MS-740^{Q&As}

Troubleshooting Microsoft Teams

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QUESTION 1

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 2

HOTSPOT

A company uses Microsoft Teams licenses and mailboxes that are hosted on-premises.

Employees do not have access to Teams calendars.

You need to resolve the issue.

How should you respond? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.
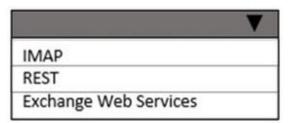
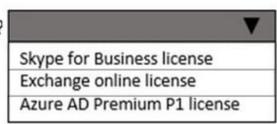Hot Area:

Answer Area

Action	Option

Which tool should you use?

▼

IdFix
Hybrid Configuration Wizard
AD Connect

Which protocol should you enable?

▼

IMAP
REST
Exchange Web Services

Which type of license should you assign to users?

▼

Skype for Business license
Exchange online license
Azure AD Premium P1 license

Correct Answer:

Answer Area

Action	Option
Which tool should you use?	IdFix / **Hybrid Configuration Wizard** / AD Connect
Which protocol should you enable?	IMAP / REST / **Exchange Web Services**
Which type of license should you assign to users?	Skype for Business license / **Exchange online license** / Azure AD Premium P1 license

Reference: https://techcommunity.microsoft.com/t5/exchange-team-blog/configuring-teams-calendar-access-for-exchange-on-premises/ba-p/1484009

QUESTION 3

A company uses Microsoft Teams.

Team owners are not able to add guests to teams.

You need to resolve the issue.

Which three services you should check? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

A. Azure Active Directory

B. Microsoft Teams admin center

C. Microsoft Security admin center

D. Microsoft 365 groups

E. Microsoft Compliance admin center

Correct Answer: ABD

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

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QUESTION 4

HOTSPOT

A school implements Microsoft Teams.

Teachers report that they cannot schedule Teams live events.

You need to investigate and troubleshoot the issue.

You run Get-MsolUser -UserPrincipalName Teacher1@contoso.com | Format-List DisplayName,Licenses and review the results as shown in the Licenses exhibit.

DisplayName : Teacher1
Licenses   : {Contoso:STANDARDWOFFPACK-FACULTY}

This is output for Powershell results for Teacher1

You review the Microsoft Teams debug logs that you collect from the teacher\\'s device as shown in the Debug logs exhibit.

BroadcastScheduling - allowBroadcastScheduling policy is set to true
BroadcastScheduling - isFreemium: false
BroadcastScheduling - user region is emea, isQuickStartEnabledInRegion is true, isBYOEEnabledInRegion is true

You review the meeting policy settings as shown in the Meeting policy exhibit.

General

These are the general settings for meeting policies. Learn more

Allow Meet now in channels   ●   Off

Allow the Outlook add-in   ●   Off

Allow channel meeting scheduling   ⬤▢   Off

Allow scheduling private meetings   ●   Off

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

Hot Area:

Answer Area

Statement	Yes	No
Is the licensing sufficient for the teachers to schedule live events?	○	○
Is a network trace needed to troubleshoot the issue?	○	○
Does the teacher's policy allow for the creation of live events?	○	○

Correct Answer:

Answer Area

Statement	Yes	No
Is the licensing sufficient for the teachers to schedule live events?	○	⬤
Is a network trace needed to troubleshoot the issue?	○	⬤
Does the teacher's policy allow for the creation of live events?	⬤	○

Reference: https://docs.microsoft.com/en-us/azure/active-directory/enterprise-users/licensing-service-plan-reference
https://docs.microsoft.com/en-us/microsoftteams/teams-live-events/plan-for-teams-live-events

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QUESTION 5

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
MCOValidationError       : {}
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

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