

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

Troubleshooting Microsoft Teams

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## QUESTION 1

A company configures IP address 10.3.0.0 as the Location Information Service subnet.

The Microsoft Teams client does not display the emergency address for a user. You confirm that the user has a correctly assigned and validated E911 address that includes geo-coordinates.

You observe the following record in the Teams log:

```
{"locationId":null,"publicIp":"216.82.234.65","networkInformation":{"mac":null,"ipv4":"10.3.145.22","subnetLengthIPv4":"20"}}
```

You need to identify the root cause of the issue.

Which segment of the Teams log record identifies the cause of the issue?

- A. "publicIp":"216.82.234.65
- B. locationId\\inull
- C. \\ipv4\\"10.3.145.22,,,"subnetLengthIPv4":"20"

Correct Answer: B

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## QUESTION 2

A prepaway company limits users that are authorized to create Microsoft 365 groups.

A user reports that they do not have the option to create new teams in the Microsoft Teams app.

You need to ensure that the user can create teams.

What should you do?

- A. Disable Conditional Access policies.
- B. Clear the Teams cache for the user and restart the Microsoft Teams client app.
- C. Add the user to a security group.
- D. Add the user to a distribution group.

Correct Answer: C

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## QUESTION 3

A company assigns Microsoft 365 E5 licenses to its users.

A user reports that the Microsoft Teams dial pad is missing.

You run the Get-csonlineuser PowerShell cmdlet. You observe the results shown in the following exhibit:

```
EnterpriseVoiceEnabled : False
SipProxyAddress        : sip:bq@qwasqq.com
SipAddress             : qwasqq.com
TeamsUpgradeEffectiveMode : SfbWithTeamsCollabAndMeetings
MCOValidationErrors    : {}
UsageLocation          : GB
ProvisioningStamp       :
ProvisioningCounter     : 0
LineServerURI          :
LineURI                :
VoicePolicy             : BusinessVoice
VoiceRoutingPolicy      :
```

You need to resolve 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. Run the following PowerShell cmdlet: Set-CsOnlineVoiceuser -identity -LocationID- telephonenumber
- B. Assign a voice routing policy.
- C. In the Teams admin center, change the coexistence mode to Teams only
- D. Change the value of the UsageLocation option to US.
- E. Run the following PowerShell Cmdlet Set-CsUser -Identity - EnterpriseVoiceEnabled \$True

Correct Answer: BCE

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#### QUESTION 4

After you answer a question in this section, you will NOT be able to return to it. As a result, these questions will not appear in the review screen.

A prepaway company has a Microsoft 365 subscription.

The company has a main office in one region. The company opens a new office in another region. You must relocate 400 users to the new office.

Solution: Add an emergency address and then modify the outbound calling settings for each user.

Does the solution meet the goal?

- A. Yes

B. No

Correct Answer: A

Reference: <https://docs.microsoft.com/en-us/microsoftteams/assign-change-emergency-location-user>

## QUESTION 5

### HOTSPOT

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.

Hot Area:

#### Answer Area

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

Correct Answer:

## Answer Area

### Question

What should you do first?

### Response

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?

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.

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