

MS-740^{Q&As}

Troubleshooting Microsoft Teams

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QUESTION 1

An organization has E5 licenses without audio conferencing.

When a user sends a chat message from the Microsoft Teams desktop app the messages are not delivered to recipients. When the user sends a chat message by using the Teams mobile app the messages are delivered.

You need to resolve the issue.

Which three actions should you perform? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Deactivate and reactivate the user's Teams license.
- B. Update the Teams desktop app to the latest version.
- C. Sign out of Teams and then sign back in to Teams.
- D. Clear the Teams app local cache and the Windows credentials cache.

Correct Answer: BCD

QUESTION 2

A company is using Microsoft Teams.

The company reports that employees are using a specific GitHub application in Teams. Employees must not be allowed to use the application.

You need to block the application.

What should you do?

- A. Launch the Microsoft Teams admin center, expand Teams apps, and then select the Manage apps page.
- B. Launch the Microsoft 365 compliance center and then select the Catalog page.
- C. Launch the Azure Active Directory (Azure AD) admin center and then select the Enterprise applications page.
- D. Launch the Azure AD admin center and then select the Azure Active Directory - App registrations page.

Correct Answer: A

QUESTION 3

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 4

HOTSPOT

You manage the Microsoft Teams environment for a company. A user tries to sign in to the Teams web client. The following error message displays:



CONTOSO demo

User1@contoso.com

You can't get there from here

This application contains sensitive information and can only be accessed from:

- Devices or client applications that meet Contoso management compliance policy.

You need to be signed in to Microsoft Edge with the work or school account shown above. To sign in, click on your account image. [Learn More](#)

[Sign out and sign in with a different account](#)

More details

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:

Answer Area

What is the cause of the error?

▼
Multi-factor authentication for the user has failed.
The web-based application access is blocked by a Conditional Access policy.
The Teams web-based application will not correctly sign in if Teams is not allowed as a trusted site.
The user is trying to sign in to a new device. Windows Information Protection tool blocked the user from signing in.

What should you use to investigate the issue?

▼
Azure Active Directory.
Windows Event Viewer.
Windows Information Protection.

Which action should you perform so that the user can sign in?

▼
Clear user's browser cache.
Advise user to sign in by using the desktop app.
Advise user to enroll the device with Microsoft Intune.
Advise the user to sign in by using a different account.
Add https://login.microsoftonline.com and https://*.teams.microsoft.com URLs as trusted sites.

Correct Answer:

Answer Area

What is the cause of the error?

Multi-factor authentication for the user has failed.
The web-based application access is blocked by a Conditional Access policy.
The Teams web-based application will not correctly sign in if Teams is not allowed as a trusted site.
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Advise the user to sign in by using a different account.
Add https://login.microsoftonline.com and https://*.teams.microsoft.com URLs as trusted sites.

QUESTION 5

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	<ul style="list-style-type: none">Enable guest access.Add the guest's domain to the Allowed Domains list.Add the guest to the team from the Teams admin center.
SharePoint admin center	<ul style="list-style-type: none">Set unique permission for the team site.Set inherited permission for the team site.Set organization-level external sharing settings.
Azure Active Directory admin center	<ul style="list-style-type: none">Enable external collaboration settings.Create a guest user account in Azure Active Directory.Assign privileges using Azure Active Directory Privileged Identity Management (PIM).

Correct Answer:

Admin center	Action
Microsoft Teams admin center	<ul style="list-style-type: none">Enable guest access.Add the guest's domain to the Allowed Domains list.Add the guest to the team from the Teams admin center.
SharePoint admin center	<ul style="list-style-type: none">Set unique permission for the team site.Set inherited permission for the team site.Set organization-level external sharing settings.
Azure Active Directory admin center	<ul style="list-style-type: none">Enable external collaboration settings.Create a guest user account in Azure Active Directory.Assign privileges using Azure Active Directory Privileged Identity Management (PIM).

