Microsoft

Exam Questions MS-740

Troubleshooting Microsoft Teams

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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 of 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
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 3
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 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
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 6
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 7
A company has their headquarters in France and stores all over the world. The prepaway company wants to organize live events in China.
Meeting organizers in China cannot create Microsoft Teams live events.
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 company already has 15 Terms live events running concurrently.
B. Azure content delivery networks (CDNs) are not accessible in China.
C. The company has not configured a VPN for connecting to the corporate network.
D. Users do not have valid Advanced Communication licenses.

Answer: BC

Explanation:
Event team members and attendees will not be able to use Teams live events because Azure CDN is not accessible in China. A workaround is to use a company
VPN connection, which gets the client connected to CDN via the customer's corporate network.
Note: The maximum number of concurrent live events per Microsoft 365 or Office 365 organization is 15.
Reference:
https://docs.microsoft.com/en-us/MicrosoftTeams/teams-live-events/plan-for-teams-live-events https://docs.microsoft.com/en-us/stream/live-event-troubleshooting

NEW QUESTION 8
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 9
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 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:

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 15
A company configures external access for suppliers in the Microsoft Teams admin center.
Users can chat only with external users from VendorA.
You need to ensure that users can chat externally with users from VendorB.
Which two actions should you perform? Each correct answer presents part of the solution.
Each correct selection is worth one point.

A. Add the VendorB domain as a remote domain to the Connectors list.
B. Modify the CNAME for SIP federation.
C. Add the VendorB domain to the federation Allowed Domains list.
D. Ask the VendorB tenant to add your domain to their Allowed Domains list.

Answer: CD

Explanation:
Reference:
https://docs.microsoft.com/en-us/microsoftteams/manage-external-access

NEW QUESTION 18
You manage the Teams environment for a company. The prepaway company wants to allow their employees to chat with users from another tenant. The other tenant uses Skype for Business.
You add the other company's domain to your federated list. This action does not resolve the issue.
You need to configure the system.
What DNS record should you use?

A. SRV sipfederationtls UDP 100 1 5061 sipfed.online.lync.com
B. SRV sipfederationtls TCP 100 1 5061 sipfed.online.lync.com
C. CNAME sipfederationtls TCP 100 1 5061 sipdir.online.lync.com
D. CNAME sipfederationtls TCP 100 1 5061 sipfed.online.lync.com
E. SRV sipfederationtls UDP 100 1 5061 sipdir.online.lync.com

Answer: B

Explanation:
Reference:
https://docs.microsoft.com/en-us/microsoftteams/teams-skype-interop

NEW QUESTION 23
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:

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 28

A prepaway company has a Microsoft 365 subscription. The company implements a new security policy that has the following requirements:

? Guest users from specific domains must be allowed to collaborate by using Microsoft Teams.

? Guest users must be prevented from inviting other guests.

You need to recommend a solution to meet the security policy requirements.

What should you recommend?

A. Run the following PowerShell cmdlets: New-AzureADPolicy | Set-AzureADPolicy

B. From the Microsoft Teams admin center, modify external collaboration settings.

C. From Azure Active Directory, modify external collaboration settings.

D. From the Microsoft Teams admin center, modify the Communicate with Skype users option.

Answer: C

Explanation:

Reference:

https://www.thatlazyadmin.com/2019/07/09/how-to-prevent-microsoft-teams-guest-users-from-inviting-guests/

NEW QUESTION 32

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-sso

NEW QUESTION 33

You are the administrator for an organization.

A user named User1 can communicate with User2 from an external domain by using chat. User1 is not able to add User2 to a team.

You need to ensure that User1 can add User2 to a team.

What should you do?

A. Enable external access.

B. Confirm whether the domain is in the external access allowed list.

C. Ask the administrator of the external domain to add your domain to their Allowed Domain list.

D. Use the Microsoft Teams web app.

E. Enable guest access.

Answer: E

Explanation:

Reference:

https://docs.microsoft.com/en-us/microsoftteams/communicate-with-users-from-other-organizations#guest-access

NEW QUESTION 34

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

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 35
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/app-policies

NEW QUESTION 38
Background
Fabrikam, Inc. Ltd. is a pharmaceutical company with offices in the USA, UK, and Australia. The
company has the following departments:
IT
Sales
Human resources (HR) Research and development (R&D) Technical support Legal department You join the company as a Microsoft Teams administrator. Current environment Active Directory The network contains an on-premises Active Directory domain. All user accounts are assigned to departmental organizational units (OUs). You need to resolve the chat notification issue. Which three actions should you perform? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

A. Reinstall Microsoft Team
B. On the Microsoft Teams Settings Notifications page, enable notification
C. In Registry Editor, navigate to Computer\HKEY_CURRENT_USER\SOFTWARE\Microsoft\Office\Team
D. Create a registry key named ChatNotifications and set the value to 1.
E. In the Windows settings Notifications & Actions menu, enable notification
F. Update Microsoft Teams to the latest versio

Answer: BDE

Explanation:

Reference: https://support.microsoft.com/en-us/office/manage-notifications-in-teams-1cc31834-5fe5-412b8edb-43fecc78413d https://support.microsoft.com/en-us/windows/change-notification-and-action-settings-in-windows10-8942c744-6198-fe56-4639-34320cf9444e

NEW QUESTION 43
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 47
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 52
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 53
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 57
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 60
A company has Microsoft 365 E5 licenses.
Users report that they cannot access the Power BI app within the Teams app.
You need to resolve the issue.
Which three actions should you perform? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. In the Teams app store, confirm that the Power BI app is not blocked.
B. Add Power BI to the custom apps Allowed list.
C. Ensure that the assigned app setup policy is assigned to the users.
D. Disable the Conditional Access policy to limit Power BI access in Teams.
E. Assign an app permission policy to user
F. Ensure that the policy does not block Power BI.

Answer: ACE

Explanation:
Reference:
https://powerbi.microsoft.com/en-us/blog/guide-to-enabling-your-organization-to-use-power-bi-in-microsoft-teams/

NEW QUESTION 61
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 63
You need to provide the correct statements to User1.
Which two statements are correct? Each correct answer presents a complete solution.
NOTE: Each correct selection is worth one point.

A. No matter how much memory is available, Teams will not pass the 1.5 GB threshold
B. The Microsoft Teams web and desktop apps use memory in very different ways from each other.
C. The more memory the machine Teams is running has, the more memory Teams will use.
D. When other apps or services require system memory, Microsoft Teams could give up some to provide to the others.

Answer: CD

Explanation:
https://docs.microsoft.com/en-us/microsoftteams/teams-memory-usage-perf

NEW QUESTION 64
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 65
DRAG DROP
You manage the Microsoft Teams environment for a company.
A private channel is deleted. After 20 days, the channel owner restores the channel to retrieve a file. A user reports that they cannot access the SharePoint site for the channel.
You need to restore the SharePoint site that is associated with the private channel.
Which three 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:

NEW QUESTION 68
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