



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

Troubleshooting Microsoft Teams

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### QUESTION 1

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 Teams 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 2

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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### QUESTION 3

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>

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### QUESTION 4

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>

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### QUESTION 5

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: Confirm whether the user can communicate with external users.

Does the solution meet the goal?

A. No

B. Yes

Correct Answer: B

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### QUESTION 6

#### HOTSPOT

You manage the Microsoft Teams environment for a prepaway company. You configure direct routing telephony.

A user reports that the dial pad does not appear in their Teams app.

You need to resolve the issue. You assign the user a phone system license.

What should you do? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



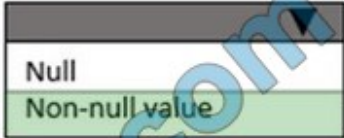

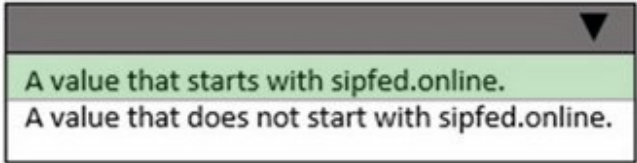
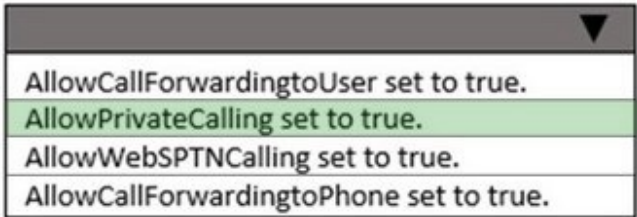
### Answer Area

Statement	Value					
Configure the OnlineVoiceRoutingPolicy.	<table border="1"><tr><td>▼</td></tr><tr><td>Null</td></tr><tr><td>Non-null value</td></tr></table>	▼	Null	Non-null value		
▼						
Null						
Non-null value						
Ensure the user is homed.	<table border="1"><tr><td>▼</td></tr><tr><td>On-premises</td></tr><tr><td>Online</td></tr></table>	▼	On-premises	Online		
▼						
On-premises						
Online						
Ensure that the HostingProvider parameter uses the following value	<table border="1"><tr><td>▼</td></tr><tr><td>A value that starts with sipfed.online.</td></tr><tr><td>A value that does not start with sipfed.online.</td></tr></table>	▼	A value that starts with sipfed.online.	A value that does not start with sipfed.online.		
▼						
A value that starts with sipfed.online.						
A value that does not start with sipfed.online.						
Ensure that the user's effective TeamsCallingPolicy includes the following parameter and value.	<table border="1"><tr><td>▼</td></tr><tr><td>AllowCallForwardingtoUser set to true.</td></tr><tr><td>AllowPrivateCalling set to true.</td></tr><tr><td>AllowWebSPTNCalling set to true.</td></tr><tr><td>AllowCallForwardingtoPhone set to true.</td></tr></table>	▼	AllowCallForwardingtoUser set to true.	AllowPrivateCalling set to true.	AllowWebSPTNCalling set to true.	AllowCallForwardingtoPhone set to true.
▼						
AllowCallForwardingtoUser set to true.						
AllowPrivateCalling set to true.						
AllowWebSPTNCalling set to true.						
AllowCallForwardingtoPhone set to true.						

Correct Answer:



### Answer Area

Statement	Value
Configure the OnlineVoiceRoutingPolicy.	
Ensure the user is homed.	
Ensure that the HostingProvider parameter uses the following value	
Ensure that the user's effective TeamsCallingPolicy includes the following parameter and value.	

Reference: <https://docs.microsoft.com/en-us/microsoftteams/manage-voice-routing-policies>  
<https://docs.microsoft.com/en-us/microsoftteams/direct-routing-enable-users> <https://docs.microsoft.com/en-us/microsoftteams/direct-routing-plan>

### QUESTION 7

#### DRAG DROP

You need to configure the Microsoft Teams environment for guest users.

Which actions are required? To answer, drag the appropriate required options to the correct actions. Each required option 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:



Required	Answer Area	Action	Required
<input type="text" value="Yes"/>			<input type="text" value="Required"/>
<input type="text" value="No"/>			<input type="text" value="Required"/>
	In the Teams admin center, modify the global meeting policy.		<input type="text" value="Required"/>
	Run the following PowerShell cmdlets: New-AzureADPolicy Set-AzureADPolicy		<input type="text" value="Required"/>
	In Azure Active Directory, modify the external collaboration settings.		<input type="text" value="Required"/>
	In the Teams admin center, modify the external access settings.		<input type="text" value="Required"/>

Correct Answer:

Required	Answer Area	Action	Required
<input type="text" value="Yes"/>			<input type="text" value="Required"/>
<input type="text" value="No"/>			<input type="text" value="Required"/>
	In the Teams admin center, modify the global meeting policy.		<input type="text" value="Yes"/>
	Run the following PowerShell cmdlets: New-AzureADPolicy Set-AzureADPolicy		<input type="text" value="No"/>
	In Azure Active Directory, modify the external collaboration settings.		<input type="text" value="Yes"/>
	In the Teams admin center, modify the external access settings.		<input type="text" value="Yes"/>

Reference: <https://docs.microsoft.com/en-us/microsoftteams/meeting-policies-in-teams> <https://docs.microsoft.com/en-us/azure/active-directory/external-identities/delegate-invitations> <https://docs.microsoft.com/en-us/azure/active-directory/external-identities/allow-deny-list>

### QUESTION 8

You manage the Microsoft Teams environment for a prepaway company.

The company has federation configured only for the human resources (HR) department, and only with VendorA. User1, who is part of the HR department, cannot communicate with VendorA.

