



74-338^{Q&As}

Lync 2013 Depth Support Engineer

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QUESTION 1

You support a customer whose network environment includes Microsoft Lync Server 2013 Standard Edition deployed with an Edge Server that is connected to the Internet.

A user reports that when he tries to share a Microsoft PowerPoint presentation in a Lync conference, external users receive the following error message: "Some sharing features are unavailable due to server connectivity issues."

You ask the customer to run the Get-OfficeWebAppsFarm cmdlet on the Office Web Application Companion (WAC) server.

He provides the following result:

```
FarmOU :
InternalURL : https://wac.contoso.com/
ExternalURL :
AllowHTTP : True
SSLOffloaded : False
CertificateName : WAC Cert
EditingEnabled : False
LogLocation : C:\ProgramData\Microsoft\OfficeWebApps\Data\Log\ULS
LogRetentionInDays : 7
LogVerbosity :
Proxy :
CacheLocation : C:\ProgramData\Microsoft\OfficeWebApps\Working\d
MaxMemoryCacheSizeInMB : 75
DocumentInfoCacheSize : 5000
CacheSizeInGB : 15
ClipartEnabled : False
TranslationEnabled : False
MaxTranslationCharacterCount : 125000
TranslationServiceAppId :
TranslationServiceAddress :
RenderingLocalCacheLocation : C:\ProgramData\Microsoft\OfficeWebApps\Working\waccache
RecycleActiveProcessCount : 5
AllowCEIP : False
ExcelRequestDurationMax : 300
ExcelSessionTimeout : 450
ExcelWorkbookSizeMax : 10
ExcelPrivateBytesMax : -1
ExcelConnectionLifetime : 1800
ExcelExternalDataCacheLifetime : 300
ExcelAllowExternalData : True
ExcelWarnOnDataRefresh : True
OpenFromUrlEnabled : False
OpenFromUncEnabled : True
OpenFromUrlThrottlingEnabled : True
AllowHttpSecureStoreConnections : False
Machines : {WAC}
```



You need to ensure that external users are able to share and view PowerPoint presentations in Lync meetings. What should you do?

- A. Install WAC on the Edge Server.
- B. Set the ExternalUrl parameter on the WAC server and publish to the Internet by using a reverse proxy.



C. Install WAC on the Front End pool.

D. Set the InternalUrl parameter on the WAC server and publish to the Internet by using a reverse proxy.

Correct Answer: B

QUESTION 2

Your customer's company has a main office and five branch offices located in different cities. Your customer has a Microsoft Lync Server 2013 datacenter configured with Enterprise Voice at the main office.

The customer has deployed a Survivable Branch Appliance (SBA) at the first branch office and connected it to a public switched telephone network (PSTN) by using a T1 trunk line provided by your service provider. The gateway is configured

to use fully qualified domain names (FQDNs). All functionality has been tested by using pilot users at the branch office.

The customer reports that they tested branch isolation by disconnecting the wide area network (WAN) from their branch office and making an outbound call. The call was successful. Next, they made an inbound call to the branch office and the call failed.

To troubleshoot the issue, you begin a trace of IncomingAndOutgoingCalls by using centralized logging, and make an inbound call. You open the log in snoop and search for incoming calls with the phone number from which you are calling.

You do not find any messages.

You open the syslog from the gateway side of the SBA and discover that messages are sent to the Lync Mediation server pool, but no responses have been received.

You connect the WAN from the branch office and make an inbound call. The call is successful. Your investigation suggests that there is a configuration error on the Gateway side of the SBA. You need to identify the configuration error that

causes inbound calls to fail.

What should you check?

A. The domain controller at the branch office

B. DNS settings on the gateway

C. Route settings of the gateway

D. Dynamic Host Configuration Protocol (DHCP) options on the branch DHCP server

Correct Answer: B



QUESTION 3

You support a customer whose Microsoft Lync Server 2013 environment includes a single Lync Server 2013 Standard Edition pool located in a main office and four branch offices that are connected by a 3MB dedicated wide area network (WAN) link, with 100 users in each office.

The Lync client's IP address is 10.0.0.100. The Lync IP server's address is 192.168.255.2.

Quality of Service (QoS) is configured in Lync server for voice to use the differentiated services code point (DSCP) with a value of 46.

Users in the branch offices report poor audio quality during conferences that are hosted on Lync. The results of a network trace include the following information:

```
Frame 1646: 146 bytes on wire (1168 bits), 146 bytes captures (1168 bits) on interface 0
Ethernet II, Src: Sierrawi_19:df:9b (84:db:2f:19:df:9b), Dst: Intelcor_64:21:98 (58:94:64:21:98)
  Destination: Intelcor_64:21:98 (58:94:64:21:98)
  Source: Sierrawi_19:df:9b (84:db:2f:19:df:9b)
  Type: IP (0x0800)
Internet Protocol Version 4, Src: 24.249.188.164 (24.249.188.164), Dst: 192.168.255.2 (192.168.255.2)
  Version: 4
  Header length: 20 bytes
  Differentiated Services Field: 0x48 (DSCP 0x12: Assured Forwarding 21; ECN: 0x00: Not-ECT (Not ECN-Capable Transport))
  Total length: 132
  Identification: 0x3de5 (15845)
  Flags: 0x00
  Fragment offset: 0
  Time to live: 107
  Protocol: UDP (17)
  Header checksum: 0x7bf3 [correct]
  Source: 24.249.188.164 (24.249.188.164)
  Destination: 192.168.255.2 (192.168.255.2)
  [Source GeoIP: Unknown]
  [Destination GeoIP: Unknown]
User Datagram Protocol, Src Port: stun (3478), Dst port: 5396 (5396)
  Source port: stun (3478)
  Destination port: 5396 (5396)
  Length: 112
  Checksum: 0x3854 [validation disabled]
  [Good checksum: False]
  [Bad checksum: False]
Simple Traversal of UDP Through NAT
  Message Type: Data Indication (0x0115)
  Message Length: 0x0054
  Message Transaction ID: 719571959f4898110000000000000000
  Attributes
    Attribute: MAGIC_COOKIE
    Attribute: REMOTE_ADDRESS
    Attribute: DATA
```



Based on the network trace, you need to identify the most likely cause of the call quality issues.

