

MS-740 Dumps

Troubleshooting Microsoft Teams

<https://www.certleader.com/MS-740-dumps.html>



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

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 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.

You need to ensure that the address for the new location is available to emergency responders.

Solution: Assign a calling policy that has an emergency address for each user.

Does the solution meet the goal?

A. Yes

B. No

Answer: B

Explanation:

Reference:

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

NEW QUESTION 4

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 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

Answer: B

Explanation:

Reference:

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

NEW QUESTION 5

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 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:

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

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 8

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 9

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 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 10

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 13

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 18

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-interoperability>

NEW QUESTION 21

A company configures external access for suppliers in the Microsoft Teams admin center.

Users can chat only with external users from VendorA.

You need to ensure that users can chat externally with users from VendorB.

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

Each correct selection is worth one point.

- A. Add the VendorB domain as a remote domain to the Connectors list.
- B. Modify the CNAME for SIP federation.
- C. Add the VendorB domain to the federation Allowed Domains list.
- D. Ask the VendorB tenant to add your domain to their Allowed Domains list.

Answer: CD

Explanation:

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/manage-external-access>

NEW QUESTION 25

A company uses Microsoft Teams.

Team owners are not able to add guests to teams.

You need to resolve the issue.

Which three services you should check? Each correct answer presents part of the solution.

Each correct selection is worth one point.

- A. Azure Active Directory
- B. Microsoft Teams admin center
- C. Microsoft Security admin center
- D. Microsoft 365 groups
- E. Microsoft Compliance admin center

Answer: ABD

Explanation:

Reference:

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

NEW QUESTION 26

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 31

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 32

DRAG DROP

You manage the Microsoft Teams environment for a tenant.

Users report authentication issues. In the Azure AD admin center, you view many sign in error codes. You need to manually reset Seamless Single Sign-on (SSO).

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.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Reference:

<https://docs.microsoft.com/en-us/azure/active-directory/hybrid/tshoot-connect-ssso>

NEW QUESTION 35

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 37

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 40

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 42

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 47

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 48**

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 53

A company has a Microsoft Teams environment. The sales department and the support department set up teams with standard channels. Users from the sales department report that the Files tab in one of the channels is not accessible. The following message displays:
Item might not exist or is no longer available.
You need to identify and resolve the issue.
What should you do?

- A. Revert the renamed folder to the original channel folder name.
- B. Recover all the deleted items from the recycle bin of the corresponding Teams site.
- C. Create a separate document library with the same name as the channel.

Answer: A

NEW QUESTION 54

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

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

Answer: A

Explanation:

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

NEW QUESTION 57

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 62**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.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

NEW QUESTION 66

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 68

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 73

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