record
3. **Office 365 has a streamlined process for setting up a custom domain name if the domain is registered with which company?**
   - **a.** GoDaddy.com
   - **b.** Name.com
   - **c.** DNSRegistrar.com

HINT

Only domain name owners can create new DNS records.

Answers

1. Which of the following information does Lydia need to gather to prepare for the Office 365 domain setup process?
   c. **Both a and b.** Often the DNS hosting provider and the registrar are the same company, but not always.
2. How can you prove that you own a domain name so that Office 365 will allow you to use it as a custom domain?
   c. **Create a new custom DNS record.** The ability to create a new custom record proves ownership.
3. Office 365 has a streamlined process for setting up a custom domain name if the domain is registered with which company?
   a. **GoDaddy.com.**

Essential details

- When a company signs up for Office 365, they typically add their own domain name.
- Microsoft must verify that you own the domain by checking for a customized DNS record that you added for your domain at your DNS host website.
- If GoDaddy hosts a company's domain name registration, Office 365 has a simplified process.
- If you do not know where your domain is registered or where the DNS for your domain is managed, you can find that information online at the InterNIC search page.
- If you use GoDaddy for your DNS host, the process takes less than an hour from start to finish.
- If you use other DNS hosting providers, it takes about an hour to complete the registration process and another hour for the DNS system updates to switch your email to Office 365.

FAST TRACK HELP

- Office 365 deployment guide
  http://aka.ms/efgh6i
- Set up Office 365 for business - Admin Help
  http://aka.ms/Oywqb7
- Verify your domain in Office 365
  http://aka.ms/Jw1s6r
- What do I need on hand before I get started with changing my email address in Office 365?
  http://aka.ms/E7utju
- Video: Set up your GoDaddy domain in Office 365
  http://aka.ms/Sq4o5g

OBJECTIVE 3

Administer Office 365 and Microsoft Intune

IN THIS CHAPTER

- 3.1 Create users and groups, and assign services and licenses
- 3.2 Assign permissions in Office 365 and Microsoft Intune
- 3.3 Monitor service health in Office 365 and Microsoft Intune

CREATE USERS AND GROUPS, AND ASSIGN SERVICES AND LICENSES

SCENARIO: Lydia Garza works in the information technology (IT) department at Humongous Insurance. She has configured Office 365 so that the enterprise's 1,152 employees can access Office 365 applications from multiple devices, including their desktop computers and mobile devices. Lydia also signed up for Microsoft Office 365 Enterprise, and configured a custom domain, so that the company email address reflects the company domain. She created employee user accounts by uploading a comma-separated value (CSV) file, and she also will manage user accounts and licenses as employees join and leave the company. Answer the following questions.

1. **By which method will Lydia edit user accounts for Office 365?**
   - **a.** Internet Information Server
   - **b.** Office 365 admin center
   - **c.** Local Users and Groups snap-in
2. **How can Lydia retrieve licenses from past users?**
   - **a.** Delete the user accounts
   - **b.** Unassign licenses to existing users
   - **c.** Both a and b
3. **Which Microsoft Intune tool is used in to manage user accounts?**
   - **a.** Intune Company Portal
   - **b.** Internet Information Server
   - **c.** Microsoft Intune account portal

HINT

The web-based account management tools for Office 365 and Microsoft Intune have different names.

Answers

1. By which method will Lydia edit user accounts for Office 365?

b. Office 365 Admin Center. After signing in to Office 365, Lydia can create, edit, delete, and restore accounts from the Office 365 admin center.

2. How can Lydia retrieve licenses from past users?

c. Both a and b. If a user has left the company and no longer needs an account, Lydia can delete that user's account, and then reassign the license to another employee, as necessary. Additionally, if a user account is needed, but a particular license is not, she can reassign it to another user.

3. Which Microsoft Intune tool can you use to manage user accounts?

c. Microsoft Intune account portal.

Essential details

- There are multiple ways to create user accounts in Office 365 and Microsoft Intune. Typically, they are created one at a time, or you can create them in batches in the Office 365 admin center or the Intune Account Portal.
- You can delete accounts, and then restore them within 30 days.
- User-account licenses typically are issued when an account is created, but you can reassign or recover them if you delete the account.

