

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: 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: 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 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 4

Users report call delay during Microsoft Teams audio conferences.

You run a network trace from a user's device during an audio conference. You review the following trace results:

You need to identify the cause of delay.

What is the cause?

A. The source port for audio is above 50,000.

B. The source port range for audio is too narrow.

C. The UDP traffic is being limited.

D. The TLS traffic is being limited.

Answer: C

Explanation:

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

NEW QUESTION 5

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 6

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 7

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 8

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 9

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 10

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 10

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 14

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 16

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 18

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 23

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 24

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 27

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