



Troubleshooting Microsoft Teams



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Exam MS-740

Troubleshooting Microsoft Teams

Version: 5.0

[Total Questions: 115]

Topic break down

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Topic 1: Contoso, Ltd	11
Topic 2: Fabrikam	11
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Topic 1, Contoso, Ltd

Case study

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To start the case study

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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.

Current environment

Active directory

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

Network environment

- ✍ All traffic is routed through a VPN solution.
- ✍ Average network bandwidth on Wi-Fi is 3.2 mbps.

Microsoft 365

You assign all employees a Microsoft Office 365 E5 license. You enable the following services for all users:

- ✍ Microsoft Exchange Online
- ✍ Microsoft SharePoint Online
- ✍ Microsoft OneDrive for Business
- ✍ Azure AD dynamic group membership
- ✍ Azure Active Directory (Azure AD)

Microsoft Teams

The Microsoft Teams upgrade policy is set to Islands coexistence mode.

Requirements

Calling

You must create auto attendants and call queue groups for the sales department and the support department. You must configure the following numbers:

Number	Comment
+1 4254567890	This is the secondary number for the sales department.
+1 4253642069	This is the secondary number for the support department.
+1 4254598760	This is the primary number. Both the sales and support departments must be reachable with this number.

Sales department employees must be able to dial international numbers. Other department employees must be prevented from dialing international numbers.

The secondary number for the sales department must always be displayed whenever a sales department employee makes an outbound call.

Calls to support team members must be distributed in such a way that each agent gets the same number of calls.

Emergency calling

You must configure the following normalization rules for emergency calls:

- ✍ Sales department users need to use 4-digit extension calling.
- ✍ Support department users need to use 5-digit extension calling.

All local calls for Redmond (country code and region code is +1425) should be dialed without having to put the +1425 in front of the number.

Security

- ✍ You must implement dynamic group membership and use the department's attribute.
- ✍ Users must change their password every 60 days.
- ✍ You must implement a new security policy that has the following requirements:
- ✍ Only guest users from the approved partner domains must be allowed to connect to collaborate by using Microsoft Teams.
- ✍ Guest users must be prevented from inviting other guests.
- ✍ Guest users must be prevented from making private calls.
- ✍ The sales and the technical support department should be able to dial out using the corresponding number.
- ✍ Guest users should only be allowed to chat from their own accounts.

Teams channels

Teams and channels must meet the following compliance requirements:

- ✍ Each team must expire 365 days after it is created.
- ✍ All team content must be deleted when the team expires
- ✍ An administrator must be able to restore deleted team content within 30 days.
- ✍ Group names must not change once they are created.

Meetings and live events

You identify the following requirements for meetings and live events:

- ✍ All meetings facilitated by employees must be hosted on Microsoft Teams.
- ✍ Guest users must be able to join live events.
- ✍ Guest users must always wait in a meeting lobby.
- ✍ Employees must always bypass the meeting lobby when they join meeting by using the Microsoft Teams client.
- ✍ You must record all live events.

Issues

User1

User1 starts an important meeting by using Microsoft Teams. The call drops unexpectedly.

User1 provides you with the following log data after reproducing the issue:

```
ExtendedCallStateMixin[callId=2375664e-a2e7-4570-b89e-5b1d485fe516 :teamsCallId=10]:
extendedCallState changed: 6 => 7
ExtendedCallStateMixin[callId=2375664e-a2e7-4570-b89e-5b1d485fe516 :teamsCallId=10]:
extendedCallState changed: 8 => 6
ExtendedCallStateMixin[callId=2375664e-a2e7-4570-b89e-5b1d485fe516 :teamsCallId=10]:
extendedCallState changed: 10 => 8
ExtendedCallStateMixin[callId=2375664e-a2e7-4570-b89e-5b1d485fe516 :teamsCallId=10]:
extendedCallState changed: 1 =>10
ExtendedCallStateMixin[callId=2375664e-a2e7-4570-b89e-5b1d485fe516 :teamsCallId=10]:
extendedCallState changed: 0 => 1
ExtendedCallStateMixin[callId=2375664e-a2e7-4570-b89e-5b1d485fe516 :teamsCallId=10]:
extendedCallState changed: undefined => 0
```

