

Exam Questions MS-740

Troubleshooting Microsoft Teams

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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:

- 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

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.

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 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 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

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: 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 5

A user sets up a Microsoft Teams meeting on a device that runs macOS.

The user reports that they are disconnected from calls and meetings when they start sharing content.

You need to export the media logs to investigate 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. Review the ~/Library/Application Support/Microsoft/Teams/media-stack/*.blog log file.

B. Turn on media logging and restart the Teams app.

C. Review the ~/Library/Application Support/Microsoft/Teams/skylib/*.blog log file.

D. Use the keyboard shortcut: Option + Command + Shift + 1 and review files at the location ~/Downloads.

E. Review the ~/Library/Application Support/Microsoft/Teams/logs.txt log file.

Answer: ABC

Explanation:

Reference:

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

NEW QUESTION 6

A manager wants to review Microsoft Teams call quality metrics for all prepaway company employees.

You need to grant the manager access to the Microsoft Teams Call Quality Dashboard.

Which role should you assign to the manager?

A. Teams Communications Administrator

B. Teams Communications Support Specialist

C. Teams Communications Support Engineer

D. Teams Service Administrator

Answer: B

Explanation:

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/using-admin-roles>

NEW QUESTION 7

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 8

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 9

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 10

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 10

A prepaway company limits users that are authorized to create Microsoft 365 groups.

A user reports that they do not have the option to create new teams in the Microsoft Teams app.

You need to ensure that the user can create teams.

What should you do?

- A. Disable Conditional Access policies.
- B. Clear the Teams cache for the user and restart the Microsoft Teams client app.
- C. Add the user to a security group.

D. Add the user to a distribution group.

Answer: C

NEW QUESTION 11

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 14

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 16

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 21

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 24

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 29

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 33

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 37

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 42

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 45

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 47

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 52

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 55

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 56

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 60

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 62

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

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 68

You need to investigate the issue reported by the human resources manager.

Which two tools should you use? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. Teams Desktop logs
- B. SharePoint admin center
- C. Teams Debug logs
- D. Network assessment tool
- E. Fiddler

Answer: BC

NEW QUESTION 70

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