Microsoft

Exam Questions 74-338

Lync 2013 Depth Support Engineer Exam

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1. 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 snooper 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

Answer: B

2. You support a customer whose network environment includes a Microsoft Lync Server 2013 Enterprise Pool configured with Enterprise Voice and dial-in conferencing. All servers run Windows Server 2012, and all client computers run Windows 7 64-bit. All users dial in to conferences.

Users report that dial-in conferencing settings are not consistent between sites, and that this is affecting their conferencing experience.

You need to ensure that dial-in conferencing settings are consistent between all Lync sites.

What should you do?
A. Run the Remove-CSDialInConferencingConfiguration cmdlet against the global dial-in conferencing settings.
B. Modify the global settings, and then run the Remove-CSDialInConferencingConfiguration cmdlet against each site.
C. Run the Move-CsConference Directory cmdlet.
D. Run the Remove-CsConferenceDirectory cmdlet.

Answer: B


Your DNS server hosts the following records: _Sipinternal._tcp.contoso.local SRV priority 0, weight 0, port 5061,
lync2013pool.contoso.local_tcp._kerberos.contoso.local SRV priority 0, weight 100, port 88, DC.contoso.localDC
A 192.168.10.20Dialin A 192.168.10.10Admin A 192.168.10.20FE2013 A 192.168.10.10BE2013 A 192.168.10.11

You attempt to open the Lync Server Control Panel and you receive an error message. You need to be able to open the Lync Server Control Panel. Which two actions should you perform? (Each correct answer presents part of the solution. Choose two.)
A. Create the following DNS A record: Meet.contoso.local A 192.168.10.10
B. Create the following DNS A record: lync2013pool.contoso.local A 192.168.10.10
C. Create the following DNS SRV record: _sipinternal._tcp.contoso.local SRV priority 0, weight 0, port 5061 lync2013pool.contoso.local
D. Create the following DNS A record: lyncdiscoverinternal.contoso.localA 192.168.10.10
E. Modify the following DNS A record: admin.contoso.local to point 192.168.10.10

Answer: B,E


The company has opened two new satellite branches and configured one with a Survivable Branch Appliance (SBA) and the other with a Survivable Branch Server
A wide area network (WAN) outage occurs and EV stopped working for the branch users.

You need to ensure that EV functionality continues in the event of WAN outages.

What are two possible ways to achieve this goal? (Each correct answer presents a complete solution. Choose two.)

A. Enable backup Registrar discovery by configuring the SBA or SBS to respond to Dynamic Host Configuration Protocol (DHCP) 120 queries.

B. Enable backup Registrar discovery by configuring Dynamic Host Configuration Protocol (DHCP) option 120 on the branch site's DHCP server to point to the fully qualified domain name (FQDN) of the SBA or SBS.

C. Enable backup Registrar discovery by configuring Dynamic Host Configuration Protocol (DHCP) option 55 on the branch site's DHCP server.

D. Enable backup Registrar discovery by configuring Dynamic Host Configuration Protocol (DHCP) option 60 on the branch site's DHCP server.

Answer: A,B

5. You support a customer whose network environment includes Microsoft Lync Server 2013 servers, an Active Directory Domain Services (AD DS) domain, and Microsoft Exchange 2010. All client computers have Lync 2013 and Outlook 2010 installed.

You deploy USB-tethered Lync Phone Edition devices for a group of users. Users are able to access all dialing features, calendar, and contacts.

Users report that the Call Logs feature is unavailable for them. You need to make Call Logs available to all users.

What should you do?

A. Configure Lync Phone Edition devices to use only client certificate authentication.

B. Add an Exchange Autodiscover SRV record to the company DNS servers.

C. Configure the Lync Phone Edition devices to use only PIN authentication.

D. Add the Exchange Unified Messaging server role to the Exchange organization.

Answer: D

6. 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:

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

Answer: C

7. You support a customer whose network environment includes Microsoft Lync Server 2013 Enterprise, with two Front End Servers and two Back End Servers. The Back End Servers are deployed in a high availability configuration.

You create a Front End pool named pool.contoso.com and implement DNS load balancing for client access to the Lync servers.

