

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

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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

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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 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.

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 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.

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 6

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 7

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 8

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.

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 9

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 10

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-interopability>

NEW QUESTION 11

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 13

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 16

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 20

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 25

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 30

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 31

You need to troubleshoot the Microsoft Teams performance. 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 32

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 33

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 36

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 39

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 40

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 44

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