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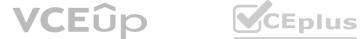


Exam Code: MS-740

Exam Name: Troubleshooting Microsoft Teams

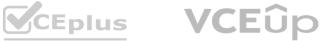
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Mix Questions

QUESTION 1

A company uses Microsoft Teams. An employee sends a chat message to a user at another company.

The recipient's company configures Microsoft Teams to use Islands mode. The recipient does not receive the messages in their Microsoft Teams app. You need to determine the cause of the issue. What should you conclude?

- A. Messages sent to an Islands recipient will always be received by the Skype for Business app.
- B. Messaging policy restrictions for the receiver are in place that block the communication.
- C. Messaging policy restrictions for the sender are in place that block the communication,

Correct Answer: B

Section: **Explanation:**

QUESTION 2

A company plans to review access to Microsoft Teams by guest users.

A team owner reports that guest users from an old project have not received an access review this month. The guest users are still active in the team, You need to troubleshoot the issue. What should you do?

A. Launch the Azure Active Directory (Azure AD) admin center. Navigate to the Identity Governance section of the Azure AD blade.

- B. Launch the Microsoft 365 admin center. Navigate to the Guest access section of the Users blade.
- C. Launch the Teams admin center. Navigate to the Guest access section of the Users blade
- D. Launch the Azure AD admin center. Navigate to the External Identities section of the Azure AD blade.

Correct Answer: C

Section:

Explanation:

QUESTION 3

A user works with two Microsoft 365 accounts on a domain-joined device. The user's device automatically signs in to Microsoft Teams by using a domain-joined account each time the user restarts their device. The user must manually sign out from Teams and then enter credentials for the second account when they want to use the second account. Microsoft Teams must launch without the user signing in to an account. You need to recommend a solution for the user. What should you recommend?

A. Create the following registry key: (UPN)

ComputeAHKEY_CURRENT_USER\Software\Microsoft\Office\16.0\Common\ldentity EnableADAL(REG.DWORD) OxOXKXK)001 (0).

B. Create the following registry key: (UPN)

Computer\HKEY.CURRENT_USER\Software\Microsoft\Office\Teams SkipUpnPrefill(REG_DWORD) OxCXXXWOO! (1)

C. Rename the following foWer and restart the machine:

C:\users\Sdir\AppData\Local\Packages\MicrosoftAAD.BrokerPlugin_cw5n1h2txyewy C)

D. Configure Teams to use the Microsoft Authenticator app for authenticating users

Correct Answer: B Section:

Explanation:

QUESTION 4

A company uses Microsoft Teams.

Users report that pinned apps disappear if they sign out of Teams.

You need to troubleshoot the issue.

Which policy should you check?

A. Manage apps

B. Conditional access

C. App permission

D. App setup

Correct Answer: D

Section: **Explanation:**

You support a Microsoft Teams environment for a company. A member of a private channel reports that when they try to view files in the Files tab. the following message displays:

You need to recommend a solution to resolve the issue.

Which two recommendations can the member perform to achieve this goal? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.











- A. Remove and re-add the member to the channel.
- **B.** Set access permissions for the document library.
- C. Create a SharePoint address for the user.
- D. Unassign and re-assign the user SharePoint license.

Correct Answer: A, C

Section:

Explanation:

QUESTION 6

A company uses multiple private channels in a team named Projects.

When users in a specific private channel try to access the Files tab, they receive an error saying that they do not have permissions. You need to get the link to the private channels SharePoint site to verify permissions. What should you do?

- A. Click on the Open in SharePoint button in the private channel's Posts tab.
- B. Click on the Open in SharePoint button in the private channels Files tab.
- C. Open the private channels document library from the Projects SharePoint site.
- D. Open the SharePoint site from the SharePoint admin center.

Correct Answer: C

Section:

Explanation:

QUESTION 7

You support a Microsoft Teams environment for a company.

Employees report a variety of call quality issues.

You need to investigate the issues.

