



Troubleshooting Microsoft Teams

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QUESTION 1

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: Add an emergency address and then modify the outbound calling settings for each user.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: A

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

QUESTION 2

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 3



You need to resolve the emergency address issue. What should you do?

- A. Add only the IPv6 public relay IP address to the trusted IP address list for the tenant.
- B. Add only the IPv4 public relay IP address to the trusted IP address list for the tenant.
- C. Add the IPv4 and IPv6 public relay addresses to the trusted IP address list for the tenant.
- D. Route HTTPS traffic to Microsoft Teams by using a proxy and the proxy IP address.

Correct Answer: C

Reference: https://docs.microsoft.com/en-us/microsoftteams/configure-dynamic-emergency-calling

QUESTION 4

HOTSPOT

You manage the Microsoft Teams environment for a company. A user tries to sign in to the Teams web client. The following error message displays:





User1@contoso.com

You can't get there from here

This application contains sensitive information and can only be accessed from:

 Devices or client applications that meet Contoso management compliance policy.

You need to be signed in to Microsoft Edge with the work or school account shown above. To sign in, click on your account image. Learn More

Sign out and sign in with a different account

More details

Use the drop-down menus to select the answer choice that answers each question based on the information presented in the graphic.

NOTE: Each correct selection is worth one point.

Hot Area:



Answer Area

What is the cause of the error?

Multi-factor authentication for the user has failed.

The web-based application access is blocked by a Conditional Access policy.

The Teams web-based application will not correctly sign in if Teams is not allowed as a trusted site.

The user is trying to sign in to a new device. Windows Information Protection tool blocked the user from signing in.

What should you use to investigate the issue?

Azure Active Directory. Windows Event Viewer. Windows Information Protection.

Which action should you perform so that the user can sign in?

Clear user's browser cache.

Advise user to sign in by using the desktop app.

Advise user to enroll the device with Microsoft Intune.

Advise the user to sign in by using a different account.

Add https://login.microsoftonline.com and https://*.teams.microsoft.com URLs as trusted sites.

Correct Answer:



Answer Area

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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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