

MS-740^{Q&As}

Troubleshooting Microsoft Teams

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QUESTION 1

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

QUESTION 2

You need to configure team settings specific to all departments' needs. What should you do?

- A. From PowerShell, run the New-AzureADMSGGroupLifecyclePolicycmdlet.
- B. From the Microsoft Teams admin center, modify the Teams policy.
- C. From the Microsoft 365 admin center, modify the Office 365 group settings.
- D. From the Security and Compliance admin center, create a data loss prevention (DLP) policy.

Correct Answer: A

Reference: <https://docs.microsoft.com/en-us/azure/active-directory/enterprise-users/groups-lifecycle>

QUESTION 3

HOTSPOT

A prepaway company has a Microsoft 365 subscription.

A user reports that they cannot add a guest user to a team.

You need to resolve this issue.

Which action you should perform? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point

Hot Area:

Admin center	Action
Microsoft Teams admin center	<ul style="list-style-type: none">Enable guest access.Add the guest's domain to the Allowed Domains list.Add the guest to the team from the Teams admin center.
SharePoint admin center	<ul style="list-style-type: none">Set unique permission for the team site.Set inherited permission for the team site.Set organization-level external sharing settings.
Azure Active Directory admin center	<ul style="list-style-type: none">Enable external collaboration settings.Create a guest user account in Azure Active Directory.Assign privileges using Azure Active Directory Privileged Identity Management (PIM).

Correct Answer:

Admin center	Action
Microsoft Teams admin center	<ul style="list-style-type: none">Enable guest access.Add the guest's domain to the Allowed Domains list.Add the guest to the team from the Teams admin center.
SharePoint admin center	<ul style="list-style-type: none">Set unique permission for the team site.Set inherited permission for the team site.Set organization-level external sharing settings.
Azure Active Directory admin center	<ul style="list-style-type: none">Enable external collaboration settings.Create a guest user account in Azure Active Directory.Assign privileges using Azure Active Directory Privileged Identity Management (PIM).

Reference: <https://docs.microsoft.com/en-us/microsoft-365/solutions/collaborate-as-team?view=o365-worldwide>

QUESTION 4

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.

Correct Answer: B

Reference: <https://docs.microsoft.com/en-us/microsoftteams/add-change-remove-emergency-location-organization>

QUESTION 5

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.

Correct Answer: C

QUESTION 6

A company uses Microsoft Teams.

Users from a private channel named PrivateChannell report that guest users have access to the private channel message thread.

You need to ensure that guest users have access to the files in PrivateChannell, but no access to the message thread.

Which two actions should you perform? Each correct answer presents part of the solution,

NOTE: Each correct selection is worth one point.

- A. Add the guest users to the member\'s group in the private channel SharePoint site.
- B. Remove the guest users from PrivateChannell.

- C. Disable the chat in the guest access policy in Microsoft Teams admin center.
- D. Add the guest users to the visitor\\'s group in the private channel SharePoint site.

Correct Answer: AC

QUESTION 7

You need to configure the system to meet the requirements for guest users.

Which two actions should you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Create and assign a calling policy for guest users.
- B. Edit the guest access policy to disable calls.
- C. Edit the guest access policy to disable chat.
- D. Create and assign a messaging policy for guest users.

Correct Answer: AC

Reference: <https://docs.microsoft.com/en-us/microsoftteams/teams-calling-policy>

QUESTION 8

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

Correct Answer: BC

QUESTION 9

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

Correct Answer: B

Reference: <https://docs.microsoft.com/en-us/microsoftteams/assign-change-emergency-location-user>

QUESTION 10

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:

```
Frame Details: X
-----
Checksum: 0 (0x0)
SourceAddress: 10.10.10.110
DestinationAddress: 52.114.188.31
-----
0-TCP: Flags=. . .A. . . ., SrcPort=50008, DstPort=HTTPS (443), PayloadLen=0,
SrcPort: 50008
DstPort: HTTPS (443)
SequenceNumber: 4077031237 (0xF3028F45)
-----
E AcknowledgmentNumber: 223214542 (0xD4DFD5E)
E B DataOffset: 80 (0x50)
O Flags: . . .A
-----
Window: 1025 (scale factor 0x8) = 262400
Checksum: 0x254, Disregarded
UrgentPointer: 0 (0x)
-----
```

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.