Which two tools should you use? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. Call Analytics

- B. Teams user activity report
- C. Teams Debug logs
- D. Teams Desktop toys
- E. Analytics and reports

Correct Answer: A, E

Section: **Explanation:**

https://learn.microsoft.com/en-us/microsoftteams/use-call-analytics-to-troubleshoot-poor-callquality

QUESTION 8

A company uses a Session Border Controller (SBC) with Teams Direct Routing.

A user reports that they cannot initiate outbound calls to the following number +41 44 123 45 67.

The user can receive incoming calls. You observe that the user is assigned an OnlineVoiceRoutingPolicy that uses the following number pattern: ^(\+41[0-9]{10})\s. You need to resolve the issue. Which pattern should you use?

Α.

В.

C.

D.

Correct Answer: A

Section: **Explanation:**

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 troubleshoot the issue.

Solution: Determine which calling policies are assigned to the user.

Does the solution meet the goal?











A. Yes B. No

Correct Answer: A

Section: **Explanation:**

https://learn.microsoft.com/en-us/MicrosoftTeams/teams-calling-policy

QUESTION 10

DRAG DROP

A company uses only global policies for Microsoft Teams applications.

A user reports that they are experiencing issues related to Teams applications.

You need to determine which policy should be used to troubleshoot the issues? To answer, drag the appropriate features to the setting configuration requirements. Each feature 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.

Select and Place:

eatures		Answer Area		
Permission policies			Setting	Feature
Manage apps	= :		Limit the use of third-party apps.	
	= 5		Disable user pinning.	
Setup policies	_ *		Disable specific apps.	
			Allow and block specific Microsoft apps.	

Correct Answer:

Features	Ansv	ver Area		
Permission policies			Setting	Feature
Manage apps	= :		Limit the use of third-party apps.	Permission policies
1	= :		Disable user pinning.	Setup policies
Setup policies	_ *		Disable specific apps.	Manage apps
			Allow and block specific Microsoft apps.	Permission policies

Section: **Explanation:**











QUESTION 11

HOTSPOT

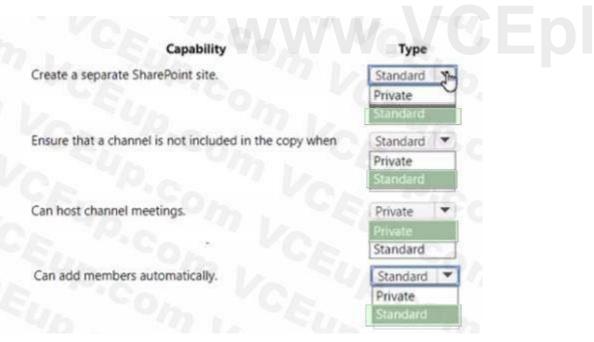
A company implements Microsoft Teams.

You need to recommend channel types so that the company can implement specific capabilities Which channel type should you recommend? To answer, select the appropriate configuration in the answer area. NOTE: Each correct selection is worth one point.

Standard

Hot Area: Answer Area Create a separate SharePoint site. Private Ensure that a channel is not included in the copy when Standard * Private Standard Can host channel meetings Private Standard Can add members automatically Standard * Private

Answer Area:



Section: **Explanation:**

QUESTION 12

DRAG DROP

A company uses Microsoft Teams.

You receive reports from users that they are unable to perform specific actions as guests.

You need to determine which actions can be performed by guest users and which actions can be performed by Teams users in the organization. Which configuration should you use to validate each failed action? To answer, drag the appropriate roles to the correct actions. Each role 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.











Select and Place:

Correct Answer:

Roles	Answer Area		
Users		Action	Role
Guests	0	Leave the organization	Users
GOLFIG		Upload files to private chat	Users
	0 0	Edit Teams	Users

Section:

Explanation:

QUESTION 13 HOTSPOT

A customer implements direct routing.

A customer implements direct routing.