User2

Administrators report that User2 can sign in to Teams. Most policies are assigned to User2, but you are not able to assign a phone number to User2. You run the following PowerShell command and review the output:

```
PS C:\Windows\system32> get-CsOnlineuser -Identity
```

```
ProvisioningStamp           :
SubProvisioningStamp        : 0
SubProvisioningStamp        :
UpgradeRetryCounter         : 0
SyncingCounter              :
ProvisioningCounter         : 0
SubProvisioningCounter      : 0
PublishingStamp             :
PublishingCounter           : 0
OnPremHostingProvider       :
OnPremOptionFlags           : 0
OnPremEnterpriseVoiceEnabled : False
OnPremSIPEnabled            :
OnPremSipAddress            :
OnPremLineURI               :
OnPremLineURIManuallySet    :
```

User3

User3 reports an authentication issue while signing in to Teams. You troubleshoot the issue by reviewing the Teams desktop app logs. You identify the following authentication error message:

0xCA82EE7 The server name could not be resolved.

User4

User4 reports that they receive multiple email messages about missed chat conversations.

Sales team

You create a Team named Test is used by the sales team.

All users report that an error message displays when they view the Files tab in the general channel for the team.

You view the following error in the debug logs:

2021-05-14T14:56:54.001Z Err items-view error:
singleOperationHandler.spFolderItemSet.getItems - File Not Found.

Conditional Access policy

Users report a variety of issues accessing resources. You run the following PowerShell cmdlets:

```
$CA = Get-AzureADMSConditionalAccessPolicy -Identity  
$CA.ToJson()
```

You review the output from the cmdlets:

```
{  
  "displayName": "Teams",  
  "state": "enabled",  
  "conditions": {  
    "applications": {  
      "includeApplications": [ "cc15fd57-2c6c-4117-a88c-83b1d56b4bbe" ],  
      "users": {  
        "includeUsers": [ "GuestsOrExternalUsers" ],  
        "excludeUsers": [],  
        "includeGroups": [],  
        "excludeGroups": [],  
        "includeRoles": [],  
        "excludeRoles": []  
      },  
    },  
    "platforms": {  
      "includePlatforms": [ "all" ],  
      "excludePlatforms": []  
    },  
    "userRiskLevels": [],  
    "signInRiskLevels": [],  
    "clientAppTypes": [ "mobileAppAndDesktopClients" ],  
    "locations": null,  
    "deviceStates": null,  
    "devices": null,  
    "clientApplications": null  
  },  
  "grantControls": {  
    "operator": "AND",  
    "builtInControls": [  
      "mfa",  
      "compliantDevice",  
      "domainJoinedDevice"  
    ],  
    "customAuthenticationFactors": [],  
    "termsOfUse": []  
  },  
}
```


Teams performance

After recent network changes, users report the following issues that impact all users:

- ✍ Messages arrive to recipients after significant delays.
- ✍ The Teams app loads slowly.
- ✍ The quality of audio and video during meetings is poor.
- ✍ Calls drop unexpectedly and it takes a long time to rejoin meetings.

You review the following log entries:

```
Relay : 52.114.62.1      is reachable using Protocol UDP and Port 3478
Relay : 52.114.62.1      is not reachable using Protocol TCP and Port 443
Relay : 52.114.62.1      is not reachable using Protocol HTTPS and Port 443
Relay : 52.114.62.254    is reachable using Protocol UDP and Port 3478
Relay : 52.114.62.254    is not reachable using Protocol TCP and Port 443
Relay : 52.114.62.254    is not reachable using Protocol HTTPS and Port 443
Relay : 52.114.62.1      is reachable using Protocol UDP and Port 3478
Relay : 52.114.62.1      is not reachable using Protocol TCP and Port 443
Relay : 52.114.62.1      is not reachable using Protocol HTTPS and Port 443
Relay : 52.114.62.254    is reachable using Protocol UDP and Port 3478
Relay : 52.114.62.254    is not reachable using Protocol TCP and Port 443
Relay : 52.114.62.254    is not reachable using Protocol HTTPS and Port 443

CallStartTime           PacketLossRate           RoundTripLatencyInMs
PacketsSent             PacketsReceived
3/3/2021 1:09:26 PM     0.00117785630153121     24.5
849                     344
```

Question No : 1 - (Topic 1)

You need to resolve the issue reported by User3.

What should you do?

- A. Ensure that the date and time for the user's device are correct.
- B. Ensure that the user is connected to the internet and that the firewall and other apps are not preventing access.
- C. Confirm that the organization complies with Azure Active Directory configuration policy.

Answer: B

Reference:

<https://support.microsoft.com/en-us/office/why-am-i-having-trouble-signing-in-to-microsoft-teams-a02f683b-61a3-4008-9447-ee60c5593b0f>

Question No : 2 HOTSPOT - (Topic 1)

You need to set up the calling environment for the sales and support departments.