FAST TRACK HELP

- Set up Microsoft Intune
  http://aka.ms/wspjsv
- User Account Management
  http://aka.ms/s6ld0q
- Office 365 Administration Features
  http://aka.ms/qewf43
- Add users to Office 365 for business
  http://aka.ms/Ywht65
- Assign or unassign licenses for Office 365 for business
  http://aka.ms/K6lp1y
- Delete or restore users
  http://aka.ms/Swiu34

ASSIGN PERMISSIONS IN OFFICE 365 AND MICROSOFT INTUNE

SCENARIO: Angie Maldonado works in the information technology (IT) department at Bellows College. The school is migrating from fully on-premises IT services to a cloud-based model, and they are starting by transitioning to Microsoft Office 365. As part of the transition, the IT department will divide the administration workload between several employees. Angie is investigating the options available for admin roles to see how best to implement the permissions. Answer the following questions.

1. **Which admin role is given to Angie as the individual who signs up for Office 365 on behalf of Bellows College?**
   - **a.** Billing admin
   - **b.** Delegated admin
   - **c.** Global admin
2. **Which role is used if Angie chooses to hire a third-party company to manage her school's Office 365 environment?**
   - **a.** Billing admin
   - **b.** Delegated admin
   - **c.** Global admin
3. **How does Angie grant admin roles to other administrators in her department?**
   - **a.** She cannot add admin users.
   - **b.** Open a support ticket with Microsoft.
   - **c.** Use the Office 365 admin center.

HINT

The five admin roles in Office 365 and Microsoft Intune are: Global admin, Billing admin, Service admin, User management admin, and Password admin.

Answers

1. Which admin role is given to Angie as the individual who signs up for Office 365 on behalf of Bellows College?
   c. Global admin.
2. Which role is used if Angie chooses to hire a third-party company to manage her school's Office 365 environment?
   b. Delegated admin. Microsoft has a list of authorized partners for this purpose.
3. How does Angie grant admin roles to other administrators in her department?
   c. Use the Office 365 admin center. An organization can have as many admin users as necessary.

Essential details

- Office 365 and Microsoft Intune assign permissions by using a system of roles; this model is referred to as *role-based access control (RBAC)*.
- There are five different roles for different admin functions. This allows customers to divide administrative tasks without giving each individual global permissions.
- Global admin is the only role that can assign other admin roles. The individual who signs up for Office 365 has global admin permissions.
- A customer can choose to delegate responsibility for managing Office 365 to a Microsoft Cloud Partner, giving this third party delegated admin rights.
- By default, Office 365 users must change their passwords every 90 days; they are notified 14 days before expiration. You can change this in the admin center.
- A customer who uses all available licenses in a subscription can unassign licenses for users who no longer need them or can purchase additional licenses.

FAST TRACK HELP

- Permissions in Office 365
  http://aka.ms/J40we9
- Assigning admin roles
  http://aka.ms/dh4t33
- Partners: Add or delete a delegated admin
  http://aka.ms/Uo8sn8
- Set a user's password expiration policy
  http://aka.ms/izgos4
- Assign or unassign licenses for Office 365 for business
  http://aka.ms/Ehxz4j

MONITOR SERVICE HEALTH IN OFFICE 365 AND MICROSOFT INTUNE

SCENARIO: Alfreda Cortez works in the information technology (IT) department at Blue Yonder Airlines, where she was hired recently to manage the company's Office 365 environment. Her primary responsibilities will be maintaining user accounts, helping employees use the software, and troubleshooting whenever an employee experiences problems. A few of her employees are having trouble logging in to Office 365. Answer the following questions.

1. **Where can Alfreda look to see if Office 365 is experiencing a known issue or disruption?**
   - **a.** The Office 365 blog
   - **b.** The Reports dashboard
   - **c.** The Service Health dashboard
2. **Which feature allows Alfreda to receive notifications about service events and disruptions?**
   - **a.** Service Health Outlook Notifications
   - **b.** Service Health Really Simple Syndication (RSS) feed
   - **c.** Service Health SMS subscription
3. **Where can Alfreda find out about planned system maintenance schedules?**
   - **a.** The Office 365 blog
   - **b.** TechNet
   - **c.** The Service Health Dashboard

HINT

Office 365 admin features are accessed through the Office 365 admin center.

