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Troubleshooting Microsoft Teams

Microsoft MS-740

Version Demo

Total Demo Questions: 10

Total Premium Questions: 113

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Topic Break Down

Topic	No. of Questions
Topic 1, New Update	46
Topic 2, Case Study 1	2
Topic 3, Case Study 2	4
Topic 4, Case Study 3	4
Topic 5, Mixed Questions	57
Total	113

QUESTION NO: 1 - (DRAG DROP)

DRAG DROP

You are the global administrator of a tenant.

An account is blocked due to suspicious user activities.

You need to investigate the user activities.

Where should you investigate activities? To answer, drag the appropriate portals to the correct activities. Each portal may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to view content.

NOTE: Each correct selection is worth one point.

Select and Place:

The screenshot shows a drag-and-drop interface with three columns:

- Portals:** Security and Compliance, Azure Active Directory, Microsoft 365 admin center.
- Answer Area:** Activity (User logged in., User sent emails., User downloaded files.)
- Portal:** Three empty boxes labeled "Portal".

ANSWER:

Portals

- Security and Compliance
- Azure Active Directory
- Microsoft 365 admin center

Answer Area

Activity

- User logged in.
- User sent emails.
- User downloaded files.

Portal

- Azure Active Directory
- Security and Compliance
- Security and Compliance

Explanation:

Reference: <https://docs.microsoft.com/en-us/microsoft-365/compliance/search-the-audit-log-in-security-and-compliance?view=o365-worldwide>

QUESTION NO: 2 - (DRAG DROP)