Which setup paths should you use? To answer, select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Option	Value
Primary number configuration	<div>▼</div> <div>Call queue</div> <div>Auto attendant</div> <div>Regular number</div>
Secondary number configuration	<div>▼</div> <div>Call queue</div> <div>Auto attendant</div> <div>Regular number</div>
Routing method for the support department	<div>▼</div> <div>Longest idle</div> <div>Round robin</div> <div>Serial routing</div> <div>Attendant routing</div>

Answer:

Option	Value
Primary number configuration	<div>▼</div> <div>Call queue</div> <div>Auto attendant</div> <div>Regular number</div>
Secondary number configuration	<div>▼</div> <div>Call queue</div> <div>Auto attendant</div> <div>Regular number</div>
Routing method for the support department	<div>▼</div> <div>Longest idle</div> <div>Round robin</div> <div>Serial routing</div> <div>Attendant routing</div>

Explanation:

Option	Value
Primary number configuration	<div>▼</div> <div>Call queue</div> <div>Auto attendant</div> <div>Regular number</div>
Secondary number configuration	<div>▼</div> <div>Call queue</div> <div>Auto attendant</div> <div>Regular number</div>
Routing method for the support department	<div>▼</div> <div>Longest idle</div> <div>Round robin</div> <div>Serial routing</div> <div>Attendant routing</div>

Graphical user

interface, text, application, email

Description automatically generated

Question No : 3 - (Topic 1)

You need to resolve the issue reported by User4.

Which two actions should you recommend? Each correct answer presents part of the solution.

NOTE: Each correct selection is worth one point.

- A. Install the Microsoft Teams app on devices that run the Skype for Business app and instruct the user to sign in to both client apps.
- B. Modify the messaging policy from the Teams admin center for the user.
- C. Install the Skype for Business app on all devices that run the Microsoft Teams app. Instruct the user to sign in to both apps.
- D. Re-install the Teams apps on the affected device.
- E. Clear the cache of Teams from the affected device.

Answer: A,D

Question No : 4 HOTSPOT - (Topic 1)

You need to investigate the issues for User1.

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

NOTE: Each correct selection is worth one point.

Answer Area

From which source did the user collect the data?

Teams Debug log
Teams Debug log
Teams Media log
Teams Desktop log
Fiddler network trace

Which log entry indicates that the user state is changing from **Subscribed to the conversation** to **Session is disconnecting**?

extendedCallState changed: 6 => 7
extendedCallState changed: 6 => 7
extendedCallState changed: 8 => 6
extendedCallState changed: 10 => 8
extendedCallState changed: Undefined => 0
extendedCallState changed: 1 => 10
extendedCallState changed: 0 => 1

Which entry indicates that the user was admitted into the meeting lobby?

"state": 6
"state": 10
"state": 0
"state": 1
"state": 6
"state": 7

Answer:

Answer Area

From which source did the user collect the data?

Teams Debug log
Teams Debug log
Teams Media log
Teams Desktop log
Fiddler network trace

Which log entry indicates that the user state is changing from **Subscribed to the conversation** to **Session is disconnecting**?

extendedCallState changed: 6 => 7
extendedCallState changed: 6 => 7
extendedCallState changed: 8 => 6
extendedCallState changed: 10 => 8
extendedCallState changed: Undefined => 0
extendedCallState changed: 1 => 10
extendedCallState changed: 0 => 1

Which entry indicates that the user was admitted into the meeting lobby?

"state": 6
"state": 10
"state": 0
"state": 1
"state": 6
"state": 7

Answer Area

From which source did the user collect the data?

Teams Debug log

Which log entry indicates that the user state is changing from **Subscribed to the conversation** to **Session is disconnecting**?

extendedCallState changed: 6 => 7

Which entry indicates that the user was admitted into the meeting lobby?

"state": 6

Explanation:

Question No : 5 - (Topic 1)

You need to configure team settings specific to all departments' needs.

What should you do?

- A. From PowerShell, run the New-AzureADMSGGroupLifecyclePolicy cmdlet.
- B. From the Microsoft Teams admin center, modify the Teams policy.
- C. From the Microsoft 365 admin center, modify the Office 365 group settings.
- D. From the Security & Compliance admin center, create a data loss prevention (DLP) policy.

Answer: A

Reference:

<https://docs.microsoft.com/en-us/azure/active-directory/enterprise-users/groups-lifecycle>

Question No : 6 HOTSPOT - (Topic 1)

You need to troubleshoot the performance of Microsoft Teams. To answer, select the appropriate options in the answer area. NOTE: Each correct selection is worth one point.