Answers

1. Where can Alfreda look to see if Office 365 is experiencing a known issue or disruption?
   c. **The Service Health dashboard.** The Reports dashboard provides information about services and subscriptions, such as usage, limits, and other information.
2. Which feature allows Alfreda to receive notifications about service events and disruptions?
   b. **Service Health Really Simple Syndication (RSS) feed.**
3. Where can Alfreda find out about planned system maintenance schedules?
   c. **The Service Health dashboard.** Click the **planned maintenance** link in the Service Health dashboard to see information about upcoming events.

Essential details

- The Service Health dashboard within the Office 365 admin center shows status information for today, the past six days, and 30 days of history.
- Each service has an icon that indicates its status on that day, such as "normal service availability" or "service interruption."
- Use the Service Health dashboard to find out when planned maintenance is scheduled for specific services.
- Subscribing to the service health RSS feed will enable the administrator to receive notifications of new and upcoming service issues and events.
- The Message Center is a central location for seeing important changes in the service, new features, and upcoming deadlines related to your service.
- The online help pages and the community forums provide a great place to search for help with a question or issue.
- For additional support, open a support request or contact support by telephone. This information is available in the Office 365 admin center by clicking **Support** in the lower left navigation.

FAST TRACK HELP

- About the Office 365 admin center
  http://aka.ms/myeibx
- View the status of your services
  http://aka.ms/lkvn5q
- Managing change with Message Center
  http://aka.ms/ma37e1

OBJECTIVE 4

Use and configure Microsoft cloud services

IN THIS CHAPTER

- 4.1 Configure Microsoft Exchange Online
- 4.2 Configure Microsoft SharePoint Online, including OneDrive
- 4.3 Configure Microsoft Lync Online
- 4.4 Configure Microsoft Intune

CONFIGURE MICROSOFT EXCHANGE ONLINE

SCENARIO: Katherine Stokes has an internship at Fabrikam, Inc. She is working closely with Lawanda Houston, who is in charge of all administrator responsibilities for the company's Exchange Online environment. Lawanda is nearing retirement, and Katherine hopes to learn enough about Exchange Online to apply for Lawanda's current position.

Katherine has learned that Lawanda handles many administrator tasks in the Exchange Administration Center (Exchange admin center), so she wants to learn more about its features. She is particularly interested in learning about protection against malware and spam, which has caused some concern among Fabrikam employees. Answer the following questions.

1. **Which of the following terms refers to any person or resource that sends and receives mail in Exchange Online?**
   - **a.** Mailbox
   - **b.** Recipient
   - **c.** User
2. **Which of the following is *not* a type of filter used on incoming mail messages?**
   - **a.** Content filter
   - **b.** Connection filter
   - **c.** Creator filter
3. **What is the name of the page that you can use to change Exchange Online settings?**
   - **a.** Exchange Administration Center
   - **b.** Exchange Online Protection
   - **c.** Exchange Settings Page

HINT

Malware is a general term for any software that is created for a malicious purpose.

Answers

1. Which of the following terms refers to any person or resource that sends and receives mail in Exchange Online?

   b. Recipient. Recipients include user mailboxes and distribution groups, as well as other features.

2. Which of the following is *not* a type of filter used on incoming mail messages?

   c. Creator filter.

3. What is the name of the page that you can use to change Exchange Online settings?

   a. Exchange Administration Center. The Exchange admin center replaces the Exchange Control Panel, which was in earlier versions of Exchange Server.

Essential details

- The Exchange admin center is a web-based management console that you can use to manage items that relate to email, and that you cannot manage by using the Office 365 admin center.
- In Exchange Online, any resource or person that sends and receives messages is a *recipient*. You can manage recipients in the Exchange admin center.
- Exchange Online offers comprehensive protection against malware and spam by using a set of tools known as Exchange Online Protection.
- Exchange Online Protection routes all messages through a datacenter, which then filters messages that have a high likelihood of being spam or containing malware.
- Malware is software created and distributed for malicious purposes, such as invading computer systems in the form of viruses, worms, or innocent-seeming plug-ins and extensions that mask other destructive capabilities.
- Spam refers to unsolicited (and typically unwanted) email messages.

