

# **Microsoft 365 Certified: Teams Support Engineer Associate – Skills Measured**

NOTE: The bullets that appear below each of the skills measured are intended to illustrate how we are assessing that skill. This list is NOT definitive or exhaustive.

NOTE: Most questions cover features that are General Availability (GA). The exam may contain questions on Preview features if those features are commonly used.

## **Exam MS-740: Troubleshooting Microsoft Teams**

### **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**

- configure 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 Microsoft 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

### **Configure and troubleshoot Teams services**

- configure Microsoft Audio Conferencing licensing
- troubleshoot dial pad issues
- troubleshoot phone number provisioning issues
- configure and 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 setup and configuration issues

### **Troubleshoot Teams client issues**

- troubleshoot Teams client startup issues and crashes on Windows, Mac, and Linux devices
- 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 setup 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

## **Troubleshoot Teams federation issues**

- configure federation policies and domain lists
- verify tenant configuration settings including allowed and blocked domain lists and type of federation

## **Troubleshoot issues signing into Microsoft 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

## **Troubleshoot teams and channels (10-15%)**

### **Troubleshoot issues with apps**

- configure Teams to allow or block an app
- validate app permission policies
- configure app setup policies

### **Troubleshoot issues with public and private channels**

- differentiate between capabilities of public and private channels
- identify limitations for 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 file issues including access and sharing**

- verify access rights for the user
- configure a Teams client configuration policy
- 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