The customer reports that users are unable to receive or make phone calls. You observe that the Session Border Controller (SBQ is not healthy and that the Session Initiation Protocol (SIP) option headers have discrepancies. You need to reconfigure the SIP option headers to resolve

How should you configure the SIP option headers? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Hot Area:

Parameter name	Value	
Request-URI	OPTIONS sip:sip.sbc1.adatum.biz:5061 SIP /2.0	4
	OPTIONS sip:sip.pstnhub.microsoft.com:5061 SIP /2.0 OPTIONS sip:10.10.10.1:5061 SIP /2.0	P
	OPTIONS sip:sip.sbc1.adatum.biz:5061 SIP /2.0	
Via Header	Via: SIP/2.0/TLS sbc1.adatum.biz:5058;alias;branch=z9hG4bKac2121518978	
	Via: SIP/2.0/TLS 10.10.10.1:5058;alias;branch=z9hG4bKac2121518978	9
	Via: SIP/2.0/TLS sbc1.adatum.biz:5058;alias;branch=z9hG4bKac2121518978 Via: SIP/2.0/TLS sip.pstnhub;microsoft.com:5058;alias;branch=z9hG4bKac2121518978	
Contact Header	Contact: sip:sbc1.adatum.biz:50588;transport=tls	
	Contact: sip:sip.pstnhub.microsoft.com;transport=tls	
	Contact: sip:sbc1.adatum.biz:50588;transport=tls	
	Contact: sip:10.10.10.1:50588;transport=tls	













Explanation:

QUESTION 14

HOTSPOT

A company uses Microsoft Teams.
The company defines the following normalization rule:

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.

Hot Area: Which values match the normalization rule? only eight-digit numbers that start with 0 (zero) only seven-digit numbers that start with 0 (zero) all seven-digit numbers only eight-digit numbers that start with 0 (zero) all 8-digit numbers The company reports that the normalization rule must match seven-digit phone numbers Which pattern should you use for the normalization rule? ^0(\d{7})\$ ^0(\d(7))\$ ^(\d(7))\$ ^1(\d(7))\$ ~1(/d(7))\$

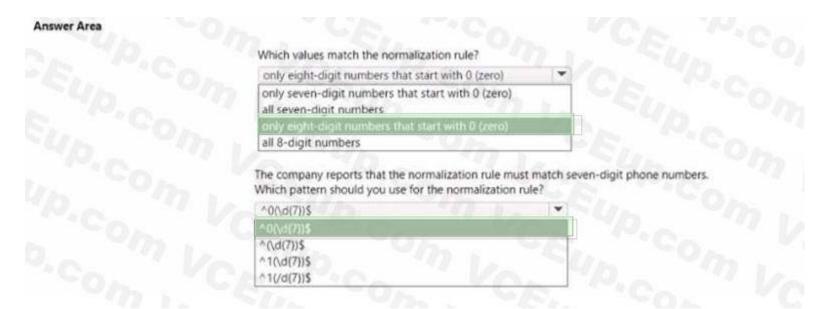












Explanation:

QUESTION 15

HOTSPOT

A company uses Microsoft Teams.

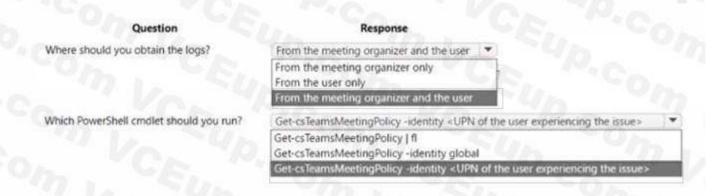
A user reports that they are unable to start recording a meeting.

You need to investigate the issue by reviewing the appropriate information.
What should you do? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area













Question	Response
Where should you obtain the logs?	From the meeting organizer and the user
	From the meeting organizer only From the user only
	From the meeting organizer and the user
Which PowerShell cmdlet should you run?	Get-csTeamsMeetingPolicy -identity <upn experiencing="" issue="" of="" the="" user=""></upn>
	Get-csTeamsMeetingPolicy fl
	Get-csTeamsMeetingPolicy -identity global Get-csTeamt.MeetingPolicy -identity <upn experiencing="" issue="" of="" the="" user=""></upn>

Section: **Explanation:**

QUESTION 16

HOTSPOT

A company uses Microsoft Teams. Polices are assigned to users.

Users cannot record or use captions in Microsoft Teams meetings, but they can record 1:1 calls. Users must be able to record and use captions in meetings, but they should not be able to record 1:1 calls. You need to troubleshoot the assigned policies. How should you complete the PowerShell command? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area:

Section:

Explanation:

QUESTION 17

HOTSPOT

You support a Microsoft Teams environment for a company.

