



MS-740^{Q&As}

Troubleshooting Microsoft Teams

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QUESTION 1

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

QUESTION 2

DRAG DROP

A company wants to use the Microsoft Call Quality Dashboard (CQD) to monitor and investigate calls.

You need to provide guidance on how to use the CQD.

Which action can you perform by using the CQD? To answer, drag the appropriate responses to the statements. Each response may be used once, more than once, or not at all. You may need to drag the split bar between panes or scroll to

view content.

Select and Place:



Responses

Answer Area

Statement

Response

Identify the root cause of a specific issue

Review data streams from phone systems.

Review usage information and trends

Correct Answer:

Responses

Answer Area

Statement

Response

Identify the root cause of a specific issue

Review data streams from phone systems.

Review usage information and trends

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

QUESTION 3

HOTSPOT

A school implements Microsoft Teams.

Teachers report that they cannot schedule Teams live events.

You need to investigate and troubleshoot the issue.

You run `Get-MsolUser -UserPrincipalName Teacher1@contoso.com | Format-List DisplayName,Licenses` and review the results as shown in the Licenses exhibit.



```
DisplayName : Teacher1
Licenses    : {Contoso:STANDARDWOFFPACK-FACULTY}
```

This is output for Powershell results for Teacher1

You review the Microsoft Teams debug logs that you collect from the teacher's device as shown in the Debug logs exhibit.

```
BroadcastScheduling - allowBroadcastScheduling policy is set to true
BroadcastScheduling - isFreemium: false
BroadcastScheduling - user region is emea, isQuickStartEnabledInRegion is true,
isBYOEEEnabledInRegion is true
```

You review the meeting policy settings as shown in the Meeting policy exhibit.

General

These are the general settings for meeting policies. [Learn more](#)

- Allow Meet now in channels Off
- Allow the Outlook add-in Off
- Allow channel meeting scheduling Off
- Allow scheduling private meetings Off

For each of the following statements, select Yes if the statement is true. Otherwise, select No.

Hot Area:



Answer Area

Statement	Yes	No
Is the licensing sufficient for the teachers to schedule live events?	<input type="radio"/>	<input type="radio"/>
Is a network trace needed to troubleshoot the issue?	<input type="radio"/>	<input type="radio"/>
Does the teacher's policy allow for the creation of live events?	<input type="radio"/>	<input type="radio"/>

Correct Answer:

Answer Area

Statement	Yes	No
Is the licensing sufficient for the teachers to schedule live events?	<input type="radio"/>	<input checked="" type="radio"/>
Is a network trace needed to troubleshoot the issue?	<input type="radio"/>	<input checked="" type="radio"/>
Does the teacher's policy allow for the creation of live events?	<input checked="" type="radio"/>	<input type="radio"/>

Reference: <https://docs.microsoft.com/en-us/azure/active-directory/enterprise-users/licensing-service-plan-reference>
<https://docs.microsoft.com/en-us/microsoftteams/teams-live-events/plan-for-teams-live-events>

QUESTION 4

You need to resolve the issue reported by User5. Which PowerShell command should you run?

- A. Import-ContactList -CSV -CSVData
- B. Set - CsAddressBookConfiguration -identity Site:Redmond -RunTimeOfDay 23:00
- C. Invoke-CsUcsRollback -Identity "~
- D. Set-CsUserServicesPolicy -Identify "" -UcsAlloMed \$False

Correct Answer: C



QUESTION 5

You are managing a Microsoft Teams environment for a company. You are setting up direct routing on a partner-hosted session border controller (SBC).

The SIP proxy does not receive SIP options from the SBC.

You need to resolve the issue.

What are two possible ways to achieve the goal? Each correct answer presents a complete solution.

NOTE: Each correct selection is worth one point.

- A. Ensure that the Secure Real-Time Transport Protocol (SRTP) is enabled.
- B. Replace the partner-hosted SBC with a self-deployed SBC.
- C. Ensure that the SBC certificate is from a trusted Certificate Authority (CA).
- D. Modify the FQDN in the SIP profile to match the SBC certificate.

Correct Answer: CD

Reference: <https://docs.microsoft.com/en-us/microsoftteams/troubleshoot/phone-system/direct-routing/sip-options-tls-certificate-issues>

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