



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: 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.

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: Confirm whether the user can communicate with external users.

Does the solution meet the goal?

A. No

B. Yes

Answer: B

NEW QUESTION 3

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:

A. Mastered

B. Not Mastered

Answer: A

Explanation:

Reference:

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

NEW QUESTION 4

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 5

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 6

You are managing a Microsoft Teams environment for a company. You are setting up direct routing on a partner-hosted session border controller (SBC).

The SIP proxy does not receive SIP options from the SBC.

You need to resolve the issue.

What are two possible ways to achieve the goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Ensure that the Secure Real-Time Transport Protocol (SRTP) is enabled.
- B. Replace the partner-hosted SBC with a self-deployed SBC.
- C. Ensure that the SBC certificate is from a trusted Certificate Authority (CA).
- D. Modify the FQDN in the SIP profile to match the SBC certificate.

Answer: CD

Explanation:

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/troubleshoot/phone-system/direct-routing/sip-options-tls-certificate-issues>

NEW QUESTION 7

DRAG DROP -

A company wants to use the Microsoft Call Quality Dashboard (CQD) to monitor and investigate calls.

You need to provide guidance on how to use the CQD.

Which action can you perform by using the CQD? To answer, drag the appropriate responses to the statements. Each response 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.

Select and Place:

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 8

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 9

An administrator for a tenant in Australia assigns direct routing numbers to cloud auto-attendants (AA).

Whenever a call is received by an AA, there is a delay of more than 10 seconds before the welcome message plays.

You need to review the SBC logs to determine the cause of the delay.

Which log entry identifies the cause of the delay?

- A. SERVER: Microsoft.PSTNHub.SIPProxy v.2019.4.24.4 i.ASEA.1
- B. SERVER: Microsoft.PSTNHub.SIPProxy v.2019.4.24.4 i.ASEA.2
- C. SERVER: Microsoft.PSTNHub.SIPProxy v.2019.4.24.4 i.USEA.1
- D. SERVER: Microsoft.PSTNHub.SIPProxy v.2019.4.24.4 i.ASSE.1

Answer: B

NEW QUESTION 10

HOTSPOT

A school implements Microsoft Teams.

Teachers report that they cannot schedule Teams live events.

You need to investigate and troubleshoot the issue.

You run `Get-MsolUser -UserPrincipalName Teacher1@contoso.com | Format-List DisplayName,Licenses` and review the results as shown in the Licenses exhibit.

You review the Microsoft Teams debug logs that you collect from the teacher's device as shown in the Debug logs exhibit.

You review the meeting policy settings as shown in the Meeting policy exhibit.

You review the meeting policy settings as shown in the Meeting policy exhibit. For each of the following statements, select Yes if the statement is true. Otherwise, select No.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference:

<https://docs.microsoft.com/en-us/azure/active-directory/enterprise-users/licensing-service-plan-reference> <https://docs.microsoft.com/en-us/microsoftteams/teams-live-events/plan-for-teams-live-events>

NEW QUESTION 10

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 15

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 16

You are administering a Microsoft Teams environment for a company.

A producer deletes a live event from a Teams calendar. The producer must access the recording, attendee engagement report, and Q&A report for the live event.

You need to retrieve the resources for the producer.

Where should you look for the resources?

- A. Microsoft Stream
- B. OneDrive for Business
- C. Microsoft 365 admin center
- D. Teams admin center

Answer: D

NEW QUESTION 20

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 25

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 26

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 27

A company plans to grant a team named Human Resources access to a custom app called App1. The company plans to block users from adding any other third-party apps to the team.

Users report that they are unable to add App1 to the team.

You need to make sure that users can access App1.

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 command: Grant-CsTeamsAppPermissionPolicy -Identity "HR Team" -PolicyNameHRAppPermissionPolicy
- B. Run the following PowerShell command: Grant-CsTeamsAppSetupPolicy -Identity "HR Team" -PolicyNameHRAppSetupPolicy
- C. On the Manage apps page, ensure that App1 is allowed at the org level.
- D. Create a custom app permission policy.
- E. Create a custom app setup policy.

Answer: ACD

Explanation:

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/teams-app-permission-policies>

NEW QUESTION 29

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 34

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 35

You need to configure the Microsoft Teams environment for guest users.

Which actions are required? To answer, drag the appropriate required options to the correct actions. Each required option 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.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

NEW QUESTION 40

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 43

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 46

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 51

A company has Microsoft 365 E5 licenses.
Users report that they cannot access the Power BI app within the Teams app.
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. In the Teams app store, confirm that the Power BI app is not blocked.
- B. Add Power BI to the custom apps Allowed list.
- C. Ensure that the assigned app setup policy is assigned to the users.
- D. Disable the Conditional Access policy to limit Power BI access in Teams.
- E. Assign an app permission policy to user
- F. Ensure that the policy does not block Power BI.

Answer: ACE

Explanation:

Reference:

<https://powerbi.microsoft.com/en-us/blog/guide-to-enabling-your-organization-to-use-power-bi-in-microsoft-teams/>

NEW QUESTION 52

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 53

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

Answer: BC

NEW QUESTION 58

DRAG DROP

A company uses Microsoft Teams.

You need to configure email channel settings for the company.

Where should you perform each task? To answer, drag the appropriate locations to the correct requirement. Each location 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.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference:

<https://support.microsoft.com/en-gb/office/manage-who-can-send-email-to-a-channel-in-teams-4f1a1224-e71b-45de-8f68-8e08f7874fa9>

<https://docs.microsoft.com/en-us/microsoftteams/enable-features-office-365>

NEW QUESTION 59

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