Your internal DNS records have the following configuration:

Your Lync 2013 clients fail to sign in automatically. The trace log of failed sign-in attempt is as follows:

A. Create the following host records: Pool A 192.168.1.10 Pool A 192.168.1.11
B. Create the following host records: Sip A 192.162.1.20 Sip A 192.163.1.21
C. Create the following service record: _sip._tls.contoso.com SRV Priority 0, weight 0, port 5061, poolO1.coato30.com
D. Create the following host records: Pool A 192.168.1.20 Pool A 192.168.1.21
E. Create the following service record: _sipinternal.tls.contoso.com SRV Priority 0, weight 0, port 5061, FrontEndServer1.contoso.com

Answer: A

8. DRAG DROP

You support a customer who is deploying Microsoft Lync Server 2013. The customer has completed deployment of the following components:

A Lync Standard Edition Server,
A Lync Edge Server,
A media gateway connected to a T1 trunk,
Appropriate rules for reverse proxy, and
An Office Web App server with Microsoft SharePoint 2012.

Neither federation nor external access is enabled.

The customer installs a number of Lync 2013 clients on pilot user computers that are located inside their network. No one is able to access the Lync server from outside the network.

The pilot users report the following issues:
When they make calls to local numbers, the calls do not work. An announcement states that they must not dial 1 to make a local call.
When they make calls to long distance numbers, the calls connect, but the other end user reports that the caller's number does not appear correctly.
When they receive long distance calls from outside, the caller ID information displayed in Lync does not match the caller's contact information.

You need to ensure that users in the customer's network can successfully have calls with users outside the network. You open the Voice Routing tab on the Lync Server Control Panel as shown in the exhibit. (Click the Exhibit button.)
Which area should you look in to investigate each issue? (To answer, drag the appropriate voice routing area to the correct issue investigation or investigations. Each voice routing area may be used once or not at all. You may need to drag the split bar between panes or scroll to view content.)

<table>
<thead>
<tr>
<th>Voice routing area</th>
<th>Voice routing issue</th>
</tr>
</thead>
<tbody>
<tr>
<td>voice routing</td>
<td>when users make local calls, the calls fail and an announcement states that you must not dial 1 to make local calls. You start troubleshooting this issue without complicating dial plans and checking ...</td>
</tr>
<tr>
<td>user dial plan normalization rule</td>
<td>Caller ID information is incorrect. You start troubleshooting this issue by examining ...</td>
</tr>
<tr>
<td>route</td>
<td>The phone number does not match to contacts. You start troubleshooting this issue by looking at ...</td>
</tr>
<tr>
<td>calling number translation rules in trunk configuration</td>
<td></td>
</tr>
<tr>
<td>voice policy</td>
<td></td>
</tr>
<tr>
<td>best voice routing</td>
<td></td>
</tr>
<tr>
<td>called number translation rules in trunk configuration</td>
<td></td>
</tr>
</tbody>
</table>

Answer:

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.

Answer: A,B

10. You are a member of the CsAdministrator group that supports the Microsoft Lync 2013 datacenter for the Contoso company. The Contoso datacenter has 65,000 users. The datacenter has two pools, named ConPool01 and ConPool02. Both pools run Microsoft Lync Server 2013. The Central Management Store is hosted on ConPool01.

The servers that run ConPool01 suffer a catastrophic failure. You want users hosted on ConPool01 to be supported permanently on ConPool02.

You need to fail over ConPool01.

What should you do?

A. Run the Set-CsConfigurationStoreLocation cmdlet.

B. Run the Install-CsDatabase PowerShell cmdlet, and then the Move-CsManagementServer cmdlet.

C. Run the Invoke-CsPoolFailover PowerShell cmdlet.

D. Run the Get-CsDatabaseMirrorState cmdlet, and then the Invoke-CSManagementServerFailover PowerShell cmdlet.

Answer: D

11. DRAG DROP

You administer Microsoft Lync Server 2013 servers in your customer's company network. All network computers are members of an Active Directory Domain Services (AD DS) domain that is operating in Windows Server 2008 domain functional mode. Client computers have various versions of Office Communicator R2 and the Lync client installed.

You enable Lync Server 2013 enhanced presence privacy mode. Several users inform you that their presence and contact information is available to users who
You need to prevent non-authorized users from accessing the personal information of other users. You also need to continue providing Lync access to all users.

Which three actions 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.)

Answer:

1. Define a new client version policy that prevents Office Communicator from signing in.
2. Disable and then re-enable the enhanced presence privacy mode.
3. Upgrade Office Communicator to Lync client.
4. Instruct users to sign in to Lync client and restore privacy settings.
5. Raise the domain functional level to Windows Server 2008 R2.