Answer Area

Question	Response
What should you do first?	<div><div>Open ports 80 and 443.</div><div>Open UDP ports 1024 to 2048.</div><div>Open ports 80 and 443.</div><div>Route audio and video traffic for Microsoft Teams through UDP ports.</div><div>Close ports 80 and 443.</div></div>
Which additional action should you perform?	<div><div>Enable VPN split tunneling.</div><div>Enable VPN split tunneling.</div><div>Run the Teams app with administrator privileges.</div><div>Allow Teams traffic through the firewall.</div><div>Add a proxy server to user's devices.</div></div>

Answer:

Answer Area

Question	Response
What should you do first?	<input type="text" value="Open ports 80 and 443."/> <input type="text" value="Open UDP ports 1024 to 2048."/> <input type="text" value="Open ports 80 and 443."/> <input type="text" value="Route audio and video traffic for Microsoft Teams through UDP ports."/> <input type="text" value="Close ports 80 and 443."/>
Which additional action should you perform?	<input type="text" value="Enable VPN split tunneling."/> <input type="text" value="Enable VPN split tunneling."/> <input type="text" value="Run the Teams app with administrator privileges."/> <input type="text" value="Allow Teams traffic through the firewall."/> <input type="text" value="Add a proxy server to user's devices."/>

Answer Area

Question	Response
What should you do first?	<input type="text" value="Open ports 80 and 443."/>
Which additional action should you perform?	<input type="text" value="Enable VPN split tunneling."/>

Explanation:

Question No : 7 HOTSPOT - (Topic 1)

You need to validate the conditional access policy.

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

NOTE: Each correct selection is worth one point.

Answer Area

Assignment	Applies to
To which users does this policy apply?	<input type="text" value="Guest and external users."/> <input type="text" value="All users."/> <input type="text" value="Users and groups."/> <input type="text" value="Guest and external users."/>
To which type of clients does this policy apply?	<input type="text" value="Desktop apps and mobile apps only."/> <input type="text" value="Browsers only."/> <input type="text" value="Desktop apps and mobile apps only."/> <input type="text" value="Browsers, desktop apps, and mobile apps."/>
Which type of action does this policy specify?	<input type="text" value="Grant."/> <input type="text" value="Grant."/> <input type="text" value="Block."/>

Answer:

Answer Area

Assignment	Applies to
To which users does this policy apply?	<input type="text" value="Guest and external users."/> <input type="text" value="All users."/> <input type="text" value="Users and groups."/> <input type="text" value="Guest and external users."/>
To which type of clients does this policy apply?	<input type="text" value="Desktop apps and mobile apps only."/> <input type="text" value="Browsers only."/> <input type="text" value="Desktop apps and mobile apps only."/> <input type="text" value="Browsers, desktop apps, and mobile apps."/>
Which type of action does this policy specify?	<input type="text" value="Grant."/> <input type="text" value="Grant."/> <input type="text" value="Block."/>

Explanation:
Answer Area

Assignment	Applies to
To which users does this policy apply?	Guest and external users ▼
To which type of clients does this policy apply?	Desktop apps and mobile apps only ▼
Which type of action does this policy specify?	Grant ▼

Question No : 8 HOTSPOT - (Topic 1)

You need to troubleshoot the Microsoft Teams performance. To answer select the appropriate options in the answer area.

NOTE: Each correct selection is worth one point.

Question	Response
What should you do first?	<div>▼</div> <ul style="list-style-type: none"> Open UDP ports 1024 to 2048. Open ports 80 and 443. Route audio and video traffic for Microsoft Teams through UDP ports. Close ports 80 and 443
Which additional action should you perform?	<div>▼</div> <ul style="list-style-type: none"> Enable VPN split tunneling. Run the Teams app with administrator privileges. Allow Teams traffic through the firewall. Add a proxy server to user's devices.

Answer:

Question	Response
What should you do first?	<div>▼</div> <ul style="list-style-type: none"> Open UDP ports 1024 to 2048. Open ports 80 and 443. Route audio and video traffic for Microsoft Teams through UDP ports. Close ports 80 and 443
Which additional action should you perform?	<div>▼</div> <ul style="list-style-type: none"> Enable VPN split tunneling. Run the Teams app with administrator privileges. Allow Teams traffic through the firewall. Add a proxy server to user's devices.

