

- **Vendor: Microsoft**
- **Exam Code: MS-740**
- **Exam Name: Troubleshooting Microsoft Teams**
- **New Updated Questions from [Braindump2go](#)**
- **(Updated in [November/2023](#))**

[Visit Braindump2go and Download Full Version MS-740 Exam Dumps](#)

QUESTION 73

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

Answer: D

QUESTION 74

You support a Microsoft Teams environment for a company. When users connect to teams outside of the company network, traffic is routed through a VPN.

Users report that chats between internal and external users work well. Users report issues with audio and video quality. You need to mitigate the issue.

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. Configure packet prioritization by using Quality of Service (QoS)
- B. Implement split-tunneling
- C. Change to a certified VPN provider
- D. Stop using the VPN as the access option

Answer: AB

QUESTION 75

Hotspot Question

A company uses Microsoft Teams. A user named User1 schedules most Teams meeting for the company.

The company reports that the dial-in phone number is missing every Teams meeting invitations that User1 send. You run the `Get-CsOnlineUser - Identity organizer@contoso.com` PowerShell cmdlet. The following results display:

```
<XlValueAssignedPlan xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance">
<Plan
  SubscribedPlanId="c075d9e0-f346-41ce-a12f-9df2613985a8"
  ServiceInstance="Microsoft CommunicationsOnline/EMEA-2E-S1"
  CapabilityStatus="Deleted"
  AssignedTimestamp="2021-11-24T22:18:55Z"
  ServicePlanId="3d26ee1f-8a5f-4d52-aea2-b81ce45c8f40"
  xmlns="http://schemas.microsoft.com/online/directoryservices/change/2008/11">
  <Capability>
  <Capability Plan="MCONEETADV" xmlns="http://schemas.microsoft.com/online/MCT/2009/01"/>
  </Capability>
</Plan>
```

You need to troubleshoot the issue.
 How should you troubleshoot the issue? To answer, select the appropriate options in the answer area.
 NOTE: Each correct selection is worth one point.

Answer Area

Question	Response
Why is the dial-in phone number missing?	<ul style="list-style-type: none"> Microsoft 365 Phone System license is missing Microsoft 365 Audio Conferencing license is missing Microsoft 365 Communication Compliance license is missing Microsoft 365 Domestic and International Calling Plan license is missing
You need to display licensing information for the user. Which parameter should you add to the PowerShell cmdlet?	<ul style="list-style-type: none"> AssignedPlan ServiceInstance ProvisionedPlan ProvisioningStamp

Answer:

Answer Area

Question	Response
Why is the dial-in phone number missing?	<ul style="list-style-type: none"> Microsoft 365 Phone System license is missing Microsoft 365 Audio Conferencing license is missing Microsoft 365 Communication Compliance license is missing Microsoft 365 Domestic and International Calling Plan license is missing
You need to display licensing information for the user. Which parameter should you add to the PowerShell cmdlet?	<ul style="list-style-type: none"> AssignedPlan ServiceInstance ProvisionedPlan ProvisioningStamp

QUESTION 76

Hotspot Question

A company uses Microsoft Teams.

The company defines the following normalization rule:

Rank	Name	Description	Pattern	Translation
1	Normalization rule		^(d(7))\$	+142551

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.

Answer Area

Which values match the normalization rule?

▼
only seven-digit numbers that start with 0 (zero)
all seven-digit numbers
only eight-digit numbers that start with 0 (zero)
all 8-digit numbers

The company reports that the normalization rule must match seven-digit phone numbers. Which pattern should you use for the normalization rule?

▼
<code>^0\d{7}\$</code>
<code>^\d{7}\$</code>
<code>^1\d{7}\$</code>
<code>^1/d{7}\$</code>

Answer:

Answer Area

Which values match the normalization rule?

▼
only seven-digit numbers that start with 0 (zero)
all seven-digit numbers
only eight-digit numbers that start with 0 (zero)
all 8-digit numbers

The company reports that the normalization rule must match seven-digit phone numbers. Which pattern should you use for the normalization rule?

▼
<code>^0\d{7}\$</code>
<code>^\d{7}\$</code>
<code>^1\d{7}\$</code>
<code>^1/d{7}\$</code>

QUESTION 77

You support a Microsoft Teams environment for a company. Employees report a variety of call quality issues. You need to investigate the issues.

Which two tools should you use? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. Teams user activity report
- B. Analytics and reports
- C. Call Analytics
- D. Teams Desktop logs
- E. Teams Debug logs

Answer: CE

QUESTION 78

Hotspot Question

A customer implements direct routing.

The customer reports that users are unable to receive or make phone calls. You observe that the Session Border Controller (SBC) is not healthy and that the Session Initiation Protocol (SIP) option headers have discrepancies.

You need to reconfigure the SIP option headers to resolve the issue.

