



**Vendor:** Microsoft

**Exam Code:** MS-740

**Exam Name:** Troubleshooting Microsoft Teams

**Version:** DEMO

## QUESTION 1

### Case Study 1 - Contoso, Ltd

#### Background

Contoso, Ltd. is a telecommunications company that has offices in Bulgaria, Italy, Canada, and the United States. The company has 5,000 employees. The company has the following departments:

- IT
- Sales
- Human resources (HR)
- Research and development (R&D)
- Technical support
- Legal

The company does a lot of business with the following partner companies. Contoso employees are not able to communicate with these partners by using Microsoft Teams.

- Microsoft.com
- PartnerCompanyLTD.com

The company currently uses Skype for Business (SfB) as a collaboration tool. The company wants to migrate to Microsoft Teams. Contoso is beginning a pilot project as part of a Microsoft Teams upgrade. You determine that some offices do not have calling plan licenses.

You need to resolve the partner company communication issue.

Which two PowerShell commands should you run? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. `Get-CsExternalAccessPolicy | Set-CsExternalAccessPolicy - EnableFederationAccess $True`
- B. `Set-CsTenantFederationConfiguration -allowedDomains`
- C. `Set-CsAccessEdgeConfiguration -AllowFederatedUsers`
- D. `New-CsAllowedDomain -identity`
- E. `Get-CsOnlineUser | Set-CsExternalAccessPolicy -EnableFederationAccess $True`

**Answer:** AC

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/powershell/module/skype/set-csexternalaccesspolicy?view=skype-ps>

<https://docs.microsoft.com/en-us/powershell/module/skype/new-csalloweddomain?view=skype-ps>

## QUESTION 2

### Case Study 2 - Fabrikam, Inc

#### Background

Fabrikam, Inc. Ltd. is a pharmaceutical company with offices in the USA, UK, and Australia. The company has the following departments:

- IT
- Sales

- Human resources (HR)
- Research and development (R&D)
- Technical support
- Legal department

You join the company as a Microsoft Teams administrator.

#### **Current environment**

##### **Active Directory**

The network contains an on-premises Active Directory domain. All user accounts are assigned to departmental organizational units (OUs).

You need to resolve the chat notification issue.

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

NOTE: Each correct selection is worth one point.

- A. Reinstall Microsoft Teams.
- B. On the Microsoft Teams Settings Notifications page, enable notifications.
- C. In Registry Editor, navigate to  
`Computer\HKEY_CURRENT_USER\SOFTWARE\Microsoft\Office\Teams`. Create a registry key named **ChatNotifications** and set the value to **1**.
- D. In the Windows settings Notifications & Actions menu, enable notifications.
- E. Update Microsoft Teams to the latest version.

**Answer:** BDE

##### **Explanation:**

Reference:

<https://support.microsoft.com/en-us/office/manage-notifications-in-teams-1cc31834-5fe5-412b-8edb-43fecc78413d>

<https://support.microsoft.com/en-us/windows/change-notification-and-action-settings-in-windows-10-8942c744-6198-fe56-4639-34320cf9444e>

#### **QUESTION 3**

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/*.blog` log file.
- B. Turn on media logging and restart the Teams app.
- C. Review the `~/Library/Application Support/Microsoft/Teams/skylib/*.blog` log 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.txt log file.

**Answer:** ABC

**Explanation:**

Reference:

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

#### QUESTION 4

A manager wants to review Microsoft Teams call quality metrics for all company employees.

You need to grant the manager access to the Microsoft Teams Call Quality Dashboard.

Which role should you assign to the manager?

- A. Teams Communications Administrator
- B. Teams Communications Support Specialist
- C. Teams Communications Support Engineer
- D. Teams Service Administrator

**Answer:** B

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/using-admin-roles>

#### QUESTION 5

You are a Microsoft Teams administrator for a 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.

**Answer:** B

**Explanation:**

Reference:

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

#### QUESTION 6

Drag and Drop Question

You manage the Microsoft Teams environment for a company.

You need to configure the system to ensure that users can view data from an external app within a Teams channel.

Which four 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.

Actions		Answer Area	
Enable interaction with custom apps for the company's tenant.			
Navigate to the channel where you want to share content from the external app.			
Select Apps and create an incoming webhook.	➤		⬆
Enable third-party apps for the company's tenant.	⬅		⬇
Use the unique URL for the channel to post messages.			
Select the appropriate team and then select Manage team.			
Select Connectors and select a webhook.			

**Answer:**

Actions		Answer Area	
		Enable interaction with custom apps for the company's tenant.	
		Navigate to the channel where you want to share content from the external app.	
Select Apps and create an incoming webhook.	➤	Select Connectors and select a webhook.	⬆
Enable third-party apps for the company's tenant.	⬅	Use the unique URL for the channel to post messages.	⬇
Select the appropriate team and then select Manage team.			

**Explanation:**

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/platform/webhooks-and-connectors/how-to/add->

incoming-webhook

### QUESTION 7

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.

**Answer: C**

**Explanation:**

Reference:

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

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