

# Exam Questions MS-740

Troubleshooting Microsoft Teams

<https://www.2passeasy.com/dumps/MS-740/>



#### 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: 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 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: Confirm whether the user can communicate with external users.

Does the solution meet the goal?

- A. No
- B. Yes

**Answer: B**

#### NEW QUESTION 3

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 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

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 6**

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 Teams 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 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.

- 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**

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 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**

You manage the Microsoft Teams environment for a prepaway company.

The company has federation configured only for the human resources (HR) department, and only with VendorA. User1, who is part of the HR department, cannot communicate with VendorA.

You need to troubleshoot why User1 cannot communicate with VendorA.

What should you do?

- A. Ensure that federated access is enabled in the external access policy for the user.
- B. Ensure the user is added as a guest in the VendorA tenant.
- C. Ensure that federated access is enabled in the external user communication policy for the user.
- D. Ensure the target domain for VendorA is listed in the Allowed Domains list.
- E. Ensure the tenant is enabled for federation.

**Answer:** A

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/skypeforbusiness/set-up-policies-in-your-organization/create-custom-external-access-policies>

**NEW QUESTION 10**

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 15**

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.

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 16

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 17

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\PreventInstallationFromMsi registry 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 18

You need to resolve the emergency address issue.  
What should you do?

- A. Add only the IPv6 public relay IP address to the trusted IP address list for the tenant.
- B. Add only the IPv4 public relay IP address to the trusted IP address list for the tenant.
- C. Add the IPv4 and IPv6 public relay addresses to the trusted IP address list for the tenant.
- D. Route HTTPS traffic to Microsoft Teams by using a proxy and the proxy IP address.

**Answer:** C

#### Explanation:

Reference:  
<https://docs.microsoft.com/en-us/microsoftteams/configure-dynamic-emergency-calling>

#### NEW QUESTION 20

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 22

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 25

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 27

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