How should you configure the SIP option headers? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Parameter name	Value
Request-URI	<input type="checkbox"/> OPTIONS sip:sip.pstnhub.microsoft.com:5061 SIP /2.0 <input type="checkbox"/> OPTIONS sip:10.10.10.1:5061 SIP /2.0 <input type="checkbox"/> OPTIONS sip:sip.sbc1.adatum.biz:5061 SIP /2.0
Via Header	<input type="checkbox"/> Via: SIP/2.0/TLS 10.10.10.1:5058;alias;branch=z9hG4bKac2121518978 <input type="checkbox"/> Via: SIP/2.0/TLS sbc1.adatum.biz:5058;alias;branch=z9hG4bKac2121518978 <input type="checkbox"/> Via: SIP/2.0/TLS sip.pstnhub.microsoft.com:5058;alias;branch=z9hG4bKac2121518978
Contact Header	<input type="checkbox"/> Contact: sip:sip.pstnhub.microsoft.com;transport=tls <input type="checkbox"/> Contact: sip:sbc1.adatum.biz:50588;transport=tls <input type="checkbox"/> Contact: sip:10.10.10.1:50588;transport=tls

Answer:

Answer Area

Parameter name	Value
Request-URI	<input checked="" type="checkbox"/> OPTIONS sip:sip.pstnhub.microsoft.com:5061 SIP /2.0 <input type="checkbox"/> OPTIONS sip:10.10.10.1:5061 SIP /2.0 <input type="checkbox"/> OPTIONS sip:sip.sbc1.adatum.biz:5061 SIP /2.0
Via Header	<input type="checkbox"/> Via: SIP/2.0/TLS 10.10.10.1:5058;alias;branch=z9hG4bKac2121518978 <input checked="" type="checkbox"/> Via: SIP/2.0/TLS sbc1.adatum.biz:5058;alias;branch=z9hG4bKac2121518978 <input type="checkbox"/> Via: SIP/2.0/TLS sip.pstnhub.microsoft.com:5058;alias;branch=z9hG4bKac2121518978
Contact Header	<input type="checkbox"/> Contact: sip:sip.pstnhub.microsoft.com;transport=tls <input checked="" type="checkbox"/> Contact: sip:sbc1.adatum.biz:50588;transport=tls <input type="checkbox"/> Contact: sip:10.10.10.1:50588;transport=tls

QUESTION 79

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

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 troubleshoot the issue.

Solution: Determine which calling policies are assigned to the user.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: A

QUESTION 80

Hotspot Question

A company contacts you to help resolve a Session Border Controller (SBC) configuration issue.

The company shares the following screenshot from their environment:

sbc-contoso.com

Location isn't set.



Status

We can't find any data.

SIP signaling port

5061

SIP Options status

Warning

Network effectiveness (Calls)

100% (3)

TLS connectivity status

Inactive

Average call duration (Calls)

0 seconds (0)

Concurrent calls capacity

0% (0/50)

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.

Answer Area

What is the issue?

- SBC is not sending SIP options.
- SIP signaling port needs to be changed.
- There is a problem with the issued certificate.

What should you communicate to the admin?

- Microsoft is sending a 200 OK back to the SBC.
- SBC used is unsupported.
- Inbound and outbound calls are working with the current configuration.
- Location is not required for the configuration to work.

Answer:

Answer Area

What is the issue?

SBC is not sending SIP options.
SIP signaling port needs to be changed.
There is a problem with the issued certificate.

What should you communicate to the admin?

Microsoft is sending a 200 OK back to the SBC.
SBC used is unsupported.
Inbound and outbound calls are working with the current configuration.
Location is not required for the configuration to work.

QUESTION 81

Contoso uses Microsoft Teams.

Call queue agents report that they are receiving calls from the call queue when they are already on a call. You need to resolve the issue.

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

NOTE: Each correct selection is worth one point.

- A. Enable presence-based routing.
- B. Change the call queue's routing method to Round Robin.
- C. Change the call queue's routing method to Longest Idle.
- D. Enable Busy on Busy.

Answer: AD

QUESTION 82

A company configures dynamic emergency calling.

Users report that when they place emergency calls, the calls do not connect to the appropriate emergency services providers.

You need to troubleshoot the reported issue.

Which logs should you use?

- A. WebRTC
- B. Media
- C. Desktop
- D. Debug

Answer: C

QUESTION 83

A user reports that when they schedule a meeting the audio conferencing dial-in information is not added to the meeting invitation.

You need to run Get-CsOnlineUser PowerShell cmdlet to get user information and determine if the issue is related to an Audio Conferencing provision or a missing license.

Which three attributes should you review in the PowerShell output? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

[MS-740 Exam Dumps](#) **[MS-740 Exam Questions](#) **[MS-740 PDF Dumps](#) **[MS-740 VCE Dumps](#)******

<https://www.braindump2go.com/ms-740.html>

- A. AssignedPlan:
- B. ProvisioningStamp:
- C. ProvisionedPlan:
- D. AcplInfo:
- E. UserPrincipalName:

Answer: AC

QUESTION 84

Hotspot Question

A company uses Direct Routing.

Users report that they are not able to dial out to specific numbers. You have been provided with the tenant's dial plan that has the following normalization rule:

- Pattern: ^0?(\d{7})\$

- Translation: +1250\$1

The administrator is unsure if the normalization rule is causing this issue and needs help understanding it.

You need to provide the administrator with the correct normalization of two dialed telephone numbers.

