

Microsoft

Exam Questions MS-740

Troubleshooting Microsoft Teams



NEW QUESTION 1

DRAG DROP -

You are managing a Microsoft Teams environment. You assign Audio Conferencing licenses to users. You configure a bridge number for the audio-conferencing bridge.

The audio-conferencing bridge number does not appear in meeting invitations that users create by using Microsoft Outlook.

You need to provision a new conferencing bridge number.

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.

Select and Place:

Action		Answer Area
Schedule a meeting by using Outlook.		
Assign dial-in phone numbers for users who lead meetings.		
Acquire and assign a service number to the conferencing bridge.	➤	
Ask users to change their conference bridge PIN.	➤	
Configure conference bridge settings.		
Configure default and alternate languages for the conferencing bridge.		

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference:
<https://docs.microsoft.com/en-us/microsoftteams/set-up-audio-conferencing-in-teams#step-2-get-and-assign-licenses>

NEW QUESTION 2

You are a Microsoft Teams administrator for a prepaway company. The company uses active calling plans and dynamic emergency calling.

One of the company's offices is moving to a new physical location.

You need to use the Teams admin center to update the emergency address for the new office location.

What should you do?

- A. From Emergency Addresses, edit the current address.
- B. From Emergency Addresses, delete the current address and create a new location with the new address.
- C. From Network and Locations, edit the current address.
- D. From Network and Locations, delete the current address and create a new location with the new address.

Answer: B

Explanation:

Reference:
<https://docs.microsoft.com/en-us/microsoftteams/add-change-remove-emergency-location-organization>

NEW QUESTION 3

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 4

A company has Microsoft 365 E5 licenses. The company uses phone numbers that are provided by Microsoft. An auto attendant is not able to forward calls to external numbers. What should you do?

- A. Assign a new auto-attendant number.
- B. Purchase and assign an international calling plan to the associated resource account.
- C. Assign a phone system license to the associated resource account.
- D. Configure external sharing settings from Azure Active Directory.

Answer: C

Explanation:

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

NEW QUESTION 5

HOTSPOT -
A company uses Microsoft Teams licenses and mailboxes that are hosted on-premises. Employees do not have access to Teams calendars. You need to resolve the issue. How should you respond? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Answer Area	
Action	Option
Which tool should you use?	<div><div></div><div>IdFix</div><div>Hybrid Configuration Wizard</div><div>AD Connect</div></div>
Which protocol should you enable?	<div><div></div><div>IMAP</div><div>REST</div><div>Exchange Web Services</div></div>
Which type of license should you assign to users?	<div><div></div><div>Skype for Business license</div><div>Exchange online license</div><div>Azure AD Premium P1 license</div></div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference:
<https://techcommunity.microsoft.com/t5/exchange-team-blog/configuring-teams-calendar-access-for-exchange-on-premises/ba-p/1484009>

NEW QUESTION 6

HOTSPOT
A school implements Microsoft Teams. Teachers report that they cannot schedule Teams live events. You need to investigate and troubleshoot the issue. You run `Get-MsolUser -UserPrincipalName Teacher1@contoso.com | Format-List DisplayName,Licenses` and review the results as shown in the Licenses exhibit.



This is output for Powershell results for Teacher1

You review the Microsoft Teams debug logs that you collect from the teacher's device as shown in the Debug logs exhibit.

BroadcastScheduling - allowBroadcastScheduling policy is set to true
BroadcastScheduling - isFreemium: false
BroadcastScheduling - user region is emea, isQuickStartEnabledInRegion is true,
isBYOEEEnabledInRegion is true

You review the meeting policy settings as shown in the Meeting policy exhibit.

General

These are the general settings for meeting policies. [Learn more](#)

- Allow Meet now in channels

☐ Off
- Allow the Outlook add-in

☐ Off
- Allow channel meeting scheduling

☐ Off
- Allow scheduling private meetings

☐ Off

You review the meeting policy settings as shown in the Meeting policy exhibit.For each of the following statements, select Yes if the statement is true. Otherwise, select No.