FAST TRACK HELP

- Anti-spam and anti-malware protection
  http://aka.ms/u7faot
- Exchange admin center in Exchange Online
  http://aka.ms/qh3eyt
- Recipients in Exchange Online
  http://aka.ms/rrz067

CONFIGURE MICROSOFT SHAREPOINT ONLINE, INCLUDING ONEDRIVE

SCENARIO: Katherine Stokes has an internship at Fabrikam, Inc. She is working closely with Lawanda Houston, who has managed the company's transition from on-premises information technology (IT) service to cloud-based services. However, Lawanda is nearing retirement and Katherine would like to learn enough to apply for the position.

Fabrikam, Inc. encourages collaboration, utilizing small teams to complete projects. Lawanda has deployed SharePoint Online and Microsoft OneDrive for Business and has encouraged employees to use the two technologies for any files they wish to share. Katherine would like to learn how to manage SharePoint and OneDrive to facilitate this kind of collaboration. Answer the following questions.

1. **What is Yammer?**
   - **a.** A private social network
   - **b.** A file-sharing service in SharePoint
   - **c.** An admin console in Microsoft Office 365
2. **Which structure organizes team sites in SharePoint Online?**
   - **a.** OneDrive for Business
   - **b.** Site collections
   - **c.** Yammer
3. **Which feature allows SharePoint sites to reach users outside of the organization?**
   - **a.** External sharing
   - **b.** OneDrive sharing
   - **c.** Yammer sharing

HINT

Yammer is integrated into Office 365, so you can manage it from the Office 365 admin center.

Answers

1. What is Yammer?
   a. **A private social network.** Yammer is integrated into Office 365.
2. Which structure organizes team sites in SharePoint Online?
   b. **Site collections.**
3. Which feature allows SharePoint sites to reach users outside of the organization?
   a. **External sharing.**

Essential details

- A team site is a private SharePoint site that is accessible to selected users within an organization. You can manage permissions for a team site on an individual basis to control access.
- Team sites are useful collaboration tools, allowing groups to share files, calendars, and other information.
- Team sites are organized into site collections that share settings and permissions, but you can customize them independently.
- External sharing allows users from outside the organization, such as clients or customers, to access team sites.
- Yammer is a private social network integrated with Office 365. It allows users to connect, collaborate between teams, and communicate about projects. It is visible only to users within the organization.

FAST TRACK HELP

- Yammer admin guide
  http://aka.ms/e87ai9
- What is OneDrive for Business?
  http://aka.ms/r26hyj
- Manage site collection storage limits
  http://aka.ms/Pyl9xm

CONFIGURE MICROSOFT LYNC ONLINE

SCENARIO: Katherine Stokes has an internship at Fabrikam, Inc. The previous admin for Fabrikam's cloud services has recently retired, and Katherine has taken over the position. Although the employees in the company are comfortable using Microsoft Office 365, and its Microsoft SharePoint features, Katherine believes they could benefit from using Lync Online. This would allow them to communicate easily with employees in other regional offices and with customers around the world. She wants to learn how to use Lync Online so she can begin to train her employees. Answer the following questions.

1. **Some of Fabrikam's customers do not have Lync. What other software can they use to connect with Fabrikam employees who use Lync Online?**
   - **a.** SharePoint
   - **b.** Skype
   - **c.** Yammer
2. **After Katherine enables external communications, when can Fabrikam employees begin connecting with Lync users in other companies?**
   - **a.** one hour
   - **b.** 24 hours
   - **c.** one week
3. **Which of the following is not a feature of Lync Online?**
   - **a.** desktop sharing
   - **b.** instant messaging
   - **c.** file revision history

HINT

Lync Online provides communications tools that are integrated with Office 365.

Answers

1. Some of Fabrikam's customers do not have Lync. What other software can they use to connect with Fabrikam employees who use Lync Online?

   b. Skype.

2. After Katherine enables external communications, when can Fabrikam employees begin connecting with Lync users in other companies?

   b. 24 hours.

3. Which of the following is not a feature of Lync Online?

   c. file revision history.

