



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

Troubleshooting Microsoft Teams

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**QUESTION 1**

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

Correct Answer: D

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**QUESTION 2**

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

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**QUESTION 3**

HOTSPOT



You manage the Microsoft Teams environment for a company. A user tries to sign in to the Teams web client. The following error message displays:



**CONTOSO** demo

User1@contoso.com

## You can't get there from here

This application contains sensitive information and can only be accessed from:

- Devices or client applications that meet Contoso management compliance policy.

You need to be signed in to Microsoft Edge with the work or school account shown above. To sign in, click on your account image. [Learn More](#)

[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.

Hot Area:



**Answer Area**

What is the cause of the error?

- Multi-factor authentication for the user has failed.
- The web-based application access is blocked by a Conditional Access policy.
- The Teams web-based application will not correctly sign in if Teams is not allowed as a trusted site.
- The user is trying to sign in to a new device. Windows Information Protection tool blocked the user from signing in.

What should you use to investigate the issue?

- Azure Active Directory.
- Windows Event Viewer.
- Windows Information Protection.

Which action should you perform so that the user can sign in?

- Clear user's browser cache.
- Advise user to sign in by using the desktop app.
- Advise user to enroll the device with Microsoft Intune.
- Advise the user to sign in by using a different account.
- Add <https://login.microsoftonline.com> and [https://\\*.teams.microsoft.com](https://*.teams.microsoft.com) URLs as trusted sites.

Correct Answer:



**Answer Area**

What is the cause of the error?

Multi-factor authentication for the user has failed.
The web-based application access is blocked by a Conditional Access policy.
The Teams web-based application will not correctly sign in if Teams is not allowed as a trusted site.
The user is trying to sign in to a new device. Windows Information Protection tool blocked the user from signing in.

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Advise user to sign in by using the desktop app.
Advise user to enroll the device with Microsoft Intune.
Advise the user to sign in by using a different account.
Add <a href="https://login.microsoftonline.com">https://login.microsoftonline.com</a> and <a href="https://*.teams.microsoft.com">https://*.teams.microsoft.com</a> URLs as trusted sites.

**QUESTION 4**

A company uses multiple private channels in a team named Projects.

When users in a specific private channel try to access the Files tab, they receive an error saying that they do not have permissions.

You need to get the link to the private channels SharePoint site to verify permissions.

What should you do?

- A. Click on the Open in SharePoint button in the private channel's Posts tab.
- B. Click on the Open in SharePoint button in the private channels Files tab.
- C. Open the private channels document library from the Projects SharePoint site.
- D. Open the SharePoint site from the SharePoint admin center.

Correct Answer: C



## QUESTION 5

### HOTSPOT

You need to troubleshoot the Microsoft Teams performance. To answer select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

#### Answer Area

Question	Response
What should you do first?	<ul style="list-style-type: none"><li>Open UDP ports 1024 to 2048.</li><li>Open ports 80 and 443.</li><li>Route audio and video traffic for Microsoft Teams through UDP ports.</li><li>Close ports 80 and 443</li></ul>
Which additional action should you perform?	<ul style="list-style-type: none"><li>Enable VPN split tunneling.</li><li>Run the Teams app with administrator privileges.</li><li>Allow Teams traffic through the firewall.</li><li>Add a proxy server to user's devices.</li></ul>

Correct Answer:

#### Answer Area

Question	Response
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