Answer Area		
Statement	Yes	No
Is the licensing sufficient for the teachers to schedule live events?	<input type="radio"/>	<input type="radio"/>
Is a network trace needed to troubleshoot the issue?	<input type="radio"/>	<input type="radio"/>
Does the teacher's policy allow for the creation of live events?	<input type="radio"/>	<input type="radio"/>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:
Reference:
<https://docs.microsoft.com/en-us/azure/active-directory/enterprise-users/licensing-service-plan-reference> <https://docs.microsoft.com/en-us/microsoftteams/teams-live-events/plan-for-teams-live-events>

NEW QUESTION 7
DRAG DROP -

A company uses Microsoft Teams. You delete a user.
You suspect that the deleted user is listed as the owner of a team. You attempt to connect to the Teams PowerShell module to investigate the issue. The following message appears:
Connect-MicrosoftTeam : The term 'Connect-MicrosoftTeam' is not recognized as the name of a cmdlet, function, script file, or operable program. Check the spelling of the name, or if a path was included, verify that the path is correct and try again.
You need to resolve the error and confirm whether the deleted user is still owner of the team.
Which four PowerShell commands should you use to develop the solution? To answer, move the appropriate commands from the list of commands to the answer area and arrange them in the correct order.

PowerShell commands		Answer Area
<code>Import-Module MicrosoftTeams</code>		
<code>Import-Module SkypeForBusinessConnector</code>		
<code>Install-Module SkypeForBusinessConnector</code>	➤	
<code>Connect-MicrosoftTeams</code>	➤	
<code>Install-Module MicrosoftTeams</code>		
<code>Get-TeamUser -GroupId <GROUPID> -Role Owner</code>		

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference:

<https://docs.microsoft.com/en-us/skypeforbusiness/set-up-your-computer-for-windows-powershell/download-and-install-the-skype-for-business-online-connector>

NEW QUESTION 8

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 9

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>

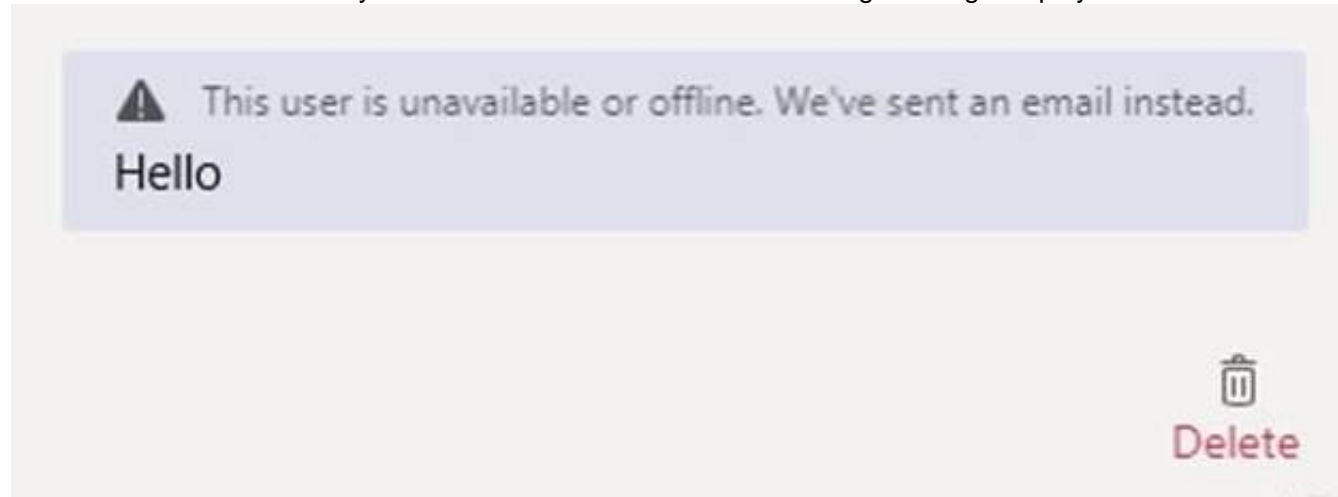
NEW QUESTION 10

UserA works at CompanyA and UserB works at CompanyB. CompanyA configures Microsoft Teams to use Islands mode. CompanyB configures Teams to use TeamsOnly mode. UserA sends a Teams message to UserB.

