



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

Troubleshooting Microsoft Teams

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### QUESTION 1

A company uses a Session Border Controller (SBC) with Teams Direct Routing.

A user reports that they cannot initiate outbound calls to the following number +41 44 123 45 67.

The user can receive incoming calls. You observe that the user is assigned an OnlineVoiceRoutingPolicy that uses the following number pattern: `^\(+41[0-9]{10})$`.

You need to resolve the issue.

Which pattern should you use?

- A. `^\(+41[0-9]{8})$`
- B. `^\(+30[0-9]{10})$`
- C. `^\(+1[0-9]{10})$`
- D. `.*`

A. Option A

B. Option B

C. Option C

D. Option D

Correct Answer: A

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### QUESTION 2

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

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### QUESTION 3

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 You plan to update all user devices to a newer version of the app.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.

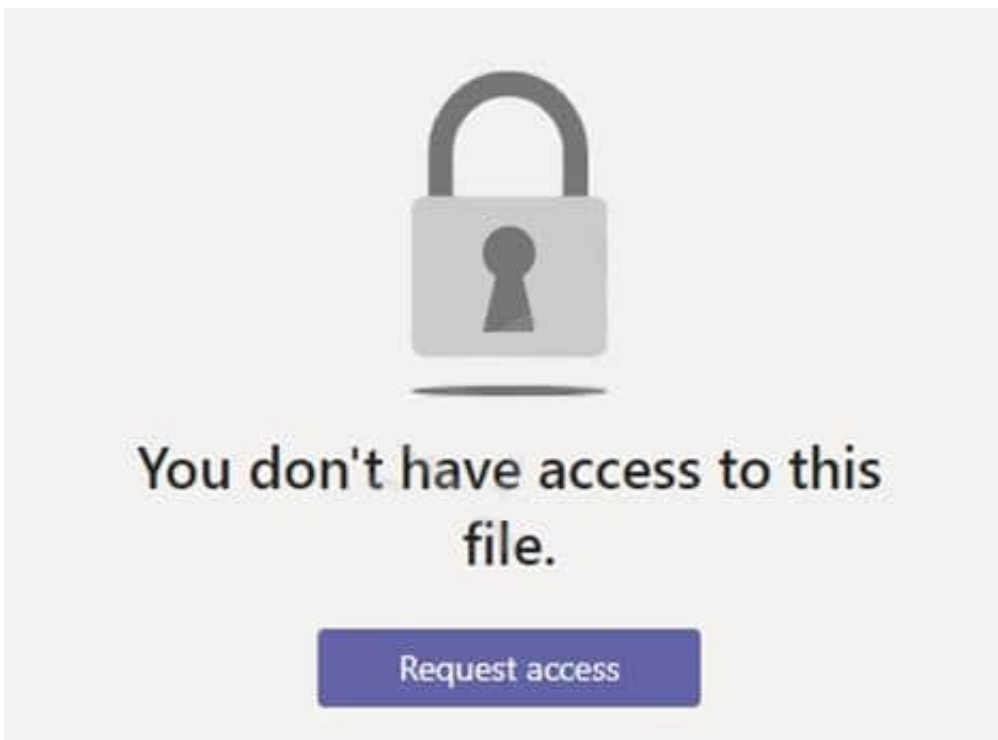
Correct Answer: CDE

Reference: <https://docs.microsoft.com/en-us/microsoftteams/msi-deployment>

#### QUESTION 4

You are an administrator in an organization. You share files in chats with other users.

The users report that they are unable to access the files. Users see an error message as shown in the image:



You need to resolve the issue by updating the OneDrive for Business settings for the users. You navigate to the settings page for the Team's SharePoint site collection. What should you do?



- A. Enable Limited-access user permission lockdown mode.
- B. Enable document sets.
- C. Disable Limited-access user permission lockdown mode.
- D. Disable site policy.

Correct Answer: C

Reference: <https://docs.microsoft.com/en-us/sharepoint/troubleshoot/administration/access-denied-or-need-permission-error-sharepoint-online-or-onedrive-for-business>

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### QUESTION 5

A user sets up a Microsoft Teams meeting on a device that runs macOS.

The user reports that they are disconnected from calls and meetings when they start sharing content.

You need to export the media logs to investigate 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. Review the `~/Library/Application Support/Microsoft/Teams/media-stack/*.bloglog` file.
- B. Turn on media logging and restart the Teams app.
- C. Review the `~/Library/Application Support/Microsoft/Teams/skylib/*.bloglog` file.
- D. Use the keyboard shortcut: Option + Command + Shift + 1 and review files at the location `~/Downloads`.
- E. Review the `~/Library/Application Support/Microsoft/Teams/logs.txtlog` file.

Correct Answer: ABC

Reference: <https://docs.microsoft.com/en-us/microsoftteams/log-files#media-logs>

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