Explanation:

Question	Response	
What should you do first?	<div> <div></div> <div> Open UDP ports 1024 to 2048. Open ports 80 and 443. Route audio and video traffic for Microsoft Teams through UDP ports. Close ports 80 and 443 </div> </div>	
Which additional action should you perform?	<div> <div></div> <div> Enable VPN split tunneling. Run the Teams app with administrator privileges. Allow Teams traffic through the firewall. Add a proxy server to user's devices. </div> </div>	Graphical user

interface, text, application

Description automatically generated

Question No : 9 DRAG DROP - (Topic 1)

You need to configure the Microsoft Teams environment for guest users.

Which actions are required? To answer, drag the appropriate required options to the correct actions. Each required option 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.

NOTE: Each correct selection is worth one point.

Required	Answer Area	
Yes		
No	<div> <div>Action</div> <div>Required</div> </div>	
	In the Teams admin center, modify the global meeting policy.	Required
	Run the following PowerShell cmdlets: New-AzureADPolicy Set-AzureADPolicy	Required
	In Azure Active Directory, modify the external collaboration settings.	Required
	In the Teams admin center, modify the external access settings.	Required

Answer:

Required	Answer Area		Required
<input type="checkbox"/>		Action	
<input type="checkbox"/>		In the Teams admin center, modify the global meeting policy.	<input type="checkbox"/>
		Run the following PowerShell cmdlets:	<input type="checkbox"/>
		New-AzureADPolicy	<input type="checkbox"/>
		Set-AzureADPolicy	<input type="checkbox"/>
		In Azure Active Directory, modify the external collaboration settings.	<input type="checkbox"/>
		In the Teams admin center, modify the external access settings.	<input type="checkbox"/>

Explanation:

Action	Required
In the Teams admin center, modify the global meeting policy.	<input type="checkbox"/>
Run the following PowerShell cmdlets:	<input type="checkbox"/>
New-AzureADPolicy	<input type="checkbox"/>
Set-AzureADPolicy	<input type="checkbox"/>
In Azure Active Directory, modify the external collaboration settings.	<input type="checkbox"/>
In the Teams admin center, modify the external access settings.	<input type="checkbox"/>

Graphical user

interface, text, application, email

Description automatically generated

Question No : 10 - (Topic 1)

You need to configure the system to meet the requirements for guest users.

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

NOTE: Each correct selection is worth one point.

- A. Create and assign a calling policy for guest users.
- B. Edit the guest access policy to disable calls.
- C. Edit the guest access policy to disable chat.
- D. Create and assign a messaging policy for guest users.

Answer: A,C

Reference:

<https://docs.microsoft.com/en-us/microsoftteams/teams-calling-policy>

Question No : 11 - (Topic 1)

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: A,C

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>

**Topic 2, Fabrikam
Case study**

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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).

Microsoft 365

You assign all employees a Microsoft Office 365 E3 license. Fabrikam has recently migrated from Skype for Business server to Microsoft Teams.

Network environment

The company uses a combination of IPv4 and IPv6 addresses.

Calling

The company plans to use a Session Border Controller (SBC) connected to Phone System

Direct Routing for their telephony solution. The company registers the SBC domain name, sip.contoso.com, in as tenant domain.

Requirements

Emergency calling

You must configure a tenant trusted IP list for emergency address locations.

Security

Sales interns must not have the ability to share files in one-on-one chats. Teams and channels must meet following compliance requirements:

- ✍ You must create the following groups for teams and channels: Team Owners, Team Members and Team Visitors.
- ✍ The Team Visitors group is for internal UserX that does not have access to the Private channels chats, but does have access to SharePoint sites for auditing the files within the private channels.
- ✍ Channels for the different departments must not inherit permissions from the parent sites. Permissions for each channel must be unique.

ProjectNextGenApp

The R&D team has a private channel named ProjectNextGenApp. The members of the channel need to collaborate on files with an external user, but they do not want the external user to be able to read and send messages in the channel.

Legal department

You must ensure that users in the legal department can view the files uploaded by owners within one channel or access SharePoint.

Issues

CEO

The company's CEO reports that they do not receive notifications for chat messages in the desktop version of Microsoft Teams.

AdministratorA

AdministratorA is configuring Direct Routing. The administrator runs following PowerShell command to pair the SBC to the tenant or add the SBC from the Teams admin center.

```
PS C:\Windows\system32> New-CsOnlinePSTNGateway -Fqdn sbc.Fabrikam.com -MediaBypass $false  
-SipSignallingPort 5061 -MaxConcurrentSessions 10 -Enabled $true
```

The following error message displays: