



**Vendor:** Microsoft

**Exam Code:** MS-102

**Exam Name:** Microsoft 365 Administrator

**Version:** DEMO

## QUESTION 1

### Case Study 1 - Fabrikam, Inc

#### Overview

Fabrikam, Inc. is an electronics company that produces consumer products. Fabrikam has 10,000 employees worldwide.

Fabrikam has a main office in London and branch offices in major cities in Europe, Asia, and the United States.

#### Existing Environment

##### Active Directory Environment

The network contains an Active Directory forest named fabrikam.com. The forest contains all the identities used for user and computer authentication. Each department is represented by a top-level organizational unit (OU) that contains several child OUs for user accounts and computer accounts.

All users authenticate to on-premises applications by signing in to their device by using a UPN format of username@fabrikam.com.

Fabrikam does NOT plan to implement identity federation.

##### Network Infrastructure

Each office has a high-speed connection to the Internet.

Each office contains two domain controllers. All domain controllers are configured as DNS servers.

The public zone for fabrikam.com is managed by an external DNS server.

All users connect to an on-premises Microsoft Exchange Server 2016 organization. The users access their email by using Outlook Anywhere, Outlook on the web, or the Microsoft Outlook app for iOS. All the Exchange servers have the latest cumulative updates installed.

All shared company documents are stored on a Microsoft SharePoint Server farm.

#### Question

You are evaluating the required processes for Project1.

You need to recommend which DNS record must be created while adding a domain name for the project.

Which DNS record should you recommend?

- A. host (A)
- B. host information (HINFO)
- C. text (TXT)
- D. pointer (PTR)

**Answer: C**

#### Explanation:

Before you start you have to verify your custom domain with a TXT record.

<https://learn.microsoft.com/en-us/microsoft-365/admin/setup/add-domain?view=o365-worldwide>

## QUESTION 2

### Case Study 2 - Litware, Inc

#### Overview

Litware, Inc. is a consulting company that has a main office in Montreal and a branch office in Seattle.

Litware collaborates with a third-party company named A. Datum Corporation.

#### Environment

### On-Premises Environment

The network of Litware contains an Active Directory domain named litware.com. The domain contains three organizational units (OUs) named LitwareAdmins, Montreal Users, and Seattle Users and the users shown in the following table.

Name	OU
Admin1	LitwareAdmins
Admin2	LitwareAdmins
Admin3	LitwareAdmins
Admin4	LitwareAdmins

The domain contains 2,000 Windows 10 Pro devices and 100 servers that run Windows Server 2019.

#### Question

You need to configure Azure AD Connect to support the planned changes for the Montreal Users and Seattle Users OUs.

What should you do?

- A. From PowerShell, run the Add-ADSyncConnectorAttributeInclusion cmdlet.
- B. From the Microsoft Azure AD Connect wizard, select Manage federation.
- C. From the Microsoft Azure AD Connect wizard, select Customize synchronization options.
- D. From PowerShell, run the Start-ADSyncSyncCycle cmdlet.

**Answer: C**

#### Explanation:

<https://docs.microsoft.com/en-us/azure/active-directory/hybrid/how-to-connect-sync-configure-filtering#organizational-unitbased-filtering>

### QUESTION 3

Your network contains an on-premises Active Directory domain. The domain contains 2,000 computers that run Windows 10.

You purchase a Microsoft 365 subscription.

You implement password hash synchronization and Azure AD Seamless Single Sign-On (Seamless SSO).

You need to ensure that users can use Seamless SSO from the Windows 10 computers.

What should you do?

- A. Join the computers to Azure AD.
- B. Create a conditional access policy in Azure AD.
- C. Modify the Intranet zone settings by using Group Policy.
- D. Deploy an Azure AD Connect staging server.

**Answer: C**

#### Explanation:

Why do you need to modify users' Intranet zone settings?

By default, the browser automatically calculates the correct zone, either Internet or Intranet, from a specific URL. For example, <http://contoso/> maps to the Intranet zone, whereas <http://intranet.contoso.com/> maps to the Internet zone (because the URL contains a period). Browsers will not send Kerberos tickets to a cloud endpoint, like the Azure AD URL, unless you explicitly add the URL to the browser's Intranet zone.

