



MS-740^{Q&As}

Troubleshooting Microsoft Teams

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QUESTION 1

HOTSPOT

You manage the Microsoft Teams environment for a prepaway company. You configure direct routing telephony.

A user reports that the dial pad does not appear in their Teams app.

You need to resolve the issue. You assign the user a phone system license.

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

Statement	Value
Configure the OnlineVoiceRoutingPolicy.	<div style="border: 1px solid black; padding: 5px;"><div style="background-color: #ccc; padding: 2px; text-align: right;">▼</div><div style="padding: 2px;">Null</div><div style="padding: 2px;">Non-null value</div></div>
Ensure the user is homed.	<div style="border: 1px solid black; padding: 5px;"><div style="background-color: #ccc; padding: 2px; text-align: right;">▼</div><div style="padding: 2px;">On-premises</div><div style="padding: 2px;">Online</div></div>
Ensure that the HostingProvider parameter uses the following value	<div style="border: 1px solid black; padding: 5px;"><div style="background-color: #ccc; padding: 2px; text-align: right;">▼</div><div style="padding: 2px;">A value that starts with sipfed.online.</div><div style="padding: 2px;">A value that does not start with sipfed.online.</div></div>
Ensure that the user's effective TeamsCallingPolicy includes the following parameter and value.	<div style="border: 1px solid black; padding: 5px;"><div style="background-color: #ccc; padding: 2px; text-align: right;">▼</div><div style="padding: 2px;">AllowCallForwardingtoUser set to true.</div><div style="padding: 2px;">AllowPrivateCalling set to true.</div><div style="padding: 2px;">AllowWebSPTNCalling set to true.</div><div style="padding: 2px;">AllowCallForwardingtoPhone set to true.</div></div>

Correct Answer:



Answer Area

Statement	Value
Configure the OnlineVoiceRoutingPolicy.	<div style="border: 1px solid black; padding: 5px;"><div style="background-color: #cccccc; padding: 2px; text-align: right;">▼</div><div style="padding: 2px;">Null</div><div style="background-color: #d9ead3; padding: 2px;">Non-null value</div></div>
Ensure the user is homed.	<div style="border: 1px solid black; padding: 5px;"><div style="background-color: #cccccc; padding: 2px; text-align: right;">▼</div><div style="padding: 2px;">On-premises</div><div style="background-color: #d9ead3; padding: 2px;">Online</div></div>
Ensure that the HostingProvider parameter uses the following value	<div style="border: 1px solid black; padding: 5px;"><div style="background-color: #cccccc; padding: 2px; text-align: right;">▼</div><div style="background-color: #d9ead3; padding: 2px;">A value that starts with sipfed.online.</div><div style="padding: 2px;">A value that does not start with sipfed.online.</div></div>
Ensure that the user's effective TeamsCallingPolicy includes the following parameter and value.	<div style="border: 1px solid black; padding: 5px;"><div style="background-color: #cccccc; padding: 2px; text-align: right;">▼</div><div style="padding: 2px;">AllowCallForwardingtoUser set to true.</div><div style="background-color: #d9ead3; padding: 2px;">AllowPrivateCalling set to true.</div><div style="padding: 2px;">AllowWebSPTNCalling set to true.</div><div style="padding: 2px;">AllowCallForwardingtoPhone set to true.</div></div>

Reference: <https://docs.microsoft.com/en-us/microsoftteams/manage-voice-routing-policies>
<https://docs.microsoft.com/en-us/microsoftteams/direct-routing-enable-users> <https://docs.microsoft.com/en-us/microsoftteams/direct-routing-plan>

QUESTION 2

You manage the Teams environment for a company. The prepaway company wants to allow their employees to chat with users from another tenant. The other tenant uses Skype for Business.

You add the other company's domain to your federated list. This action does not resolve the issue.

You need to configure the system.

What DNS record should you use?

- A. SRV sipfederationtls UDP 100 1 5061 sipfed.online.lync.com
- B. SRV sipfederationtls TCP 100 1 5061 sipfed.online.lync.com
- C. CNAME sipfederationtls TCP 100 1 5061 sipdir.online.lync.com
- D. CNAME sipfederationtls TCP 100 1 5061 sipfed.online.lync.com
- E. SRV sipfederationtls UDP 100 1 5061 sipdir.online.lync.com



Correct Answer: B

Reference: <https://docs.microsoft.com/en-us/microsoftteams/teams-skype-interop>

QUESTION 3

You support a Microsoft Teams environment for a company.

Employees report a variety of call quality issues.

You need to investigate the issues.

Which two tools should you use? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Call Analytics
- B. Teams user activity report
- C. Teams Debug logs
- D. Teams Desktop toys
- E. Analytics and reports

Correct Answer: AE

Explanation: <https://learn.microsoft.com/en-us/microsoftteams/use-call-analytics-to-troubleshoot-poor-call-quality>

QUESTION 4

HOTSPOT

You need to resolve the issue reported by User4.

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

NOTE: Each correct selection is worth one point.

Hot Area:



Answer Area

Question

Response

How can User4 access to the SharePoint site?

▼
Grant access permissions to the Owners group and add User4 to the group.
Grant access permissions to the Visitors group and add User4 to the group.
Grant access permissions to the Members group and add User4 to the group.

Who can grant the access permissions?

▼
Site Owner
Site Member
Site Visitor

Correct Answer:

Answer Area

Question

Response

How can User4 access to the SharePoint site?

▼
Grant access permissions to the Owners group and add User4 to the group.
Grant access permissions to the Visitors group and add User4 to the group.
Grant access permissions to the Members group and add User4 to the group.

Who can grant the access permissions?

▼
Site Owner
Site Member
Site Visitor

QUESTION 5

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>

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