MS-740$^{Q\&As}$

Troubleshooting Microsoft Teams

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QUESTION 1

You are administering a Microsoft Teams environment for a company.

A producer deletes a live event from a Teams calendar. The producer must access the recording, attendee engagement report, and QandA report for the live event.

You need to retrieve the resources for the producer.

Where should you look for the resources?

A. Microsoft Stream

B. OneDrive for Business

C. Microsoft 365 admin center

D. Teams admin center

Correct Answer: C

QUESTION 2

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

QUESTION 3

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 receiver are in place that block the communication.

C. Messaging policy restrictions for the sender are in place that block the communication,

Correct Answer: B

QUESTION 4

A company has a Microsoft 365 subscription. All users have devices that run Windows 10. Microsoft Teams is installed on all devices.

A user reports the following issues:

1.

The user loses their Teams connection during screen sharing.

2.

The Microsoft Teams app crashes randomly and restarts automatically.

You need to view the appropriate logs to troubleshoot the issues.

What should you do?

A. From the Microsoft Teams app, select CTRL+G. Open the ETL files in the %Appdata%\Microsoft\Teams\folder.

B. Right-click the Microsoft Teams icons in the application tray and select Get logs. Open Logs.txt in the %Appdata%\Microsoft\Teams\folder.

C. From the Microsoft Teams app, select Ctrl+Alt+Shift+1. Open the log files in the %Userprofile%\Downloads\folder.

D. From Event Viewer, open the Windows log and filter the log for the keyword MS Teams.

Correct Answer: C

Reference: https://docs.microsoft.com/en-us/microsoftteams/log-files

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QUESTION 5

HOTSPOT

You need to resolve the issue reported by User4.

How should you resolve the issue? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

Answer Area

Question	Response
How can User4 access to the SharePoint site?	▼
	Grant access permissions to the Owners group and add User4 to the group.
	Grant access permissions to the Visitors group and add User4 to the group.
	Grant access permissions to the Members group and add User4 to the group.
Who can grant the access permissions?	▼
	Site Owner
	Site Member
	Site Visitor

Correct Answer:

Answer Area

Question	Response
How can User4 access to the SharePoint site?	▼
	Grant access permissions to the Owners group and add User4 to the group.
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