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#1 Online Certification Guide

MICROSOFT MS-740

Microsoft Troubleshooting Microsoft Teams Certification Questions & Answers

Exam Summary – Syllabus –Questions

MS-740
Microsoft 365 Certified - Teams Support Engineer Specialty
40-60 Questions Exam – 700 / 1000 Cut Score – Duration of 150 minutes

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Know Your MS-740 Certification Well:

The MS-740 is best suitable for candidates who want to gain knowledge in the Microsoft 365. Before you start your MS-740 preparation you may struggle to get all the crucial Troubleshooting Microsoft Teams materials like MS-740 syllabus, sample questions, study guide.

But don't worry the MS-740 PDF is here to help you prepare in a stress free manner.

The PDF is a combination of all your queries like-
- What is in the MS-740 syllabus?
- How many questions are there in the MS-740 exam?
- Which Practice test would help me to pass the MS-740 exam at the first attempt?

Passing the MS-740 exam makes you Microsoft 365 Certified - Teams Support Engineer Specialty. Having the Troubleshooting Microsoft Teams certification opens multiple opportunities for you. You can grab a new job, get a higher salary or simply get recognition within your current organization.

Microsoft MS-740 Troubleshooting Microsoft Teams Certification Details:

Exam Name	Microsoft 365 Certified - Teams Support Engineer Specialty
Exam Code	MS-740
Exam Price	$165 (USD)
Duration	150 mins
Number of Questions	40-60
Passing Score	700 / 1000
Schedule Exam	**Pearson VUE**
Sample Questions	**Troubleshooting Microsoft Teams Sample Questions**
Practice Exam	**Microsoft MS-740 Certification Practice Exam**

MS-740 Syllabus:

Topic	Details
Troubleshoot Microsoft Teams voice issues (15-20%)	
Troubleshoot audio and video flow issues	- troubleshoot audio and video quality issues - troubleshoot call drops - investigate issues with call quality and dropped calls by using Call Quality Dashboard, network tracing tools, and logs
Troubleshoot emergency calling issues	- troubleshoot dynamic emergency calling - identify issues with emergency phone number normalization rules - troubleshoot location detection failures - troubleshoot missing locations in outbound calls and missing addresses - troubleshoot dial mask issues
Troubleshoot direct routing issues	- troubleshoot issues pairing the Session Border Controller (SBC) with the phone number service - troubleshoot dial plan issues including normalization rules - identify the root cause of direct-dialing call issues by reviewing the SBC log - troubleshoot audio conferencing issues including provisioning and configuration issues
Troubleshoot issues with Teams meetings and live events (20-25%)	
Troubleshoot live events issues	- troubleshoot meeting creation and scheduling issues - troubleshoot recording issues including policies related to recording - investigate issues sharing content and viewing reports - troubleshoot reporting issues including issues with attendance reports and moderated questions - troubleshoot attendee access and playback issues - troubleshoot and optimize networks for Teams live events - investigate issues connecting to the service and joining meetings

Topic	Details
Troubleshoot Teams services	- validate Microsoft Audio Conferencing licensing - troubleshoot dial pad issues - troubleshoot phone number provisioning issues - troubleshoot issues with the Outlook add-in for Teams - troubleshoot issues enabling and configuring audio and video devices for Teams - troubleshoot online and hybrid call queues and auto-attendant issues - troubleshoot user provisioning issues including licensing users, phone number assignments, and policies - troubleshoot issues with phone system features - investigate phone system set up and configuration issues
Troubleshoot Teams client issues	- troubleshoot Teams client start up issues and crashes on Windows, Mac, and Linux devices - troubleshoot Investigate causes for high memory or CPU usage - investigate network issues including network latency - analyze web traffic and review HTTP status codes by using Fiddler and other tools - troubleshoot issues installing and updating client software - troubleshoot performance issues including long times for uploading files and chats slow to load or send - troubleshoot call set up issues - troubleshoot issues adding participants to meetings
Troubleshoot messaging issues	- troubleshoot message delivery issues - troubleshoot issues attaching files and content to messages - troubleshoot chat notification issues
Troubleshoot federation issues (10-15%)	
Troubleshoot issues interoperating with Skype for Business	- investigate chat issues when interoperating with Skype for Business - troubleshoot federation issues between Teams and Skype or Skype for Business - troubleshooting Interop chat scenarios

