



MS-740^{Q&As}

Troubleshooting Microsoft Teams

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QUESTION 1

DRAG DROP

A company uses Microsoft Teams. You delete a user.

You suspect that the deleted user is listed as the owner of a team. You attempt to connect to the Teams PowerShell module to investigate the issue. The following message appears:

Connect-MicrosoftTeam : The term '\\Connect-MicrosoftTeam\\' is not recognized as the name of a cmdlet, function, script file, or operable program. Check the spelling of the name, or if a path was included, verify that the path is correct and try again.

You need to resolve the error and confirm whether the deleted user is still owner of the team.

Which four PowerShell commands should you use to develop the solution? To answer, move the appropriate commands from the list of commands to the answer area and arrange them in the correct order.

Select and Place:

PowerShell commands

```
Import-Module MicrosoftTeams
```

```
Import-Module SkypeForBusinessConnector
```

```
Install-Module SkypeForBusinessConnector
```

```
Connect-MicrosoftTeams
```

```
Install-Module MicrosoftTeams
```

```
Get-TeamUser -GroupId <GROUPID> -Role Owner
```



Answer Area

Correct Answer:



PowerShell commands

`Import-Module SkypeForBusinessConnector`

`Install-Module SkypeForBusinessConnector`



Answer Area

`Install-Module MicrosoftTeams`

`Import-Module MicrosoftTeams`

`Connect-MicrosoftTeams`

`Get-TeamUser -GroupId <GROUPID> -Role Owner`

Reference: <https://docs.microsoft.com/en-us/skypeforbusiness/set-up-your-computer-for-windows-powershell/download-and-install-the-skype-for-business-online-connector>

QUESTION 2

HOTSPOT

You manage the Microsoft Teams environment for a prepayway 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: 2px;"><div style="background-color: #cccccc; 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: 2px;"><div style="background-color: #cccccc; 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: 2px;"><div style="background-color: #cccccc; 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: 2px;"><div style="background-color: #cccccc; 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: #ccc; 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: #ccc; 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: #ccc; 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: #ccc; 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 3

You are configuring Microsoft Teams for a company.

You configure the Direct Routing setup for the tenant- The 200 OK message is not received for outbound SIP options in the Session Border Controller (SBC) logs.

You need to find the root causes of the issue.

What are the three causes of the issue? Each correct answer presents part of the solution.

NOTE; Each correct selection is worth one point.

- A. The SBC trusted root certificate store for the Microsoft Teams TLS context contains the Baltimore root CA.
- B. The certificate must be assigned to TLS context for the Microsoft Teams proxy.
- C. The SBC certificate assigned to TLS context for Microsoft Teams proxy must be signed from an approved root CA
- D. The SBC trusted root certificate store for the Microsoft Teams TLS context is missing the full certificate chain of the



SBC certificate.

E. TLS context is used for Microsoft Teams proxy.

Correct Answer: BCD

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>