

# Study guide for Exam MS-203: Microsoft 365 Messaging

## Purpose of this document

This study guide should help you understand what to expect on the exam and includes a summary of the topics the exam might cover and links to additional resources. The information and materials in this document should help you focus your studies as you prepare for the exam.

Useful links	Description
<a href="#">Review the skills measured as of February 2, 2023</a>	This list represents the skills measured AFTER the date provided. Study this list if you plan to take the exam AFTER that date.
<a href="#">Review the skills measured prior to February 2, 2023</a>	Study this list of skills if you take your exam PRIOR to the date provided.
<a href="#">Change log</a>	You can go directly to the change log if you want to see the changes that will be made on the date provided.
<a href="#">How to earn the certification</a>	Some certifications only require passing one exam, while others require passing multiple exams.
<a href="#">Certification renewal</a>	Microsoft associate, expert, and specialty certifications expire annually. You can renew by passing a <b>free</b> online assessment on Microsoft Learn.
<a href="#">Your Microsoft Learn profile</a>	Connecting your certification profile to Learn allows you to schedule and renew exams and share and print certificates.
<a href="#">Passing score</a>	A score of 700 or greater is required to pass.
<a href="#">Exam sandbox</a>	You can explore the exam environment by visiting our exam sandbox.
<a href="#">Request accommodations</a>	If you use assistive devices, require extra time, or need modification to any part of the exam experience, you can request an accommodation.

Useful links	Description
<a href="#">Take a practice test</a>	Are you ready to take the exam or do you need to study a bit more?

## Updates to the exam

Our exams are updated periodically to reflect skills that are required to perform a role. We have included two versions of the Skills Measured objectives depending on when you are taking the exam.

We always update the English language version of the exam first. Some exams are localized into other languages, and those are updated approximately eight weeks after the English version is updated. Other available languages are listed in the **Schedule Exam** section of the **Exam Details** webpage. If the exam isn't available in your preferred language, you can request an additional 30 minutes to complete the exam.

### Note

The bullets that follow each of the skills measured are intended to illustrate how we are assessing that skill. Related topics may be covered in the exam.

### Note

Most questions cover features that are general availability (GA). The exam may contain questions on Preview features if those features are commonly used.

## Skills measured as of February 2, 2023

### Audience profile

Candidates for this exam are messaging administrators who plan, deploy, configure, troubleshoot, and secure the messaging infrastructure in hybrid and cloud enterprise environments.

Messaging administrators are responsible for managing recipients, mailboxes, transport, mail flow, administrative roles, threat protection, compliance, migrations, and client connectivity.

Messaging administrators collaborate with other workload administrators and the Microsoft 365 enterprise administrator to implement a secure hybrid or cloud-only messaging topology that meets the business needs of an enterprise.

The messaging administrator should have a working knowledge of authentication types, licensing, integration with Microsoft 365 applications, and Microsoft Azure Active Directory (Azure AD), part of Microsoft Entra.

- Manage organizational settings and resources (15–20%)
- Plan and manage the mail transport architecture (30–35%)
- Plan and implement a hybrid configuration and migration (15–20%)
- Secure the messaging environment (25–30%)

## Manage organizational settings and resources (15–20%)

### Plan and manage organizational settings and client connectivity

- Manage a Global Address List (GAL)
- Manage an Offline Address Book (OAB)
- Manage address book policies
- Manage email address policies
- Plan and configure organization relationships and individual sharing
- Configure virtual directories and URLs in a hybrid environment
- Configure global Outlook on the Web policies
- Troubleshoot by using the Microsoft Support and Recovery Assistant (SaRA)

### Manage recipient resources

- Manage resource mailboxes
- Manage groups including distribution lists, dynamic distribution lists, mail-enabled security groups, and Microsoft 365 groups
- Create and manage group naming policies
- Manage user mailboxes
- Manage mailbox permissions, including delegation
- Manage mailbox Mailflow settings
- Manage shared mailboxes, including converting to a shared mailbox
- Create and manage contacts, including mail contacts and mail users
- Create and manage public folders

## Plan and manage the mail transport architecture (30–35%)

### Plan and configure connectors

- Plan connectors for mail flow
- Create and configure connectors to route mail
- Create and configure connectors to secure mail flow between organizations
- Configure enhanced filtering for connectors in Microsoft 365 Defender

### Manage and secure flow of internal and internet mail

- Manage mail flow rules
- Manage accepted and remote domains
- Manage hybrid mail flow
- Identify the appropriate DNS MX record for a specific scenario
- Plan and implement Sender Policy Framework (SPF) and Domain-based Message Authentication, Reporting and Conformance (DMARC)
- Plan and implement Domain Keys Identified Mail (DKIM)

