



MS-740^{Q&As}

Troubleshooting Microsoft Teams

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QUESTION 1

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 2

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:



Portals

Security and Compliance

Azure Active Directory

Microsoft 365 admin center

Answer Area

Activity

User logged in.

User sent emails.

User downloaded files.

Portal

Portal

Portal

Portal

Correct Answer:

Portals

Security and Compliance

Azure Active Directory

Microsoft 365 admin center

Answer Area

Activity

User logged in.

User sent emails.

User downloaded files.

Portal

Azure Active Directory

Security and Compliance

Security and Compliance

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

QUESTION 3

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.



Something went wrong

We weren't able to register your device and add your account to Windows.
Your access to org resources may be limited.

Additional problem information

Error code: **80090016**

Correlation ID: **4442ba87-9e3c-4266-9846-06103f42fdb**

Timestamp: **2019-02-20T13:56:11Z**

More information: <https://www.microsoft.com/wamerrors>

Server message: **Keyset does not exist Keyset does not exist**

Done

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.

Hot Area:

Which logs should you investigate for more information about the error?

▼
SBC logs
Fiddler logs
Event viewer log
Desktop logs

What should you do to troubleshoot the issue?

▼
Re-add the user's work or school account in Windows settings.
Recreate the registry key HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Run.

Which additional action should you perform?

▼
Disable Active Directory Authentication Library (ADAL).
Delete the contents of the Ngc folder.

Correct Answer:



Which logs should you investigate for more information about the error?

▼
SBC logs
Fiddler logs
Event viewer log
Desktop logs

What should you do to troubleshoot the issue?

▼
Re-add the user's work or school account in Windows settings.
Recreate the registry key HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Run.

Which additional action should you perform?

▼
Disable Active Directory Authentication Library (ADAL).
Delete the contents of the Ngc folder.

QUESTION 4

A prepaway company uses Microsoft Teams.

You need to prevent users from using a specific app within Teams.

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. On the Permission policies page of the Teams admin center, create a custom policy and assign the policy to users.
- B. On the Enterprise applications page in the Azure Active Directory admin center, disable the app.
- C. On the Users page of the Azure Active Directory admin center, disable the app.
- D. On the Manage apps page of the Teams admin center, disable the app.
- E. On the Setup policies page of the Teams admin center, create a custom policy and assign the policy to users.

Correct Answer: AD

Reference: [https://docs.microsoft.com/en-us/microsoftteams/manage-apps#:~:text=In%20the%20left%20navigation%20of,\(DoD\)%20deployments%20of%20Teams.https://docs.microsoft.com/en-us/microsoftteams/app-policies](https://docs.microsoft.com/en-us/microsoftteams/manage-apps#:~:text=In%20the%20left%20navigation%20of,(DoD)%20deployments%20of%20Teams.https://docs.microsoft.com/en-us/microsoftteams/app-policies)

**QUESTION 5**

A user works with two Microsoft 365 accounts on a domain-joined device. The user's device automatically signs in to Microsoft Teams by using a domain-joined account each time the user restarts their device. The user must manually sign

out from Teams and then enter credentials for the second account when they want to use the second account. Microsoft Teams must launch without the user signing in to an account.

You need to recommend a solution for the user.

What should you recommend?

- ☐ A. Create the following registry key: (UPN) Computer\HKEY_CURRENT_USER\Software\Microsoft\Office\16.0\Common\Identity\EnableADAL(REG_DWORD) 0x00000001 (0).
- ☐ B. Rename the following folder and restart the machine: C:\users\%dir\AppData\Local\Packages\Microsoft.AAD.BrokerPlugin_cw5n1h2byewy
- ☐ C. Create the following registry key: (UPN) Computer\HKEY_CURRENT_USER\Software\Microsoft\Office\Teams\SkipUpnPref(REG_DWORD) 0x00000001 (1).

A. Option A

B. Option B

C. Option C

Correct Answer: C

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