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First Try, First Pass!

Vendor: Microsoft

Exam Code: 74-338

Exam Name: Lync 2013 Depth Support Engineer Exam

Version: Demo

QUESTION 1
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:

```
_gc._tcp.contoso.com SRV priority 0, weight 100, port 3268 dc1.contoso.com
_ldap._tcp.contos.com SRV priority 0, weight 100, port 389 dc1.contoso.com
_kerberos._tcp.contos.com SRV priority 0, weight 100, port 88 dc1.contoso.com
_sip._tls.contoso.com SRV priority 0, weight 0, port 5061, pool.contoso.com

FrontEndServer1 A 192.168.1.10
FrontEndServer2 A 192.168.1.11
BackEndServer1 A 192.168.1.20
BackEndServer2 A 192.168.1.21
Pool01          A  192.168.1.10
Pool01          A  192.168.1.11
```

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

```
INFO  :: QueryDNSSrv - DNS Name[_sipinternaltls._tcp.contoso.com]
ERROR :: HRESULT failed: 80072726 - HRESULT_FROM_WIN32((::ShimWSAGetLastError()) . Failed to convert string IP to SOCKADDR
ERROR :: ResolveHostNameUsingGetAddrInfo - getaddrinfo(pool.contoso.com) failed
WARN  :: ResolveHostName - getaddrinfo failed for pool.contoso.com
ERROR :: ResolveHostNameUsingDnsQuery - DnsQuery(pool.contoso.com) failed
WARN  :: ResolveHostName - DNS lookup failed for pool.contoso.com
ERROR :: ResolveHostName - Name resolution for pool.contoso.com failed
ERROR :: ResolveHostSync ResolveHostName failed
ERROR :: GetDnsResults - did not get any result
ERROR :: QueryDNSSrv GetDnsResults query: _sipinternaltls._tcp.contoso.com failed
ERROR :: DNS_RESOLUTION_WORKITEM::ProcessWorkItem ResolveHostName failed
```

You need to ensure that internal Lync 2013 clients can sign in automatically.
You also need to ensure that internal traffic is load balanced across the two Front End Servers.
What should you do?

A. Create the following host records:
   PoolA 192.168.1.20
   PoolA 192.168.1.21
B. Create the following host records:
   PoolA 192.168.1.10
   PoolA 192.168.1.11
C. Create the following service record:
   _sip._tls.contoso.com SRV Priority 0, weight 0, port 5061, pool01.contoso.com
D. Create the following host records:
   SipA 192.168.1.20
   SipA 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: B

QUESTION 2
You support Microsoft Lync Server 2013 in your company network.
Your company has four buildings on a single site.

A user reports that when she calls users in another building, the call quality is poor.
You receive the Quality of Experience (QoE) report:

```
Capture device:
Headset MicrophoneRender device:
Headset EarphoneMicrophone timestamp error: 0.02ms
Echo percent microphone in: 15.21%
Codec: SIRENAudio
FEC: FalsePacket utilization: 32701
Avg. packet loss rate: 10.21%
Avg. jitter: 23ms
Avg. round trip: 62ms
Avg. network MOS: 3.71
Avg. network MOS degradation (jitter):0.00%
Avg. sending MOS: 2.97
Avg. listening MOS: 3.17
Receive noise level: - 56dBoV
```

Which of the following values is outside acceptable limits?

A. Receive noise level: -56dBoV
B. Packet utilization: 32701
C. Avg. round trip: 62ms
D. Avg. packet loss rate: 10.21%
E. Avg. jitter: 23ms