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

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
```

Explanation:

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

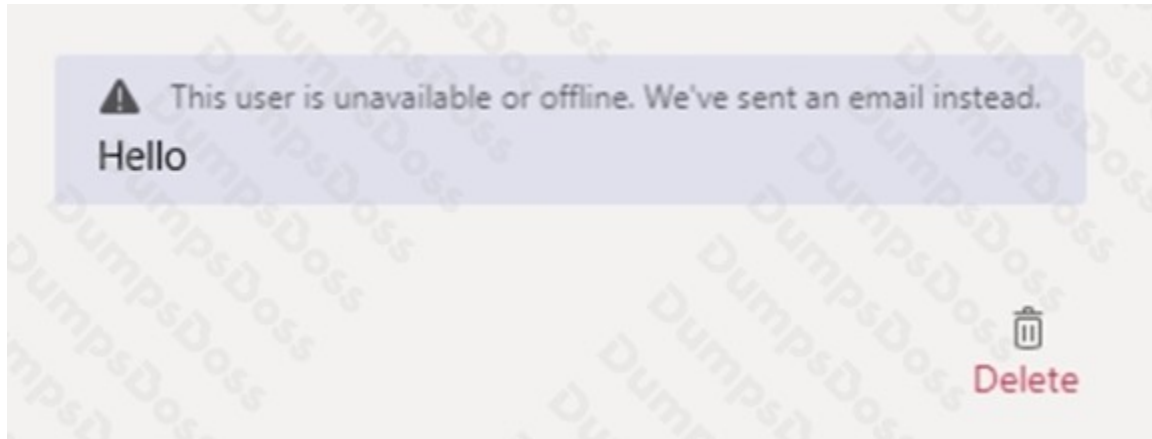
QUESTION NO: 3

UserA works at CompanyA and UserB works at CompanyB. CompanyA configures Microsoft Teams to use Islands mode. CompanyB configures Teams to use TeamsOnly mode. UserA sends a Teams message to UserB.

UserB receives the message. The following notification displays:

Due to org policy changes, some chat and calling features are no longer available. [Continue your conversation here.](#)

UserB selects the Continue your conversation here link. The following message displays in the new chat window:



You need to provide a solution so that the two users can successfully communicate with each other.

What are two possible ways to achieve this goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Ask UserA to use Skype for Business to chat with UserB.
- B. Ask UserA to change their coexistence mode to TeamsOnly.
- C. Add UserB domain to the allowed list.
- D. Ask UserB to sign out and sign in to Teams.
- E. Ask UserB to use Skype for Business to chat with UserA.

ANSWER: B E

Explanation:

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/teams-and-skypeforbusiness-coexistence-and-interoperability>

QUESTION NO: 4 - (HOTSPOT)

HOTSPOT

You need to troubleshoot the Microsoft Teams performance. To answer select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Question

What should you do first?

Response

Open UDP ports 1024 to 2048.
Open ports 80 and 443.
Route audio and video traffic for Microsoft Teams through UDP ports.
Close ports 80 and 443

Which additional action should you perform?

Enable VPN split tunneling.
Run the Teams app with administrator privileges.
Allow Teams traffic through the firewall.
Add a proxy server to user's devices.

ANSWER:

Answer Area

Question

What should you do first?

Response

Open UDP ports 1024 to 2048.
Open ports 80 and 443.
Route audio and video traffic for Microsoft Teams through UDP ports.
Close ports 80 and 443

Which additional action should you perform?

Enable VPN split tunneling.
Run the Teams app with administrator privileges.
Allow Teams traffic through the firewall.
Add a proxy server to user's devices.

QUESTION NO: 5

A prepay company assigns Microsoft 365 E3 licenses to all users. The company configures a Conditional Access policy.

UserA initiates a one-to-one Microsoft Teams chat with UserB. UserA reports that they cannot share files with UserB. All other users within the company can share files in one-to-one chats.

You need to resolve the issue.

What should you do?

A. Disable and re-enable the SharePoint online license assigned to UserA.

- B. Assign UserA a Microsoft 365 E5 license to replace the E3 license.
- C. Check permissions and sign in access for UserA's OneDrive account.
- D. Turn off the Conditional Access policy for UserA.

ANSWER: C

QUESTION NO: 6

You manage a company's Microsoft Teams environment.

Members of a team cannot send emails to a channel's email address.

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 email has more than 10 file attachments.
- B. The channel's associated SharePoint folder was renamed.
- C. The channel email address is part of a distribution list.
- D. Email integration is not enabled.
- E. The email contains more than 25 inline images.

ANSWER: B C

Explanation:

Reference: <https://support.microsoft.com/en-us/office/send-an-email-to-a-channel-in-teams-d91db004-d9d7-4a47-82e6-fb1b16dfd51e>

QUESTION NO: 7 - (HOTSPOT)

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:

Answer Area	Action
Admin center	
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).

ANSWER:

Answer Area	Action
Admin center	
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).

Explanation:

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

QUESTION NO: 8

You are administering a Microsoft Teams environment for a company.

A producer deletes a live event from a Teams calendar. The producer must access the recording, attendee engagement report, and Q&A report for the live event.

You need to retrieve the resources for the producer.

Where should you look for the resources?

- A. Microsoft Stream
- B. OneDrive for Business
- C. Microsoft 365 admin center
- D. Teams admin center

ANSWER: C

QUESTION NO: 9

You need to resolve the issue for the legal department employees.

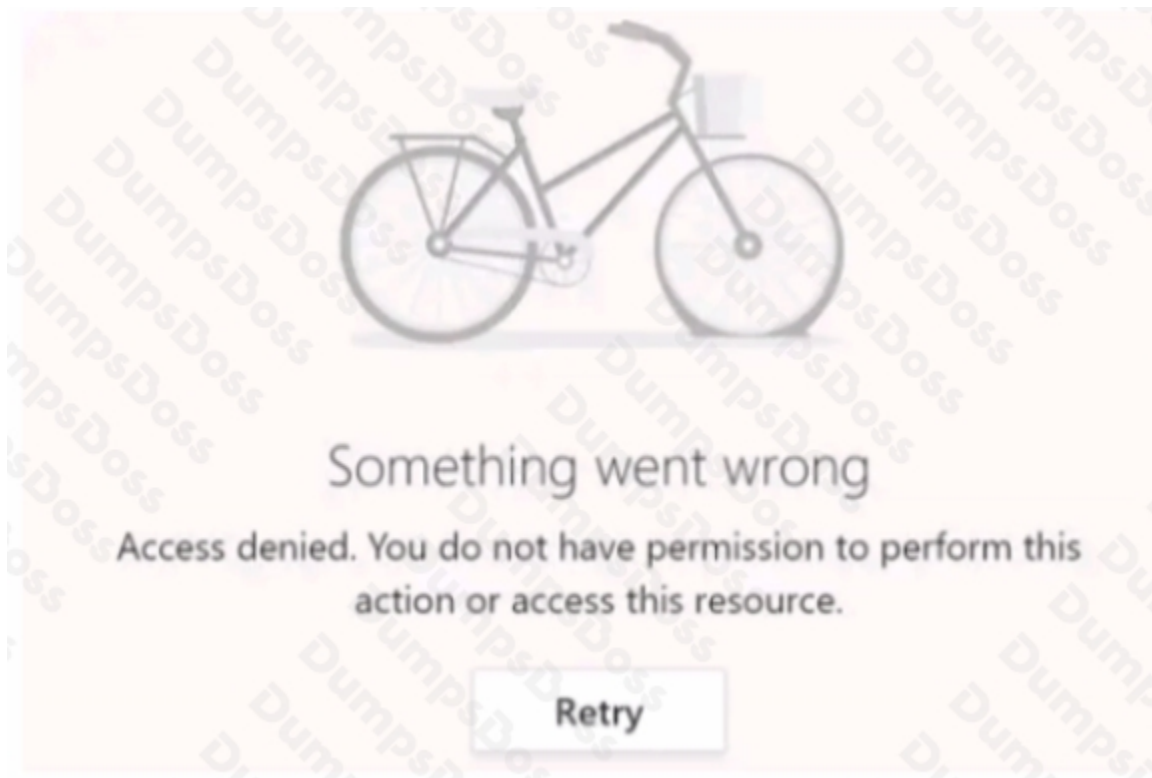
What should you do?

- A. Set external sharing to Only people in your organization.
- B. Set external sharing to Anyone.
- C. Grant the org-wide Teams Member group unique permission to the document library.
- D. Grant the org-wide Teams Member group permissions to the parent site of the Team.

ANSWER: C

QUESTION NO: 10

You support a Microsoft Teams environment for a company. A member of a private channel reports that when they try to view files in the Files tab, the following message displays:



You need to recommend a solution to resolve the issue.

Which two recommendations can the member perform to achieve this goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Remove and re-add the member to the channel.
- B. Set access permissions for the document library.
- C. Create a SharePoint address for the user.
- D. Unassign and re-assign the user SharePoint license.

ANSWER: A C