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: Use the Skype for Business Network Assessment tool to determine of 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: 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 3
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 4
A manager wants to review Microsoft Teams call quality metrics for all prepaway company employees.
You need to grant the manager access to the Microsoft Teams Call Quality Dashboard.
Which role should you assign to the manager?

A. Teams Communications Administrator
B. Teams Communications Support Specialist
C. Teams Communications Support Engineer
D. Teams Service Administrator

Answer: B

Explanation:
Reference:
https://docs.microsoft.com/en-us/microsoftteams/using-admin-roles

NEW QUESTION 5
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 6
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.

Answer: C

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

NEW QUESTION 7
HOTSPOT -
You are managing a Microsoft Teams environment.
Users report the following audio quality issues:
? Voices sound robotic or are garbled.
? Attendees cannot hear other participants well or at all.
You need to troubleshoot the issues.
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	Tool
Where should you investigate the issues?	Call Analytics / Call Quality Dashboard
Which report should you use?	Meetings & Calls report / Quality – Audio – Conferencing report / Overall Media Usage report
Which option should you use to filter the data?	Audio quality column / Poor stream / Poor stream rate / Audio stream
What is the value at which you should consider troubleshooting quality issues?	More than 1 percent / More than 3 percent / More than 25 percent

A. Mastered
B. Not Mastered

Answer: A

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

NEW QUESTION 8
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 9
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.

DisplayName : Teacher1
Licenses   : {Contoso:STANDARDWOFFPACK-FACULTY}

This is output for Powershell results for Teacher1

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

BroadcastScheduling - allowBroadcastScheduling policy is set to true
BroadcastScheduling - isFreemium: false
BroadcastScheduling - user region is emea, isQuickStartEnabledInRegion is true, isBYOEEnabledInRegion is true

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

General

These are the general settings for meeting policies. Learn more

Allow Meet now in channels   ● Off

Allow the Outlook add-in   ● Off

Allow channel meeting scheduling   🔘 Off

Allow scheduling private meetings   ● Off

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.

Answer Area

Statement	Yes	No
Is the licensing sufficient for the teachers to schedule live events?	○	○
Is a network trace needed to troubleshoot the issue?	○	○
Does the teacher's policy allow for the creation of live events?	○	○

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.

PowerShell commands

Import-Module MicrosoftTeams
Import-Module SkypeForBusinessConnector
Install-Module SkypeForBusinessConnector
Connect-MicrosoftTeams
Install-Module MicrosoftTeams
Get-TeamUser -GroupId <GROUPID> -Role Owner

Answer Area

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 10
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.

Answer: C

NEW QUESTION 12
Contoso, Ltd. uses the domain contoso.com. The company adds fabrikam.com as an additional domain.
You schedule a meeting from the contoso.com domain by using the Microsoft Teams app. You are unable to add a user named UserA@fabrikam.com to the meeting.
You need to resolve this issue.
Which three actions should you perform? Each correct answer presents part of the solution.
NOTE: Each correct selection is worth one point.

A. Assign an audio conferencing license to UserA.
B. Ensure that the Fabrikam.com domain is verified in Microsoft 365.
C. Assign a Microsoft Exchange license to UserA.
D. Set the value of the HiddenFromAddressListsEnabled attribute to False for the user's mailbox.
E. Set the value of the HiddenFromAddressListsEnabled attribute to True for the user's mailbox.

Answer: BCD

Explanation:
Reference:
https://docs.microsoft.com/en-us/microsoftteams/exchange-teams-interact https://docs.microsoft.com/en-us/microsoft-365/admin/setup/add-domain?view=o365-worldwide

NEW QUESTION 14
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.
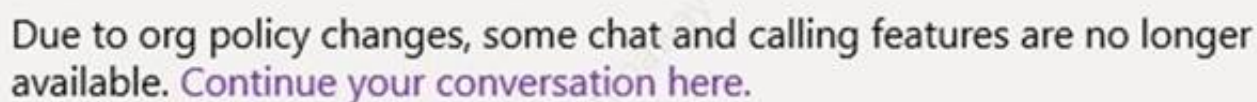
Answer: A

Explanation:
Reference:
https://docs.microsoft.com/en-us/skypeforbusiness/set-up-policies-in-your-organization/create-custom-external-access-policies
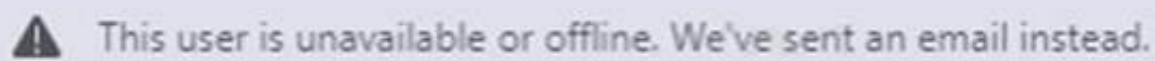

NEW QUESTION 17
UserA works at CompanyA and UserB works at CompanyB. CompanyA configures Microsoft Teams to use Islands mode. CompanyB configures Teams to use TeamsOnly mode. UserA sends a Teams message to UserB.
UserB receives the message. The following notification displays:

Due to org policy changes, some chat and calling features are no longer available. Continue your conversation here.

