MS-740^{Q&As}

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-FACULITY}

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, isBYOEEnabledInRegion 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	٠	Off
Allow channel meeting scheduling	lacksquare	Off
Allow scheduling private meetings	٠	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?	0	0
Is a network trace needed to troubleshoot the issue?	\bigcirc	\bigcirc
Does the teacher's policy allow for the creation of live events?	\bigcirc	\bigcirc
Correct Answer:		

Answer Area

Statement	Yes	No
Is the licensing sufficient for the teachers to schedule live events?	0	0
Is a network trace needed to troubleshoot the issue?	0	\bigcirc
Does the teacher's policy allow for the creation of live events?	\bigcirc	0

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.

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- 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.

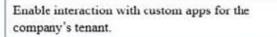
You need to configure the system to ensure that users can view data from an external app within a Teams channel.

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



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

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.



Select Connectors and select a webhook.

Use the unique URL for the channel to post messages.

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

Select the appropriate team and then select Manage team.

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

	V
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?

\sim		
U	ptio	n
-		

	V
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?
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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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