



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

Troubleshooting Microsoft Teams

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## QUESTION 1

### HOTSPOT

You are managing a Microsoft Teams environment.

Users report the following audio quality issues:

1.

Voices sound robotic or are garbled.

2.

Attendees cannot hear other participants well or at all.

You need to troubleshoot the issues.

What should you do? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Hot Area:

### Answer Area

Question	Tool
Where should you investigate the issues?	<div style="border: 1px solid black; padding: 5px;"><div style="background-color: #ccc; padding: 2px; text-align: right;">▼</div><ul style="list-style-type: none"><li>Call Analytics</li><li>Call Quality Dashboard</li></ul></div>
Which report should you use?	<div style="border: 1px solid black; padding: 5px;"><div style="background-color: #ccc; padding: 2px; text-align: right;">▼</div><ul style="list-style-type: none"><li>Meetings &amp; Calls report</li><li>Quality – Audio – Conferencing report</li><li>Overall Media Usage report</li></ul></div>
Which option should you use to filter the data?	<div style="border: 1px solid black; padding: 5px;"><div style="background-color: #ccc; padding: 2px; text-align: right;">▼</div><ul style="list-style-type: none"><li>Audio quality column</li><li>Poor stream</li><li>Poor stream rate</li><li>Audio stream</li></ul></div>
What is the value at which you should consider troubleshooting quality issues?	<div style="border: 1px solid black; padding: 5px;"><div style="background-color: #ccc; padding: 2px; text-align: right;">▼</div><ul style="list-style-type: none"><li>More than 1 percent</li><li>More than 3 percent</li><li>More than 25 percent</li></ul></div>

Correct Answer:



**Answer Area**

Question	Tool
Where should you investigate the issues?	<ul style="list-style-type: none"><li>Call Analytics</li><li><b>Call Quality Dashboard</b></li></ul>
Which report should you use?	<ul style="list-style-type: none"><li>Meetings &amp; Calls report</li><li><b>Quality – Audio – Conferencing report</b></li><li>Overall Media Usage report</li></ul>
Which option should you use to filter the data?	<ul style="list-style-type: none"><li>Audio quality column</li><li>Poor stream</li><li><b>Poor stream rate</b></li><li>Audio stream</li></ul>
What is the value at which you should consider troubleshooting quality issues?	<ul style="list-style-type: none"><li>More than 1 percent</li><li><b>More than 3 percent</b></li><li>More than 25 percent</li></ul>

Reference: <https://docs.microsoft.com/en-us/microsoftteams/quality-of-experience-review-guide>

**QUESTION 2**

Users report call delay during Microsoft Teams audio conferences.

You run a network trace from a user's device during an audio conference. You review the following trace results:



```
Frame Details: X
-----
Checksum: 0 (0x0)
SourceAddress: 10.10.10.110
DestinationAddress: 52.114.188.31
-----
0-TCP: Flags=. . .A. . . ., SrcPort=50008, DstPort=HTTPS (443), PayloadLen=0,
-----
SrcPort: 50008
DstPort: HTTPS (443)
SequenceNumber: 4077031237 (0xF3028F45)
-----
E AcknowledgmentNumber: 223214542 (0xD4DFD5E)
E B DataOffset: 80 (0x50)
O Flags: . . .A
-----
Window: 1025 (scale factor 0x8) = 262400
Checksum: 0x254, Disregarded
UrgentPointer: 0 (0x)
-----
```

You need to identify the cause of delay. What is the cause?

- A. The source port for audio is above 50,000.
- B. The source port range for audio is too narrow.
- C. The UDP traffic is being limited.
- D. The TLS traffic is being limited.

Correct Answer: C

Reference: <https://docs.microsoft.com/en-us/MicrosoftTeams/quality-of-experience-review-guide#quality-investigations>

### QUESTION 3

#### HOTSPOT

A company uses Microsoft Teams licenses and mailboxes that are hosted on-premises.

Employees do not have access to Teams calendars.

You need to resolve the issue.

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

NOTE: Each correct selection is worth one point.

Hot Area:



### Answer Area

#### Action

#### Option

Which tool should you use?

▼
IdFix
Hybrid Configuration Wizard
AD Connect

Which protocol should you enable?

▼
IMAP
REST
Exchange Web Services

Which type of license should you assign to users?

▼
Skype for Business license
Exchange online license
Azure AD Premium P1 license

Correct Answer:



### Answer Area

#### Action

Which tool should you use?

#### Option

▼
IdFix
Hybrid Configuration Wizard
AD Connect

Which protocol should you enable?

▼
IMAP
REST
Exchange Web Services

Which type of license should you assign to users?