What should you identify? To answer, select the appropriate translated numbers in the dialog box in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Dialed	Translated numbers
051305144	<div style="border: 1px solid black; padding: 5px;"> <div style="border-bottom: 1px solid black; margin-bottom: 5px;">▼</div> <div style="border-bottom: 1px solid black; margin-bottom: 5px;">51305144</div> <div style="border-bottom: 1px solid black; margin-bottom: 5px;">051305144</div> <div style="border-bottom: 1px solid black; margin-bottom: 5px;">+12501305144</div> <div style="border-bottom: 1px solid black; margin-bottom: 5px;">+125051305144</div> </div>
05125085	<div style="border: 1px solid black; padding: 5px;"> <div style="border-bottom: 1px solid black; margin-bottom: 5px;">▼</div> <div style="border-bottom: 1px solid black; margin-bottom: 5px;">5125085</div> <div style="border-bottom: 1px solid black; margin-bottom: 5px;">05125085</div> <div style="border-bottom: 1px solid black; margin-bottom: 5px;">+12505125085</div> <div style="border-bottom: 1px solid black; margin-bottom: 5px;">+125005125085</div> </div>

Answer:

Answer Area

Dialed	Translated numbers										
051305144	<table border="1"> <tr><td> </td><td>▼</td></tr> <tr><td>51305144</td><td></td></tr> <tr><td>051305144</td><td></td></tr> <tr><td>+12501305144</td><td></td></tr> <tr><td>+125051305144</td><td></td></tr> </table>		▼	51305144		051305144		+12501305144		+125051305144	
	▼										
51305144											
051305144											
+12501305144											
+125051305144											
05125085	<table border="1"> <tr><td> </td><td>▼</td></tr> <tr><td>5125085</td><td></td></tr> <tr><td>05125085</td><td></td></tr> <tr><td>+12505125085</td><td></td></tr> <tr><td>+125005125085</td><td></td></tr> </table>		▼	5125085		05125085		+12505125085		+125005125085	
	▼										
5125085											
05125085											
+12505125085											
+125005125085											

QUESTION 85

You are configuring Microsoft Teams for a company.

You configure the Direct Routing setup for the tenant. The 200 OK message is not received for outbound SIP options in the Session Border Controller (SBC) logs.

You need to find the root causes of the issue.

What are the three causes of the issue? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. The SBC trusted root certificate store for the Microsoft Teams TLS context contains the Baltimore root CA.
- B. The certificate must be assigned to TLS context for the Microsoft Teams proxy.
- C. The SBC certificate assigned to TLS context for Microsoft Teams proxy must be signed from an approved root CA.
- D. The SBC trusted root certificate store for the Microsoft Teams TLS context is missing the full certificate chain of the SBC certificate.
- E. TLS context is used for Microsoft Teams proxy.

Answer: ACD

QUESTION 86

A company configures IP address 10.3.0.0 as the Location Information Service subnet.

The Microsoft Teams client does not display the emergency address for a user. You confirm that the user has a correctly assigned and validated E911 address that includes geo-coordinates.

You observe the following record in the Teams log:

```
{ "locationId": null, "publicIp": "216.82.234.65": "networkInformation":
{"mac": null, "ipv4": "10.3.145.22", "subnetLengthIPv4": "20"}}
```

You need to identify the root cause of the issue.

Which segment of the Teams log record identifies the cause of the issue?

- A. "publicIp": "216.82.224.65"
- B. "locationId": null
- C. "ipv4": "10.3.145.22", "subnetLengthIPv4": "20"

Answer: B

QUESTION 87

Hotspot Question

A company uses Direct Routing for its telephone solution.

Users in the sales department are unable to make outbound calls. You observe that the sales department does not have a voice routing policy assigned.

You need to resolve the issue.

How should you complete the command? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

<div style="border: 1px solid black; padding: 2px;"> <div style="text-align: right;">▼</div> Set-CsOnlineVoiceRoutingPolicy Get-CsOnlineVoiceRoutingPolicy New-CsOnlineVoiceRoutingPolicy Grant-CsOnlineVoiceRoutingPolicy </div>	<div style="border: 1px solid black; padding: 2px;"> <div style="text-align: right;">▼</div> Group Identity UserPrincipalName </div>	sales@contoso.com -PolicyName "RedmondOnlineVoiceRoutingPolicy"
--	--	---

Answer:

Answer Area

<div style="border: 1px solid black; padding: 2px;"> <div style="text-align: right;">▼</div> Set-CsOnlineVoiceRoutingPolicy Get-CsOnlineVoiceRoutingPolicy New-CsOnlineVoiceRoutingPolicy Grant-CsOnlineVoiceRoutingPolicy </div>	<div style="border: 1px solid black; padding: 2px;"> <div style="text-align: right;">▼</div> Group Identity UserPrincipalName </div>	sales@contoso.com -PolicyName "RedmondOnlineVoiceRoutingPolicy"
--	--	---

QUESTION 88

Hotspot Question

A company uses Microsoft Teams.

A user reports that they are unable to start recording a meeting.

You need to investigate the issue by reviewing the appropriate information.

What should you do? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Question	Response
Where should you obtain the logs?	<div style="border: 1px solid black; padding: 2px;"> <div style="text-align: right;">▼</div> From the meeting organizer only From the user only From the meeting organizer and the user </div>
Which PowerShell cmdlet should you run?	<div style="border: 1px solid black; padding: 2px;"> <div style="text-align: right;">▼</div> Get-CsTeamsMeetingPolicy fl Get-CsTeamsMeetingPolicy -identity global Get-CsTeamsMeetingPolicy -identity <UPN of the user experiencing issue> </div>

Answer:

Answer Area

Question	Response
Where should you obtain the logs?	<div style="border: 1px solid black; padding: 2px;"> <div style="text-align: right;">▼</div> From the meeting organizer only From the user only From the meeting organizer and the user </div>
Which PowerShell cmdlet should you run?	<div style="border: 1px solid black; padding: 2px;"> <div style="text-align: right;">▼</div> Get-CsTeamsMeetingPolicy fl Get-CsTeamsMeetingPolicy -identity global Get-CsTeamsMeetingPolicy -identity <UPN of the user experiencing issue> </div>

QUESTION 89

Hotspot Question

A company uses Microsoft Teams. Policies are assigned to users.