<https://docs.microsoft.com/en-us/azure/active-directory/hybrid/how-to-connect-ss0-quick-start#why-do-you-need-to-modify-users-intranet-zone-settings>

#### QUESTION 4

Your network contains an Active Directory domain named [adatum.com](http://adatum.com) that is synced to Azure AD.

The domain contains 100 user accounts.

The city attribute for all the users is set to the city where the user resides.

You need to modify the value of the city attribute to the three-letter airport code of each city.

What should you do?

- A. From Azure Cloud Shell, run the Get-MsolUser and Set-MsolUser cmdlets.
- B. From Windows PowerShell on a domain controller, run the Get-MgUser and Update-MgUser cmdlets.
- C. From Active Directory Administrative Center, select the Active Directory users, and then modify the Properties settings.
- D. From Azure Cloud Shell, run the Get-MgUser and Update-MgUser cmdlets.

**Answer: C**

#### Explanation:

The user accounts are synced from the on-premise Active Directory to the Microsoft Azure Active Directory (Azure AD). Therefore, the city attribute must be changed in the on-premise Active Directory.

You can modify certain attributes of multiple user accounts simultaneously by selecting them in Active Directory Administrative Center or Active Directory Users and Computers, right clicking then selecting Properties.

The other three options all suggest modifying the city attribute of the users in the Azure Active Directory which is incorrect.

Reference:

<https://blogs.technet.microsoft.com/canitpro/2015/11/25/step-by-step-managing-multiple-useraccounts-via-activ>

#### QUESTION 5

You have a Microsoft 365 E5 tenant.

The Microsoft Secure Score for the tenant is shown in the following exhibit.

## Microsoft Secure Score

Overview Improvement actions History Metrics & trends

Actions you can take to improve your Microsoft Secure Score. Score updates may take up to 24 hours.

↓ Export 12 items 🔍 Search 🗑 Filter ☰ Group by ▾

Applied filters:

Rank ⓘ	Improvement action	Score impact	Points achieved
1	Require MFA for administrative roles	+16.95%	0/10
2	Ensure all users can complete multi-factor authentication for ...	+15.25%	0/9
3	Enable policy to block legacy authentication	+13.56%	0/8
4	Turn on user risk policy	+11.86%	0/7
5	Turn on sign-in risk policy	+11.86%	0/7
6	Do not allow users to grant consent to unmanaged applicatio...	+6.78%	0/4
7	Enable self-service password reset	+1.69%	0/1
8	Turn on customer lockbox feature	+1.69%	0/1
9	Use limited administrative roles	+1.69%	0/1
10	Designate more than one global admin	+1.69%	0/1

You plan to enable Security defaults for Azure AD.

Which three improvement actions will this affect?

NOTE: Each correct selection is worth one point.

- A. Require MFA for administrative roles
- B. Ensure all users can complete multi-factor authentication for secure access
- C. Enable policy to block legacy authentication
- D. Enable self-service password reset
- E. Use limited administrative roles

**Answer:** ABC

**Explanation:**

These basic controls include:

Requiring all users to register for multifactor authentication

Requiring administrators to do multifactor authentication

Requiring users to do multifactor authentication when necessary

Blocking legacy authentication protocols  
Protecting privileged activities like access to the Azure portal  
<https://learn.microsoft.com/en-us/azure/active-directory/fundamentals/concept-fundamentals-security-defaults>

#### QUESTION 6

You have a Microsoft 365 E5 subscription that has Microsoft Defender for Endpoint integrated with Microsoft Intune.

Devices are enrolled to Microsoft Intune and onboarded by using Microsoft Defender for Endpoint.

You plan to block devices based on the results of the machine risk score calculated by Microsoft Defender for Endpoint.

What should you create first?

- A. a device configuration policy
- B. an endpoint detection and response policy
- C. a device compliance policy

**Answer: C**

#### Explanation:

Configure a Device compliance policy that takes into consideration the Defender for endpoint to define if device is compliant or not compliant.

<https://learn.microsoft.com/en-us/mem/intune/protect/compliance-policy-create-windows#microsoft-defender-for-endpoint-rules>

#### QUESTION 7

Your network contains an Active Directory domain named adatum.com that is synced to Azure AD.