Topic	Details
Troubleshoot Teams federation issues	- troubleshoot federation policies and domain lists - verify tenant configuration settings including allowed and blocked domain lists and type of federation
Troubleshoot issues signing into Teams (15-20%)	
Troubleshoot account and network issues	- verify Active Directory Federation Services (AD FS) health including endpoint availability and synchronization status - troubleshoot issues with Azure Active Directory Seamless Single Sign-On (Azure AD Seamless SSO) - identify reasons for blocked accounts by reviewing web log data - verify user virtual private network (VPN) configuration settings including split tunneling and client version - validate network configuration settings including firewall ports, IP ranges, and proxy configuration issues
Troubleshoot member sign-in issues	- investigate authentication issues - verify whether an applied conditional access policy prevents sign in - determine whether a user account or the device from which a user attempts to sign in is the cause of a sign in issue - troubleshoot client sign-in issues by collecting and analyzing Teams debug logs - troubleshoot Teams Rooms System (TRS) sign-in issues by analyzing log data from Teams Room devices - investigate points of failure in the sign-in process flow
Troubleshoot guest access issues	- troubleshoot issues adding guest users to teams - troubleshoot call, message, and meeting issues for guest users by checking the guest meeting, guest messaging, and guest calling configuration policies - audit invitations sent but not used and inactive accounts - validate configuration settings for federated message flow - review Azure sign-in logs and audit logs for the domain which hosts Teams

Topic	Details
Troubleshoot teams and channels (10-15%)	
Troubleshoot issues with apps	- configure Teams to allow or block an app - validate app permission policies - validate app setup policies
Troubleshoot issues with public and private channels	- check user permissions, team policies, and tenant policies - verify and troubleshoot channel email settings - troubleshoot tenant replication issues in teams and channels - troubleshoot deletion issues in teams and channels
Troubleshoot issues with files (15-20%)	
Troubleshoot person-to-person (P2P) private chat files issues including issues access and sharing issues	- verify access rights for the user - troubleshoot Teams client configuration policies - troubleshoot issues provisioning users
Troubleshoot file issues for private channels	- verify that the SharePoint site for the channel is accessible - verify SharePoint access permissions - confirm that the SharePoint site collection link is intact
Troubleshoot file issues for public channels	- verify SharePoint access permissions - determine whether the name for a channel or team have been changed - confirm that the SharePoint site collection link is intact - troubleshoot file synchronization issues and missing files

Microsoft MS-740 Sample Questions:

Question: 1

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.

Answer: b

Question: 2

You own a team that has three standard channels. The team has been deleted. You need to locate the files from all three channels. Where should you navigate to locate the files?

a) The tenant's SharePoint home page recycle bin.
b) The SharePoint site's first stage recycle bin.
c) The SharePoint site document library.
d) The SharePoint site's second stage recycle bin.

Answer: a

Question: 3

You need to identify the root cause of the issue that was reported by User6. What is the cause of the issue?

a) Sharing permissions for the file have been revoked.
b) The external sharing permissions have been set to existing external users only.
c) The sharing permissions for the organization are set to internal only.
d) The file link is expired.

Answer: d

Question: 4

An administrator for a tenant in Australia assigns direct routing numbers to cloud auto-attendants (AA). Whenever a call is received by an AA, there is a delay of more than 10 seconds before the welcome message plays.

You need to review the SBC logs to determine the cause of the delay. Which log entry identifies the cause of the delay?

    a) SERVER: Microsoft.PSTNHub.SIPProxy v.2019.4.24.4 i.ASEA.1
    b) SERVER: Microsoft.PSTNHub.SIPProxy v.2019.4.24.4 i.ASEA.2
    c) SERVER: Microsoft.PSTNHub.SIPProxy v.2019.4.24.4 i.USEA.1
    d) SERVER: Microsoft.PSTNHub.SIPProxy v.2019.4.24.4 i.ASSE.1

Answer: b

Question: 5

A company configures external access for suppliers in the Microsoft Teams admin center. Users can chat only with external users from VendorA.