Essential details

- The Lync admin center is available from Office 365 admin center.
- The admin center tasks include: configure users individually, change global settings, configure dial-in conferencing, and customize meeting invitations.
- External communications is a feature that allows Lync users to connect with people outside of their organization.
- External users can connect via Lync or Skype. If using Skype, they must sign in with a Microsoft ID—not a Skype account.
- Dial-in access allows users to communicate with Lync via telephone.
- In addition to video and or audio calling, Lync allows users to send instant messages and share desktops.

FAST TRACK HELP

- Let Lync Online users communicate outside your organization [Small Business]
  http://aka.ms/wyp14d
- Set up Lync Online
  http://aka.ms/Sh1wlt
- Lync Online settings summary
  http://aka.ms/scyrt6

CONFIGURE MICROSOFT INTUNE

SCENARIO: At Fabrikam, Inc., employees traditionally are issued company-owned mobile devices configured to work within the company's network infrastructure. Employees could use these devices to check email, access customer records, and place orders while on site with customers.

Robert Bevins works in the information technology (IT) department at Fabrikam, and he knows that the company-owned devices are outdated when compared to the newer mobile devices that most employees have for their personal use. Additionally, many of the company-owned devices require frequent support to stay functional. Employees are frustrated, but purchasing new devices would be costly. Recently, employees have requested access to company resources from their personal smartphones and tablets, so they do not have to carry a second, work-issued device. Robert has a friend in the IT department at Contoso who suggests Microsoft Intune so that Fabrikam can support a Bring Your Own Device (BYOD) environment for employees. Answer the following questions.

1. **What feature allows Microsoft Intune administrators to manage multiple users collectively?**
   - **a.** Consoles
   - **b.** Groups
   - **c.** Policies
2. **Which feature allows administrators to manage most Microsoft Intune settings?**
   - **a.** Intune administration console
   - **b.** Intune client software
   - **c.** Intune group manager
3. **Which feature enables dynamic membership for managing multiple users?**
   - **a.** Criteria membership
   - **b.** Direct membership
   - **c.** Client membership

HINT

Microsoft Intune provides management capabilities from the cloud for mobile devices, mobile applications, and PCs.

Answers

1. What feature allows Microsoft Intune administrators to manage multiple users collectively?
   b. Groups.
2. Which feature allows administrators to manage most Microsoft Intune settings?
   a. Intune administration console.
3. Which feature enables dynamic membership for managing multiple users?
   a. Criteria membership. As user-settings change, groups with criteria membership are updated dynamically to keep the membership current.

Essential details

- Microsoft Intune helps IT personnel manage BYOD environments.
- BYOD refers to companies that allow employees to use personal devices to access company resources, apps, and data.
- User configuration is the management foundation with Microsoft Intune.
- You can place users into groups, which allows administrators to use templates to manage settings for users who require common configurations.
- Group membership can be *direct*, which means you maintain them manually, or based on criteria that you establish.
- You can use Microsoft Intune to manage devices that are running the following operating systems: iOS, Android, Windows Phone, Windows, and Windows RT.

FAST TRACK HELP

- Getting started with Microsoft Intune: walkthrough guide
  http://aka.ms/slyuk6
- Configure Microsoft Intune
  http://aka.ms/fh3e09
- Microsoft Intune Evaluation Guide
  http://aka.ms/urh2a9

OBJECTIVE 5

Support cloud users

IN THIS CHAPTER

- 5.1 Resolve issues pertaining to signing in and installing Office applications
- 5.2a Resolve email and calendar issues
- 5.2b Resolve email and calendar issues
- 5.3 Resolve SharePoint and OneDrive issues
- 5.4 Resolve Lync issues

RESOLVE ISSUES PERTAINING TO SIGNING IN AND INSTALLING OFFICE APPLICATIONS

SCENARIO: Alisa Gonzalez is the information technology (IT) help desk manager at Wingtip Toys. She has been training new staff members to use systematic problem-solving approaches to troubleshoot computer problems, and she has been training them how to use a variety of resources for finding fast and up-to-date solutions. Answer the following questions.