You need to troubleshoot why User1 cannot communicate with VendorA.

What should you do?

A. Ensure that federated access is enabled in the external access policy for the user.



- B. Ensure the user is added as a guest in the VendorA tenant.
- C. Ensure that federated access is enabled in the external user communication policy for the user.
- D. Ensure the target domain for VendorA is listed in the Allowed Domains list.
- E. Ensure the tenant is enabled for federation.

Correct Answer: A

Reference: <https://docs.microsoft.com/en-us/skypeforbusiness/set-up-policies-in-your-organization/create-custom-external-access-policies>

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## QUESTION 9

### 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	<ul style="list-style-type: none"><li>Call queue</li><li>Auto attendant</li><li>Regular number</li></ul>
Secondary number configuration	<ul style="list-style-type: none"><li>Call queue</li><li>Auto attendant</li><li>Regular number</li></ul>
Routing method for the support department	<ul style="list-style-type: none"><li>Longest idle</li><li>Round robin</li><li>Serial routing</li><li>Attendant routing</li></ul>

Correct Answer:



## Answer Area

Option	Value
Primary number configuration	<div style="border: 1px solid black; padding: 5px;"><div style="background-color: #cccccc; padding: 2px; text-align: right;">▼</div><div style="padding: 2px;">Call queue</div><div style="background-color: #d9ead3; padding: 2px;">Auto attendant</div><div style="padding: 2px;">Regular number</div></div>
Secondary number configuration	<div style="border: 1px solid black; padding: 5px;"><div style="background-color: #cccccc; padding: 2px; text-align: right;">▼</div><div style="padding: 2px;">Call queue</div><div style="background-color: #d9ead3; padding: 2px;">Auto attendant</div><div style="padding: 2px;">Regular number</div></div>
Routing method for the support department	<div style="border: 1px solid black; padding: 5px;"><div style="background-color: #cccccc; padding: 2px; text-align: right;">▼</div><div style="padding: 2px;">Longest idle</div><div style="background-color: #d9ead3; padding: 2px;">Round robin</div><div style="padding: 2px;">Serial routing</div><div style="padding: 2px;">Attendant routing</div></div>

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 10

You need to configure the system to meet the requirements for guest users.

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

NOTE: Each correct selection is worth one point.

- A. Create and assign a calling policy for guest users.
- B. Edit the guest access policy to disable calls.
- C. Edit the guest access policy to disable chat.
- D. Create and assign a messaging policy for guest users.



Correct Answer: AC

Reference: <https://docs.microsoft.com/en-us/microsoftteams/teams-calling-policy>

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### QUESTION 11

A prepaway 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.

Correct Answer: C

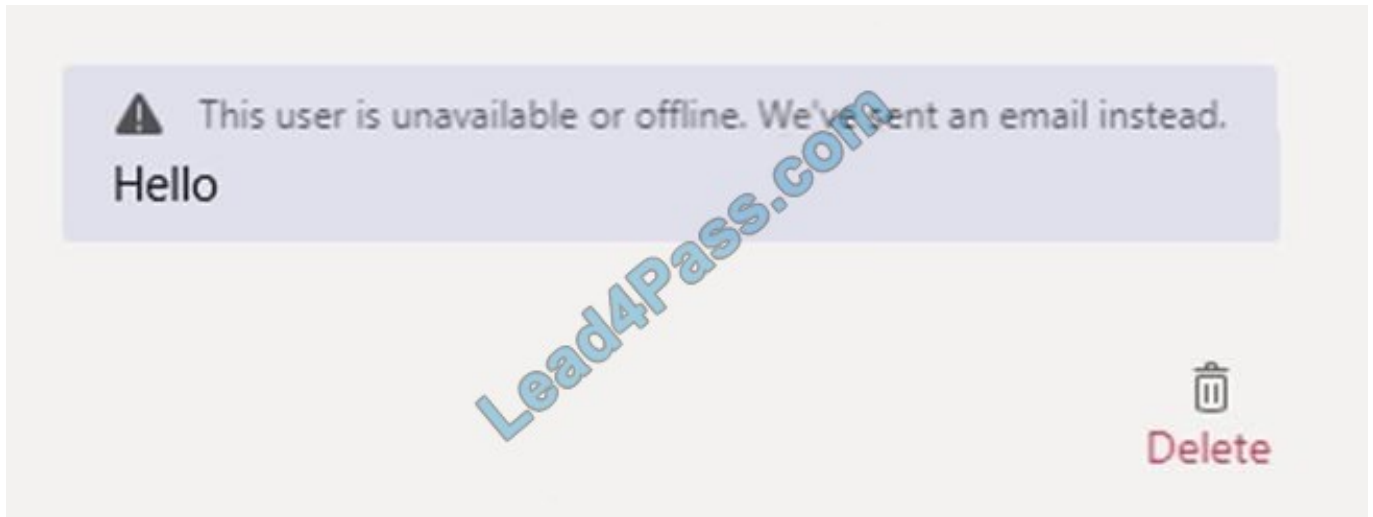
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### QUESTION 12

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.

Correct Answer: BE

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

### QUESTION 13

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

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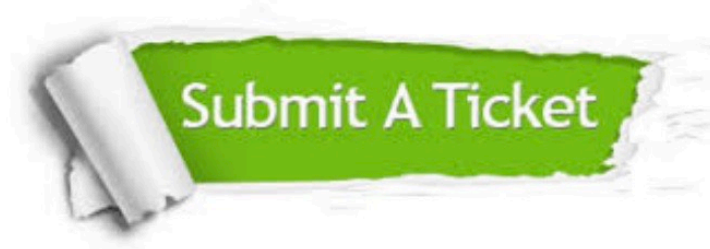
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