Users cannot record or use captions in Microsoft Teams meetings, but they can record 1:1 calls. Users must be able to record and use captions in meetings, but they should not be able to record 1:1 calls.

You need to troubleshoot the assigned policies.

How should you complete the PowerShell command? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

<div style="border: 1px solid black; padding: 2px; margin-bottom: 2px;"> ▼ </div> <div style="border: 1px solid black; padding: 2px;"> Set-CsTeamsMeetingPolicy Set-CsTeamsCallingPolicy Grant-CsCloudMeetingPolicy Grant-CsTeamsCallingPolicy </div>	-identity "PolicyOne" -	<div style="border: 1px solid black; padding: 2px; margin-bottom: 2px;"> ▼ </div> <div style="border: 1px solid black; padding: 2px;"> AllowCloudRecording AllowCloudRecordingForCalls AllowMeetNow ChannelRecordingDownload </div>	\$true -	<div style="border: 1px solid black; padding: 2px; margin-bottom: 2px;"> ▼ </div> <div style="border: 1px solid black; padding: 2px;"> AllowTranscription LiveStreamingMode LiveCaptionsEnabledType RecordingStorageMode </div>	\$true
<div style="border: 1px solid black; padding: 2px; margin-bottom: 2px;"> ▼ </div> <div style="border: 1px solid black; padding: 2px;"> Set-CsTeamsMeetingPolicy Set-CsTeamsCallingPolicy Set-CsTeamsEmergencyCallingPolicy Grant-CsTeamsCallingPolicy </div>	-identity "PolicyTwo" -	<div style="border: 1px solid black; padding: 2px; margin-bottom: 2px;"> ▼ </div> <div style="border: 1px solid black; padding: 2px;"> AllowCloudRecording AllowCloudRecordingForCalls AllowMeetNow ChannelRecordingDownload </div>	\$false		

Answer:

Answer Area

<div style="border: 1px solid black; padding: 2px; margin-bottom: 2px;"> ▼ </div> <div style="border: 1px solid black; padding: 2px;"> Set-CsTeamsMeetingPolicy Set-CsTeamsCallingPolicy Grant-CsCloudMeetingPolicy Grant-CsTeamsCallingPolicy </div>	-identity "PolicyOne" -	<div style="border: 1px solid black; padding: 2px; margin-bottom: 2px;"> ▼ </div> <div style="border: 1px solid black; padding: 2px;"> AllowCloudRecording AllowCloudRecordingForCalls AllowMeetNow ChannelRecordingDownload </div>	\$true -	<div style="border: 1px solid black; padding: 2px; margin-bottom: 2px;"> ▼ </div> <div style="border: 1px solid black; padding: 2px;"> AllowTranscription LiveStreamingMode LiveCaptionsEnabledType RecordingStorageMode </div>	\$true
<div style="border: 1px solid black; padding: 2px; margin-bottom: 2px;"> ▼ </div> <div style="border: 1px solid black; padding: 2px;"> Set-CsTeamsMeetingPolicy Set-CsTeamsCallingPolicy Set-CsTeamsEmergencyCallingPolicy Grant-CsTeamsCallingPolicy </div>	-identity "PolicyTwo" -	<div style="border: 1px solid black; padding: 2px; margin-bottom: 2px;"> ▼ </div> <div style="border: 1px solid black; padding: 2px;"> AllowCloudRecording AllowCloudRecordingForCalls AllowMeetNow ChannelRecordingDownload </div>	\$false		

QUESTION 90

Users at a company connect to Microsoft Teams meetings by using Wi-Fi or the company's LAN.

You observe that there are audio and video quality issues when more than 50 participants attend a meeting.

You need to troubleshoot the issue.

Which two Microsoft Teams admin center tools should you use? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Meeting policies and settings
- B. Microsoft Teams client logs
- C. Call Analytics
- D. Usage reports
- E. Live events policies and settings

Answer: AC

QUESTION 91

Hotspot Question

You support a Microsoft Teams environment for a company.

You need to troubleshoot Teams app installation failures and update issues for users.

