

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

Troubleshooting Microsoft Teams

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## QUESTION 1

### HOTSPOT

A company uses Microsoft Teams licenses and mailboxes that are hosted on-premises.

Employees do not have access to Teams calendars.

You need to resolve the issue.

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

NOTE: Each correct selection is worth one point.

Hot Area:

### Answer Area

#### Action

#### Option

Which tool should you use?

▼
IdFix
Hybrid Configuration Wizard
AD Connect

Which protocol should you enable?

▼
IMAP
REST
Exchange Web Services

Which type of license should you assign to users?

▼
Skype for Business license
Exchange online license
Azure AD Premium P1 license

Correct Answer:

## Answer Area

### Action

### Option

Which tool should you use?

▼
IdFix
Hybrid Configuration Wizard
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Which protocol should you enable?

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Reference: <https://techcommunity.microsoft.com/t5/exchange-team-blog/configuring-teams-calendar-access-for-exchange-on-premises/ba-p/1484009>

## QUESTION 2

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 Terms 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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### QUESTION 3

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>

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### QUESTION 4

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

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#### QUESTION 5

A company uses a Session Border Controller (SBC) with Teams Direct Routing.

A user reports that they cannot initiate outbound calls to the following number +41 44 123 45 67.

The user can receive incoming calls. You observe that the user is assigned an OnlineVoiceRoutingPolicy that uses the following number pattern: `^\(+41[0-9]{10})$`.

You need to resolve the issue.

Which pattern should you use?

- ☐ A. `^\(+41[0-9]{8})$`
- ☐ B. `^\(+30[0-9]{10})$`
- ☐ C. `^\(+1[0-9]{10})$`
- ☐ D. `.*`

A. Option A

B. Option B

C. Option C

D. Option D

Correct Answer: A

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