Correct Answer: C

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

QUESTION 11

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

Correct Answer: B

QUESTION 12

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

QUESTION 13

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.

Something went wrong

We weren't able to register your device and add your account to Windows. Your access to org resources may be limited.

Additional problem information

Error code: **80090016**
Correlation ID: **4442ba87-9e3c-4266-9846-06103f42fdb**
Timestamp: **2019-02-20T13:56:11Z**
More information: <https://www.microsoft.com/wamerrors>
Server message: **Keyset does not exist Keyset does not exist**



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 logs should you investigate for more information about the error?

▼
SBC logs
Fiddler logs
Event viewer log
Desktop logs

What should you do to troubleshoot the issue?

▼
Re-add the user's work or school account in Windows settings.
Recreate the registry key HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Run.

Which additional action should you perform?

▼
Disable Active Directory Authentication Library (ADAL).
Delete the contents of the Ngc folder.

Correct Answer:

Which logs should you investigate for more information about the error?

▼
SBC logs
Fiddler logs
Event viewer log
Desktop logs

What should you do to troubleshoot the issue?

▼
Re-add the user's work or school account in Windows settings.
Recreate the registry key HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Run.

Which additional action should you perform?

▼
Disable Active Directory Authentication Library (ADAL).
Delete the contents of the Ngc folder.

QUESTION 14

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.

Hot Area:

Answer Area

Option

Value

Primary number configuration

▼
Call queue
Auto attendant
Regular number

Secondary number configuration

▼
Call queue
Auto attendant
Regular number

Routing method for the support department

▼
Longest idle
Round robin
Serial routing
Attendant routing

Correct Answer:

Answer Area

Option	Value
Primary number configuration	<div style="border: 1px solid black; padding: 5px;"><div style="background-color: #cccccc; padding: 2px; text-align: right;">▼</div><div style="padding: 2px;">Call queue</div><div style="background-color: #d9ead3; padding: 2px;">Auto attendant</div><div style="padding: 2px;">Regular number</div></div>
Secondary number configuration	<div style="border: 1px solid black; padding: 5px;"><div style="background-color: #cccccc; padding: 2px; text-align: right;">▼</div><div style="padding: 2px;">Call queue</div><div style="background-color: #d9ead3; padding: 2px;">Auto attendant</div><div style="padding: 2px;">Regular number</div></div>
Routing method for the support department	<div style="border: 1px solid black; padding: 5px;"><div style="background-color: #cccccc; padding: 2px; text-align: right;">▼</div><div style="padding: 2px;">Longest idle</div><div style="background-color: #d9ead3; padding: 2px;">Round robin</div><div style="padding: 2px;">Serial routing</div><div style="padding: 2px;">Attendant routing</div></div>

Reference: <https://docs.microsoft.com/en-us/microsoftteams/plan-auto-attendant-call-queue>
<https://docs.microsoft.com/en-us/microsoftteams/create-a-phone-system-call-queue>

QUESTION 15

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:

Action

- Schedule a meeting by using Outlook.
- Assign dial-in phone numbers for users who lead meetings.
- Acquire and assign a service number to the conferencing bridge.
- Ask users to change their conference bridge PIN.
- Configure conference bridge settings.
- Configure default and alternate languages for the conferencing bridge.



Answer Area

-
-
-
-
-

Correct Answer:

Action

- Schedule a meeting by using Outlook.
-
-
-
-
-



Answer Area

- Acquire and assign a service number to the conferencing bridge.
- Configure default and alternate languages for the conferencing bridge.
- Configure conference bridge settings.
- Assign dial-in phone numbers for users who lead meetings.
- Ask users to change their conference bridge PIN.

Reference: <https://docs.microsoft.com/en-us/microsoftteams/set-up-audio-conferencing-in-teams#step-2-get-and-assign-licenses>