What should you review? To answer, select the appropriate log in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Action	Log
Investigate the sequence of events that occurred during Teams desktop client app installation	<div style="border: 1px solid black; padding: 2px;"> <div style="text-align: right;">▼</div> <div style="padding: 2px;"> <p>%LocalAppData%\SquirrelTemp\SquirrelSetup.log</p> <p>%LocalAppData%\Microsoft\Teams\SquirrelSetup.log</p> </div> </div>
Review other relevant logs to troubleshoot installation issues	<div style="border: 1px solid black; padding: 2px;"> <div style="text-align: right;">▼</div> <div style="padding: 2px;"> <p>Media logs</p> <p>Application and system logs</p> <p>Browser trace logs</p> </div> </div>

Answer:

Answer Area

Action	Log
Investigate the sequence of events that occurred during Teams desktop client app installation	<div style="border: 1px solid black; padding: 2px;"> <div style="text-align: right;">▼</div> <div style="padding: 2px;"> <p>%LocalAppData%\SquirrelTemp\SquirrelSetup.log</p> <p>%LocalAppData%\Microsoft\Teams\SquirrelSetup.log</p> </div> </div>
Review other relevant logs to troubleshoot installation issues	<div style="border: 1px solid black; padding: 2px;"> <div style="text-align: right;">▼</div> <div style="padding: 2px;"> <p>Media logs</p> <p>Application and system logs</p> <p>Browser trace logs</p> </div> </div>

QUESTION 92

A company configures Islands mode for a small group of users. You configure Teams Only mode for all other users. The users on Islands mode report that they do not receive chats from external users. This happens if the users sign in to Teams by using the desktop app or the web app. All other users receive chats from external users. You need to resolve the issue. What are two possible ways to achieve the goal? Each correct answer presents a complete solution. NOTE: Each correct selection is worth one point.

- A. Advise the Global admin to enable external access settings
- B. Change the coexistence mode to Teams Only for the users on Islands mode
- C. Ask the users on Islands mode to sign out from Teams and then sign in again
- D. Reassign the Teams license for the users on Islands mode
- E. Sign in to the Skype for Business app

Answer: BE

QUESTION 93

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution. 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. You support a Microsoft Teams environment for a company. Team owners report that the following error message displays when they try to add a guest to a team.

Add members to Professional

Start typing a name, distribution list, or security group to add to your team. You can also add people outside your organization as guests by typing their email addresses.



The screenshot shows a search input field with the placeholder text "Start typing a name or group" and an "Add" button. Below the input field is a red error message: "Something went wrong." To the right of the error message is a "Retry all" button with a circular refresh icon. Below the error message is a list of members, including "tesquest (Guest)" with a red error message: "We ran into an issue. Please try again later" and a "Retry" button with a circular refresh icon and a close button (X).

You need to recommend a solution to resolve the issue.
Solution: Confirm whether the tenant domain is in the Allowed list.
Does the solution meet the goal?

- A. Yes
- B. No

Answer: A

QUESTION 94

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

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.

You support a Microsoft Teams environment for a company.
Team owners report that the following error message displays when they try to add a guest to a team.

Add members to Professional

Start typing a name, distribution list, or security group to add to your team. You can also add people outside your organization as guests by typing their email addresses.



The screenshot shows a search input field with the placeholder text "Start typing a name or group" and an "Add" button. Below the input field is a red error message: "Something went wrong." To the right of the error message is a "Retry all" button with a circular refresh icon. Below the error message is a list of members, including "tesquest (Guest)" with a red error message: "We ran into an issue. Please try again later" and a "Retry" button with a circular refresh icon and a close button (X).

You need to recommend a solution to resolve the issue.
Solution: Remove and re-add the owner for the team.
Does the solution meet the goal?

- A. Yes
- B. No

Answer: B

QUESTION 95

Note: This question is part of a series of questions that present the same scenario. Each question in the series contains a unique solution that might meet the stated goals. Some question sets might have more than one correct solution, while others might not have a correct solution.

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.

You support a Microsoft Teams environment for a company.

Team owners report that the following error message displays when they try to add a guest to a team.

Add members to Professional

Start typing a name, distribution list, or security group to add to your team. You can also add people outside your organization as guests by typing their email addresses.



You need to recommend a solution to resolve the issue.

Solution: Disable and re-enable guest access from the Teams admin center.

Does the solution meet the goal?

- A. Yes
- B. No

Answer: B

QUESTION 96

A company uses Microsoft Teams. An employee sends a chat message to a user at another company.

The recipient's company configures Microsoft Teams to use Islands mode. The recipient does not receive the messages in their Microsoft Teams app.

You need to determine the cause of the issue.

What should you conclude?

- A. Messages sent to an Islands recipient will always be received by the Skype for Business app.
- B. Messaging policy restrictions for the sender are in place that block the communication.
- C. Messaging policy restrictions for the receiver are in place that block the communication.

Answer: A

QUESTION 97

Hotspot Question

A company uses Microsoft Teams.

Users are unable to communicate with external users. You have been presented with the following output from a PowerShell command:

```
Identity : Global
AllowedDomains : microsoft.com
BlockedDomains :
AllowFederatedUsers : False
AllowPublicUsers : True
TreatDiscoveredPartnersAsUnverified : False
SharedSipAddressSpace : False
```

You need to enable users to communicate with users on the Microsoft.com and Contoso.com domains. How should you complete the command? To answer, select the appropriate options in the answer area.
NOTE: Each correct selection is worth one point.

