



# Microsoft

## Exam Questions MS-740

Troubleshooting Microsoft Teams

#### NEW QUESTION 1

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

A user works from a remote location and has a LAN connection and a mobile internet connection. Each connection is provided by a different internet service provider.

The user can make and receive calls by using the LAN connection. The user cannot make or receive calls by using the mobile connection.

You need to determine the cause of the issue.

Solution: Use the Skype for Business Network Assessment tool to determine if the user has access to all Microsoft Teams URLs and IPs.

Does the solution meet the goal?

- A. Yes
- B. No

**Answer: A**

#### NEW QUESTION 2

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

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A user works from a remote location and has a LAN connection and a mobile internet connection. Each connection is provided by a different internet service provider.

The user can make and receive calls by using the LAN connection. The user cannot make or receive calls by using the mobile connection.

You need to determine the cause of the issue.

Solution: Confirm whether the user can communicate with external users.

Does the solution meet the goal?

- A. No
- B. Yes

**Answer: B**

#### NEW QUESTION 3

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

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A prepaway company has a Microsoft 365 subscription.

The company has a main office in one region. The company opens a new office in another region. You must relocate 400 users to the new office.

Solution: Create a configuration profile with the emergency address and assign the profile to the device for each user.

Does the solution meet the goal?

- A. Yes
- B. No

**Answer: B**

#### Explanation:

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/assign-change-emergency-location-user>

#### NEW QUESTION 4

You are managing a Microsoft Teams environment for a company. You are setting up direct routing on a partner-hosted session border controller (SBC).

The SIP proxy does not receive SIP options from the SBC.

You need to resolve the issue.

What are two possible ways to achieve the goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Ensure that the Secure Real-Time Transport Protocol (SRTP) is enabled.
- B. Replace the partner-hosted SBC with a self-deployed SBC.
- C. Ensure that the SBC certificate is from a trusted Certificate Authority (CA).
- D. Modify the FQDN in the SIP profile to match the SBC certificate.

**Answer: CD**

#### Explanation:

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/troubleshoot/phone-system/direct-routing/sip-options-tls-certificate-issues>

#### NEW QUESTION 5

An administrator for a tenant in Australia assigns direct routing numbers to cloud auto-attendants (AA).

Whenever a call is received by an AA, there is a delay of more than 10 seconds before the welcome message plays.

You need to review the SBC logs to determine the cause of the delay.

Which log entry identifies the cause of the delay?

- A. SERVER: Microsoft.PSTNHub.SIPProxy v.2019.4.24.4 i.ASEA.1
- B. SERVER: Microsoft.PSTNHub.SIPProxy v.2019.4.24.4 i.ASEA.2
- C. SERVER: Microsoft.PSTNHub.SIPProxy v.2019.4.24.4 i.USEA.1

D. SERVER: Microsoft.PSTNHub.SIPProxy v.2019.4.24.4 i.ASSE.1

**Answer:** B

#### NEW QUESTION 6

Contoso, Ltd. uses the domain contoso.com. The company adds fabrikam.com as an additional domain.

You schedule a meeting from the contoso.com domain by using the Microsoft Teams app. You are unable to add a user named UserA@fabrikam.com to the meeting.

You need to resolve this issue.

Which three actions should you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Assign an audio conferencing license to UserA.
- B. Ensure that the Fabrikam.com domain is verified in Microsoft 365.
- C. Assign a Microsoft Exchange license to UserA.
- D. Set the value of the HiddenFromAddressListsEnabled attribute to False for the user's mailbox.
- E. Set the value of the HiddenFromAddressListsEnabled attribute to True for the user's mailbox.

**Answer:** BCD

#### Explanation:

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/exchange-teams-interact> <https://docs.microsoft.com/en-us/microsoft-365/admin/setup/add-domain?view=o365-worldwide>

#### NEW QUESTION 7

A company has a Microsoft 365 subscription. All users have devices that run Windows 10. Microsoft Teams is installed on all devices.

A user reports the following issues:

? The user loses their Teams connection during screen sharing.

? The Microsoft Teams app crashes randomly and restarts automatically.

You need to view the appropriate logs to troubleshoot the issues.

What should you do?

- A. From the Microsoft Teams app, select CTRL+
- B. Open the ETL files in the %Appdata%\Microsoft\Teams\folder.
- C. Right-click the Microsoft Teams icons in the application tray and select Get log
- D. Open Logs.txt in the %Appdata%\Microsoft\Teams\folder.
- E. From the Microsoft Teams app, select Ctrl+Alt+Shift+1. Open the log files in the %Userprofile%\Downloads\folder.
- F. From Event Viewer, open the Windows log and filter the log for the keyword MS Teams.

**Answer:** C

#### Explanation:

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/log-files>

#### NEW QUESTION 8

##### HOTSPOT

A company uses Microsoft Teams. A user reports that they are unable to sign in to Teams. The user is able to reproduce the issue on multiple devices. The user provides you with the following screenshot that shows the error message.

Use the drop-down menus to select the answer choice that answers each question based on the information presented in the graphic.

NOTE: Each correct selection is worth one point.