Which setting should you modify?

- A. Geo IP
- B. MTU
- C. DSCP value
- D. STUN port

Correct Answer: C

**QUESTION 4**

You support a customer whose network environment includes Microsoft Lync Server 2010 Group Chat.

You plan to deploy Microsoft Lync Server 2013 Persistent Chat.

You need to ensure that users who access Group Chat will have access to their chat history in Persistent Chat.

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

- A. Ensure that legacy clients can connect to the new Persistent Chat pool. Shut down the Persistent Chat Services, and then run the Import-CsPersistentChatData cmdlet.
- B. Deploy Lync Server 2013, and then deploy a Persistent Chat pool. Shut down the Lync Server 2010 Group Chat Services, and then run the Export-CsPersistentChatData cmdlet.
- C. Back up the mgc from the Group Chat server and restore it to the Persistent Chat server.
- D. Run the Set-CsPersistentChatActiveServer cmdlet.

Correct Answer: AB

QUESTION 5

You support a customer whose network environment includes a Microsoft Lync Server 2013 Standard Edition deployed for instant messaging (IM), presence, voice, video, audio conferencing, video conferencing, and Enterprise Voice

workloads. Your customer also has an IP Private Branch Exchange (PBX), which the company plans to decommission within the next three months.

Your customer has deployed a session initiation protocol (SIP) trunk solution from a service provider with the Lync Server 2013 environment. You are also using a media gateway connecting the Lync Server 2013 and IP PBX for voice

between the IP PBX phones and the Lync 2013 phones. You have eliminated the T1 connection to the IP PBX and you are using Lync 2013 Enterprise Voice services for all public switched telephone network (PSTN) calls for all users.

IP PBX phone users connect to the company meeting by using Lync's dial-out capability. IP PBX phone users report the following issues:

You are unable to reproduce the issues by using test phone lines on IP PBX and test Lync client accounts on Lync Server 2013.

You decide to use a user's telephone to try to reproduce the problem.

You need to capture troubleshooting details from the Lync Server 2013 environment of a test call that uses the executive IP PBX.

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



Select and Place:

	Answer Area
<pre>ClsController.exe -start -scenario IncomingAndOutgoingCall -Pools lyncpool01.litware.biz,Lyncedge.litware.biz</pre>	
<pre>ClsController.exe -Flush -pools lyncpool01.litware.biz,lyncedge.litware.biz</pre>	
<pre>ClsController.exe -stop -scenario IncomingAndOutgoingCall -Pools lyncpool01.litware.biz,lyncedge.litware.biz</pre>	
<pre>ClsController.exe -Search -Pools lyncpool01.litware.biz,lyncedge.litware.biz -loglevel verbose > Lync.log</pre>	
<pre>ClsController.exe -Search - computers lyncfe1.litware.biz -loglevel verbose > Lync.log</pre>	
<pre>ClsController.exe -stop -scenario AlwaysOn -Pools lyncpool01.litware.biz,lyncedge.litware.biz</pre>	
<pre>ClsController.exe -Flush -Computers lyncfe1.litware.biz</pre>	

Correct Answer:



	Answer Area
	<pre>ClsController.exe -start -scenario IncomingAndOutgoingCall -Pools lyncpool01.litware.biz,Lyncedge.litware.biz</pre>
	<pre>ClsController.exe -stop -scenario IncomingAndOutgoingCall -Pools lyncpool01.litware.biz,lyncedge.litware.biz</pre>
	<pre>ClsController.exe -Flush -pools lyncpool01.litware.biz,lyncedge.litware.biz</pre>
	<pre>ClsController.exe -Search -Pools lyncpool01.litware.biz,lyncedge.litware.biz -loglevel verbose > Lync.log</pre>
<pre>ClsController.exe -Search - computers lyncfe1.litware.biz -loglevel verbose > Lync.log</pre>	
<pre>ClsController.exe -stop -scenario AlwaysOn -Pools lyncpool01.litware.biz,lyncedge.litware.biz</pre>	
<pre>ClsController.exe -Flush -Computers lyncfe1.litware.biz</pre>	

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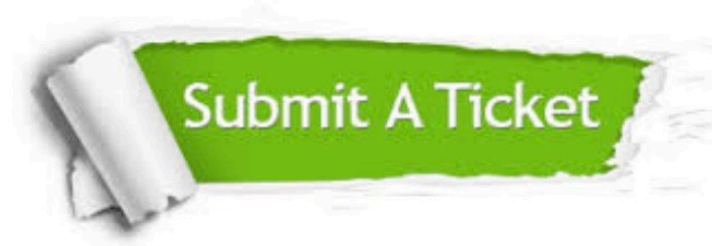
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