



MS-740^{Q&As}

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 style="border: 1px solid black; padding: 2px;"> <div style="background-color: #cccccc; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;">Grant access permissions to the Owners group and add User4 to the group.</div> <div style="padding: 2px;">Grant access permissions to the Visitors group and add User4 to the group.</div> <div style="padding: 2px;">Grant access permissions to the Members group and add User4 to the group.</div> </div>
Who can grant the access permissions?	<div style="border: 1px solid black; padding: 2px;"> <div style="background-color: #cccccc; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;">Site Owner</div> <div style="padding: 2px;">Site Member</div> <div style="padding: 2px;">Site Visitor</div> </div>

Correct Answer:

Answer Area

Question	Response
How can User4 access to the SharePoint site?	<div style="border: 1px solid black; padding: 2px;"> <div style="background-color: #cccccc; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px;">Grant access permissions to the Owners group and add User4 to the group.</div> <div style="padding: 2px; background-color: #e0ffe0;">Grant access permissions to the Visitors group and add User4 to the group.</div> <div style="padding: 2px;">Grant access permissions to the Members group and add User4 to the group.</div> </div>
Who can grant the access permissions?	<div style="border: 1px solid black; padding: 2px;"> <div style="background-color: #cccccc; padding: 2px; text-align: right;">▼</div> <div style="padding: 2px; background-color: #e0ffe0;">Site Owner</div> <div style="padding: 2px;">Site Member</div> <div style="padding: 2px;">Site Visitor</div> </div>

QUESTION 2



A prepaway company limits users that are authorized to create Microsoft 365 groups.

A user reports that they do not have the option to create new teams in the Microsoft Teams app.

You need to ensure that the user can create teams.

What should you do?

- A. Disable Conditional Access policies.
- B. Clear the Teams cache for the user and restart the Microsoft Teams client app.
- C. Add the user to a security group.
- D. Add the user to a distribution group.

Correct Answer: C

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 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 5

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 6

Contoso uses Microsoft Teams. Contoso implements Active Directory Federation Services (ADFS). Employees receive



the following error message when signing in from the internal network: "error code ?4c7\\\". You need to resolve the issue. What should you do?

- A. Open ports 3478 through 3481 on the internal network.
- B. Clear the Microsoft Teams local cache files.
- C. Enable modern authentication.
- D. Enable forms authentication.

Correct Answer: C

QUESTION 7

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

QUESTION 8

User1 shares a Microsoft Word document with User2 during a Microsoft Teams chat session.

User2 is unable to make any changes to the document.

You need to determine the root cause of the issue.

What is the cause?

- A. User2 does not have a Microsoft SharePoint license.
- B. A sensitivity label has been applied to the shared file.
- C. The Microsoft Office package is not activated on User2's device.
- D. User2 has view-only permissions for the document.

Correct Answer: B



Reference: <https://docs.microsoft.com/en-us/microsoft-365/compliance/sensitivity-labels?view=o365-worldwide>

QUESTION 9

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: Use the Skype for Business Network Assessment tool to determine if the user has access to all Microsoft Teams URLs and IPs.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: A

QUESTION 10

HOTSPOT

A school implements Microsoft Teams.

Teachers report that they cannot schedule Teams live events.

You need to investigate and troubleshoot the issue.

You run `Get-MsolUser -UserPrincipalName Teacher1@contoso.com | Format-List DisplayName,Licenses` and review the results as shown in the Licenses exhibit.

```
DisplayName : Teacher1
Licenses    : {Contoso:STANDARDWOFFPACK-FACULTY}
```

This is output for Powershell results for Teacher1

You review the Microsoft Teams debug logs that you collect from the teacher's device as shown in the Debug logs



exhibit.

BroadcastScheduling - allowBroadcastScheduling policy is set to true
BroadcastScheduling - isFreemium: false
BroadcastScheduling - user region is emea, isQuickStartEnabledInRegion is true, isBYOEEEnabledInRegion is true

You review the meeting policy settings as shown in the Meeting policy exhibit.

General

These are the general settings for meeting policies. [Learn more](#)

- Allow Meet now in channels Off
- Allow the Outlook add-in Off
- Allow channel meeting scheduling Off
- Allow scheduling private meetings Off

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

Hot Area:



Answer Area

Statement	Yes	No
Is the licensing sufficient for the teachers to schedule live events?	<input type="radio"/>	<input type="radio"/>
Is a network trace needed to troubleshoot the issue?	<input type="radio"/>	<input type="radio"/>
Does the teacher's policy allow for the creation of live events?	<input type="radio"/>	<input type="radio"/>

Correct Answer:

Answer Area

Statement	Yes	No
Is the licensing sufficient for the teachers to schedule live events?	<input type="radio"/>	<input checked="" type="radio"/>
Is a network trace needed to troubleshoot the issue?	<input type="radio"/>	<input checked="" type="radio"/>
Does the teacher's policy allow for the creation of live events?	<input checked="" type="radio"/>	<input type="radio"/>

Reference: <https://docs.microsoft.com/en-us/azure/active-directory/enterprise-users/licensing-service-plan-reference>
<https://docs.microsoft.com/en-us/microsoftteams/teams-live-events/plan-for-teams-live-events>

QUESTION 11

You are a Microsoft Teams administrator for a prepaway company. The company uses active calling plans and dynamic emergency calling.

One of the company's offices is moving to a new physical location.

You need to use the Teams admin center to update the emergency address for the new office location.

What should you do?

- A. From Emergency Addresses, edit the current address.
- B. From Emergency Addresses, delete the current address and create a new location with the new address.
- C. From Network and Locations, edit the current address.



D. From Network and Locations, delete the current address and create a new location with the new address.

Correct Answer: B

Reference: <https://docs.microsoft.com/en-us/microsoftteams/add-change-remove-emergency-location-organization>

QUESTION 12

A manager wants to review Microsoft Teams call quality metrics for all prepaway company employees.

You need to grant the manager access to the Microsoft Teams Call Quality Dashboard.

Which role should you assign to the manager?

- A. Teams Communications Administrator
- B. Teams Communications Support Specialist
- C. Teams Communications Support Engineer
- D. Teams Service Administrator

Correct Answer: B

Reference: <https://docs.microsoft.com/en-us/microsoftteams/using-admin-roles>

QUESTION 13

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>



QUESTION 14

A company uses Microsoft Teams. An employee sends a chat message to a user at another company.

The recipient's company configures Microsoft Teams to use Islands mode. The recipient does not receive the messages in their Microsoft Teams app.

You need to determine the cause of the issue.

What should you conclude?

- A. Messages sent to an Islands recipient will always be received by the Skype for Business app.
- B. Messaging policy restrictions for the receiver are in place that block the communication.
- C. Messaging policy restrictions for the sender are in place that block the communication.

Correct Answer: B

QUESTION 15

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>