Answer Area

-Identity Global -AllowFederatedUsers \$true

\$x = -Domain "contoso.com"

\$y = -Domain "fabrikam.com"

\$newAllowList = New-CsEdgeAllowList -AllowedDomain \$x,\$y

-AllowedDomains \$newAllowList

Answer:

Answer Area

```

-Identity Global -AllowFederatedUsers $true
Set-CsTenantFederationConfiguration
Get-CsTenantFederationConfiguration
Grant-CsTeamsMessagingPolicy
Set-CsTeamsMessagingPolicy

$X = -Domain "contoso.com"
New-CsEdgeDomainPattern
New-CsHostingProvider
Get-CsAllowedDomain

$Y = -Domain "fabrikam.com"
New-CsEdgeDomainPattern
New-CsHostingProvider
Get-CsAllowedDomain

$newAllowList = New-CsEdgeAllowList -AllowedDomain $X,$Y

-AllowedDomains $newAllowList
Set-CsTenantFederationConfiguration
Get-CsTenantFederationConfiguration
Get-CsAllowedDomain
Set-CsTeamsMessagingPolicy

```

QUESTION 98

You are the administrator for a company named CompanyA which uses Microsoft Teams only. The company does not have a Skype for Business on-premises environment. A company named CompanyB has a Skype for Business on-premises environment. The two companies want to allow employees to collaborate by using chat and online meetings. CompanyA is unable to chat with CompanyB. CompanyA can communicate with other companies. You need to set up federation between CompanyA and CompanyB. Which three actions should you perform? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

- A. From the Skype for Business on-premises server management shell, run the following PowerShell cmdlet: Set-CsAccessEdgeConfiguration. –UseDnsSrvRouting - EnablePartnerDiscovery \$True
- B. Connect to Skype for Business Online and run the following PowerShell cmdlet: Set-CsExternalAccessPolicy -EnableFederationAccess \$True
- C. Enable external federation for the user.
- D. Connect to Skype for Business Online and run the following PowerShell cmdlet: Set-CsTenantFederationConfiguration - \$True
- E. Ensure that CompanyB’s domain is listed in the Allowed Domains list.

Answer: ABC

QUESTION 99

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. Add the domains for the guest accounts to the external access allow list.
- C. Update the Global messaging policy to enable chat.
- D. Enable chat in Guest access.

Answer: B

QUESTION 100

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.

Answer: D

QUESTION 101

Hotspot Question

A company is moving users from Skype for Business on-premises to Microsoft Teams. Users who are still hosted on-premises and have had frequent interactions with the migrated users can no longer see updated presence information.



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.

Answer Area

What is the cause of the issue?

Teams: Only user must start the chat.
Teams cache must be cleared after migration.
Preexisting threads inaccurately reflect presence.
Skype for Business client must be running for the migrated users also.

Which PowerShell command should you use to investigate the issue?

Get-CsAuthConfig
Get-TeamsAppInstallation
Export-CsPersistentChatData
Get-CsManagementStoreReplicationStatus

Answer:

Answer Area

What is the cause of the issue?

Teams Only user must start the chat.
Teams cache must be cleared after migration.
Preexisting threads inaccurately reflect presence.
Skype for Business client must be running for the migrated users also.

Which PowerShell command should you use to investigate the issue?

Get-CsAuthConfig
Get-TeamsAppInstallation
Export-CsPersistentChatData
Get-CsManagementStoreReplicationStatus

QUESTION 102

Hotspot Question

A user attempts to switch to a tenant in which they are a guest. The following error message displays:

Your sign-in was blocked

We've detected something unusual about this sign-in. For example, you might be signing in from a new location, device, or app. Before you can continue, we need to verify your identity. Please contact your admin.

[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.

Answer Area

Where can you find the root cause of the issue that prompted this error message?

Azure AD sign-in logs for the guest tenant
Azure AD sign-in logs for the host tenant
Microsoft Teams desktop logs
Microsoft Teams web logs

Which administrator must you contact to resolve the issue?

Global administrator for the guest tenant
Global administrator for the host tenant

Answer:

Answer Area

Where can you find the root cause of the issue that prompted this error message?

	▼
Azure AD sign-in logs for the guest tenant	
Azure AD sign-in logs for the host tenant	
Microsoft Teams desktop logs	
Microsoft Teams web logs	

Which administrator must you contact to resolve the issue?

	▼
Global administrator for the guest tenant	
Global administrator for the host tenant	

QUESTION 103

A user works with two Microsoft 365 accounts on a domain-joined device. The user's device automatically signs in to Microsoft Teams by using a domain-joined account each time the user restarts their device. The user must manually sign out from Teams and then enter credentials for the second account when they want to use the second account. Microsoft Teams must launch without the user signing in to an account. You need to recommend a solution for the user. What should you recommend?

- A. Create the following registry key: (UPN)
Computer\HKEY_CURRENT_USER\Software\Microsoft\Office\16.0\Common\Identity
EnableADAL(REG_DWORD) 0x00000001 (0).
- B. Create the following registry key: (UPN)
Computer\HKEY_CURRENT_USER\Software\Microsoft\Office\Teams
SkipUpnPrefill(REG_DWORD) 0x00000001 (1).
- C. Rename the following folder and restart the machine:
C:\users\%dir\AppData\Local\Packages\Microsoft.AAD.BrokerPlugin_cw5n1h2txyewy
- D. Configure Teams to use the Microsoft Authenticator app for authenticating users.

Answer: B

QUESTION 104

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
MCOValidationErrors    : {}
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-Cluster -Identity -EnterpriseVoiceEnabled \$True
- B. In the Teams admin center, change the coexistence mode to Teams only
- C. Run the following PowerShell cmdlet: Set-CsOnlineVoiceUser -Identity -LocationID - telephonenumber
- D. Assign a voice routing policy
- E. Change the value of the UsageLocation option to US

Answer: ABD

QUESTION 105

Drag and Drop Question

A company uses Microsoft Teams.

