MS-740^{Q&As}

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Troubleshooting Microsoft Teams

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QUESTION 1

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

QUESTION 2

You need to resolve the emergency address issue. What should you do?

A. Add only the IPv6 public relay IP address to the trusted IP address list for the tenant.

B. Add only the IPv4 public relay IP address to the trusted IP address list for the tenant.

C. Add the IPv4 and IPv6 public relay addresses to the trusted IP address list for the tenant.

D. Route HTTPS traffic to Microsoft Teams by using a proxy and the proxy IP address.

Correct Answer: C

Reference: https://docs.microsoft.com/en-us/microsoftteams/configure-dynamic-emergency-calling

QUESTION 3

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:

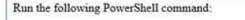| Actions		Answer Area	
Run the following PowerShell command: Get-SPOSite -IncludePersonalSite		Run the following PowerShell command: Get-SPODeletedSite -IncludePersonalSite	
		Run the following PowerShell command: Remove-SPODeletedSite -Identity "<URL>"	
	❯ ❮	Navigate to the private channel in Microsoft Teams and access the files tab to sync the connection.	
Run the following PowerShell command: Restore-SPODeletedSite -Identity "<URL>"			

QUESTION 4

A user sets up a Microsoft Teams meeting on a device that runs macOS.

The user reports that they are disconnected from calls and meetings when they start sharing content.

You need to export the media logs to investigate the issue.

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

NOTE: Each correct selection is worth one point.

A. Review the ~/Library/Application Support/Microsoft/Teams/media-stack/*.bloglog file.

B. Turn on media logging and restart the Teams app.

C. Review the ~/Library/Application Support/Microsoft/Teams/skylib/*.bloglog file.

D. Use the keyboard shortcut: Option + Command + Shift + 1 and review files at the location ~/Downloads.

E. Review the ~/Library/Application Support/Microsoft/Teams/logs.txtlog file.

Correct Answer: ABC

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

QUESTION 5

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

A prepaway company has a Microsoft 365 subscription.

The company has a main office in one region. The company opens a new office in another region. You must relocate 400 users to the new office.

You need to ensure that the address for the new location is available to emergency responders.

Solution: Assign a calling policy that has an emergency address for each user.

Does the solution meet the goal?

A. Yes

B. No

Correct Answer: B

Reference: https://docs.microsoft.com/en-us/microsoftteams/assign-change-emergency-location-user

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