A user separates a conversation into a stand-alone window. The user reports that they cannot see some messages in the stand-alone window. You need to troubleshoot the issues.

How should you respond? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point

Hot Area:

Question	Darmana	
Question	Response	
Which logs should you review?	Event viewer logs	*
	Debug logs	
	Event viewer logs	
	Network logs	
	Media logs	
Which file should you review?	calling	-
	ExperienceRenderer	,
	chatListData	
	cdfWorker	
	calling	











Answer Area			
	Question	Response	
	Which logs should you review?	Event viewer logs	*
		Debug logs	
		Event viewer logs	
		Network logs Media logs	
	Which file should you review?	calling	~
		ExperienceRenderer chatListData cdfWorker	
		calling	

Explanation:

QUESTION 18

HOTSPOT

Contoso uses Microsoft Teams.

Users in the tenant have access to third-party applications that they are not supposed to in Microsoft Teams. You need to bkxk a small group of users from using the app in the Microsoft Teams app store. Which steps should you take to achieve this goal? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area		
	In the Microsoft Teams admin center, create a custom policy in	
		Setup policies
		Permission policies
	Under Third-party apps, choose	Block specific apps and allow all others
		Block specific apps and allow all others
	Assign the policy to the group of	
	Assign the policy to the group of	A COETS.













Explanation:

QUESTION 19

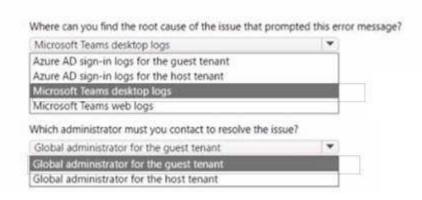
HOTSPOT

A user attempts to switch to a tenant in which they are a guest. The following error message displays:

Use the drop-flown 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.

Hot Area:

Answer Area



Answer Area:

Answer Area

Where can you find the root cause of the issue that pro Microsoft Teams desktop logs		w error
Azure AD sign-in logs for the guest tenant Azure AD sign-in logs for the host tenant	<u> Ivav</u>	
Microsoft Teams desktop logs Microsoft Teams web logs		
Which administrator must you contact to resolve the is	ssue?	
Global administrator for the guest tenant		*
Global administrator for the guest terrant		
Global administrator for the host tenant		

Section:

Explanation:

QUESTION 20

HOTSPOT

A company uses Direct Routing.

Users report that they are not able to dial out to specific numbers. You have been provided with the tenant's dial plan that has the following normalization rule:

- Pattern: A0?(\d{7}))\$
- Translation: +1250S1

The administrator is unsure if the normalization rule is causing this issue and needs help understanding it. You need to provide the administrator with the correct normalization of two dialed telephone numbers What should you identify? To answer, select the appropriate translated numbers in the dialog box in the answer area. NOTE: Each correct selection is worth one point.

Hot Area:

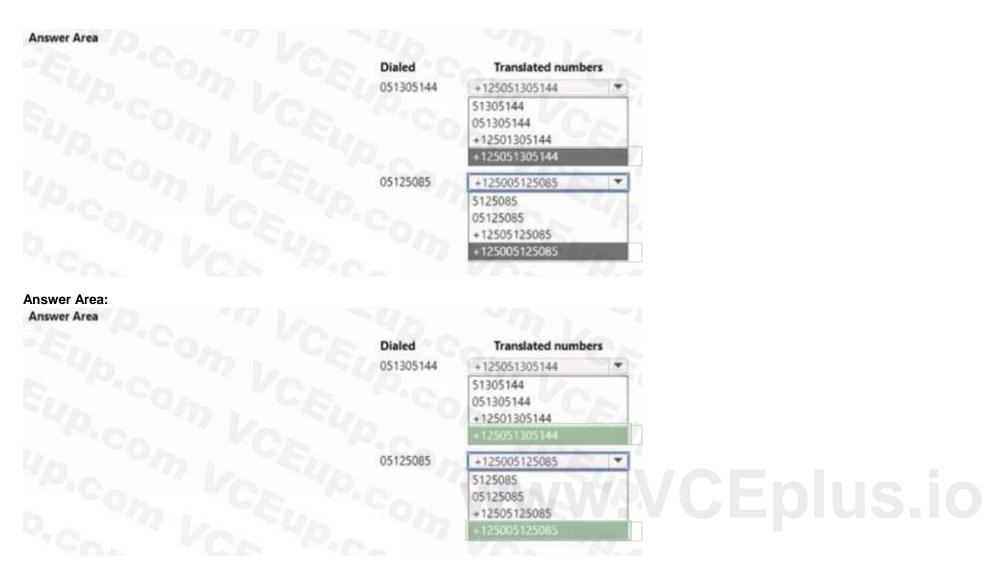












Explanation:

QUESTION 21

You are configuring Microsoft Teams for a company.
You configure the Direct Routing setup for the tenant- The 200 OK message is not received for outbound SIP options in the Session Border Controller (SBC) logs. You need to find the root causes of the issue.

What are the three causes of the issue? Each correct answer presents part of the solution.

NOTE; Each correct selection is worth one point.

- A. The SBC trusted root certificate store for the Microsoft Teams TLS context contains the Baltimore root CA.
- **B.** The certificate must be assigned to TLS context for the Microsoft Teams proxy.
- C. The SBC certificate assigned to TLS context for Microsoft Teams proxy must be signed from an approved root CA
- D. The SBC trusted root certificate store for the Microsoft Teams TLS context is missing the full certificate chain of the SBC certificate.
- E. TLS context is used for Microsoft Teams proxy

Correct Answer: B, C, D

Section: **Explanation:**

QUESTION 22

You support a Microsoft Teams environment for a company.

You need to troubleshoot Teams app installation failures and update issues for users. What should you review? To answer, select the appropriate log in the answer area. NOTE: Each correct selection is worth one point.











Hot Area: investigate the sequence of events that occurred during %LocalAppData%\SquirrelTemp\SquirrelSetup.loc Teams desktop client app installation. %LocalAppData%\Microsoft\Teams\Squirreffetup.log Keview other relevant logs to troubleshoot installation Application and system logs Media logs Browser trace logs **Answer Area:** Answer Area Investigate the sequence of events that occurred during %LocalAppData%\SquirrelTemp\SquirrelSetup.log Teams desktop client app installation. %LocalAppData%\Microsoft\Teams\Squirreffetup.log Keview other relevant logs to troubleshoot installation Media logs Browser trace logs

Section: **Explanation:**

QUESTION 23

A company assigns Microsoft 365 E5 licenses to its users.

A user reports that the Microsoft Teams dial pad is missing.

You run the Get-csonlineuser PowerShell cmdlet. You observe the results shown in the following exhibit:

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. Run the following PowerShell cmdlet: Set-CsOlineVoiceuser -identity -LocationIDtelephonenumber
- B. Assign a voice routing policy.
- C. In the Teams admin center, change the coexistence mode to Teams only
- D. Change the value of the Usagelocation option to US.
- E. Run the following PowerShell Cmdlet Set-CsUser -Identity <User UPN> EnterpriseVoiceEnabled \$True

Correct Answer: B, C, E

Section: **Explanation:**

QUESTION 24

HOTSPOT

A company uses Microsoft Teams.

The company reports that employees are using an app in Teams that is not approved by company policies.

You need to block the app.

What should you do? To answer, select the appropriate configuration in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

