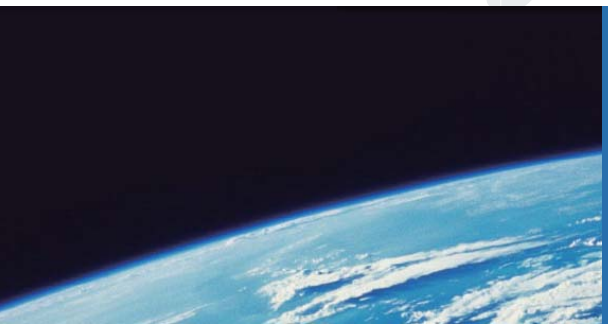

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QUESTION & ANSWER

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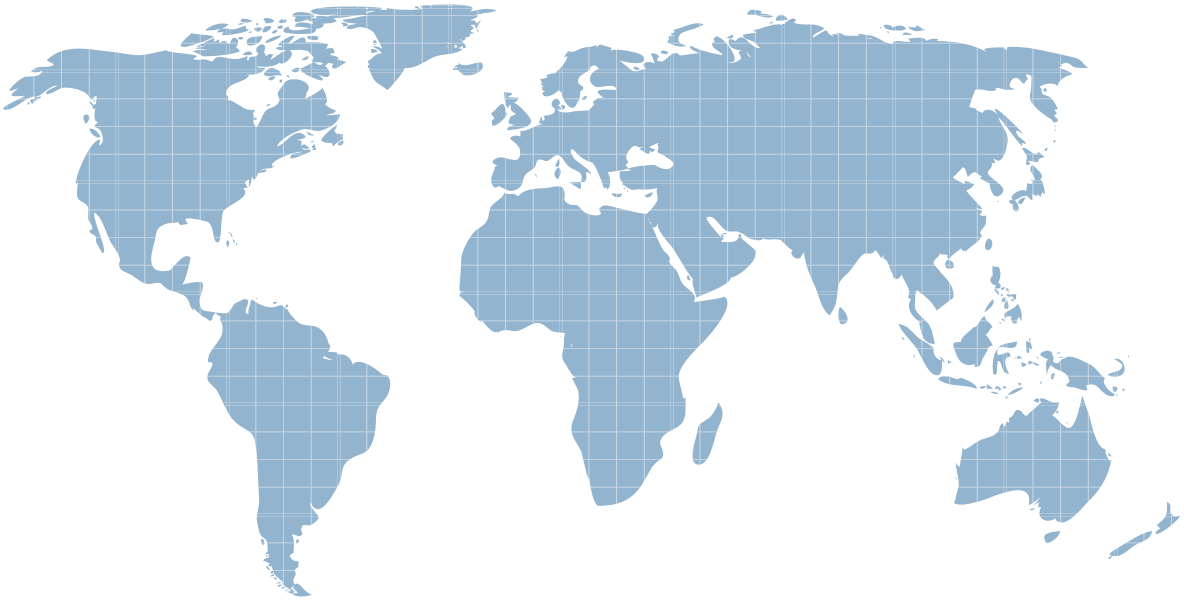

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Exam : MS-740

Title : Troubleshooting Microsoft Teams

Version : DEMO

1. Topic 1, Contoso, Ltd

Case study
This is a case study. Case studies are not timed separately. You can use as much exam time as you would like to complete each case. However, there may be additional case studies and sections on this exam. You must manage your time to ensure that you are able to complete all questions included on this exam in the time provided.

To answer the questions included in a case study, you will need to reference information that is provided in the case study. Case studies might contain exhibits and other resources that provide more information about the scenario that is described in the case study. Each question is independent of the other questions in this case study.

At the end of this case study, a review screen will appear. This screen allows you to review your answers and to make changes before you move to the next section of the exam. After you begin a new section, you cannot return to this section.

To start the case study
To display the first question in this case study, click the Next button. Use the buttons in the left pane to explore the content of the case study before you answer the questions. Clicking these buttons displays information such as business requirements, existing environment, and problem statements. When you are ready to answer a question, click the Question button to return to the question.

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:
0xCAA82EE7 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
```

DRAG DROP

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

Action	Required
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**

Yes

No

Action	Required
In the Teams admin center, modify the global meeting policy.	Yes

Run the following PowerShell cmdlets:
`New-AzureADPolicy`
`Set-AzureADPolicy`
	No

In Azure Active Directory, modify the external collaboration settings.	Yes
In the Teams admin center, modify the external access settings.	Yes

Explanation:

Graphical user interface, text, application, email
Description automatically generated

2.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
Explanation:
Reference: https://support.microsoft.com/en-us/office/why-am-i-having-trouble-signing-in-to-microsoft-teams-a02f683b-61a3-4008-9447-ee60c5593b0f

3.HOTSPOT

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	Call queue Auto attendant Regular number
Secondary number configuration	Call queue Auto attendant Regular number
Routing method for the support department	Longest idle Round robin Serial routing Attendant routing

Answer:

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

Explanation:
Graphical user interface, text, application, email
Description automatically generated

4.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
Explanation:
Reference: https://docs.microsoft.com/en-us/microsoftteams/teams-calling-policy

5.You need to configure team settings specific to all departments' needs.
What should you do?
A. From PowerShell. run the New-AzureADMSGroupLifecyclePolicy 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

Explanation:

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