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Vendor:Microsoft

Exam Code:MS-740

Exam Name:Troubleshooting Microsoft Teams

Version:Demo

QUESTION 1

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.

Correct Answer: BCD

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>

QUESTION 2

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

Correct Answer: B

QUESTION 3

You need to resolve the issue reported by User4.

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

NOTE: Each correct selection is worth one point.

- A. Install the Microsoft Teams app on devices that run the Skype for Business app and instruct the user to sign in to both client apps.
- B. Modify the messaging policy from the Teams admin center for the user.
- C. Install the Skype for Business app on all devices that run the Microsoft Teams app. Instruct the user to sign in to both apps.
- D. Re-install the Teams apps on the affected device. E. Clear the cache of Teams from the affected device.

Correct Answer: AD

QUESTION 4

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.

NOTE: 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.

Correct Answer: CD

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

QUESTION 5

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

Correct Answer: B

Reference: <https://docs.microsoft.com/en-us/microsoftteams/teams-skype-interop>

QUESTION 6

A company configures IP address 10.3.0.0 as the Location Information Service subnet.

The Microsoft Teams client does not display the emergency address for a user. You confirm that the user has a correctly assigned and validated E911 address that includes geo-coordinates.

You observe the following record in the Teams log:

```
{"locationId":null,"publicIp":"216.82.234.65","networkInformation":{"mac":null,"ipv4":"10.3.145.22","subnetLengthIPv4":"20"}}
```

You need to identify the root cause of the issue.

Which segment of the Teams log record identifies the cause of the issue?

- A. "publicIp":"216.82.234.65
- B. locationId\\inull
- C. \\ipv4\\"10.3.145.22,,,"subnetLengthIPv4":"20"

Correct Answer: B

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.ASEA.2
- D. SERVER: Microsoft.PSTNHub.SIPProxy v.2019.4.24.4 i.ASSE.1

Correct Answer: B

QUESTION 8

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 QandA 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

Correct Answer: C

QUESTION 9

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

Hot Area:

Admin center	Action
Microsoft Teams admin center	<ul style="list-style-type: none"> Enable guest access. Add the guest's domain to the Allowed Domains list. Add the guest to the team from the Teams admin center.
SharePoint admin center	<ul style="list-style-type: none"> Set unique permission for the team site. Set inherited permission for the team site. Set organization-level external sharing settings.
Azure Active Directory admin center	<ul style="list-style-type: none"> Enable external collaboration settings. Create a guest user account in Azure Active Directory. Assign privileges using Azure Active Directory Privileged Identity Management (PIM).

Correct Answer:

Admin center	Action
Microsoft Teams admin center	<ul style="list-style-type: none"> Enable guest access. Add the guest's domain to the Allowed Domains list. Add the guest to the team from the Teams admin center.
SharePoint admin center	<ul style="list-style-type: none"> Set unique permission for the team site. Set inherited permission for the team site. Set organization-level external sharing settings.
Azure Active Directory admin center	<ul style="list-style-type: none"> Enable external collaboration settings. Create a guest user account in Azure Active Directory. Assign privileges using Azure Active Directory Privileged Identity Management (PIM).

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

QUESTION 10

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.

Correct Answer: ACD

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

QUESTION 11

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

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

Correct Answer: A

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

QUESTION 12

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\LoggedInOnce` registry value.
- B. Delete the `HKEY_CURRENT_USER\Software\Microsoft\Office\Teams\NativeWam` registry value.
- C. Recursively delete all folders under the parent folder `%localappdata%\Microsoft\Teams\`.

D. Uninstall the Teams app for every user profile.

E. Delete the HKEY_CURRENT_USER\Software\Microsoft\Office\Teams\PreventInstallationFromMsi registry value.

Correct Answer: CDE

Reference: <https://docs.microsoft.com/en-us/microsoftteams/msi-deployment>