▼
Skype for Business license
Exchange online license
Azure AD Premium P1 license

Reference: <https://techcommunity.microsoft.com/t5/exchange-team-blog/configuring-teams-calendar-access-for-exchange-on-premises/ba-p/1484009>

#### QUESTION 4

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

**QUESTION 5**

You are a Microsoft Teams administrator for a prepaway company. The company uses active calling plans and dynamic emergency calling.

One of the company's offices is moving to a new physical location.

You need to use the Teams admin center to update the emergency address for the new office location.

What should you do?

- A. From Emergency Addresses, edit the current address.
- B. From Emergency Addresses, delete the current address and create a new location with the new address.
- C. From Network and Locations, edit the current address.
- D. From Network and Locations, delete the current address and create a new location with the new address.

Correct Answer: B

Reference: <https://docs.microsoft.com/en-us/microsoftteams/add-change-remove-emergency-location-organization>

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**QUESTION 6**

A college has an Office 365 for Education verified tenant. Instructors create assignments for students.

A guest user reports they are unable to access an assignment that was shared with them in Microsoft Teams. You investigate the Fiddler logs and observe the following client error status response code:

401 Unauthorized

You need to determine the root cause for the issue. What is the root cause?

- A. Another guest user has the assignment opened at the same time.
- B. Guest users cannot access assignments in Teams.
- C. You must re-assign the license for the guest user.
- D. The assignment must be re-shared with the affected guest user.

Correct Answer: D

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**QUESTION 7**

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 8

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

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### QUESTION 9

You manage the Microsoft Teams environment for a prepaway company.

The company has federation configured only for the human resources (HR) department, and only with VendorA. User1, who is part of the HR department, cannot communicate with VendorA.

You need to troubleshoot why User1 cannot communicate with VendorA.

What should you do?

- A. Ensure that federated access is enabled in the external access policy for the user.
- B. Ensure the user is added as a guest in the VendorA tenant.
- C. Ensure that federated access is enabled in the external user communication policy for the user.
- D. Ensure the target domain for VendorA is listed in the Allowed Domains list.





E. Ensure the tenant is enabled for federation.

Correct Answer: A

Reference: <https://docs.microsoft.com/en-us/skypeforbusiness/set-up-policies-in-your-organization/create-custom-external-access-policies>

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### QUESTION 10

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.

Solution: Create a configuration profile with the emergency address and assign the profile to the device 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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### QUESTION 11

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

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### QUESTION 12

A company uses a Session Border Controller (SBC) with Teams Direct Routing.

A user reports that they cannot initiate outbound calls to the following number +41 44 123 45 67.

The user can receive incoming calls. You observe that the user is assigned an OnlineVoiceRoutingPolicy that uses the following number pattern: `^\(+41[0-9]{10})$`.

You need to resolve the issue.

Which pattern should you use?

- A. `^\(+41[0-9]{8})$`
- B. `^\(+30[0-9]{10})$`
- C. `^\(+1[0-9]{10})$`
- D. `.*`

A. Option A

B. Option B

C. Option C

D. Option D

Correct Answer: A

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### QUESTION 13

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

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

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#### QUESTION 14

A company assigns Microsoft 365 E5 licenses to its users.

A user reports that the Microsoft Teams dial pad is missing.

You run the Get-csonlineuser PowerShell cmdlet. You observe the results shown in the following exhibit:

```
EnterpriseVoiceEnabled : False
SipProxyAddress        : sip:bq@qwasqq.com
SipAddress              : qwasqq.com
TeamsUpgradeEffectiveMode : SfbWithTeamsCollabAndMeetings
MCOValidationErrors    : {}
UsageLocation           : GB
ProvisioningStamp       :
ProvisioningCounter     : 0
LineServerURI           :
LineURI                 :
VoicePolicy              : BusinessVoice
VoiceRoutingPolicy      :
```

You need to resolve 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. Run the following PowerShell cmdlet: Set-CsOlineVoiceuser -identity -LocationID- telephonenumber
- B. Assign a voice routing policy.
- C. In the Teams admin center, change the coexistence mode to Teams only
- D. Change the value of the UsageLocation option to US.
- E. Run the following PowerShell Cmdlet Set-CsUser -Identity - EnterpriseVoiceEnabled \$True

Correct Answer: BCE

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#### QUESTION 15

An organization's users work with third-party apps in Microsoft Teams.

New employees are not able to find and install third-party apps.



You need to resolve the issue.

What should you do?

- A. In the Org-wide app settings section of the Teams admin center, enable Allow third-party apps.
- B. Assign an app permission policy that allows third-party apps.
- C. In the Org-wide app settings section of the Teams admin center, enable Allow interaction with custom apps.

Correct Answer: B

Reference: <https://docs.microsoft.com/en-us/microsoftteams/teams-app-permission-policies>

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