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

⚠ This user is unavailable or offline. We've sent an email instead.
Hello

🗑 Delete

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-interoperability

NEW QUESTION 21
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 26
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 30
Background
Contoso, Ltd. is a telecommunications company that has offices in Bulgaria, Italy, Canada, and
the United States. The company has 5,000 employees. The company has the following
departments:
- IT
- Sales
- Human resources (HR)
- Research and development (R&D)
- Technical support
- Legal
The company does a lot of business with the following partner companies. Contoso employees
are not able to communicate with these partners by using Microsoft Teams.
- Microsoft.com
- PartnerCompanyLTD.com
The company currently uses Skype for Business (SfB) as a collaboration tool. The company
wants to migrate to Microsoft Teams. Contoso is beginning a pilot project as part of a Microsoft
Teams upgrade. You determine that some offices do not have calling plan licenses.
You need to resolve the partner company communication issue.
Which two PowerShell commands should you run? Each correct answer presents part of the
solution.
NOTE: Each correct selection is worth one point.

A. Get-CsExternalAccessPolicy | Set-CsExternalAccessPolicy -EnableFederationAccess $True
B. Set-CsTenantFederationConfiguration -allowedDomains
C. Set-CsAccessEdgeConfiguration -AllowFederatedUsers
D. New-CsAllowedDomain -identity
E. Get-CsOnlineUser | Set-CsExternalAccessPolicy -EnableFederationAccess $True

Answer: AC

Explanation:
Reference:
https://docs.microsoft.com/en-us/powershell/module/skype/setcsexternalaccesspolicy?view=skype-ps
https://docs.microsoft.com/en-us/powershell/module/skype/new-csalloweddomain?view=skype-ps

NEW QUESTION 31
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.

Actions

Actions
Enable interaction with custom apps for the company's tenant.
Navigate to the channel where you want to share content from the external app.
Select Apps and create an incoming webhook.
Enable third-party apps for the company's tenant.
Use the unique URL for the channel to post messages.
Select the appropriate team and then select Manage team.
Select Connectors and select a webhook.

Answer Area

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 33
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 35
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.

Question	Response
What should you do first?	Open UDP ports 1024 to 2048. Open ports 80 and 443. Route audio and video traffic for Microsoft Teams through UDP ports. Close ports 80 and 443
Which additional action should you perform?	Enable VPN split tunneling. Run the Teams app with administrator privileges. Allow Teams traffic through the firewall. Add a proxy server to user's devices.

A. Mastered

B. Not Mastered

Answer: A

Explanation:

Question	Response
What should you do first?	Open UDP ports 1024 to 2048. **Open ports 80 and 443.** Route audio and video traffic for Microsoft Teams through UDP ports. Close ports 80 and 443
Which additional action should you perform?	**Enable VPN split tunneling.** Run the Teams app with administrator privileges. Allow Teams traffic through the firewall. Add a proxy server to user's devices.

NEW QUESTION 38
You own a team that has three standard channels.
The team has been deleted.
You need to locate the files from all three channels.
Where should you navigate to locate the files?

A. The tenant's SharePoint home page recycle bin.
B. The SharePoint site's second stage recycle bin.
C. The SharePoint site document library.
D. The SharePoint site's first stage recycle bin.

Answer: A

NEW QUESTION 43
You need to resolve the issue reported by User4.
How should you resolve the issue? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Question	Response
How can User4 access to the SharePoint site?	Grant access permissions to the Owners group and add User4 to the group. Grant access permissions to the Visitors group and add User4 to the group. Grant access permissions to the Members group and add User4 to the group.
Who can grant the access permissions?	Site Owner Site Member Site Visitor

A. Mastered
B. Not Mastered

Answer: A

Explanation:

Question	Response
How can User4 access to the SharePoint site?	Grant access permissions to the Owners group and add User4 to the group. **Grant access permissions to the Visitors group and add User4 to the group.** Grant access permissions to the Members group and add User4 to the group.
Who can grant the access permissions?	**Site Owner** Site Member Site Visitor

NEW QUESTION 48
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.

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

A. Mastered
B. Not Mastered

Answer: A

Explanation:

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

NEW QUESTION 50
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