

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> <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	<div>▼</div> <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	<div>▼</div> <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 2

An organization's users work with third-party apps in Microsoft Teams.

New employees are not able to find and install third-party apps.

You need to resolve the issue.

What should you do?

- A. In the Org-wide app settings section of the Teams admin center, enable Allow third-party apps.
- B. Assign an app permission policy that allows third-party apps.
- C. In the Org-wide app settings section of the Teams admin center, enable Allow interaction with custom apps.

Correct Answer: B

Reference: <https://docs.microsoft.com/en-us/microsoftteams/teams-app-permission-policies>

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

DRAG DROP

A company uses Microsoft Teams. You delete a user.

You suspect that the deleted user is listed as the owner of a team. You attempt to connect to the Teams PowerShell module to investigate the issue. The following message appears:

Connect-MicrosoftTeam : The term '\\Connect-MicrosoftTeam\\' is not recognized as the name of a cmdlet, function, script file, or operable program. Check the spelling of the name, or if a path was included, verify that the path is correct and try again.

You need to resolve the error and confirm whether the deleted user is still owner of the team.

Which four PowerShell commands should you use to develop the solution? To answer, move the appropriate commands from the list of commands to the answer area and arrange them in the correct order.

Select and Place:

PowerShell commands

Import-Module MicrosoftTeams

Import-Module SkypeForBusinessConnector

Install-Module SkypeForBusinessConnector

Connect-MicrosoftTeams

Install-Module MicrosoftTeams

Get-TeamUser -GroupId <GROUPID> -Role Owner



Answer Area

Correct Answer:

PowerShell commands

Import-Module SkypeForBusinessConnector

Install-Module SkypeForBusinessConnector

>

<

Answer Area

Install-Module MicrosoftTeams

Import-Module MicrosoftTeams

Connect-MicrosoftTeams

Get-TeamUser -GroupId <GROUPID> -Role Owner

Reference: <https://docs.microsoft.com/en-us/skypeforbusiness/set-up-your-computer-for-windows-powershell/download-and-install-the-skype-for-business-online-connector>

QUESTION 5

A company has Microsoft 365 E5 licenses. The company uses phone numbers that are provided by Microsoft.

An auto attendant is not able to forward calls to external numbers.

What should you do?

- A. Assign a new auto-attendant number.
- B. Purchase and assign an international calling plan to the associated resource account.
- C. Assign a phone system license to the associated resource account.
- D. Configure external sharing settings from Azure Active Directory.

Correct Answer: C

Reference: <https://docs.microsoft.com/en-us/microsoftteams/plan-auto-attendant-call-queue#prerequisites>

QUESTION 6

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>

QUESTION 7

Users from a company are collaborating with guests from other tenants.

The company's users report that they are unable to send messages to guest accounts.

You need to resolve the issue.

What should you do?

- A. Modify Guest access settings to allow guest access.
- B. Update the Global messaging policy to enable chat
- C. Enable chat in Guest access.
- D. Add the domains for the guest accounts to the external access allow list.

Correct Answer: D

QUESTION 8

DRAG DROP

You are managing a Microsoft Teams environment. You assign Audio Conferencing licenses to users. You configure a bridge number for the audio-conferencing bridge.

The audio-conferencing bridge number does not appear in meeting invitations that users create by using Microsoft Outlook.

You need to provision a new conferencing bridge number.

Which five actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to

the answer area and arrange them in the correct order.

Select and Place:

Action		Answer Area
Schedule a meeting by using Outlook.	<div>></div> <div><</div>	
Assign dial-in phone numbers for users who lead meetings.		
Acquire and assign a service number to the conferencing bridge.		
Ask users to change their conference bridge PIN.		
Configure conference bridge settings.		
Configure default and alternate languages for the conferencing bridge.		

Correct Answer:

Action		Answer Area
Schedule a meeting by using Outlook.	<div>></div> <div><</div>	Acquire and assign a service number to the conferencing bridge.
		Configure default and alternate languages for the conferencing bridge.
		Configure conference bridge settings.
		Assign dial-in phone numbers for users who lead meetings.
		Ask users to change their conference bridge PIN.

Reference: <https://docs.microsoft.com/en-us/microsoftteams/set-up-audio-conferencing-in-teams#step-2-get-and-assign-licenses>

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: Call Analytics, determine whether a voice call from the user was registered and review relevant call statistics.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: B

QUESTION 10

A company deploys Microsoft Teams by using Microsoft Endpoint Configuration Manager.

The Teams app that you installed is more than three months old. You plan to update all user devices to a newer version of the app.

You need to prepare the environment for the new deployment.

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

NOTE: Each correct selection is worth one point.

A. Delete the HKEY_CURRENT_USER\Software\Microsoft\Office\Teams\LoggedInOnce registry value.

B. Delete the HKEY_CURRENT_USER\Software\Microsoft\Office\Teams\NativeWam registry value.

C. Recursively delete all folders under the parent folder %localappdata%\Microsoft\Teams\.

D. Uninstall the Teams app for every user profile.

E. Delete the HKEY_CURRENT_USER\Software\Microsoft\Office\Teams\PreventInstallationFromMsi registry value.

Correct Answer: CDE

Reference: <https://docs.microsoft.com/en-us/microsoftteams/msi-deployment>

QUESTION 11

You need to resolve the issue reported by User5. Which PowerShell command should you run?

- A. Import-ContactList -CSV -CSVData
- B. Set - CsAddressBookConfiguration -identity Site:Redmond -RunTimeOfDay 23:00
- C. Invoke-CsUcsRollback -Identity "~
- D. Set-CsUserServicesPolicy -Identify "" -UcsAlloMed \$False

Correct Answer: C

QUESTION 12

A company assigns Microsoft 365 E5 licenses to its users.

A user reports that the Microsoft Teams dial pad is missing.

You run the Get-csonlineuser PowerShell cmdlet. You observe the results shown in the following exhibit:

```
EnterpriseVoiceEnabled : False
SipProxyAddress        : sip:bq@qwasqq.com
SipAddress             : qwasqq.com
TeamsUpgradeEffectiveMode : SfbWithTeamsCollabAndMeetings
MCOValidationErrors    : {}
UsageLocation          : GB
ProvisioningStamp       :
ProvisioningCounter     : 0
LineServerURI           :
LineURI                :
VoicePolicy             : BusinessVoice
VoiceRoutingPolicy      :
```

You need to resolve the issue.

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 cmdlet: Set-CsOlineVoiceuser -identity -LocationID- telephonenumber
- B. Assign a voice routing policy.
- C. In the Teams admin center, change the coexistence mode to Teams only

D. Change the value of the Usagelocation option to US.

E. Run the following PowerShell Cmdlet Set-CsUser -Identity - EnterpriseVoiceEnabled \$True

Correct Answer: BCE

QUESTION 13

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 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 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/>

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