1. **What website can Alisa direct users to when they forget their passwords?**
   - **a.** https://support.office.com
   - **b.** http://passwordreset.microsoftonline.com
   - **c.** http://community.office365.com
2. **What website provides resources for troubleshooting?**
   - **a.** https://support.office.com
   - **b.** http://passwordreset.microsoftonline.com
   - **c.** http://microsoft.com
3. **What tool helps troubleshoot Office installation issues?**
   - **a.** Windows Firewall
   - **b.** Microsoft Fix it
   - **c.** Microsoft Access

HINT

Everyone can access online support resources at http://aka.ms/rnctti.

Answers

1. What website can Alisa direct users to when they forget their passwords?
   b. **http://passwordreset.microsoftonline.com.** This website provides a web-based utility that enables users to reset their own passwords.
2. What website provides resources for troubleshooting?
   a. **https://support.office.com.** The Office Support website offers extensive support documentation in topical listings and is searchable.
3. What tool helps troubleshoot Office installation issues?
   b. **Microsoft Fix it.** Fix it, an online utility that is available at the Fix it Solution Center, provides automated solutions for a variety of issues.

Essential details

- Using a systematic method for troubleshooting will help resolve problems quickly and logically.
- Users can reset their own passwords at http://aka.ms/ubngwj. Administrators can reset their passwords by using preset contact methods from the sign-in screen. Administrators can also reset user passwords in the Office 365 admin center.
- When installation issues occur, Microsoft recommends temporarily disabling antivirus and firewall software, running Microsoft Fix it to completely remove Office, and then reinstalling the software.
- Administrators can create a help request and call Microsoft technical support, in addition to accessing online support resources.
- The Fix it Solution Center provides automated solutions for a variety of issues, including the Microsoft Fix it utility.

FAST TRACK HELP

- Office 365 Help Desk Troubleshooting Guide
  http://aka.ms/blzyak
- Microsoft Intune support
  http://aka.ms/ns6ve3
- Office Support
  http://aka.ms/rnctti
- Support Community: Office 365 for business
  http://aka.ms/l8djw0

OBJECTIVE

support cloud users 5.2a

RESOLVE EMAIL AND CALENDAR ISSUES

SCENARIO: Alisa Gonzales is the manager of the information technology (IT) helpdesk at Wingtip Toys. She is training new helpdesk staff to be responsive to the many IT needs of the Wingtip Toys employees. The helpdesk staff will need a thorough understanding of email processes, from traditional to current cloud-based systems. It will be especially important for them to prepare to support cloud-based email that uses Exchange Online as part of the company's new Microsoft Office 365 service. Answer the following questions.

1. **What protocol is part of the TCP/IP protocol suite used in to send mail in traditional email systems?**
   - **a.** SMTP
   - **b.** POP3
   - **c.** IMAP
2. **What protocol does Exchange Online use to transfer mail, as well as contacts, calendar items, and more?**
   - **a.** SMTP
   - **b.** POP3
   - **c.** MAPI
3. **What client can you use to access email from Exchange Online as part of Office 365?**
   - **a.** Outlook 2013
   - **b.** Outlook Online
   - **c.** Both A & B

HINT

The built-in mail client program in most computing devices can access Office 365 email.

Answers

1. What protocol is part of the TCP/IP protocol suite used to send email in traditional email systems?
   a. **SMTP.** Simple Mail Transfer Protocol is used for sending email.
2. What protocol does Exchange Online use to transfer email, as well as contacts, calendar items, and more?
   c. **MAPI.** Messaging Application Programming Interface was developed to carry calendar, contacts, and other information, as well as email.
3. What client can you use to access email from Exchange Online as part of Office 365?
   c. **Both A & B.** You can use email clients and web browsers to access Office 365 email.

Essential details

- Email systems use clients and services to send and receive email messages via protocols.
- SMTP is used in the sending process.
- Post Office Protocol (POP3) is used to receive messages. It downloads email messages from the server to the client, and then deletes the messages from the server.
- Internet Message Access Protocol (IMAP) is an alternative to POP3. It leaves a copy on the server so that the email messages can be accessed from multiple devices in various locations.
- The Hypertext Transfer Protocol (HTTP) can also be used to send and receive email. It allows users to utilize a web browser to access webmail.
- Microsoft Exchange uses MAPI to transfer email as well as calendar, contact, and other information within an organization.
- MAPI over HTTP wraps MAPI packets inside HTTP packets so they can travel through the Internet. This allows for cloud-based MAPI communications, such as Exchange Online.

