

KOENIG SOLUTIONS • COURSE OUTLINE

MS-740: Troubleshooting Microsoft Teams

Learn to troubleshoot Microsoft Teams voice, meetings, federation, sign-in, channel, and file issues.

6

MODULES

79

TOPICS

COURSE OVERVIEW

This course covers troubleshooting Microsoft Teams voice issues, including audio and video flow, emergency calling, and direct routing. It then addresses issues with Teams meetings and live events, covering client, service, and messaging problems, followed by federation issues between Teams and Skype for Business. It also examines sign-in issues, including account, network, member, and guest access problems, before moving to issues with teams, channels, and apps. Finally, it covers troubleshooting file issues in private chat, private channels, and public channels.

WHO THIS COURSE IS FOR

Teams Administrators

Support Engineers

Network Administrators

Help Desk Technicians

Unified Communications Engineers

LEARNING OBJECTIVES

- Troubleshoot audio, video, and call quality issues in Teams
- Diagnose emergency calling and direct routing configuration issues
- Investigate issues with Teams meetings, live events, and clients
- Resolve messaging and file delivery issues within Teams
- Analyse federation issues between Teams and Skype for Business
- Identify sign-in issues related to accounts, network, and guests
- Troubleshoot issues with teams, channels, and installed apps
- Verify SharePoint access and file synchronization for channels

6 Modules, 79 Topics

01

15-20%

Troubleshoot Microsoft Teams Voice Issues

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

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

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

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

05**10-15%**

Troubleshoot Teams and Channels

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

06**15-20%**

Troubleshoot Issues with Files

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

NOTES

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

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

ABOUT KOENIG

Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

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