The domain contains 100 user accounts.

The city attribute for all the users is set to the city where the user resides.

You need to modify the value of the city attribute to the three-letter airport code of each city.

What should you do?

- A. From Windows PowerShell on a domain controller, run the Get-ADUser and Set-ADUser cmdlets.
- B. From Azure Cloud Shell, run the Get-ADUser and Set-ADUser cmdlets.
- C. From Windows PowerShell on a domain controller, run the Get-MgUser and Update-MgUser cmdlets.
- D. From the Azure portal, select all the Azure AD users, and then use the User settings blade.

**Answer: A**

#### Explanation:

From Windows PowerShell on a domain controller, run the Get-ADUser and Set-ADUser cmdlets. The Get-ADUser and Set-ADUser cmdlets are used to retrieve and modify user accounts in Active Directory.

You can use these cmdlets to bulk update the city attribute for all the users in the domain by using a CSV file that contains the mapping of the city names to the airport codes.

The user accounts are synced from the on-premise Active Directory to the Microsoft Azure Active Directory (Azure AD). Therefore, the city attribute must be changed in the on-premise Active Directory.

### QUESTION 8

You have a Microsoft 365 subscription.

You create a retention label named Retention1 as shown in the following exhibit.

## Create retention label

**Review and finish**

**Name**  
Name  
Retention1  
[Edit](#)

**Retention settings**

Retention period	Retention action
6 months <a href="#">Edit</a>	Retain and Delete <a href="#">Edit</a>

**Based on**  
Based on when it was created  
[Edit](#)

You apply Retention1 to all the Microsoft OneDrive content.

On January 1, 2020, a user stores a file named File1 in OneDrive.

On January 10, 2020, the user modifies File1.

On February 1, 2020, the user deletes File1.

When will File1 be removed permanently and unrecoverable from OneDrive?

- A. February 1, 2020
- B. July 1, 2020
- C. July 10, 2020
- D. August 1, 2020

**Answer: B**

### QUESTION 9

You have a Microsoft 365 subscription that contains an Azure AD tenant named contoso.com. The tenant includes a user named User1.

You enable Azure AD Identity Protection.

You need to ensure that User1 can review the list in Azure AD Identity Protection of users flagged for risk. The solution must use the principle of least privilege.

To which role should you add User1?

- A. Global Administrator
- B. Service Administrator
- C. Security Administrator
- D. Reports Reader

**Answer: C**

#### **Explanation:**

The risky sign-ins reports are available to users in the following roles:

- Security Administrator
- Global Administrator
- Security Reader

Of the three roles listed above, the Security Reader role has the least privilege.

Note:

There are several versions of this question in the exam. The question has three possible correct answers:

1. Security Reader
2. Security Administrator
3. Global Administrator

Other incorrect answer options you may see on the exam include the following:

1. Service Administrator.
2. Reports Reader
3. Compliance Administrator

Reference:

<https://docs.microsoft.com/en-us/azure/active-directory/reports-monitoring/concept-risky-sign-ins>

### QUESTION 10

You have a Microsoft 365 subscription.

You need to implement a passwordless authentication solution that supports the following device types:

- Windows
- Android
- iOS

The solution must use the same authentication method for all devices.

Which authentication method should you use?

- A. the Microsoft Authentication app
- B. FIDO2-compliant security keys



- C. multi-factor authentication (MFA)
- D. Windows Hello for Business

**Answer:** A

**Explanation:**

Android or iOS devices --> Microsoft Authenticator app.

<https://learn.microsoft.com/en-us/azure/active-directory/authentication/howto-authentication-passwordless-deployment>

#### **QUESTION 11**

Your company has a Microsoft Entra tenant named contoso.com and a Microsoft 365 subscription.

All users use Windows 10 devices to access Microsoft Office 365 apps.

All the devices are in a workgroup.

You plan to implement password less sign-in to contoso.com.

You need to recommend changes to the infrastructure for the planned implementation.

What should you include in the recommendation?

- A. Join all the devices to contoso.com.
- B. Deploy Microsoft Entra Application Proxy.
- C. Deploy X.509.3 certificates to all the users.
- D. Deploy the Microsoft Authenticator app.