## Troubleshoot mail flow

- Configure and manage alert policies
- Trace a message
- Analyze a message trace
- Analyze message headers
- Analyze Non-Deliverable Reports (NDRs)
- Troubleshoot by using the Microsoft Remote Connectivity Analyzer
- Troubleshoot by using transport logs and queues in a hybrid environment

## Plan and implement a hybrid configuration and migration (15–20%)

### Plan and implement a hybrid environment

- Plan a hybrid deployment by using the Hybrid Configuration Wizard (HCW)
- Manage the Edge server role in a hybrid environment
- Configure the environment by using the Hybrid Configuration Wizard
- Deploy the Exchange Hybrid Agent
- Manage the Exchange certificates lifecycle in a hybrid environment

### Plan and implement migration

- Evaluate migration methods, including minimal hybrid (express migration), remote move, cutover, cross tenant, staged, PST Imports, IMAP, and Google Workspace
- Configure migration endpoints
- Create and manage a migration batch
- Specify cross-tenant migration requirements
- Troubleshoot mailbox migration

## Secure the messaging environment (25–30%)

### Manage role-based permissions in Exchange

- Note: Exchange-related roles only
- Plan RBAC roles
- Manage default and custom admin role groups
- Manage user roles

### Secure messages by using Microsoft 365 Defender

- Configure and manage Anti-phishing policies
- Configure and manage Anti-spam policies
- Configure and manage Anti-malware policies
- Configure and manage Safe Attachments
- Configure and manage Safe Links
- Configure Tenant Allow/Block lists

- Configure and manage quarantine policies
- Investigate messaging threats by using Microsoft 365 Defender Explorer and Advanced hunting
- Manage user-reported message settings
- Validate settings by using Configuration analyzer

## Manage compliance

- Configure retention tags and retention policies for a specific mailbox folder
- Enable and configure archive mailboxes
- Analyze audit logs
- Manage journal rules
- Manage content search
- Manage standard eDiscovery cases (not including Premium eDiscovery)

## Study resources

We recommend that you train and get hands-on experience before you take the exam. We offer self-study options and classroom training as well as links to documentation, community sites, and videos.

Study resources	Links to learning and documentation
<b>Get trained</b>	<a href="#">Choose from self-paced learning paths and modules or take an instructor-led course</a>
<b>Find documentation</b>	<a href="#">Microsoft 365 documentation</a> <a href="#">Exchange documentation</a>
<b>Ask a question</b>	<a href="#">Microsoft Q&amp;A   Microsoft Docs</a>
<b>Get community support</b>	<a href="#">Microsoft 365 - Microsoft Tech Community</a>
<b>Follow Microsoft Learn</b>	<a href="#">Microsoft Learn - Microsoft Tech Community</a>
<b>Find a video</b>	<a href="#">Exam Readiness Zone</a> <a href="#">Browse other Microsoft Learn shows</a>

# Change log

Key to understanding the table: The topic groups (also known as functional groups) are in bold typeface followed by the objectives within each group. The table is a comparison between the two versions of the exam skills measured and the third column describes the extent of the changes.

Skill area prior to February 2, 2023	Skill area as of February 2, 2023	Change
<b>Manage organizational settings and resources</b>	<b>Manage organizational settings and resources</b>	No change
Plan and manage organizational settings and client connectivity	Plan and manage organizational settings and client connectivity	No change
Manage recipient resources	Manage recipient resources	Major
<b>Plan and manage the mail transport architecture</b>	<b>Plan and manage the mail transport architecture</b>	No change
Plan and configure connectors	Plan and configure connectors	No change
Manage and secure flow of internal and internet mail	Manage and secure flow of internal and internet mail	No change
Troubleshoot mail flow	Troubleshoot mail flow	No change
<b>Plan and implement a hybrid configuration and migration</b>	<b>Plan and implement a hybrid configuration and migration</b>	No change
Plan and implement a hybrid environment	Plan and implement a hybrid environment	No change
Plan and implement migration	Plan and implement migration	No change
<b>Secure the messaging environment</b>	<b>Secure the messaging environment</b>	No change
Manage role-based permissions in Exchange	Manage role-based permissions in Exchange	No change
Secure messages by using Microsoft 365 Defender	Secure messages by using Microsoft 365 Defender	Minor
Manage compliance	Manage compliance	Minor

## Skills measured prior to February 2, 2023

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- Plan and manage the mail transport architecture (30–35%)
- Plan and implement a hybrid configuration and migration (15–20%)
- Secure the messaging environment (25–30%)

### Manage organizational settings and resources (15–20%)

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- Note: Exchange-related roles only
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- Manage user roles

### **Secure messages by using Microsoft 365 Defender**

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## **Manage compliance**

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- Manage journal rules
- Manage content search
- Manage core eDiscovery cases (not including Advanced eDiscovery)