



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

You need to troubleshoot the Microsoft Teams performance. To answer select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Question

Response

What should you do first?

▼
Open UDP ports 1024 to 2048.
Open ports 80 and 443.
Route audio and video traffic for Microsoft Teams through UDP ports.
Close ports 80 and 443

Which additional action should you perform?

▼
Enable VPN split tunneling.
Run the Teams app with administrator privileges.
Allow Teams traffic through the firewall.
Add a proxy server to user's devices.

Correct Answer:



Answer Area

Question

What should you do first?

Response

▼
Open UDP ports 1024 to 2048.
Open ports 80 and 443.
Route audio and video traffic for Microsoft Teams through UDP ports.
Close ports 80 and 443

Which additional action should you perform?

▼
Enable VPN split tunneling.
Run the Teams app with administrator privileges.
Allow Teams traffic through the firewall.
Add a proxy server to user's devices.

QUESTION 3

DRAG DROP

A company uses Microsoft Teams. You delete a user.

You suspect that the deleted user is listed as the owner of a team. You attempt to connect to the Teams PowerShell module to investigate the issue. The following message appears:

Connect-MicrosoftTeam : The term '\\Connect-MicrosoftTeam\\' is not recognized as the name of a cmdlet, function, script file, or operable program. Check the spelling of the name, or if a path was included, verify that the path is correct and try again.

You need to resolve the error and confirm whether the deleted user is still owner of the team.

Which four PowerShell commands should you use to develop the solution? To answer, move the appropriate commands from the list of commands to the answer area and arrange them in the correct order.

Select and Place:



PowerShell commands

- `Import-Module MicrosoftTeams`
- `Import-Module SkypeForBusinessConnector`
- `Install-Module SkypeForBusinessConnector`
- `Connect-MicrosoftTeams`
- `Install-Module MicrosoftTeams`
- `Get-TeamUser -GroupId <GROUPID> -Role Owner`



Answer Area

-
-
-
-

Correct Answer:

PowerShell commands

-
- `Import-Module SkypeForBusinessConnector`
- `Install-Module SkypeForBusinessConnector`
-
-



Answer Area

- `Install-Module MicrosoftTeams`
- `Import-Module MicrosoftTeams`
- `Connect-MicrosoftTeams`
- `Get-TeamUser -GroupId <GROUPID> -Role Owner`

Reference: <https://docs.microsoft.com/en-us/skypeforbusiness/set-up-your-computer-for-windows-powershell/download-and-install-the-skype-for-business-online-connector>

QUESTION 4

An organization has E5 licenses without audio conferencing.

When a user sends a chat message from the Microsoft Teams desktop app the messages are not delivered to recipients. When the user sends a chat message by using the Teams mobile app the messages are delivered.



You need to resolve the issue.

Which three actions should you perform? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Deactivate and reactivate the user's Teams license.
- B. Update the Teams desktop app to the latest version.
- C. Sign out of Teams and the sign back in to Teams.
- D. Clear the Teams app local cache and the Windows credentials cache.

Correct Answer: BCD

QUESTION 5

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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