12. You are a member of the CsAdministrator group that supports the Microsoft Lync datacenter for the Contoso company. The datacenter consists of one pool that is running Lync 2013. Contoso has a second Active Directory Domain Services (AD DS) site with a domain controller.

The Lync server pool fails.

You need to recover the Central Management Store (CMS) and users.

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

A. Run the Invoke-CsPoolFailover cmdlet.
B. Run the New-CsRegistrarConfiguration cmdlet.
C. Run the Install-CsDatabase and Move-CsManagementServer cmdlets.
D. Run the Move-CsDatabase and Set-CsManagementServer cmdlets.
E. Create a Backup pool.

Answer: A,C,E

Explanation: A: Invoke-CsPoolFailover Invokes the failover process for a Lync Server 2013 pool. Failover refers to the process that occurs when a pool fails and the current users of that pool are then signed on to a backup pool.

The pool failover process provides a way for administrators to quickly restore service to users if the Registrar pool they have logged on to should suddenly become unavailable. If a pool fails, users will automatically be signed off from Lync Server 2013; if they immediately try to log back on, they will be redirected to their specified backup pool.

C: The Move-CsManagementServer cmdlet enables administrators to move the Central Management Server (and the accompanying Central Management store) from one pool to another. Because there is always the potential for data loss, not to mention service interruption, any time you move the Central Management Server, it is recommended that you do not make such a transfer unless:

1. You need to decommission the existing management pool, and must transfer the Central
Management Server before doing so.

2. You've encountered a disaster recovery scenario in which the existing Central Management Server is no longer accessible.

Before you move the Central Management Server, you must do the following:

*1. Verify that you have created the new Central Management store. This is done by running the `Install-CsDatabase` cmdlet and using the `CentralManagementDatabase` parameter.

13. You support a customer whose network environment includes Microsoft Lync Server 2013 deployed at two sites. Each site has 1 Mbps of available bandwidth on a multiprotocol label switching (MPLS) network.

Lync-to-Lync calls are getting dropped, and voice quality is degraded using RT Audio WB codec with 100 simultaneous calls. Call admission control (CAC) is not being used.

You need to ensure that the RT Audio WB codec is maintained for Lync voice communication without over-allocating.

What is the minimum amount of bandwidth you should specify for each site?

A. 2 Mbps  
B. 3 Mbps  
C. 6 Mbps  
D. 12 Mbps  

Answer: C

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

a single Standard Edition Server,

a single consolidated Edge Server, and

a single Forefront Threat Management Gateway 2010 server that is acting as an HTTP(S) reverse proxy.

Client computers are configured as shown in the following table:

<table>
<thead>
<tr>
<th>Operating system</th>
<th>Windows XP SP3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Default browser</td>
<td>Internet Explorer 8</td>
</tr>
<tr>
<td>Lync Web App Audio/Video</td>
<td>Not installed</td>
</tr>
<tr>
<td>Active X Plugin</td>
<td>Not installed</td>
</tr>
<tr>
<td>Silverlight</td>
<td>Not installed</td>
</tr>
</tbody>
</table>

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.

Answer: B,C

Explanation: On supported Windows XP, Windows Vista, and Windows Server 2008 operating systems, computer-based voice and video are not available. Application viewing, application sharing, desktop viewing, and desktop sharing are available.

A plug-in is required for certain Lync Web App features, including computer-based voice, video, sharing, and viewing of ongoing screen sharing. You can install the sharing plug-in either when you join the meeting or when you initiate one of these features.

Reference: Lync Web App Supported Platforms

15. You support a Microsoft Lync Server 2013 on-premise environment that includes the following:
An Enterprise Edition Front End Pool with three Front End Servers A mirrored back-end SQL database Both the Front End Pool and Edge Pool use hardware load balancers (HLBs) An Edge Server pool with two servers in perimeter network

The Lync environment supports 10,000 users in High Availability mode.

Some users report that they are unable to make outbound calls to specific public switched telephone network (PSTN) numbers. When they attempt to do so, the call appears to be connected but then drops with a reorder tone, and then they receive the following error message: "Due to network error your call cannot be completed at this time. Please try your call again."

You need to troubleshoot the issue.

Which centralized logging scenario should you use?

A. HybridVoice
B. incomingAndOutgoingCall
C. LYSSAndUCS
D. MediaConnectivity

Answer: B
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