

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: Call Analytics, determine whether a voice call from the user was registered and review relevant call statistics.

Does the solution meet the goal?

A. Yes

B. No

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.

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: Confirm whether the user can communicate with external users.

Does the solution meet the goal?

A. No

B. Yes

Answer: B

NEW QUESTION 4

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:

- 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 5

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.

You need to ensure that the address for the new location is available to emergency responders.

Solution: Assign a calling policy that has an emergency address 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 6

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 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 7

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: Add an emergency address and then modify the outbound calling settings for each user.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: A

Explanation:

Reference:

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

NEW QUESTION 8

DRAG DROP -

A company wants to use the Microsoft Call Quality Dashboard (CQD) to monitor and investigate calls.

You need to provide guidance on how to use the CQD.

Which action can you perform by using the CQD? To answer, drag the appropriate responses to the statements. Each response 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.

Select and Place:

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

<https://docs.microsoft.com/en-us/microsoftteams/quality-of-experience-review-guide>

NEW QUESTION 9

HOTSPOT -

You are managing a Microsoft Teams environment.

Users report the following audio quality issues:

? Voices sound robotic or are garbled.

? Attendees cannot hear other participants well or at all.

You need to troubleshoot the issues.

What should you do? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/quality-of-experience-review-guide>

NEW QUESTION 10

HOTSPOT

You manage the Microsoft Teams environment for a prepaway company. You configure direct routing telephony.

A user reports that the dial pad does not appear in their Teams app.

You need to resolve the issue. You assign the user a phone system license.

What should you do? 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:

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/manage-voice-routing-policies> <https://docs.microsoft.com/en-us/microsoftteams/direct-routing-enable-users>

<https://docs.microsoft.com/en-us/microsoftteams/direct-routing-plan>

NEW QUESTION 10

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 11

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.

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

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

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.

- 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 15

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 16

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 18

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:

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-interopability>

NEW QUESTION 22

DRAG DROP -

You are the global administrator of a tenant.

An account is blocked due to suspicious user activities.

You need to investigate the user activities.

Where should you investigate activities? To answer, drag the appropriate portals to the correct activities. Each portal 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.

Select and Place:

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference:

<https://docs.microsoft.com/en-us/microsoft-365/compliance/search-the-audit-log-in-security-and-compliance?view=o365-worldwide>

NEW QUESTION 26

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-ss0>

NEW QUESTION 29

A prepaway company uses Microsoft Teams.

You need to prevent users from using a specific app within Teams.

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. On the Permission policies page of the Teams admin center, create a custom policy and assign the policy to users.
- B. On the Enterprise applications page in the Azure Active Directory admin center, disable the app.
- C. On the Users page of the Azure Active Directory admin center, disable the app.
- D. On the Manage apps page of the Teams admin center, disable the app.
- E. On the Setup policies page of the Teams admin center, create a custom policy and assign the policy to users.

Answer: AD

Explanation:

Reference:

[https://docs.microsoft.com/en-us/microsoftteams/manage-apps#:~:text=In%20the%20left%20navigation%20of,\(DoD\)%20deployments%20of%20Teams.](https://docs.microsoft.com/en-us/microsoftteams/manage-apps#:~:text=In%20the%20left%20navigation%20of,(DoD)%20deployments%20of%20Teams.)

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

NEW QUESTION 31

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 35

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 38

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 42

You need to configure the Microsoft Teams environment for guest users.

Which actions are required? To answer, drag the appropriate required options to the correct actions. Each required option 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:

NEW QUESTION 45

A company has a Microsoft Teams environment. The sales department and the support department set up teams with standard channels. Users from the sales department report that the Files tab in one of the channels is not accessible. The following message displays:
Item might not exist or is no longer available.
You need to identify and resolve the issue.
What should you do?

- A. Revert the renamed folder to the original channel folder name.
- B. Recover all the deleted items from the recycle bin of the corresponding Teams site.
- C. Create a separate document library with the same name as the channel.

Answer: A

NEW QUESTION 49

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 54

You own a team that has three standard channels. The team has been deleted. You need to locate the files from all three channels. Where should you navigate to locate the files?

- A. The tenant's SharePoint home page recycle bin.
- B. The SharePoint site's second stage recycle bin.
- C. The SharePoint site document library.
- D. The SharePoint site's first stage recycle bin.

Answer: A

NEW QUESTION 59

You are an administrator in an organization. You share files in chats with other users. The users report that they are unable to access the files. Users see an error message as shown in the image:

You need to resolve the issue by updating the OneDrive for Business settings for the users. You navigate to the settings page for the Team's SharePoint site collection.

What should you do?

- A. Enable Limited-access user permission lockdown mode.
- B. Enable document sets.
- C. Disable Limited-access user permission lockdown mode.
- D. Disable site policy.

Answer: C

Explanation:

Reference:

<https://docs.microsoft.com/en-us/sharepoint/troubleshoot/administration/access-denied-or-need-permission-error-sharepoint-online-or-onedrive-for-business>

NEW QUESTION 64

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 65

You need to identify the root cause of the issue that was reported by User6.

What is the cause of the issue?

- A. Sharing permissions for the file have been revoked.
- B. The external sharing permissions have been set to existing external users only.
- C. The sharing permissions for the organization are set to internal only.
- D. The file link is expired.

Answer: D

NEW QUESTION 69

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.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

NEW QUESTION 73

You manage a company's Microsoft Teams environment.
Members of a team cannot send emails to a channel's email address.
You need to determine the cause of the issue.
What are two possible causes? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

- A. The email has more than 10 file attachments.
- B. The channel's associated SharePoint folder was renamed.
- C. The channel email address is part of a distribution list.
- D. Email integration is not enabled.
- E. The email contains more than 25 inline images.

Answer: BC

Explanation:

Reference:
<https://support.microsoft.com/en-us/office/send-an-email-to-a-channel-in-teams-d91db004-d9d7-4a47-82e6-fb1b16dfd51e>

NEW QUESTION 74

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 76

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