UserB receives the message. The following notification displays:

Due to org policy changes, some chat and calling features are no longer available. [Continue your conversation here.](#)

UserB selects the Continue your conversation here link. The following message displays in the new chat window:



You need to provide a solution so that the two users can successfully communicate with each other. What are two possible ways to achieve this goal? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. Ask UserA to use Skype for Business to chat with UserB.
- B. Ask UserA to change their coexistence mode to TeamsOnly.
- C. Add UserB domain to the allowed list.
- D. Ask UserB to sign out and sign in to Teams.
- E. Ask UserB to use Skype for Business to chat with UserA.

Answer: BE

Explanation:

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/teams-and-skypeforbusiness-coexistence-and-interoperability>

NEW QUESTION 10

You are administering a Microsoft Teams environment for a company.

A producer deletes a live event from a Teams calendar. The producer must access the recording, attendee engagement report, and Q&A report for the live event.

You need to retrieve the resources for the producer.

Where should you look for the resources?

- A. Microsoft Stream
- B. OneDrive for Business
- C. Microsoft 365 admin center
- D. Teams admin center

Answer: D

NEW QUESTION 14

HOTSPOT -

You manage the Microsoft Teams environment for a company. A user tries to sign in to the Teams web client. The following error message displays:



CONTOSO demo

User1@contoso.com

You can't get there from here

This application contains sensitive information and can only be accessed from:

- Devices or client applications that meet Contoso management compliance policy.

You need to be signed in to Microsoft Edge with the work or school account shown above. To sign in, click on your account image. [Learn More](#)

[Sign out and sign in with a different account](#)

More details

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.

Answer Area

What is the cause of the error?

▼
Multi-factor authentication for the user has failed.
The web-based application access is blocked by a Conditional Access policy.
The Teams web-based application will not correctly sign in if Teams is not allowed as a trusted site.
The user is trying to sign in to a new device. Windows Information Protection tool blocked the user from signing in.

What should you use to investigate the issue?

▼
Azure Active Directory.
Windows Event Viewer.
Windows Information Protection.

Which action should you perform so that the user can sign in?

▼
Clear user's browser cache.
Advise user to sign in by using the desktop app.
Advise user to enroll the device with Microsoft Intune.
Advise the user to sign in by using a different account.
Add https://login.microsoftonline.com and https://*.teams.microsoft.com URLs as trusted sites.

- A. Mastered
 B. Not Mastered

Answer: A

Explanation:

Answer Area

What is the cause of the error?

▼

Multi-factor authentication for the user has failed.
The web-based application access is blocked by a Conditional Access policy.
The Teams web-based application will not correctly sign in if Teams is not allowed as a trusted site.
The user is trying to sign in to a new device. Windows Information Protection tool blocked the user from signing in.

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▼

Azure Active Directory.
Windows Event Viewer.
Windows Information Protection.

Which action should you perform so that the user can sign in?

▼

Clear user's browser cache.
Advise user to sign in by using the desktop app.
Advise user to enroll the device with Microsoft Intune.
Advise the user to sign in by using a different account.
Add https://login.microsoftonline.com and https://*.teams.microsoft.com URLs as trusted sites.

NEW QUESTION 18

A company uses Microsoft Teams.
 Team owners are not able to add guests to teams.
 You need to resolve the issue.
 Which three services you should check? Each correct answer presents part of the solution.
 Each correct selection is worth one point.

- A. Azure Active Directory
- B. Microsoft Teams admin center
- C. Microsoft Security admin center
- D. Microsoft 365 groups
- E. Microsoft Compliance admin center

Answer: ABD

Explanation:

Reference:
<https://docs.microsoft.com/en-us/microsoft-365/solutions/collaborate-as-team?view=o365-worldwide>

NEW QUESTION 21

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.

Something went wrong

We weren't able to register your device and add your account to Windows.
 Your access to org resources may be limited.

Additional problem information

Error code: 80090016
 Correlation ID: 4442ba87-9e3c-4266-9846-06103f42fdb
 Timestamp: 2019-02-20T13:56:11Z
 More information: <https://www.microsoft.com/wamerrors>
 Server message: Keyset does not exist Keyset does not exist

Done

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.

