

## Exam Questions MS-740

Troubleshooting Microsoft Teams

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#### NEW QUESTION 1

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 2

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.

**Answer:** B

#### Explanation:

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

#### NEW QUESTION 3

HOTSPOT -  
A company uses Microsoft Teams licenses and mailboxes that are hosted on-premises.  
Employees do not have access to Teams calendars.  
You need to resolve the issue.  
How should you respond? 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://techcommunity.microsoft.com/t5/exchange-team-blog/configuring-teams-calendar-access-for-exchange-on-premises/ba-p/1484009>

#### NEW QUESTION 4

UserA works at CompanyA and UserB works at CompanyB. CompanyA configures Microsoft Teams to use Islands mode. CompanyB configures Teams to use TeamsOnly mode. UserA sends a Teams message to UserB.  
UserB receives the message. The following notification displays:

UserB selects the Continue your conversation here link. The following message displays in the new chat window:

You need to provide a solution so that the two users can successfully communicate with each other.  
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. Ask UserA to use Skype for Business to chat with UserB.
- B. Ask UserA to change their coexistence mode to TeamsOnly.
- C. Add UserB domain to the allowed list.
- D. Ask UserB to sign out and sign in to Teams.

E. Ask UserB to use Skype for Business to chat with UserA.

**Answer:** BE

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/teams-and-skypeforbusiness-coexistence-and-interopability>

#### NEW QUESTION 5

DRAG DROP -

You are the global administrator of a tenant.

An account is blocked due to suspicious user activities.

You need to investigate the user activities.

Where should you investigate activities? To answer, drag the appropriate portals to the correct activities. Each portal 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:

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/microsoft-365/compliance/search-the-audit-log-in-security-and-compliance?view=o365-worldwide>

#### NEW QUESTION 6

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 7

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\PreventInstallationFromMsiregistry 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 8**

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 9**

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 10**

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 10**

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 12

##### 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 15

##### DRAG DROP

You manage the Microsoft Teams environment for a company.

A private channel is deleted. After 20 days, the channel owner restores the channel to retrieve a file. A user reports that they cannot access the SharePoint site for the channel.

You need to restore the SharePoint site that is associated with the private channel.

Which three 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:**

**NEW QUESTION 20**

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