A user reports that the Teams add-in does not display in Microsoft Outlook.

You need to resolve the issue.

Which three actions should you perform in sequence? To answer, move the appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Actions	Answer Area
Remove the TeamsAddin.FastConnect key if it is present	
Set the value of LoadBehavior to 3	
Verify that a registry entry named TeamsAddin.FastConnect exists	➤
Launch RegEdit.exe and navigate to HKEY_CURRENT_USER\Software\Microsoft\Office\Outlook\Addins	⬅
Launch RegEdit.exe and navigate to HKEY_LOCAL_MACHINE_USER\Software\Microsoft\Office\Outlook\Addins	

Answer:

Actions	Answer Area
Remove the TeamsAddin.FastConnect key if it is present	
	Launch RegEdit.exe and navigate to HKEY_CURRENT_USER\Software\Microsoft\Office\Outlook\Addins
	Verify that a registry entry named TeamsAddin.FastConnect exists
	➤
	Set the value of LoadBehavior to 3
	⬅
Launch RegEdit.exe and navigate to HKEY_LOCAL_MACHINE_USER\Software\Microsoft\Office\Outlook\Addins	

QUESTION 106

Hotspot Question

A company implements Microsoft Teams.

The company reports that channels are not configured according to business requirements.

You need to recommend channel types so that the company can implement the required capabilities.

Which channel type should you recommend? To answer, select the appropriate configuration in the answer area.

NOTE: Each correct selection is worth one point.

Answer Area

Capability	Type						
Create a separate SharePoint site	<table border="1"><tr><td></td><td>▼</td></tr><tr><td colspan="2">Private</td></tr><tr><td colspan="2">Standard</td></tr></table>		▼	Private		Standard	
	▼						
Private							
Standard							
Ensure that a channel is not included in the copy when you create a copy of a team	<table border="1"><tr><td></td><td>▼</td></tr><tr><td colspan="2">Private</td></tr><tr><td colspan="2">Standard</td></tr></table>		▼	Private		Standard	
	▼						
Private							
Standard							
Can host channel meetings	<table border="1"><tr><td></td><td>▼</td></tr><tr><td colspan="2">Private</td></tr><tr><td colspan="2">Standard</td></tr></table>		▼	Private		Standard	
	▼						
Private							
Standard							
Can add members automatically	<table border="1"><tr><td></td><td>▼</td></tr><tr><td colspan="2">Private</td></tr><tr><td colspan="2">Standard</td></tr></table>		▼	Private		Standard	
	▼						
Private							
Standard							

Answer:

Answer Area

Capability	Type						
Create a separate SharePoint site	<table border="1"> <tr> <td></td> <td>▼</td> </tr> <tr> <td>Private</td> <td></td> </tr> <tr> <td>Standard</td> <td></td> </tr> </table>		▼	Private		Standard	
	▼						
Private							
Standard							
Ensure that a channel is not included in the copy when you create a copy of a team	<table border="1"> <tr> <td></td> <td>▼</td> </tr> <tr> <td>Private</td> <td></td> </tr> <tr> <td>Standard</td> <td></td> </tr> </table>		▼	Private		Standard	
	▼						
Private							
Standard							
Can host channel meetings	<table border="1"> <tr> <td></td> <td>▼</td> </tr> <tr> <td>Private</td> <td></td> </tr> <tr> <td>Standard</td> <td></td> </tr> </table>		▼	Private		Standard	
	▼						
Private							
Standard							
Can add members automatically	<table border="1"> <tr> <td></td> <td>▼</td> </tr> <tr> <td>Private</td> <td></td> </tr> <tr> <td>Standard</td> <td></td> </tr> </table>		▼	Private		Standard	
	▼						
Private							
Standard							

QUESTION 107

Hotspot Question

A company uses Microsoft Teams.

A user reports that they cannot see one of the built-in apps after signing in to Teams.