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

#### NEW QUESTION 9

DRAG DROP

You manage the Microsoft Teams environment for a tenant.

Users report authentication issues. In the Azure AD admin center, you view many sign in error codes.

You need to manually reset Seamless Single Sign-on (SSO).

Which five actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/azure/active-directory/hybrid/tshoot-connect-ssso>

#### NEW QUESTION 10

An organization's users work with third-party apps in Microsoft Teams.

New employees are not able to find and install third-party apps.

You need to resolve the issue.

What should you do?

- A. In the Org-wide app settings section of the Teams admin center, enable Allow third-party apps.
- B. Assign an app permission policy that allows third-party apps.
- C. In the Org-wide app settings section of the Teams admin center, enable Allow interaction with custom apps.

**Answer:** B

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/teams-app-permission-policies>

#### NEW QUESTION 10

Background

Contoso, Ltd. is a telecommunications company that has offices in Bulgaria, Italy, Canada, and the United States. The company has 5,000 employees. The company has the following departments:

- IT
- Sales
- Human resources (HR)
- Research and development (R&D)
- Technical support
- Legal

The company does a lot of business with the following partner companies. Contoso employees are not able to communicate with these partners by using Microsoft Teams.

- Microsoft.com
- PartnerCompanyLTD.com

The company currently uses Skype for Business (SfB) as a collaboration tool. The company wants to migrate to Microsoft Teams. Contoso is beginning a pilot project as part of a Microsoft Teams upgrade. You determine that some offices do not have calling plan licenses. You need to resolve the partner company communication issue. Which two PowerShell commands should you run? Each correct answer presents part of the solution.  
NOTE: Each correct selection is worth one point.

- A. Get-CsExternalAccessPolicy | Set-CsExternalAccessPolicy -EnableFederationAccess \$True
- B. Set-CsTenantFederationConfiguration -allowedDomains
- C. Set-CsAccessEdgeConfiguration -AllowFederatedUsers
- D. New-CsAllowedDomain -identity
- E. Get-CsOnlineUser | Set-CsExternalAccessPolicy -EnableFederationAccess \$True

**Answer:** AC

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/powershell/module/skype/setcsexternalaccesspolicy?view=skype-ps>

<https://docs.microsoft.com/en-us/powershell/module/skype/new-csalloweddomain?view=skype-ps>

**NEW QUESTION 15**

Drag and Drop

You manage the Microsoft Teams environment for a company.

You need to configure the system to ensure that users can view data from an external app within a Teams channel.

Which four actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/platform/webhooks-and-connectors/how-to/add-incoming-webhook>

**NEW QUESTION 17**

A company deploys Microsoft Teams by using Microsoft Endpoint Configuration Manager.

The Teams app that you installed is more than three months old. You plan to update all user devices to a newer version of the app.

You need to prepare the environment for the new deployment.

Which three actions should you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Delete the HKEY\_CURRENT\_USER\Software\Microsoft\Office\Teams\NativeWam registry value.
- B. Uninstall the Teams app for every user profile.
- C. Delete the HKEY\_CURRENT\_USER\Software\Microsoft\Office\Teams\LoggedInOnce registry value.
- D. Delete the HKEY\_CURRENT\_USER\Software\Microsoft\Office\Teams\PreventInstallationFromMsiregistry value.
- E. Recursively delete all folders under the parent folder %localappdata%\Microsoft\Teams\.

**Answer:** BDE

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/msi-deployment>

**NEW QUESTION 19**

You need to resolve the issue for the legal department employees.

What should you do?

- A. Grant the org-wide Teams Member group permissions to the parent site of the Team.
- B. Set external sharing to Anyone.
- C. Set external sharing to Only people in your organization
- D. Grant the org-wide Teams Member group unique permission to the document library.

**Answer:** D

#### NEW QUESTION 24

You need to configure team settings specific to all departments' needs.  
What should you do?

- A. From PowerShell
- B. run the New-AzureADMSGroupLifecyclePolicy cmdlet.
- C. From the Microsoft Teams admin center, modify the Teams policy.
- D. From the Microsoft 365 admin center, modify the Office 365 group settings.
- E. From the Security & Compliance admin center, create a data loss prevention (DLP) policy.

**Answer:** A

**Explanation:**

Reference:  
<https://docs.microsoft.com/en-us/azure/active-directory/enterprise-users/groups-lifecycle>

#### NEW QUESTION 25

You need to resolve the issue reported by User4.  
How should you resolve the issue? To answer, select the appropriate options in the answer area.  
NOTE: Each correct selection is worth one point.

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

#### NEW QUESTION 30

DRAG DROP

A company uses Microsoft Teams.

You need to configure email channel settings for the company.

Where should you perform each task? To answer, drag the appropriate locations to the correct requirement. Each location may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Reference:

<https://support.microsoft.com/en-gb/office/manage-who-can-send-email-to-a-channel-in-teams-4f1a1224-e71b-45de-8f68-8e08f7874fa9>

<https://docs.microsoft.com/en-us/microsoftteams/enable-features-office-365>

**NEW QUESTION 35**

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