



MS-740^{Q&As}

Troubleshooting Microsoft Teams

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QUESTION 1

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 You plan to update all user devices to a newer version of the app.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>

QUESTION 2

A prepaway 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 users. Ensure that the policy does not block Power BI.

Correct Answer: ACE

Reference: <https://powerbi.microsoft.com/en-us/blog/guide-to-enabling-your-organization-to-use-power-bi-in-microsoft-teams/>



QUESTION 3

HOTSPOT

You manage the Microsoft Teams environment for a prepaway company. You configure direct routing telephony.

A user reports that the dial pad does not appear in their Teams app.

You need to resolve the issue. You assign the user a phone system license.

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

Statement	Value
Configure the OnlineVoiceRoutingPolicy.	<div data-bbox="839 972 1182 1010">▼</div> <ul data-bbox="839 1010 1182 1111" style="list-style-type: none">NullNon-null value
Ensure the user is homed.	<div data-bbox="839 1151 1182 1189">▼</div> <ul data-bbox="839 1189 1182 1290" style="list-style-type: none">On-premisesOnline
Ensure that the HostingProvider parameter uses the following value	<div data-bbox="839 1330 1474 1368">▼</div> <ul data-bbox="839 1368 1474 1487" style="list-style-type: none">A value that starts with sipfed.online.A value that does not start with sipfed.online.
Ensure that the user's effective TeamsCallingPolicy includes the following parameter and value.	<div data-bbox="839 1525 1474 1563">▼</div> <ul data-bbox="839 1563 1474 1733" style="list-style-type: none">AllowCallForwardingtoUser set to true.AllowPrivateCalling set to true.AllowWebSPTNCalling set to true.AllowCallForwardingtoPhone set to true.

Correct Answer:



Answer Area

Statement	Value
Configure the OnlineVoiceRoutingPolicy.	<ul style="list-style-type: none">NullNon-null value
Ensure the user is homed.	<ul style="list-style-type: none">On-premisesOnline
Ensure that the HostingProvider parameter uses the following value	<ul style="list-style-type: none">A value that starts with sipfed.online.A value that does not start with sipfed.online.
Ensure that the user's effective TeamsCallingPolicy includes the following parameter and value.	<ul style="list-style-type: none">AllowCallForwardingtoUser set to true.AllowPrivateCalling set to true.AllowWebSPTNCalling set to true.AllowCallForwardingtoPhone set to true.

Reference: <https://docs.microsoft.com/en-us/microsoftteams/manage-voice-routing-policies>
<https://docs.microsoft.com/en-us/microsoftteams/direct-routing-enable-users> <https://docs.microsoft.com/en-us/microsoftteams/direct-routing-plan>

QUESTION 4

You support a Microsoft Teams environment for a company.

A user is unable to share an uploaded file from their device in a chat with another user. The following error message displays:



You need to troubleshoot and resolve the issue. What is the cause of the issue?

- A. SharePoint permissions prevent the user from sharing the file.
- B. The user does not have a SharePoint license.
- C. The user exceeded their OneDrive storage quota.



Correct Answer: A

QUESTION 5

A company has their headquarters in France and stores all over the world. The prepaway company wants to organize live events in China.

Meeting organizers in China cannot create Microsoft Teams live events.

You need to determine the cause of the issue.

What are two possible causes? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. The company already has 15 Teams live events running concurrently.
- B. Azure content delivery networks (CDNs) are not accessible in China.
- C. The company has not configured a VPN for connecting to the corporate network.
- D. Users do not have valid Advanced Communication licenses.

Correct Answer: BC

Event team members and attendees will not be able to use Teams live events because Azure CDN is not accessible in China. A workaround is to use a company VPN connection, which gets the client connected to CDN via the customer's corporate network.

Note: The maximum number of concurrent live events per Microsoft 365 or Office 365 organization is 15.

Reference: <https://docs.microsoft.com/en-us/MicrosoftTeams/teams-live-events/plan-for-teams-live-events>

<https://docs.microsoft.com/en-us/stream/live-event-troubleshooting>

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