



MS-740^{Q&As}

Troubleshooting Microsoft Teams

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QUESTION 1

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	<div>▼</div> <div>Enable guest access.</div> <div>Add the guest's domain to the Allowed Domains list.</div> <div>Add the guest to the team from the Teams admin center.</div>
SharePoint admin center	<div>▼</div> <div>Set unique permission for the team site.</div> <div>Set inherited permission for the team site.</div> <div>Set organization-level external sharing settings.</div>
Azure Active Directory admin center	<div>▼</div> <div>Enable external collaboration settings.</div> <div>Create a guest user account in Azure Active Directory.</div> <div>Assign privileges using Azure Active Directory Privileged Identity Management (PIM).</div>

Correct Answer:



Admin center	Action
Microsoft Teams admin center	<div><div>▼</div><div>Enable guest access.</div><div>Add the guest's domain to the Allowed Domains list.</div><div>Add the guest to the team from the Teams admin center.</div></div>
SharePoint admin center	<div><div>▼</div><div>Set unique permission for the team site.</div><div>Set inherited permission for the team site.</div><div>Set organization-level external sharing settings.</div></div>
Azure Active Directory admin center	<div><div>▼</div><div>Enable external collaboration settings.</div><div>Create a guest user account in Azure Active Directory.</div><div>Assign privileges using Azure Active Directory Privileged Identity Management (PIM).</div></div>

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

QUESTION 2

A company plans to review access to Microsoft Teams by guest users.

A team owner reports that guest users from an old project have not received an access review this month. The guest users are still active in the team, You need to troubleshoot the issue.

What should you do?

- A. Launch the Azure Active Directory (Azure AD) admin center. Navigate to the Identity Governance section of the Azure AD blade.
- B. Launch the Microsoft 365 admin center. Navigate to the Guest access section of the Users blade.
- C. Launch the Teams admin center. Navigate to the Guest access section of the Users blade.
- D. Launch the Azure AD admin center. Navigate to the External Identities section of the Azure AD blade.

Correct Answer: C

QUESTION 3

HOTSPOT

You need to troubleshoot the Microsoft Teams performance. To answer select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Answer Area

Question

What should you do first?

Response

▼
Open UDP ports 1024 to 2048.
Open ports 80 and 443.
Route audio and video traffic for Microsoft Teams through UDP ports.
Close ports 80 and 443

Which additional action should you perform?

▼
Enable VPN split tunneling.
Run the Teams app with administrator privileges.
Allow Teams traffic through the firewall.
Add a proxy server to user's devices.

Correct Answer:

Answer Area

Question

What should you do first?

Response

▼
Open UDP ports 1024 to 2048.
Open ports 80 and 443.
Route audio and video traffic for Microsoft Teams through UDP ports.
Close ports 80 and 443

Which additional action should you perform?

▼
Enable VPN split tunneling.
Run the Teams app with administrator privileges.
Allow Teams traffic through the firewall.
Add a proxy server to user's devices.

QUESTION 4

A prepaway company assigns Microsoft 365 E3 licenses to all users. The company configures a Conditional Access policy.

UserA initiates a one-to-one Microsoft Teams chat with UserB. UserA reports that they cannot share files with UserB. All other users within the company can share files in one-to-one chats.

You need to resolve the issue.

What should you do?



- A. Disable and re-enable the SharePoint online license assigned to UserA.
- B. Assign UserA a Microsoft 365 E5 license to replace the E3 license.
- C. Check permissions and sign in access for UserA's OneDrive account.
- D. Turn off the Conditional Access policy for UserA.

Correct Answer: C

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 (D).
- ☐ 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(1)(REG_DWORD) 0x00000001 (1).

- A. Option A
- B. Option B
- C. Option C

Correct Answer: C

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