You review the log file as shown in the exhibit.

```

Orchestrator: FilesUploadStoreInitializationStep has been started.
[Scenario]call_policies_periodic_sync [step](1)stop (721ms/721ms)
[Scenario]admin_update_aggregatesettingsstore [step](1)stop (1ms/2ms)
[Scenario]admin_update_aggregatesettingsstore start
Orchestrator: Beginning stage number 120
[Scenario]orchestration_app_launch [step](08)stage_120 (573ms)
Orchestrator: Completed stage number 118
Orchestrator: SpellCheckerOrchestrationStep succeeded.
Orchestrator: SpellCheckerOrchestrationStep has been started.
UserAppsStore: Attempting to add calling with the following flags:
["isCallingEnabledByTenant":true,"isSfbCloud":true,"isSfbEnabled":true,"disableCallingForHybridVoice":true,
"pstnType":"OnPrem",
"isBusinessVoicePath":false,"isByotEnabled":false,"isOneToOneCallingEnabled":true,"isCallingSupportedEnvironment":true,"enableVoipCallTab":false,"result":"removed"
UserAppsStore: Skipped calendar app with isFirstParty as true. isMailboxDiscoverable:false, isFreeformTenant:false, enableFreeformCalendar:true
UserAppsStore: Calling app removed, flags:
["isCallingEnabledByTenant":true,"isSfbCloud":true,"isSfbEnabled":true,"disableCallingForHybridVoice":true,
"pstnType":"OnPrem","isBusinessVoicePath":false,"isByotEnabled":false,"isOneToOneCallingEnabled":true,
"isCallingSupportedEnvironment":true,"enableVoipCallTab":false,"result":"removed"]
AppBarService: Total appList 10 appBarItems 5 appBarOverflowsItems 12 hoistAppId 08fcd49b-61a2-4701-b771-54728cd291f8
AppBarService: appBarOverflowsItems: 7c116134-ded0-4f95-8a83-8451d0876592,5ade35f9-d3c8-4506-9dd9-983ab47f1b83,37e078d5-6cde-44a1-a83f-
45f73b03d8da,aa183fd9-7104-46c4-a9f9-9ee981d717e,
00828ecd-def2-4297-ada8-7085cde7c78,1542629c-01b3-4a6d-8f7b-1930b779e48d,1c4348de-2a85-48e5-8eb0-4f29538978b,
42f6c1da-a241-483a-a3cc-4f3be0180951,com.microsoftstream.embed.skypteamstab.com.microsoft.teamspace.tab-planner,fc0b6d20-89ed-45fb-9e02-
e4b4ca0fbf3f,com.microsoft.teamspace.tab.wiki
AppBarService: appBarItems: 1440962d-6eeb-4f48-8890-de35494bb136,86fcd49b-61a2-4701-b771-54728cd291f8,2a84818f-59d8-4441-a975-
2a8c2643b742,28c3440e-c67e-4420-9f80-8e50c39693df,
3ef6a76b-40fc-40a1-a729-8f49b08e44fd
AppBarService: Total appList 10 appBarItems 5 appBarOverflowsItems 12 hoistAppId: 86fcd49b-61a2-4701-b771-54728cd291f8

```

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.

Answer Area

Which app fails to load?

▼
Files
Apps
Calls
Calendar

Why did the app fail to load?

▼
The user's Exchange mailbox was not found.
The calendar app was not assigned in the setup policies.
A calendar sharing policy has not been assigned to the user.
The company's Microsoft 365 subscription is about to expire.

Answer:

Answer Area

Which app fails to load?

Files
Apps
Calls
Calendar

Why did the app fail to load?

The user's Exchange mailbox was not found.
The calendar app was not assigned in the setup policies.
A calendar sharing policy has not been assigned to the user.
The company's Microsoft 365 subscription is about to expire.

QUESTION 108

Drag and Drop Question

A bank uses Microsoft Teams.

Some users are experiencing a variety of issues when trying to post to channels or update channels.

You need to view configuration settings to troubleshoot the reported issues.

Where should you check? To answer, drag the appropriate configuration locations to the correct issues. 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.

Configuration locations	Issue	Configuration location
Channel settings	Users cannot post in a standard channel.	Configuration location
Teams policies	Users cannot create new channels.	Configuration location
Teams settings	Users cannot delete channels.	Configuration location

Answer:

Configuration locations	Answer Area	Configuration location
<input type="text" value="Channel settings"/>	Users cannot post in a standard channel.	<input type="text" value="Channel settings"/>
<input type="text" value="Teams policies"/>	Users cannot create new channels.	<input type="text" value="Teams settings"/>
<input type="text" value="Teams settings"/>	Users cannot delete channels.	<input type="text" value="Teams settings"/>

QUESTION 109

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 Users and then Guest access. Turn on chat.
- B. Navigate to Users and then User profile. Assign a custom Teams policy.
- C. Navigate to Teams and then Teams policies. Edit the Global policy.
- D. Navigate to Users and then User profile. Assign a custom messaging policy.

Answer: A

QUESTION 110

A company uses Microsoft Teams. The company wants all employees to use the Shifts app. Users report that they cannot see the Shifts app in Teams. You need to ensure that the Shifts app is always available in Teams. Which set of policies should you modify?

- A. Templates
- B. Setup
- C. Permission
- D. Teams

Answer: B

QUESTION 111

You create a Microsoft Teams channel. You rename the channel. A user reports that they can no longer access the Files tab. You need to recommend a solution to resolve the issue. What should you recommend?

- A. Remove the user from the team and re-add the user.
- B. Restore the SharePoint site manually through PowerShell.
- C. Rename the channel to the original name.
- D. Create a SharePoint site that uses the new name.

Answer: D

QUESTION 112

A company is using Microsoft Teams. The company reports that employees are using a specific GitHub application in Teams. Employees must not be allowed to use the application. You need to block the application.

What should you do?

- A. Launch the Azure AD admin center and then select the Azure Active Directory – App registrations page.
- B. Launch the Microsoft Teams admin center, expand Teams apps, and then select the Manage apps page.
- C. Launch the Microsoft 365 compliance center and then select the Catalog page.
- D. Launch the Azure Active Directory (Azure AD) admin center and then select the Enterprise applications page.

Answer: B

QUESTION 113

A company plans to review access to Microsoft Teams by guest users.

A team owner reports that guest users from an old project have not received an access review this month. The guest users are still active in the team.

You need to troubleshoot the issue.

What should you do?

- A. Launch the Azure Active Directory (Azure AD) admin center. Navigate to the Identity Governance section of the Azure AD blade.
- B. Launch the Microsoft 365 admin center. Navigate to the Guest access section of the Users blade.
- C. Launch the Teams admin center. Navigate to the Guest access section of the Users blade.
- D. Launch the Azure AD admin center. Navigate to the External Identities section of the Azure AD blade.

Answer: A