

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

Troubleshooting Microsoft Teams

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## QUESTION 1

You need to configure team settings specific to all departments\\' needs. What should you do?

- A. From PowerShell, run the New-AzureADMSGrouplifecyclePolicycmdlet.
- B. From the Microsoft Teams admin center, modify the Teams policy.
- C. From the Microsoft 365 admin center, modify the Office 365 group settings.
- D. From the Security and Compliance admin center, create a data loss prevention (DLP) policy.

Correct Answer: A

Reference: <https://docs.microsoft.com/en-us/azure/active-directory/enterprise-users/groups-lifecycle>

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## QUESTION 2

You are the administrator for an organization.

A user named User1 can communicate with User2 from an external domain by using chat. User1 is not able to add User2 to a team.

You need to ensure that User1 can add User2 to a team.

What should you do?

- A. Enable external access.
- B. Confirm whether the domain is in the external access allowed list.
- C. Ask the administrator of the external domain to add your domain to their Allowed Domain list.
- D. Use the Microsoft Teams web app.
- E. Enable guest access.

Correct Answer: E

Reference: <https://docs.microsoft.com/en-us/microsoftteams/communicate-with-users-from-other-organizations#guest-access>

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## QUESTION 3

A college has an Office 365 for Education verified tenant. Instructors create assignments for students.

A guest user reports they are unable to access an assignment that was shared with them in Microsoft Teams. You investigate the Fiddler logs and observe the following client error status response code:

401 Unauthorized

You need to determine the root cause for the issue. What is the root cause?

- A. Another guest user has the assignment opened at the same time.
- B. Guest users cannot access assignments in Teams.
- C. You must re-assign the license for the guest user.
- D. The assignment must be re-shared with the affected guest user.

Correct Answer: D

#### 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-4266-9846-06103f42fdbd

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 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	<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>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>

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

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