

Study guide for Exam MS-740: Troubleshooting Microsoft Teams

Purpose of this document

This study guide should help you understand what to expect on the exam and includes a summary of the topics the exam might cover and links to additional resources. The information and materials in this document should help you focus your studies as you prepare for the exam.

Useful links	Description
Review the skills measured as of April 18, 2023	This list represents the skills measured AFTER the date provided. Study this list if you plan to take the exam AFTER that date.
Review the skills measured prior to April 18, 2023	Study this list of skills if you take your exam PRIOR to the date provided.
Change log	You can go directly to the change log if you want to see the changes that will be made on the date provided.
How to earn the certification	Some certifications only require passing one exam, while others require passing multiple exams.
Certification renewal	Microsoft associate, expert, and specialty certifications expire annually. You can renew by passing a free online assessment on Microsoft Learn.
Your Microsoft Learn profile	Connecting your certification profile to Microsoft Learn allows you to schedule and renew exams and share and print certificates.
Exam scoring and score reports	A score of 700 or greater is required to pass.
Exam sandbox	You can explore the exam environment by visiting our exam sandbox.
Request accommodations	If you use assistive devices, require extra time, or need modification to any part of the exam experience, you can request an accommodation.

Useful links	Description
Take a practice test	Are you ready to take the exam or do you need to study a bit more?

Updates to the exam

Our exams are updated periodically to reflect skills that are required to perform a role. We have included two versions of the Skills Measured objectives depending on when you are taking the exam.

We always update the English language version of the exam first. Some exams are localized into other languages, and those are updated approximately eight weeks after the English version is updated. While Microsoft makes every effort to update localized versions as noted, there may be times when the localized versions of an exam are not updated on this schedule. Other available languages are listed in the **Schedule Exam** section of the **Exam Details** webpage. If the exam isn't available in your preferred language, you can request an additional 30 minutes to complete the exam.

Note

The bullets that follow each of the skills measured are intended to illustrate how we are assessing that skill. Related topics may be covered in the exam.

Note

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

Skills measured as of April 18, 2023

Audience profile

Candidates for this exam are support engineers who use advanced troubleshooting methods to support Microsoft Teams environments, analyze telemetry and log data, troubleshoot deployments, and tune performance. Candidates are expected to review logs and other data, infer the root cause of an issue, and provide a fix.

Candidates should have significant experience troubleshooting unified communications solutions with hands-on expertise specific to troubleshooting Microsoft Teams. In addition, candidates should have knowledge of basic networking, Microsoft Azure fundamentals, telephony, PowerShell, data storage technologies, APIs, app security, authentication and authorization, security and compliance information, debugging, performance tuning, and monitoring.

- Troubleshoot Microsoft Teams voice issues (20–25%)
- Troubleshoot issues with Microsoft Teams meetings and live events (20–25%)
- Troubleshoot federation issues (5–10%)
- Troubleshoot issues signing into Microsoft Teams (10–15%)

- Troubleshoot teams and channels (10–15%)
- Troubleshoot issues with files (15–20%)

Troubleshoot Microsoft Teams voice issues (20–25%)

Troubleshoot audio and video flow issues

- Troubleshoot audio and video quality issues
- Analyze call data metrics by using Call Quality Dashboard
- Determine the root cause of flow issues by using network tracing tools and logs

Troubleshoot emergency calling issues

- Troubleshoot dynamic emergency calling
- Identify issues with emergency phone numbers and normalization rules
- Troubleshoot location detection failures
- Troubleshoot dial mask issues

Troubleshoot PSTN connectivity issues

- Troubleshoot issues pairing the Session Border Controller (SBC) with Microsoft Teams Phone
- Troubleshoot dial plan issues
- Troubleshoot Direct Routing call issues by analyzing SBC logs
- Troubleshoot audio conferencing issues including provisioning and configuration issues
- Troubleshoot Calling Plan issues

Troubleshoot issues with Microsoft Teams meetings and live events (20–25%)

Troubleshoot Microsoft Teams meetings and live events issues

- Troubleshoot scheduling issues
- Troubleshoot recording issues
- Troubleshoot sharing content issues
- Troubleshoot issues related to reports during and post-event
- Troubleshoot and optimize network configuration
- Troubleshoot issues joining meetings

Troubleshoot Microsoft Teams services

- Validate Audio Conferencing configuration
- Troubleshoot issues related to the Outlook add-in for Microsoft Teams
- Troubleshoot online and hybrid call queues and auto-attendant issues
- Troubleshoot user provisioning issues
- Troubleshoot issues with Microsoft Teams Phone features including voice mail, call forwarding, transfers, and contacts

Troubleshoot Microsoft Teams client issues

- Investigate Microsoft Teams client start up issues and crashes
- Troubleshoot causes for performance issues
- Investigate network issues including firewall, proxy, and VPN configurations
- Troubleshoot issues installing and updating client software
- Troubleshoot peer-to-peer (P2P) SIP call issues
- Troubleshoot issues enabling and configuring audio and video devices for Microsoft Teams
- Troubleshoot notification issues

