



MS-740^{Q&As}

Troubleshooting Microsoft Teams

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QUESTION 1

User1 shares a Microsoft Word document with User2 during a Microsoft Teams chat session.

User2 is unable to make any changes to the document.

You need to determine the root cause of the issue.

What is the cause?

- A. User2 does not have a Microsoft SharePoint license.
- B. A sensitivity label has been applied to the shared file.
- C. The Microsoft Office package is not activated on User2's device.
- D. User2 has view-only permissions for the document.

Correct Answer: B

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

QUESTION 2

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 3

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>

QUESTION 4

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 5

HOTSPOT

A prepaway company has a Microsoft 365 subscription.

A user reports that they cannot add a guest user to a team.

You need to resolve this issue.

Which action you should perform? To answer, select the appropriate options in the answer area.



NOTE: Each correct selection is worth one point

Hot Area:

Admin center	Action
Microsoft Teams admin center	<div><div>▼</div><div>Enable guest access.</div><div>Add the guest's domain to the Allowed Domains list.</div><div>Add the guest to the team from the Teams admin center.</div></div>
SharePoint admin center	<div><div>▼</div><div>Set unique permission for the team site.</div><div>Set inherited permission for the team site.</div><div>Set organization-level external sharing settings.</div></div>
Azure Active Directory admin center	<div><div>▼</div><div>Enable external collaboration settings.</div><div>Create a guest user account in Azure Active Directory.</div><div>Assign privileges using Azure Active Directory Privileged Identity Management (PIM).</div></div>

Correct Answer:

Admin center	Action
Microsoft Teams admin center	<div><div>▼</div><div>Enable guest access.</div><div>Add the guest's domain to the Allowed Domains list.</div><div>Add the guest to the team from the Teams admin center.</div></div>
SharePoint admin center	<div><div>▼</div><div>Set unique permission for the team site.</div><div>Set inherited permission for the team site.</div><div>Set organization-level external sharing settings.</div></div>
Azure Active Directory admin center	<div><div>▼</div><div>Enable external collaboration settings.</div><div>Create a guest user account in Azure Active Directory.</div><div>Assign privileges using Azure Active Directory Privileged Identity Management (PIM).</div></div>

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

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