Answer Area

Which logs should you investigate for more information about the error?

SBC logs

Fiddler logs

Event viewer log

Desktop logs

What should you do to troubleshoot the issue?

Re-add the user’s work or school account in Windows settings.

Recreate the registry key HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Run.

Which additional action should you perform?

Disable Active Directory Authentication Library (ADAL).

Delete the contents of the Ngc folder.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Answer Area

Which logs should you investigate for more information about the error?

SBC logs

Fiddler logs

Event viewer log

Desktop logs

What should you do to troubleshoot the issue?

Re-add the user’s work or school account in Windows settings.

Recreate the registry key HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Run.

Which additional action should you perform?

Disable Active Directory Authentication Library (ADAL).

Delete the contents of the Ngc folder.

NEW QUESTION 22

HOTSPOT

A prepaway company has a Microsoft 365 subscription.
A user reports that they cannot add a guest user to a team.
You need to resolve this issue.
Which action you should perform? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point

Answer Area

Admin center	Action
Microsoft Teams admin center	<div><div></div><div>Enable guest access.</div><div>Add the guest's domain to the Allowed Domains list.</div><div>Add the guest to the team from the Teams admin center.</div></div>
SharePoint admin center	<div><div></div><div>Set unique permission for the team site.</div><div>Set inherited permission for the team site.</div><div>Set organization-level external sharing settings.</div></div>
Azure Active Directory admin center	<div><div></div><div>Enable external collaboration settings.</div><div>Create a guest user account in Azure Active Directory.</div><div>Assign privileges using Azure Active Directory Privileged Identity Management (PIM).</div></div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference:

<https://docs.microsoft.com/en-us/microsoft-365/solutions/collaborate-as-team?view=o365-worldwide>

NEW QUESTION 24

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 26

A company plans to grant a team named Human Resources access to a custom app called App1. The company plans to block users from adding any other third-party apps to the team.
Users report that they are unable to add App1 to the team.
You need to make sure that users can access App1.
Which three actions should you perform? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

- A. Run the following PowerShell command: Grant-CsTeamsAppPermissionPolicy -Identity "HR Team" -PolicyNameHRAppPermissionPolicy
- B. Run the following PowerShell command: Grant-CsTeamsAppSetupPolicy -Identity "HR Team" -PolicyNameHRAppSetupPolicy
- C. On the Manage apps page, ensure that App1 is allowed at the org level.
- D. Create a custom app permission policy.
- E. Create a custom app setup policy.

Answer: ACD

Explanation:

Reference:

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

NEW QUESTION 29

An organization has E5 licenses without audio conferencing.
When a user sends a chat message from the Microsoft Teams desktop app the messages are not delivered to recipients. When the user sends a chat message by using the Teams mobile app the messages are delivered.
You need to resolve the issue.
Which three actions should you perform? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

- A. Clear the Teams app local cache and the Windows credentials cache.

- B. Deactivate and reactivate the user's Teams license.
- C. Update the Teams desktop app to the latest version.
- D. Sign out of Teams and the sign back in to Teams.

Answer: ACD

NEW QUESTION 34

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 36

HOTSPOT
You need to set up the calling environment for the sales and support departments.
Which setup paths should you use? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Option	Value
Primary number configuration	<div><div></div><div>Call queue</div><div>Auto attendant</div><div>Regular number</div></div>
Secondary number configuration	<div><div></div><div>Call queue</div><div>Auto attendant</div><div>Regular number</div></div>
Routing method for the support department	<div><div></div><div>Longest idle</div><div>Round robin</div><div>Serial routing</div><div>Attendant routing</div></div>

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Option	Value
Primary number configuration	<div><div></div><div>Call queue</div><div>Auto attendant</div><div>Regular number</div></div>
Secondary number configuration	<div><div></div><div>Call queue</div><div>Auto attendant</div><div>Regular number</div></div>
Routing method for the support department	<div><div></div><div>Longest idle</div><div>Round robin</div><div>Serial routing</div><div>Attendant routing</div></div>

NEW QUESTION 37

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