



MS-740^{Q&As}

Troubleshooting Microsoft Teams

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**QUESTION 1****HOTSPOT**

A school implements Microsoft Teams.

Teachers report that they cannot schedule Teams live events.

You need to investigate and troubleshoot the issue.

You run `Get-MsolUser -UserPrincipalName Teacher1@contoso.com | Format-List DisplayName,Licenses` and review the results as shown in the Licenses exhibit.

```
DisplayName : Teacher1
Licenses    : {Contoso:STANDARDWOFFPACK-FACULTY}
```

This is output for Powershell results for Teacher1

You review the Microsoft Teams debug logs that you collect from the teacher's device as shown in the Debug logs exhibit.

```
BroadcastScheduling - allowBroadcastScheduling policy is set to true
BroadcastScheduling - isFreemium: false
BroadcastScheduling - user region is emea, isQuickStartEnabledInRegion is true,
isBYOEEEnabledInRegion is true
```

You review the meeting policy settings as shown in the Meeting policy exhibit.



General

These are the general settings for meeting policies. [Learn more](#)

- Allow Meet now in channels Off
- Allow the Outlook add-in Off
- Allow channel meeting scheduling Off
- Allow scheduling private meetings Off

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

Hot Area:

Answer Area

Statement	Yes	No
Is the licensing sufficient for the teachers to schedule live events?	<input type="radio"/>	<input type="radio"/>
Is a network trace needed to troubleshoot the issue?	<input type="radio"/>	<input type="radio"/>
Does the teacher's policy allow for the creation of live events?	<input type="radio"/>	<input type="radio"/>

Correct Answer:



Answer Area

Statement	Yes	No
Is the licensing sufficient for the teachers to schedule live events?	<input type="radio"/>	<input checked="" type="radio"/>
Is a network trace needed to troubleshoot the issue?	<input type="radio"/>	<input checked="" type="radio"/>
Does the teacher's policy allow for the creation of live events?	<input checked="" type="radio"/>	<input type="radio"/>

Reference: <https://docs.microsoft.com/en-us/azure/active-directory/enterprise-users/licensing-service-plan-reference>
<https://docs.microsoft.com/en-us/microsoftteams/teams-live-events/plan-for-teams-live-events>

QUESTION 2

HOTSPOT

You need to set up the calling environment for the sales and support departments.

Which setup paths should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:



Answer Area

Option

Value

Primary number configuration

▼
Call queue
Auto attendant
Regular number

Secondary number configuration

▼
Call queue
Auto attendant
Regular number

Routing method for the support department

▼
Longest idle
Round robin
Serial routing
Attendant routing

Correct Answer:



Answer Area

Option	Value
Primary number configuration	<div style="border: 1px solid black; padding: 5px;"><div style="background-color: #cccccc; padding: 2px; text-align: right;">▼</div><div style="padding: 2px;">Call queue</div><div style="background-color: #d9ead3; padding: 2px;">Auto attendant</div><div style="padding: 2px;">Regular number</div></div>
Secondary number configuration	<div style="border: 1px solid black; padding: 5px;"><div style="background-color: #cccccc; padding: 2px; text-align: right;">▼</div><div style="padding: 2px;">Call queue</div><div style="background-color: #d9ead3; padding: 2px;">Auto attendant</div><div style="padding: 2px;">Regular number</div></div>
Routing method for the support department	<div style="border: 1px solid black; padding: 5px;"><div style="background-color: #cccccc; padding: 2px; text-align: right;">▼</div><div style="padding: 2px;">Longest idle</div><div style="background-color: #d9ead3; padding: 2px;">Round robin</div><div style="padding: 2px;">Serial routing</div><div style="padding: 2px;">Attendant routing</div></div>

Reference: <https://docs.microsoft.com/en-us/microsoftteams/plan-auto-attendant-call-queue>
<https://docs.microsoft.com/en-us/microsoftteams/create-a-phone-system-call-queue>

QUESTION 3

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.

Correct Answer: BCD

QUESTION 4

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":"216.82.234.65
- B. locationId\\inull
- C. \\ipv4\\\\"10.3.145.22,,,"subnetLengthIPv4":"20"

Correct Answer: B

QUESTION 5

You are the administrator for an organization.

A user named User1 can communicate with User2 from an external domain by using chat. User1 is not able to add User2 to a team.

You need to ensure that User1 can add User2 to a team.

What should you do?

- A. Enable external access.
- B. Confirm whether the domain is in the external access allowed list.
- C. Ask the administrator of the external domain to add your domain to their Allowed Domain list.
- D. Use the Microsoft Teams web app.
- E. Enable guest access.



Correct Answer: E

Reference: <https://docs.microsoft.com/en-us/microsoftteams/communicate-with-users-from-other-organizations#guest-access>

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