74-338^{Q&As}

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Lync 2013 Depth Support Engineer

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QUESTION 1

You support a customer whose Microsoft Lync Server 2013 environment includes: Client computers are configured as shown in the following table:

Operating system	Windows XP SP3
Default browser	Internet Explorer 8
Lync Web App Audio/Video Active X Plugin	Not installed
Silverlight	Not installed

Some users report that they are unable to participate in audio/video conferences by using the Lync Web App. You need to ensure that users are able to participate in audio/video conferences by using the Lync Web App. Which two actions should you perform? (Each correct answer presents part of the solution. Choose two.)

A. Install Microsoft Silverlight.

B. Upgrade the operating system to Windows 7 Professional.

C. Install the Lync Audio/Video ActiveX Plugin.

D. Extract the MSI from the executable and run the install.

Correct Answer: BC

QUESTION 2

Your customer supports a Microsoft Lync Server 2013 environment.

Users are unable to add a federated user to an AV conference. The affected users can view the federated user\\'s presence, and the internal users\\' External Access Policy is configured to allow communication with federated users.

You attempt to initiate a Telnet session to TCP port 5062 from your Lync Server 2013 Front End Server to your Lync Server 2013 Edge Server\\'s internal interface, but you receive an error message that includes "Could not open a connection

to the host, on port 5062:

Connect failed."

You decide to work with the network team to ensure that the Lync Server 2013 environment has the appropriate connectivity to ensure media path negotiation and media flow between the front end server and the Edge server.

You need to ensure that users are able to add federated users to an AV conference.

Which network ports should you confirm are open on the Lync Server 2013 Front End Server and on the Lync Server 2013 Edge Server? To answer, select the appropriate server or servers for each port in the answer area.

Hot Area:

	Open on Front End server	Open on Edge server
TCP/443	☐	☐
UDP/3478	☐	☐
TCP/3478	☐	☐
TCP/80		☐
TCP/5061	☐	☐
TCP/5062	☐	☐

Correct Answer:

	Open on Front End server	Open on Edge server
TCP/443	☐	☑
UDP/3478	☐	☑
TCP/3478	☐	☐
TCP/80	☐	☐
TCP/5061	☑	☐
TCP/5062	☐	☑

QUESTION 3

You support a customer whose Microsoft Lync Server 2013 environment includes:

A user reports that his attempts to join an online meeting by clicking the Join Online Meeting link are unsuccessful.

Your need to troubleshoot the Join Online Meeting functionality from this workstation without using the installed Lync 2013 client. You need to achieve this goal by using the least amount of administrative effort.

What should you do?

A. Open Internet Explorer, type the URL of the online meeting into the Address bar, and then append ? sl=l to the URL.

B. Open the Lync Options menu and select Join meeting audio from: Lync.

C. Uninstall the Lync 2013 client, open Internet Explorer, and then enter the URL of the online meeting into the Address bar.

D. Open the Lync Options menu and set the Logging in Lync option to Full.

Correct Answer: A

QUESTION 4

You support a network environment for a company named Contoso. The network includes Microsoft Lync Server 2013. Contoso recently acquired Litware, Inc.

You configure Lync to support Session Initiation Protocol (SIP) domains named contoso.com and litware.com. You configure several Lync Response Groups.

You discover that Litware Response Group agents are not receiving calls. Contoso Response Group agents continue to receive calls.

You need to restore call functionality from the user to the Litware Lync Server Response Group agent.

Which three steps should you perform in sequence? (To answer, move the appropriate three actions from the list of actions to the answer area and arrange them in the correct order.)

Select and Place:

	Answer Area
Remove the Lync Server Response Group agent from the group.	
Update the user's SIP Uniform Resource Identifier (URI).	
Update the Lync Server Response Group agent's SIP Uniform Resource Identifier (URI).	
Add the Lync Server Response Group agent to the group.	
Tell the Lync Server Response Group agent to sign out and then sign back in to the Lync client.	
Tell the user to sign out and then sign back in to the Lync client.	

Correct Answer:

	Answer Area
	Remove the Lync Server Response Group agent from the group.
Update the user's SIP Uniform Resource Identifier (URI).	Update the Lync Server Response Group agent's SIP Uniform Resource Identifier (URI).
	Tell the user to sign out and then sign back in to the Lync client.
Add the Lync Server Response Group agent to the group.	
Tell the Lync Server Response Group agent to sign out and then sign back in to the Lync client.	

QUESTION 5

You support Microsoft Lync Server 2013 servers in your customer\\'s company network. All computers in the network are members of an Active Directory Domain Services (AD DS) domain named corp.contoso.com. The Session Initiation

Protocol (SIP) domain name is contoso.com. You configure the Autodiscover service to support external mobile device

users.

Mobile device users running Windows Phone or Apple iOS report that they are unable to sign in to the Lync Mobile Client.
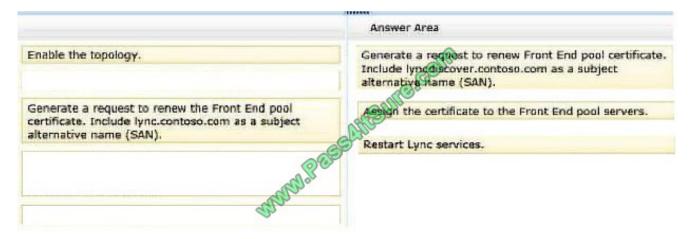
You verify that you are able to:

You need to ensure that external users running Windows Phone or Apple iOS are able to automatically sign in to Lync.

Which three steps should you perform in sequence? (To answer, move the appropriate three actions from the list of actions to the answer area and arrange them in the correct order.)

Select and Place:

Correct Answer:

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