



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

Troubleshooting Microsoft Teams

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**QUESTION 1**

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

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**QUESTION 2**

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.

Correct Answer: C

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**QUESTION 3**

You need to provide the correct statements to User1.

Which two statements are correct? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.



- A. No matter how much memory is available, Teams will not pass the 1.5 GB threshold
- B. The Microsoft Teams web and desktop apps use memory in very different ways from each other.
- C. The more memory the machine Teams is running has, the more memory Teams will use.
- D. When other apps or services require system memory, Microsoft Teams could give up some to provide to the others.

Correct Answer: CD

Reference: <https://docs.microsoft.com/en-us/microsoftteams/teams-memory-usage-perf>

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#### QUESTION 4

You support a Microsoft Teams environment for a company.

A user is unable to share an uploaded file from their device in a chat with another user. The following error message displays:



You need to troubleshoot and resolve the issue. What is the cause of the issue?

- A. SharePoint permissions prevent the user from sharing the file.
- B. The user does not have a SharePoint license.
- C. The user exceeded their OneDrive storage quota.

Correct Answer: A

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#### QUESTION 5

A prepaway company uses Microsoft Teams.

You need to prevent users from using a specific app within Teams.

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. On the Permission policies page of the Teams admin center, create a custom policy and assign the policy to users.
- B. On the Enterprise applications page in the Azure Active Directory admin center, disable the app.
- C. On the Users page of the Azure Active Directory admin center, disable the app.
- D. On the Manage apps page of the Teams admin center, disable the app.



E. On the Setup policies page of the Teams admin center, create a custom policy and assign the policy to users.

Correct Answer: AD

Reference: [https://docs.microsoft.com/en-us/microsoftteams/manage-apps#:~:text=In%20the%20left%20navigation%20of,\(DoD\)%20deployments%20of%20Teams.](https://docs.microsoft.com/en-us/microsoftteams/manage-apps#:~:text=In%20the%20left%20navigation%20of,(DoD)%20deployments%20of%20Teams.)  
<https://docs.microsoft.com/en-us/microsoftteams/app-policies>

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