



# MS-740<sup>Q&As</sup>

Troubleshooting Microsoft Teams

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## QUESTION 1

### HOTSPOT

You need to resolve the issue reported by User4.

How should you resolve the issue? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

#### Answer Area

Question	Response
How can User4 access to the SharePoint site?	<div><div></div><div>Grant access permissions to the Owners group and add User4 to the group.</div><div>Grant access permissions to the Visitors group and add User4 to the group.</div><div>Grant access permissions to the Members group and add User4 to the group.</div></div>
Who can grant the access permissions?	<div><div></div><div>Site Owner</div><div>Site Member</div><div>Site Visitor</div></div>

Correct Answer:

#### Answer Area

Question	Response
How can User4 access to the SharePoint site?	<div><div></div><div>Grant access permissions to the Owners group and add User4 to the group.</div><div>Grant access permissions to the Visitors group and add User4 to the group.</div><div>Grant access permissions to the Members group and add User4 to the group.</div></div>
Who can grant the access permissions?	<div><div></div><div>Site Owner</div><div>Site Member</div><div>Site Visitor</div></div>

## QUESTION 2



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.

NOTE: 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

Correct Answer: ABD

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

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### QUESTION 3

A company uses multiple private channels in a team named Projects.

When users in a specific private channel try to access the Files tab, they receive an error saying that they do not have permissions.

You need to get the link to the private channels SharePoint site to verify permissions.

What should you do?

- A. Click on the Open in SharePoint button in the private channel's Posts tab.
- B. Click on the Open in SharePoint button in the private channels Files tab.
- C. Open the private channels document library from the Projects SharePoint site.
- D. Open the SharePoint site from the SharePoint admin center.

Correct Answer: C

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### QUESTION 4

#### 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.

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### QUESTION 5

You need to resolve the chat notification issue.

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

NOTE: Each correct selection is worth one point.

- A. Reinstall Microsoft Teams.
- B. On the Microsoft Teams Settings Notifications page, enable notifications.
- C. In Registry Editor, navigate to Computer\HKEY\_CURRENT\_USER\SOFTWARE\Microsoft\Office\Teams. Create a registry key named ChatNotifications and set the value to 1.
- D. In the Windows settings Notifications and Actions menu, enable notifications.
- E. Update Microsoft Teams to the latest version.

Correct Answer: BDE

Reference: <https://support.microsoft.com/en-us/office/manage-notifications-in-teams-1cc31834-5fe5-412b-8edb-43fec78413d> <https://support.microsoft.com/en-us/windows/change-notification-and-action-settings-in-windows-10-8942c744-6198-fe56-4639-34320cf9444e>