You need to ensure that users can chat externally with users from VendorB. Which two actions should you perform?

Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

    a) Add the VendorB domain as a remote domain to the Connectors list.
    b) Modify the CNAME for SIP federation.
    c) Add the VendorB domain to the federation Allowed Domains list.
    d) Ask the VendorB tenant to add your domain to their Allowed Domains list.

Answer: c, d

Question: 6

You need to resolve the issue for the legal department employees. What should you do?

    a) Set external sharing to Only people in your organization.
    b) Set external sharing to Anyone.
    c) Grant the org-wide Teams Member group unique permission to the document library.
    d) Grant the org-wide Teams Member group permissions to the parent site of the Team.

Answer: c

Question: 7

User1 shares a Microsoft Word document with User2 during a Microsoft Teams chat session. User2 is unable to make any changes to the document. You need to determine the root cause of the issue. What is the cause?

a) User2 does not have a Microsoft SharePoint license.
b) A sensitivity label has been applied to the shared file.
c) The Microsoft Office package is not activated on User2's device.
d) User2 has view-only permissions for the document.

Answer: b

Question: 8

A company has Microsoft 365 E5 licenses. The company uses phone numbers that are provided by Microsoft. An auto attendant is not able to forward calls to external numbers. What should you do?

a) Assign a phone system license to the associated resource account.
b) Purchase and assign an international calling plan to the associated resource account.
c) Assign a new auto-attendant number.
d) Configure external sharing settings from Azure Active Directory.

Answer: a

Question: 9

Contoso, Ltd. uses the domain contoso.com. The company adds fabrikam.com as an additional domain. You schedule a meeting from the contoso.com domain by using the Microsoft Teams app. You are unable to add a user named UserA@fabrikam.com to the meeting.
You need to resolve this issue. Which three actions should you perform?
Each correct answer presents part of the solution. NOTE: Each correct selection is worth one point.

a) Assign an audio conferencing license to UserA.
b) Ensure that the Fabrikam.com domain is verified in Microsoft 365.
c) Assign a Microsoft Exchange license to UserA.
d) Set the value of the HiddenFromAddressListsEnabled attribute to False for the user's mailbox.
e) Set the value of the HiddenFromAddressListsEnabled attribute to True for the user's mailbox.

Answer: b, c, d

Question: 10

A company has a Microsoft 365 subscription. All users have devices that run Windows 10. Microsoft Teams is installed on all devices. A user reports the following issues:

- The user loses their Teams connection during screen sharing.

- The Microsoft Teams app crashes randomly and restarts automatically.

You need to view the appropriate logs to troubleshoot the issues. What should you do?

a) From the Microsoft Teams app, select CTRL+G. Open the ETL files in the %Appdata%\Microsoft\Teams\folder.
b) Right-click the Microsoft Teams icons in the application tray and select Get logs. Open Logs.txt in the %Appdata%\Microsoft\Teams\folder.
c) From the Microsoft Teams app, select Ctrl+Alt+Shift+1. Open the log files in the %Userprofile%\Downloads\folder.
d) From Event Viewer, open the Windows log and filter the log for the keyword MS Teams.

Answer: c

Study Guide to Crack Microsoft Troubleshooting Microsoft Teams MS-740 Exam:

- Getting details of the MS-740 syllabus, is the first step of a study plan. This pdf is going to be of ultimate help. Completion of the syllabus is must to pass the MS-740 exam.
- Making a schedule is vital. A structured method of preparation leads to success. A candidate must plan his schedule and follow it rigorously to attain success.
- Joining the Microsoft provided training for MS-740 exam could be of much help. If there is specific training for the exam, you can discover it from the link above.
- Read from the MS-740 sample questions to gain your idea about the actual exam questions. In this PDF useful sample questions are provided to make your exam preparation easy.
- Practicing on MS-740 practice tests is must. Continuous practice will make you an expert in all syllabus areas.

Reliable Online Practice Test for MS-740 Certification

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