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

QUESTION 6

A company uses Microsoft Teams.

Users report that pinned apps disappear if they sign out of Teams.

You need to troubleshoot the issue.

Which policy should you check?

A. Manage apps

B. Conditional access

C. App permission

D. App setup

Correct Answer: D

QUESTION 7

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: Confirm whether the user can communicate with external users.

Does the solution meet the goal?

A. No

B. Yes

Correct Answer: B

QUESTION 8

You need to provide the correct statements to User1.

Which two statements are correct? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

A. No matter how much memory is available, Teams will not pass the 1.5 GB threshold

B. The Microsoft Teams web and desktop apps use memory in very different ways from each other.

C. The more memory the machine Teams is running has, the more memory Teams will use.

D. When other apps or services require system memory, Microsoft Teams could give up some to provide to the others.

Correct Answer: CD

Reference: <https://docs.microsoft.com/en-us/microsoftteams/teams-memory-usage-perf>

QUESTION 9

A prepaway company has a Microsoft Teams environment. The sales department and the support department set up teams with standard channels.

Users from the sales department report that the Files tab in one of the channels is not accessible.

The following message displays:

Item might not exist or is no longer available.

You need to identify and resolve the issue. What should you do?

- A. Revert the renamed folder to the original channel folder name.
- B. Recover all the deleted items from the recycle bin of the corresponding Teams site.
- C. Create a separate document library with the same name as the channel.

Correct Answer: A

The SharePoint folder name must match the channel name. Renaming the SharePoint folder breaks the link between the channel and the folder.

QUESTION 10

You need to identify the root cause of the issue that was reported by User6. What is the cause of the issue?

- A. Sharing permissions for the file have been revoked.
- B. The external sharing permissions have been set to existing external users only.
- C. The sharing permissions for the organization are set to internal only.
- D. The file link is expired.

Correct Answer: D

QUESTION 11

A prepaway company has a Microsoft 365 subscription. The company implements a new security policy that has the following requirements:

1.

Guest users from specific domains must be allowed to collaborate by using Microsoft Teams.

2.

Guest users must be prevented from inviting other guests.

You need to recommend a solution to meet the security policy requirements.

What should you recommend?

- A. Run the following PowerShell cmdlets: New-AzureADPolicy | Set-AzureADPolicy
- B. From the Microsoft Teams admin center, modify external collaboration settings.
- C. From Azure Active Directory, modify external collaboration settings.
- D. From the Microsoft Teams admin center, modify the Communicate with Skype users option.

Correct Answer: C

Reference: <https://www.thatlazyadmin.com/2019/07/09/how-to-prevent-microsoft-teams-guest-users-from-inviting-guests/>

QUESTION 12

You need to configure the system to meet the requirements for guest users.

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

NOTE: Each correct selection is worth one point.

- A. Create and assign a calling policy for guest users.
- B. Edit the guest access policy to disable calls.
- C. Edit the guest access policy to disable chat.
- D. Create and assign a messaging policy for guest users.

Correct Answer: AC

Reference: <https://docs.microsoft.com/en-us/microsoftteams/teams-calling-policy>

QUESTION 13

A company uses Microsoft Teams.

Users from a private channel named PrivateChannell report that guest users have access to the private channel message thread.

You need to ensure that guest users have access to the files in PrivateChannell, but no access to the message thread.

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 guest users to the member\'s group in the private channel SharePoint site.

- B. Remove the guest users from PrivateChannell.
- C. Disable the chat in the guest access policy in Microsoft Teams admin center.
- D. Add the guest users to the visitor\\s group in the private channel SharePoint site.

Correct Answer: AC

QUESTION 14

You need to investigate the issue reported by the human resources manager. Which two tools should you use? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. Teams Desktop logs
- B. SharePoint admin center
- C. Teams Debug logs
- D. Network assessment tool
- E. Fiddler

Correct Answer: BC

QUESTION 15

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>