Troubleshoot federation issues (5–10%)

Troubleshoot Microsoft Teams external federation issues

- Investigate external federation policy issues
- Verify allowed and blocked domain lists
- Troubleshoot issues related to Skype for Business hybrid environment

Troubleshoot Microsoft Teams in-tenant federation issues

- Troubleshoot message delivery issues
- Troubleshoot issues related to native chat functionalities
- Troubleshoot issues related to Skype for Business hybrid environment

Troubleshoot issues signing into Microsoft Teams (10–15%)

Troubleshoot account sign-in issues

- Troubleshoot issues with Azure Active Directory Seamless Single Sign-On (Azure AD Seamless SSO)
- 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 Microsoft Teams debug logs
- Troubleshoot Teams Rooms System (TRS) sign-in issues

Troubleshoot guest access issues

- Troubleshoot issues adding guest users to teams
- Troubleshoot call, message, and meeting issues for guest users
- Investigate invitations sent but not redeemed
- Investigate guest account sign-in issues

Troubleshoot teams and channels (10–15%)

Troubleshoot issues with apps

- Troubleshoot issues accessing apps in Microsoft Teams
- Troubleshoot app setup issues

- Troubleshoot issues installing apps in Microsoft Teams

Troubleshoot issues with Microsoft Teams channels

- Troubleshoot issues related to channel email integration
- Troubleshoot replication issues including member management
- Troubleshoot creation and deletion issues
- Troubleshoot issues related to channel tabs

Troubleshoot issues with files (15–20%)

Troubleshoot peer-to-peer (P2P) private chat files issues

- Investigate access rights for users
- Investigate issues related to OneDrive conditional access policies
- Troubleshoot OneDrive provisioning issues

Troubleshoot file issues for private channels

- Verify that the SharePoint site for the channel is accessible
- Verify SharePoint access permissions
- Verify that the SharePoint site collection link is intact

Troubleshoot file issues for standard channels

- Verify SharePoint access permissions
- Verify that the SharePoint site collection link is intact
- Troubleshoot file synchronization issues and missing files

Study resources

We recommend that you train and get hands-on experience before you take the exam. We offer self-study options and classroom training as well as links to documentation, community sites, and videos.

Study resources	Links to learning and documentation
Get trained	Choose from self-paced learning paths and modules or take an instructor-led course
Find documentation	Microsoft 365 documentation Microsoft Docs
Ask a question	Microsoft Q&A Microsoft Docs
Get community support	Microsoft 365 - Microsoft Tech Community
Follow Microsoft Learn	Microsoft Learn - Microsoft Tech Community
Find a video	Exam Readiness Zone Browse other Microsoft Learn shows

Change log

Key to understanding the table: The topic groups (also known as functional groups) are in bold typeface followed by the objectives within each group. The table is a comparison between the two versions of the exam skills measured and the third column describes the extent of the changes.

Skill area prior to April 18, 2023	Skill area as of April 18, 2023	Change
Audience profile		Minor
Troubleshoot Microsoft Teams voice issues	Troubleshoot Microsoft Teams voice issues	No % change
Troubleshoot audio and video flow issues	Troubleshoot audio and video flow issues	No change
Troubleshoot emergency calling issues	Troubleshoot emergency calling issues	No change
Troubleshoot PSTN connectivity issues	Troubleshoot PSTN connectivity issues	Minor

Skill area prior to April 18, 2023	Skill area as of April 18, 2023	Change
Troubleshoot issues with Microsoft Teams meetings and live events	Troubleshoot issues with Microsoft Teams meetings and live events	No % change
Troubleshoot Microsoft Teams meetings and live events issues	Troubleshoot Teams meetings and live events issues	Minor
Troubleshoot Microsoft Teams services	Troubleshoot Teams services	Minor
Troubleshoot Microsoft Teams client issues	Troubleshoot Teams client issues	Minor
Troubleshoot federation issues	Troubleshoot federation issues	No % change
Troubleshoot Microsoft Teams external federation issues	Troubleshoot Teams external federation issues	Minor
Troubleshoot Microsoft Teams in-tenant federation issues	Troubleshoot Teams in-tenant federation issues	Minor
Troubleshoot issues signing into Microsoft Teams	Troubleshoot issues signing into Microsoft Teams	No % change
Troubleshoot account sign-in issues	Troubleshoot account sign-in issues	Minor
Troubleshoot guest access issues	Troubleshoot guest access issues	No change
Troubleshoot teams and channels	Troubleshoot teams and channels	No % change
Troubleshoot issues with apps	Troubleshoot issues with apps	Minor
Troubleshoot issues with Microsoft Teams channels	Troubleshoot issues with Teams channels	Minor
Troubleshoot issues with files	Troubleshoot issues with files	No % change
Troubleshoot peer-to-peer (P2P) private chat files issues	Troubleshoot peer-to-peer (P2P) private chat files issues	Minor
Troubleshoot file issues for private channels	Troubleshoot file issues for private channels	Minor
Troubleshoot file issues for standard channels	Troubleshoot file issues for standard channels	No change

Skills measured prior to April 18, 2023

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