



MS-740^{Q&As}

Troubleshooting Microsoft Teams

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QUESTION 1

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. Rename the following folder and restart the machine: C:\users\%dir\AppData\Local\Packages\Microsoft.AAD.BrokerPlugin_cw5n1h2byewy
- C. Create the following registry key: (UPN) Computer\HKEY_CURRENT_USER\Software\Microsoft\Office\Teams SkipUpnPrefill(REG_DWORD) 0x00000001 (1).

A. Option A

B. Option B

C. Option C

Correct Answer: C

QUESTION 2

DRAG DROP

You manage the Microsoft Teams environment for a company.

A private channel is deleted. After 20 days, the channel owner restores the channel to retrieve a file. A user reports that they cannot access the SharePoint site for the channel.

You need to restore the SharePoint site that is associated with the private channel.

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.

Select and Place:



Actions

Run the following PowerShell command:

```
Get-SPOSite -IncludePersonalSite
```

Run the following PowerShell command:

```
Get-SPODeletedSite -IncludePersonalSite
```

Navigate to the private channel in Microsoft Teams and access the files tab to sync the connection.

Run the following PowerShell command:

```
Remove-SPODeletedSite -Identity "<URL>"
```

Run the following PowerShell command:

```
Restore-SPODeletedSite -Identity "<URL>"
```

Answer Area



Correct Answer:

Actions

Run the following PowerShell command:

```
Get-SPOSite -IncludePersonalSite
```

Answer Area

Run the following PowerShell command:

```
Get-SPODeletedSite -IncludePersonalSite
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Run the following PowerShell command:

```
Remove-SPODeletedSite -Identity "<URL>"
```

Navigate to the private channel in Microsoft Teams and access the files tab to sync the connection.



Run the following PowerShell command:

```
Restore-SPODeletedSite -Identity "<URL>"
```

QUESTION 3

You need to investigate the issue reported by the human resources manager. Which two tools should you use? Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.



- A. Teams Desktop logs
- B. SharePoint admin center
- C. Teams Debug logs
- D. Network assessment tool
- E. Fiddler

Correct Answer: BC

QUESTION 4

Contoso, Ltd. uses the domain contoso.com. The company adds fabrikam.com as an additional domain.

You schedule a meeting from the contoso.com domain by using the Microsoft Teams app. You are unable to add a user named UserA@fabrikam.com to the meeting.

You need to resolve this issue.

Which three actions should you perform? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Assign an audio conferencing license to UserA.
- B. Ensure that the Fabrikam.com domain is verified in Microsoft 365.
- C. Assign a Microsoft Exchange license to UserA.
- D. Set the value of the HiddenFromAddressListsEnabled attribute to False for the user's mailbox.
- E. Set the value of the HiddenFromAddressListsEnabled attribute to True for the user's mailbox.

Correct Answer: BCD

Reference: <https://docs.microsoft.com/en-us/microsoftteams/exchange-teams-interact> <https://docs.microsoft.com/en-us/microsoft-365/admin/setup/add-domain?view=o365-worldwide>

QUESTION 5

HOTSPOT

A company uses Microsoft Teams. A user reports that they are unable to sign in to Teams. The user is able to reproduce the issue on multiple devices. The user provides you with the following screenshot that shows the error message.



Something went wrong

We weren't able to register your device and add your account to Windows. Your access to org resources may be limited.

Additional problem information

Error code: **80090016**

Correlation ID: **4442ba87-9e3c-4266-9846-06103f42fdb**

Timestamp: **2019-02-20T13:56:11Z**

More information: <https://www.microsoft.com/wamerrors>

Server message: **Keyset does not exist Keyset does not exist**

Done

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.

Hot Area:

Which logs should you investigate for more information about the error?

▼
SBC logs
Fiddler logs
Event viewer log
Desktop logs

What should you do to troubleshoot the issue?

▼
Re-add the user's work or school account in Windows settings.
Recreate the registry key HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Run.

Which additional action should you perform?

▼
Disable Active Directory Authentication Library (ADAL).
Delete the contents of the Ngc folder.

Correct Answer:



Which logs should you investigate for more information about the error?

▼
SBC logs
Fiddler logs
Event viewer log
Desktop logs

What should you do to troubleshoot the issue?

▼
Re-add the user's work or school account in Windows settings.
Recreate the registry key HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Run.

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