**Answer:** D

#### **QUESTION 12**

You have a Microsoft 365 E5 subscription.

You need to create a mail-enabled contact.

Which portal should you use?

- A. the Microsoft 365 admin center
- B. the Microsoft Teams admin center
- C. the Intune admin center
- D. the Microsoft Purview compliance portal

**Answer:** A

**Explanation:**

<https://admin.microsoft.com/Adminportal/Home#/Contact>

#### **QUESTION 13**

Hotspot Question

Your network contains an on-premises Active Directory domain. The domain contains the servers shown in the following table.

Name	Operating system	Configuration
Server1	Windows Server 2022	Domain controller
Server2	Windows Server 2016	Member server
Server3	Server Core installation of Windows Server 2022	Member server

You purchase a Microsoft 365 E5 subscription.  
You need to implement Azure AD Connect cloud sync.

What should you install first and on which server? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

### Answer Area

Install:

- The Azure AD Application Proxy connector
- Azure AD Connect
- The Azure AD Connect provisioning agent
- Active Directory Federation Services (AD FS)

Server:

- Server1 only
- Server2 only
- Server3 only
- Server1 or Server2 only
- Server1 or Server3 only
- Server1, Server2, or Server3

Answer:

### Answer Area

Install:

- The Azure AD Application Proxy connector
- Azure AD Connect
- The Azure AD Connect provisioning agent
- Active Directory Federation Services (AD FS)

Server:

- Server1 only
- Server2 only
- Server3 only
- Server1 or Server2 only
- Server1 or Server3 only
- Server1, Server2, or Server3

#### Explanation:

You need to install a small agent on an On-Premises server. This server must run Windows Server 2016 or later. Agent installation on DC is supported. Agent installation on Windows Server Core is not supported.

#### QUESTION 14

Hotspot Question

You have a Microsoft 365 E5 subscription.

From Azure AD Identity Protection on August 1, you configure a Multifactor authentication registration policy that has the following settings:

Assignments: All users

Controls: Require Azure AD multifactor authentication registration

Enforce Policy: On

On August 3, you create two users named User1 and User2.

Users authenticate by using Azure Multi-Factor Authentication (MFA) for the first time on the dates shown in the following table.

User	Date
User1	August 5
User2	August 7

By which dates will User1 and User2 be forced to complete their Azure MFA registration? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

### Answer Area

User1:

August 6
August 17
August 19
September 3
September 5

User2:

August 8
August 17
August 19
August 21
September 7

Answer:

### Answer Area

User1:

August 6
August 17
August 19
September 3
September 5

User2:

August 8
August 17
August 19
August 21
September 7

#### Explanation:

Azure AD Identity Protection will prompt your users to register the next time they sign in interactively and they'll have 14 days to complete registration.  
<https://learn.microsoft.com/en-us/azure/active-directory/identity-protection/howto-identity-protection-configure-mfa-policy>

#### QUESTION 15

Hotspot Question

You have a Microsoft 365 E5 subscription that contains a Microsoft SharePoint site named Site1 and a data loss prevention (DLP) policy named DLP1. DLP1 contains the rules shown in the following table.

Name	Priority	Action
Rule1	0	Notify users by using email and policy tips. Customize the policy tip as Rule1 tip. Disable user overrides.
Rule2	1	Notify users by using email and policy tips. Customize the policy tip as Rule2 tip. Restrict access to the content. Disable user overrides.
Rule3	2	Notify users by using email and policy tips. Customize the policy tip as Rule3 tip. Restrict access to the content. Enable user overrides.
Rule4	3	Notify users by using email and policy tips. Customize the policy tip as Rule4 tip. Restrict access to the content. Disable user overrides.

Site1 contains the files shown in the following table.

