

# 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 if 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

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 3

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 4

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 5

A company has Microsoft 365 E5 licenses. The company uses phone numbers that are provided by Microsoft.

An auto attendant is not able to forward calls to external numbers.

What should you do?

- A. Assign a new auto-attendant number.
- B. Purchase and assign an international calling plan to the associated resource account.
- C. Assign a phone system license to the associated resource account.
- D. Configure external sharing settings from Azure Active Directory.

**Answer: C**

#### Explanation:

Reference:

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

#### NEW QUESTION 6

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 7

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 8

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 9**

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 10**

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 10**

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 15**

**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.

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.

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

#### **NEW QUESTION 16**

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 17**

**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

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Reference:

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

**NEW QUESTION 21**

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 22**

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 26

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 27

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 30

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 32**

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 33**

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