

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 data-bbox="544 869 1326 909">▼</div> <ul style="list-style-type: none"><li data-bbox="544 913 1326 949">Enable guest access.<li data-bbox="544 949 1326 985">Add the guest's domain to the Allowed Domains list.<li data-bbox="544 985 1326 1025">Add the guest to the team from the Teams admin center.
SharePoint admin center	<div data-bbox="544 1066 1326 1106">▼</div> <ul style="list-style-type: none"><li data-bbox="544 1111 1326 1146">Set unique permission for the team site.<li data-bbox="544 1146 1326 1182">Set inherited permission for the team site.<li data-bbox="544 1182 1326 1223">Set organization-level external sharing settings.
Azure Active Directory admin center	<div data-bbox="544 1245 1474 1285">▼</div> <ul style="list-style-type: none"><li data-bbox="544 1290 1474 1326">Enable external collaboration settings.<li data-bbox="544 1326 1474 1361">Create a guest user account in Azure Active Directory.<li data-bbox="544 1361 1474 1402">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 2

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 3

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.

Correct Answer: BC

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

QUESTION 4

A guest user cannot chat in a team to which they are invited. You launch the Teams admin center. You need to resolve the issue. What should you do?

- A. Navigate to Teams and then Teams policies. Edit the Global policy.
- B. Navigate to Users and then User profile. Assign a custom Teams policy.
- C. Navigate to Users and then Guest access. Turn on chat.
- D. Navigate to Users and then User profile. Assign a custom messaging policy.

Correct Answer: C

QUESTION 5

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 6

You need to resolve the issue reported by User4.

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

NOTE: Each correct selection is worth one point.

- A. Install the Microsoft Teams app on devices that run the Skype for Business app and instruct the user to sign in to both client apps.
- B. Modify the messaging policy from the Teams admin center for the user.
- C. Install the Skype for Business app on all devices that run the Microsoft Teams app. Instruct the user to sign in to both apps.
- D. Re-install the Teams apps on the affected device. E. Clear the cache of Teams from the affected device.

Correct Answer: AD

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

A company configures external access for suppliers in the Microsoft Teams admin center.

Users can chat only with external users from VendorA.

You need to ensure that users can chat externally with users from VendorB.

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 VendorB domain as a remote domain to the Connectors list.
- B. Modify the CNAME for SIP federation.
- C. Add the VendorB domain to the federation Allowed Domains list.
- D. Ask the VendorB tenant to add your domain to their Allowed Domains list.

Correct Answer: CD

Reference: <https://docs.microsoft.com/en-us/microsoftteams/manage-external-access>

QUESTION 9

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 10

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 prepaway company has a Microsoft 365 subscription.

The company has a main office in one region. The company opens a new office in another region. You must relocate

400 users to the new office.

Solution: Create a configuration profile with the emergency address and assign the profile to the device for each user.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: B

Reference: <https://docs.microsoft.com/en-us/microsoftteams/assign-change-emergency-location-user>

QUESTION 11

HOTSPOT

You need to set up the calling environment for the sales and support departments.

Which setup paths should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Option

Value

Primary number configuration

▼
Call queue
Auto attendant
Regular number

Secondary number configuration

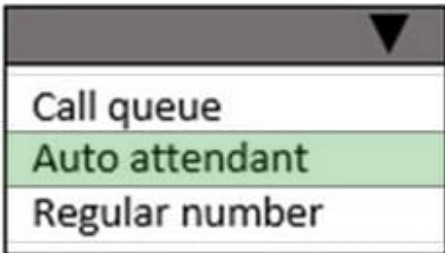
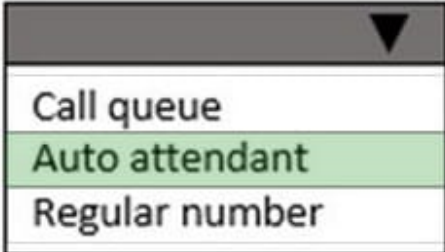
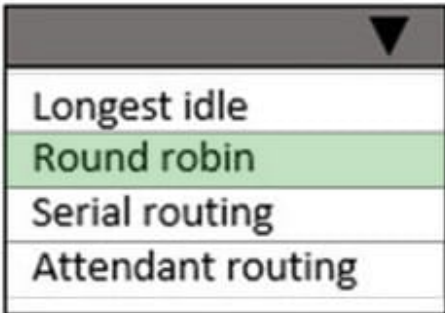
▼
Call queue
Auto attendant
Regular number

Routing method for the support department

▼
Longest idle
Round robin
Serial routing
Attendant routing

Correct Answer:

Answer Area

Option	Value
Primary number configuration	 <ul style="list-style-type: none">Call queueAuto attendantRegular number
Secondary number configuration	 <ul style="list-style-type: none">Call queueAuto attendantRegular number
Routing method for the support department	 <ul style="list-style-type: none">Longest idleRound robinSerial routingAttendant routing

Reference: <https://docs.microsoft.com/en-us/microsoftteams/plan-auto-attendant-call-queue>
<https://docs.microsoft.com/en-us/microsoftteams/create-a-phone-system-call-queue>

QUESTION 12

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 13

Contoso, Ltd. uses the domain contoso.com. The company adds fabrikam.com as an additional domain.

You schedule a meeting from the contoso.com domain by using the Microsoft Teams app. You are unable to add a user named UserA@fabrikam.com to the meeting.

You need to resolve this issue.

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

NOTE: Each correct selection is worth one point.

- A. Assign an audio conferencing license to UserA.
- B. Ensure that the Fabrikam.com domain is verified in Microsoft 365.
- C. Assign a Microsoft Exchange license to UserA.
- D. Set the value of the HiddenFromAddressListsEnabled attribute to False for the user's mailbox.
- E. Set the value of the HiddenFromAddressListsEnabled attribute to True for the user's mailbox.

Correct Answer: BCD

Reference: <https://docs.microsoft.com/en-us/microsoftteams/exchange-teams-interact> <https://docs.microsoft.com/en-us/microsoft-365/admin/setup/add-domain?view=o365-worldwide>

QUESTION 14

DRAG DROP

A company uses Microsoft Teams.

You need to configure email channel settings for the company.

Where should you perform each task? To answer, drag the appropriate locations to the correct requirement. Each location 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:

Locations

Team admin center

Channel settings

Microsoft 365 admin center

Answer Area

Task

Enable channel emails for members only.

Whitelist specific domains for all teams.

Enable channel emails for all teams

Location

Location

Location

Location

Correct Answer:

Locations

- Team admin center
- Channel settings
- Microsoft 365 admin center

Answer Area

Task

Location

Enable channel emails for members only.

- Channel settings

Whitelist specific domains for all teams.

- Team admin center

Enable channel emails for all teams

- Team admin center

Reference: <https://support.microsoft.com/en-gb/office/manage-who-can-send-email-to-a-channel-in-teams-4f1a1224-e71b-45de-8f68-8e08f7874fa9>

<https://docs.microsoft.com/en-us/microsoftteams/enable-features-office-365>

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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