Name	Matched DLP rule
File1.docx	Rule1, Rule2, Rule3
File2.docx	Rule1, Rule3, Rule4

Which policy tips are shown for each file? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

### Answer Area

File1.docx:

Rule1 tip only
Rule2 tip only
Rule3 tip only
Rule1 tip and Rule2 tip only
Rule1 tip, Rule2 tip, and Rule3 tip

File2.docx:

Rule1 tip only
Rule3 tip only
Rule4 tip only
Rule1 tip and Rule4 tip only
Rule1 tip, Rule3 tip, and Rule4 tip

Answer:

### Answer Area

File1.docx:

Rule1 tip only
Rule2 tip only
Rule3 tip only
Rule1 tip and Rule2 tip only
Rule1 tip, Rule2 tip, and Rule3 tip

File2.docx:

Rule1 tip only
Rule3 tip only
Rule4 tip only
Rule1 tip and Rule4 tip only
Rule1 tip, Rule3 tip, and Rule4 tip

### Explanation:

When content is evaluated against rules, the rules are processed in priority order. If content matches multiple rules, the first rule evaluated that has the most restrictive action is enforced. For example, if content matches all of the following rules, Rule 3 is enforced because it's the highest priority, most restrictive rule:

<https://learn.microsoft.com/en-us/purview/dlp-policy-reference>

### QUESTION 16

Hotspot Question

You have a Microsoft 365 subscription that contains the users shown in the following table.

Name	Department	Job title
User1	IT engineering	Technician
User2	Engineering	Senior executive
User3	Finance	Manager

You create a new administrative unit named AU1 and configure the following AU1 dynamic membership rule.

(user.departmenteq "Engineering") and (user.jobTitlenotContains "Executive")

The subscription contains the role assignments shown in the following table.

Name	Role
Admin1	AU1\User Administrator
Admin2	Global Administrator

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

NOTE: Each correct selection is worth one point.

### Answer Area

Statements	Yes	No
Admin1 can reset the password of User1.	<input type="checkbox"/>	<input type="checkbox"/>
Admin1 can reset the password of User2.	<input type="checkbox"/>	<input type="checkbox"/>
Admin2 can reset the password of User3.	<input type="checkbox"/>	<input type="checkbox"/>

Answer:

### Answer Area

Statements	Yes	No
Admin1 can reset the password of User1.	<input type="radio"/>	<input checked="" type="radio"/>
Admin1 can reset the password of User2.	<input type="radio"/>	<input checked="" type="radio"/>
Admin2 can reset the password of User3.	<input type="radio"/>	<input type="radio"/>

#### Explanation:

-equal means that the exact name must match, -contain The Contains operator does partial string matches but not item in a collection matches

Note the argument and (must match the 2)

User 1 and user 2 do not belong as the 2 conditions do not match

Therefore user 1 and user 2 do not belong to AU1 and are outside the scope of Admin 1

#### QUESTION 17

Hotspot Question

You have a Microsoft 365 E5 subscription that contains the users shown in the following table.

Name	Role
Admin1	Global Administrator
Admin2	Security Administrator
Admin3	Security Operator
Admin4	Security Reader
Admin5	Application Administrator

You are implementing Microsoft Defender for Endpoint.

You need to enable role-based access control (RBAC) to restrict access to the Microsoft 365 Defender portal.

Which users can enable RBAC, and which users will no longer have access to the Microsoft 365 Defender portal after RBAC is enabled? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.



Answer Area

Users that can enable RBAC:

Admin1 only
Admin1 and Admin2 only
Admin1, Admin2, and Admin5 only
Admin1, Admin2, Admin3, and Admin5 only

Users that will no longer have access to the Microsoft 365 Defender portal:

Admin5 only
Admin3 and Admin4 only
Admin4 and Admin5 only
Admin3, Admin4, and Admin5 only

Answer:

Answer Area

Users that can enable RBAC:

Admin1 only
Admin1 and Admin2 only
Admin1, Admin2, and Admin5 only
Admin1, Admin2, Admin3, and Admin5 only

Users that will no longer have access to the Microsoft 365 Defender portal:

Admin5 only
Admin3 and Admin4 only
Admin4 and Admin5 only
Admin3, Admin4, and Admin5 only

Explanation:

Turning on role-based access control will cause users with read-only permissions (for example, users assigned to Azure AD Security reader role) to lose access until they are assigned to a role. <https://learn.microsoft.com/en-us/microsoft-365/security/defender-endpoint/rbac?view=o365-worldwide#before-you-begin>

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