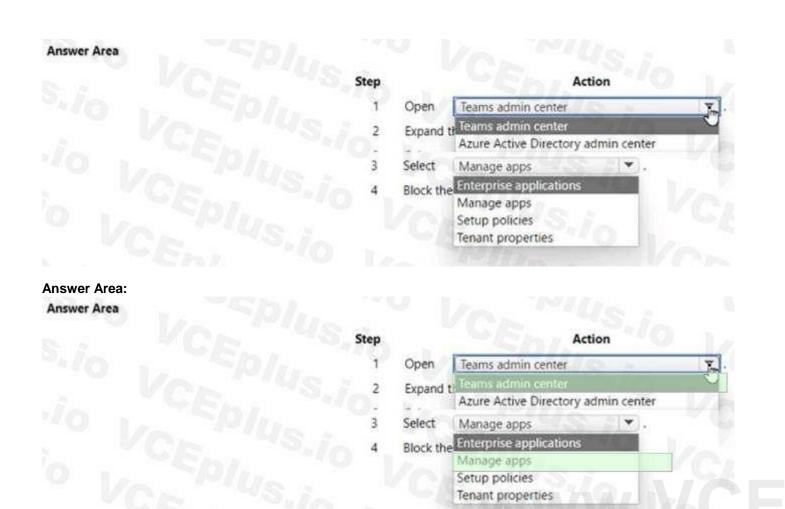












Explanation:

QUESTION 25

A company is using Microsoft Teams.

The company reports that employees are using a specific GitHub application in Teams. Employees must not be allowed to use the application. You need to block the application.

What should you do?

A. Launch the Microsoft Teams admin center, expand Teams apps, and then select the Manage apps page.

- B. Launch the Microsoft 365 compliance center and then select the Catalog page.
- C. Launch the Azure Active Directory (Azure AD) admin center and then select the Enterprise applications page.
- D. Launch the Azure AD admin center and then select the Azure Active Directory App registrations page.

Correct Answer: A

Section:

Explanation:

QUESTION 26

HOTSPOT

When users attempt to delete a private channel in a Microsoft Teams environment the following error message displays:

You analyze the debug logs and see the following entry

Hot Area:

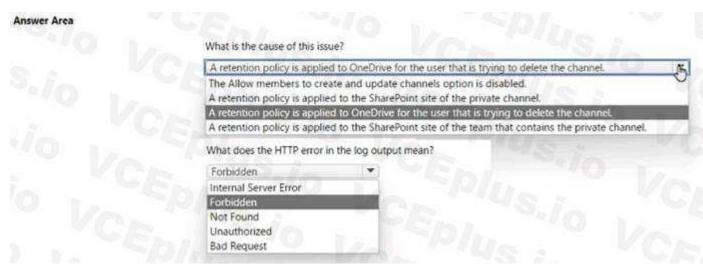






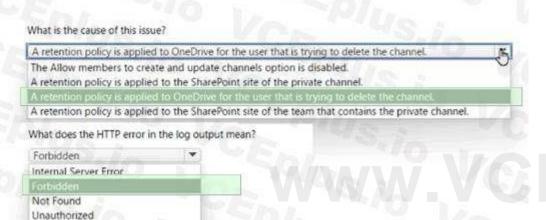






Answer Area:

Answer Area



Section: Explanation:

QUESTION 27

A company configures IP address 10.3.0.0 as the Location Information Service subnet.

Bad Request

The Microsoft Teams client does not display the emergency address for a user. You confirm that the user has a correctly assigned and validated E911 address that includes geo-coordinates You observe the following record in the Teams log:

You need to identify the root cause of the issue.

Which segment of the Teams log record identifies the cause of the issue?

A. "publiclp":"216.82.234.65

B. locationId'inull

C. 'ipv4":"10.3.145.22,,,"subnetLengthIPv4":"20"

Correct Answer: B Section: Explanation:

QUESTION 28

A company configures dynamic emergency calling.

Users report that when they place emergency calls, the calls do not connect to the appropriate emergency services providers. You need to troubleshoot the reported issue.

Which logs should you use?

A. Media

B. WebRTC

C. Debug











D. Desktop

Correct Answer: D Section: **Explanation:**

QUESTION 29

You support a Microsoft Teams environment for a company.

A user is unable to share an uploaded file from their device in a chat with another user. The following error message displays:

You need to troubleshoot and resolve the issue. What is the cause of the issue?

A. SharePoint permissions prevent the user from sharing the file.

B. The user does not have a SharePoint license.

C. The user exceeded their OneDrive storage quota.

Correct Answer: A Section: **Explanation:**

QUESTION 30

HOTSPOT

Contoso uses Microsoft Teams.

Users are unable to use a storage service provided by Google as file storage in Microsoft Teams.

You need to resolve the issue.

How should you complete the PowerShell cmdlet? To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area













Answer Area



Section: Explanation:

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