FAST TRACK HELP

- Exchange Online Service Description
  http://aka.ms/pojq24
- MAPI and RPC over HTTP
  http://aka.ms/Pjkcq3
- What is RPC?
  http://aka.ms/Nhpaja
- Outlook Connectivity with MAPI over HTTP
  http://aka.ms/bedc9l
- Introduction to e-mail account types
  http://aka.ms/lhpntl

OBJECTIVE

support cloud users 5.2b

RESOLVE EMAIL AND CALENDAR ISSUES

SCENARIO: Alisa Gonzales is the manager of the information technology (IT) helpdesk at Wingtip Toys. She is training new helpdesk staff. The company recently deployed Microsoft Office 365 email accounts. The helpdesk now is receiving requests, and she wants to be sure her staff is ready to help troubleshoot email and calendar issues. She has asked them to review the online support resources. Answer the following questions.

1. **What tool can a user use to track emails?**
   - **a.** Delivery Reports
   - **b.** Message Trace
   - **c.** Exchange admin center
2. **What tool can an administrator use to track emails?**
   - **a.** Delivery Reports
   - **b.** Message Trace
   - **c.** Microsoft Intune
3. **What tool allows the administrator to manage Exchange Online?**
   - **a.** Microsoft Intune account portal
   - **b.** Office 365 admin center
   - **c.** Exchange admin center

HINT

The Exchange Online control center is known as the Exchange Administration Center (Exchange admin center).

Answers

1. What tool can a user use to track emails?
   a. **Delivery Reports.** Delivery reports allow a user to check the delivery status of an email message.
2. What tool can an administrator use to track emails?
   b. **Message Trace.** Message Trace allows an administrator to locate missing emails.
3. What tool allows the administrator to manage Exchange Online?
   c. **Exchange admin center.** The Exchange admin center provides mail administration tools within the Office 365 admin center.

Essential details

- A common email issue is related to connectivity between the email client and the Exchange server or Exchange online.
- Large attachments can sometimes keep Outlook from sending messages.
- Users can search for lost or undelivered emails by running the Delivery Reports feature in the Outlook Web App.
- Administrators can track emails by using the Message Trace feature in the Exchange admin center within the Office 365 admin center.

FAST TRACK HELP

- Exchange Online Service Description
  http://aka.ms/rkiy8t
- Exchange Online
  http://aka.ms/Yhwgzj
- Troubleshoot Office 365 mail flow
  http://aka.ms/T9wbg0
- Backing up email in Exchange Online
  http://aka.ms/Yhmwf8
- Get help when messages won't send
  http://aka.ms/Dh5s5t
- Inbound mail flow
  http://aka.ms/gjjlee
- Find help for Office 365
  http://aka.ms/bm70a3

OBJECTIVE
support cloud users 5.3

RESOLVE SHAREPOINT AND ONEDRIVE ISSUES

SCENARIO: Josh Horning works in the advertising department at Wingtip Toys. He is currently working on a few promotional videos, and he is attempting to upload his video files to OneDrive so that he can access them later from a different computer. OneDrive for Business Sync is producing sync errors. Alisa Gonzalez, the manager of the information technology (IT) help-desk at Wingtip Toys, has been asked to help troubleshoot the issue. Answer the following questions.

1. **What is a potential cause of OneDrive for Business Sync issues?**
   - **a.** Unpermitted file types
   - **b.** Files that contain invalid characters
   - **c.** Both a and b
2. **What is the likely cause of Josh's problem?**
   - **a.** Insufficient permissions
   - **b.** File size too large
   - **c.** Missing Sync plug-in
3. **Josh tried to use a web browser to upload a "small" file of 500 megabytes (MB). That failed as well. What might be the cause?**
   - **a.** Web browsers are not compatible with OneDrive.
   - **b.** Older browsers are limited to a file size of 300 megabytes (MB).
   - **c.** Josh is using a Macintosh computer.

HINT

Video project files tend to be some of the largest files many users store.

Answers

1. What is a potential cause of OneDrive for Business Sync issues?

   c. **Both a and b.** In addition to these two causes, OneDrive Sync issues can result from insufficient permissions and file sizes that are too large.

