

## MS-740<sup>Q&As</sup>

Troubleshooting Microsoft Teams

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## QUESTION 1

### 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**

<b>Statement</b>	<b>Yes</b>	<b>No</b>
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 2**

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.

Correct Answer: AC

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

**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/*.bloglog` file.

- B. Turn on media logging and restart the Teams app.
- C. Review the ~/Library/Application Support/Microsoft/Teams/skylib/\*.bloglog 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.txtlog file.

Correct Answer: ABC

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

**QUESTION 4**

DRAG DROP



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.

Select and Place:

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.	

Correct Answer:

## Actions

Select Apps and create an incoming webhook.

Enable third-party apps for the company's tenant.

Select the appropriate team and then select Manage team.



## 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 Connectors and select a webhook.

Use the unique URL for the channel to post messages.

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

## QUESTION 5

### HOTSPOT

A company uses Microsoft Teams licenses and mailboxes that are hosted on-premises.

Employees do not have access to Teams calendars.

You need to resolve the issue.

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

NOTE: Each correct selection is worth one point.

Hot Area:

## Answer Area

### Action

Which tool should you use?

### Option

▼
IdFix
Hybrid Configuration Wizard
AD Connect

Which protocol should you enable?

▼
IMAP
REST
Exchange Web Services

Which type of license should you assign to users?

▼
Skype for Business license
Exchange online license
Azure AD Premium P1 license

Correct Answer:

## Answer Area

### Action

Which tool should you use?

### Option

▼
IdFix
Hybrid Configuration Wizard
AD Connect

Which protocol should you enable?

▼
IMAP
REST
Exchange Web Services

Which type of license should you assign to users?

▼
Skype for Business license
Exchange online license
Azure AD Premium P1 license

Reference: <https://techcommunity.microsoft.com/t5/exchange-team-blog/configuring-teams-calendar-access-for-exchange-on-premises/ba-p/1484009>

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