



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

Troubleshooting Microsoft Teams

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### QUESTION 1

Contoso uses Microsoft Teams. Contoso implements Active Directory Federation Services (ADFS). Employees receive the following error message when signing in from the internal network: "error code ?4c7\\\". You need to resolve the issue. What should you do?

- A. Open ports 3478 through 3481 on the internal network.
- B. Clear the Microsoft Teams local cache files.
- C. Enable modern authentication.
- D. Enable forms authentication.

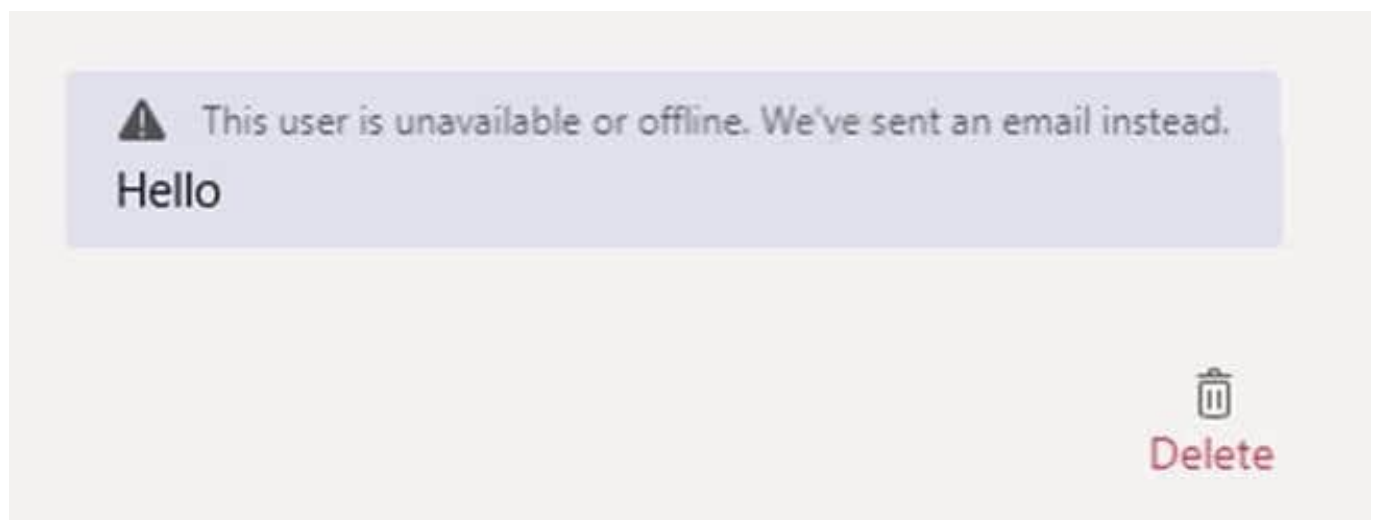
Correct Answer: C

### QUESTION 2

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-interoperability>

### QUESTION 3

You are managing the Teams environment for a tenant with Microsoft Cloud App Security (MCAS) enabled. All users of the tenant can share and download files via Microsoft Teams person-to-person (P2P) private chat.

User1 can share files but when trying to download files shared by colleagues, the notification The files didn't download. appears in the bottom right corner of the screen.

You need to determine the cause of this issue.

What is the cause of this issue?

- A. User1 has a Microsoft Information Protection policy in place.
- B. User1 has a Conditional Access session policy in place.
- C. User1 has a Conditional Access session policy in place.
- D. User1 has a data loss prevention (DLP) policy in place.

Correct Answer: A

Reference: <https://docs.microsoft.com/en-us/microsoft-365/compliance/information-protection?view=o365-worldwide>

### QUESTION 4

#### 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 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-CsOnlineVoiceuser -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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