2. What is the likely cause of Josh's problem?

   b. **File size too large.** Video project files can be very large. OneDrive has a single file limit of 10 gigabytes (GB).

3. Josh tried to use a web browser to upload a "small" file of 500 MB. That failed as well. What might be the cause?

   b. **Older browsers are limited to a file size of 300 megabytes (MB).** Josh used an older web browsers that does not support HTML5 and is limited to a file size of 300 MB.

Essential details

- OneDrive with Office 365 Business and Enterprise plans will receive unlimited storage. Previously, the plans had a limit of 1 terabyte (TB) per user.
- Possible causes of uploading or downloading problems include: files containing invalid characters, disallowed file types, insufficient permissions, and large file sizes.
- For security, certain file types such as those with the extensions .ashx, .asmx, .json, .soap, .svc, and .xamlx, cannot be added to a list or library for SharePoint or OneDrive online.
- OneDrive and SharePoint users can view help resources at http://aka.ms/ed3335. Admins can open a help request and/or call for support.
- Problems with OneDrive for Business Sync can sometimes be resolved by using "Repair."
- The Repair utility disconnects and reconnects libraries and downloads, and syncs the current server version of each library, as if it were syncing for the first time.

FAST TRACK HELP

- OneDrive for Business Service Description
  http://aka.ms/mt3m6b
- SharePoint Online Service Description
  http://aka.ms/hiei9z
- Office Support
  http://aka.ms/rri0lj
- Support Community: Office 365 for business
  http://aka.ms/l8djw0
- Discover OneDrive for Business
  http://aka.ms/avgwbr

OBJECTIVE
support cloud users 5.4

RESOLVE LYNC ISSUES

SCENARIO: Alisa Gonzalez is the manager of the information technology (IT) helpdesk at Wingtip Toys. She and her staff have deployed Lync Online throughout the organization. Users access the service through a variety of clients on their desktop computers and mobile devices. As the employees work to become proficient with the new service, they have sent many helpdesk tickets related to Lync. Alisa is creating a quick-help guide for common problems. Answer the following questions.

1. **Which of the following websites provides an interactive interface for troubleshooting Lync issues?**
   - **a.** http://support.office.com
   - **b.** http://technet.microsoft.com
   - **c.** http://community.office365.com
2. **What kind of account must a Skype user have to connect to Lync?**
   - **a.** An Office 365 account
   - **b.** An admin account
   - **c.** A Microsoft account
3. **What setting must be correct to allow Lync users to receive contact requests from Skype users?**
   - **a.** Alert Level for Contacts not using Lync
   - **b.** Lync Server 2010 Group Chat
   - **c.** Lync public certificate

HINT

Skype users can connect to Lync if they use correct login and settings.

Answers

1. Which of the following provides an interactive interface for Lync issue troubleshooting?
   c. **http://community.office365.com.** The troubleshooting tool on this site provides an interactive interface for determining the cause of and solution to an issue.
2. What kind of account must a Skype user have to connect to Lync?
   c. **A Microsoft account.** This type of account was formerly called a Windows Live ID.
3. What setting must be correct to allow Lync users to receive contact requests from Skype users?
   a. **Alert Level for Contacts not using Lync.** You must set this setting to Allow invites but block all other communications or Allow anyone to contact me.

Essential details

- Lync Online options include desktop, mobile device, and Lync Web App browser-based clients.
- The most common Lync issues are related to signing in.
- You can often solve Lync conference issues by using a wired connection instead of a wireless connection, when available, and using an approved audio/video device.
- Lync is capable of connecting to Skype.
- The Support Community for Office 365 for business offers good resources for troubleshooting Lync, including the top solutions wikis and an interactive troubleshooting tool. You can find it at http://aka.ms/l8djw0.
- Linux operating systems do not support Lync Online.
- Lync Online is not supported for use with virtual machines.

FAST TRACK HELP

- Lync Online Service Description
  http://aka.ms/l18qo1
- Clients for Lync Online
  http://aka.ms/wo2x97
- Office Support
  http://aka.ms/rri0lj
- Find help for Office 365
  http://aka.ms/ce8zx9
- Lync Online Wiki Portal
  http://aka.ms/j0lkmk