



# 74-338<sup>Q&As</sup>

Lync 2013 Depth Support Engineer

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**QUESTION 1**

You support a Microsoft Lync Server 2013 environment for a customer named Litware, Inc. The worldwide network includes the following:

Of the 15,000 users, 6,000 have Polycom CX600 phones on their desks. Each pool has redundant session initiation protocol (SIP) trunk settings with a local SIP trunk provider at its respective pool.

An executive assistant receives a call from a customer. He puts the call on hold and calls the executive. After he talks to the executive, he transfers the call to the executive.

The executive assistant reports that the call fails to transfer, and that he gets the call back. This results in him taking a message. Based on this user report, you perform the following actions:

1. Start the ClsController.exe with only one Front End pool selection.
2. Make a call from your mobile phone to a CX600 desk phone named DeskPhone1.
3. Answer the incoming call by using DeskPhone1 and put the call on hold.
4. From DeskPhone1, dial the number of a second CX600 phone named DeskPhone2.
5. Answer the incoming call by using DeskPhone2.
6. From DeskPhone1, transfer the call that you have on hold.

After you attempt to transfer the call from DeskPhone1 to DeskPhone2, you observe that the call failed to transfer and returned back to DeskPhone1.

You generate a Lync.log file.

You need to identify the problem by using the quick search capabilities of the Snooper tool.

Which action should you perform for each troubleshooting activity? (To answer, drag the appropriate action to the correct troubleshooting activity or activities. Each action 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.)

Select and Place:



Troubleshooting Activity	
test phone number	Open the Messages tab to find the test call, and search with ...
show Call Flow window	Select the specific message associated the with test call on the Messages tab and press ...
show Log selector	Select the specific message with the error. Right-click the message and select ...
test call ID	Open a specific log file from multiple log files in Snooper, and then select ...
go to nearest entry in trace viewer	
trace tab	

Correct Answer:



**Troubleshooting Activity**

Open the Messages tab to find the test call, and search with ...

Select the specific message associated the with test call on the Messages tab and press ...

Select the specific message with the error. Right-click the message and select ...

Open a specific log file from multiple log files in Snooper, and then select ...

test phone number

show Call Flow window

go to nearest entry in trace viewer

show Log selector

test call ID

trace tab

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**QUESTION 2**

You support a customer who administers Microsoft Lync Server 2013 Enterprise servers in his company. The pool named lync.contoso.com is configured with the session initiation protocol (SIP) domain contoso.com.



```
_gc._tcpSRV priority 0, weight 100, port 3268 dcl.contoso.com
_ldap._tcpSRV priority 0, weight 100, port 389 dcl.contoso.com
_kerberos._tcpSRV priority 0, weight 100, port 88 dcl.contoso.com
_sipinternal._tcpSRV priority 0, weight 0, port 5061, lync.contoso.com
_sip._tlsSRV priority 0, weight 0, port 5061, lync.contoso.com
```

```
EnterpriseCA A 192.168.10.5
Admin A 192.168.10.10
Lync A 192.168.10.10
Lyncdiscoverinternal A 192.168.10.10
Exchange2010 A 192.168.10.4
OWA A 192.168.10.4
DC1 A 192.168.10.3
Sip A 192.168.10.10
```



Users who are running Lync Mobile on their mobile devices report that when they attempt to retrieve calendar information, they receive an error that references a Microsoft Exchange Web Services connectivity issue.

You need to ensure that users are able to receive calendar information from Lync Mobile devices.

What should you do?

- A. Create the following service record in DNS: \_lyncdiscover.\_tcp.contoso.com SRV Priority 0, weight 0, port 5061, Lync.contoso.com
- B. Create the following host record in DNS: Autodiscover.contoso.com A 192.168.10.4
- C. Reconfigure Dynamic Host Configuration Protocol (DHCP) option 43 to point to EnterpriseCA.contoso.local.
- D. Reconfigure Dynamic Host Configuration Protocol (DHCP) option 120 to point to DC1.contoso.local.

Correct Answer: B

### QUESTION 3

You support Microsoft Lync Server 2013 servers in your customer's network. The network includes wired and wireless networks. The network is configured to support Microsoft Lync Mobile users who have mobile devices that are running

Microsoft Lync 2010 for iPhone.

Users of Lync 2010 for iPhone report that they are unable to receive push notifications when they are connected to the company's internal network. They are able to receive push notifications when they are connected to their cellular network.

You need to diagnose why these users cannot receive push notifications.

What should you do?

- A. Open a Telnet session to port 5223.
- B. Run the Test-CsPhoneBootstrap cmdlet.



C. Run the Test-CsMcxP2PIM cmdlet.

D. Run the Test-CsFederatedPartner cmdlet.

Correct Answer: A

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#### QUESTION 4

You deploy a Microsoft Lync Server 2013 Enterprise Pool that is configured with Enterprise Voice and Dial-in Conferencing. All client computers run Windows 7 or Windows 8, and all use Lync 2013.

Users report that they are unable to share Microsoft PowerPoint presentations with users who are using certain mobile devices. They also report that they are unable to scroll through a PowerPoint presentation independent of the presentation

itself.

You need to ensure that while they are in conferences, users are able to share PowerPoint presentations with users who are using mobile devices. You also need to ensure that users are able to scroll through PowerPoint presentations.

What should you do?

A. Install an Office Web Apps Server on a server and configure Lync Server 2013 to communicate with Office Web Apps.

B. Install an Office Web Apps Server on a server that is running Office 2013 and configure Lync Server 2013 to communicate with Office Web Apps.

C. Install Office 2013 for all users and instruct them to use PowerPoint 2013.

D. Configure a new conferencing policy and enable the AllowMultiView.

Correct Answer: A

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#### QUESTION 5

You support Microsoft Lync Server 2013 servers in your customer's company network. You enable federation with a public instant messaging (IM) provider.

Users of the public IM provider are unable to participate in IM conversations in your customer's organization.

You need to ensure that the users of the public IM provider are able to participate in IM conversations.

Which two actions should you perform? (Each correct answer presents part of the solution. Choose two.)

A. Enable an archiving disclaimer to federated partners.

B. Create a federated user access policy.



- C. Enable partner domain discovery.
- D. Create a federation and public IM connectivity policy.

Correct Answer: BD

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