Answer: D

QUESTION 3
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. The internal split-DNS domain contoso.com contains the following
records:

```
_gc._tcpSRV
priority 0, weight 100, port 3268 dc1.contoso.com_ldap._tcpSRV
priority 0, weight 100, port 389 dc1.contoso.com_kerberos._tcpSRV
priority 0, weight 100, port 88 dc1.contoso.com_sipinternal._tcpSRV
priority 0, weight 0, port 5061, lync.contoso.com _sip._tlsSRV
priority 0, weight 0, port 5061, lync.contoso.com Enterprise
CA 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 192.168.10.4O
WA 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. Reconfigure Dynamic Host Configuration Protocol (DHCP) option 120 to point to DC1.contoso.local.
B. Create the following service record in DNS:
  _lyncdiscover._tcp.contoso.com SRV Priority 0, weight 0, port 5061, Lync.contoso.com
C. Reconfigure Dynamic Host Configuration Protocol (DHCP) option 43 to point to EnterpriseCA.contoso.local.
D. Create the following host record in DNS: Autodiscover.contoso.com A 192.168.10.4

Answer: D

QUESTION 4
You deploy Microsoft Lync Server 2013 Enterprise Edition and create a pool named
Lync2013pool.Contoso.local.
You configure the Lync admin URL to be admin.contoso.local.
The Front End and Back End roles are installed on servers named FE2013 and BE2013.
Your DNS server hosts the following records:

```
_Sipinternaltls._tcp.contoso.local SRV priority 0, weight 0, port 5061, lync2013pool.contoso.local
_tcp._kerberos.contoso.local SRV proiority 0, weight 100, port 88, DC.contoso.local
DC      A 192.168.10.20
Dialin A 192.168.10.10
Admin A 192.168.10.20
FE2013 A 192.168.10.10
BE2013 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: BE

QUESTION 5
You deploy Microsoft Lync Server 2013 Enterprise Edition and create a pool named
Lync2013pool.Contoso.local.
You configure the Lync admin URL to be admin.contoso.local. The Front End and Back End roles
are installed on servers named FE2013 and BE2013.
You create the following DNS records:

```
_Sipinternaltls._tcp.contoso.local SRV priority 0, weight 0, port 5061,
lync2013pool.contoso.local
Dialin A 192.168.10.10
FE2013 A 192.168.10.10
BE2013 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. Create the following DNS A record: admin.contoso.localA 192.168.10.10

Answer: BE

QUESTION 6
You administer a Microsoft Lync Server 2010 Standard Edition server in your network environment. You deploy a Microsoft Lync Server 2013 Standard Edition server.
You want to migrate users from Lync Server 2010 to Lync Server 2013.
You migrate a test account from Lync Server 2010 to Lync Server 2013.
You start the Lync 2013 client on one of your test computers and start testing various modalities.
During testing, you decide to test the Meet Now functionality in Lync 2013 client. Meet Now starts a conference and fails to connect.
You start Clslogging.exe.
You generate a log that includes the following information:

```
TL_INFO(TF_PROTOCOL) [0]1B6C.1D2C::01/24/2013-15:53:09.653.000e9f0e
(SIPStack, SIPAdminLog::ProtocolRecord::Flush:2387.idx(196))[1276691436] $$begin_record
Trace-Correlation-Id: 1276691436
Instance-ID: 100A4
Direction: outgoing;source="local"
Peer: xxx.com:61102
Message-Type: response
Start-Line: SIP/2.0 500 failedLookupForConferenceDirectoryOwner
From: xxx;epid=880AA80FE7;tag=6cfacaa471
To: xxx;gruu;opaque=app:conf:focusfactory>;tag=812FED17BBA0CC9F4D1943C1B682DD0E
CALL-ID: 3861f3a4ecb84cad92b2a5e6e51e6971
CSEQ: 84 SERVICE
Via: SIP/2.0/TLS/xxx:6102;branch=z9hG4bK7392c;ms-received-port=61102;ms-received-cid=642E00
Content-Length: 262
Content-Type: application/cccp+xml
Ms-diagnostics: 3193;reason="Could not find a front end server that owns the given pstn meetind id.";source=xxx
Message-Body:
- <response xmlns="urn:ietf:params:xml:ns:cccp"
        requestid="32"
        C3PVersion="1"
        from="sip:xxx;gruu;opaque=app:conf:focusfactory"
        to="sip:xxx"
        code="failure">>\n</response>
   <addConference reason=otherFailure">

$$end_record
```

You need to identify the cause of the issue.
What should you do first?

A. Open another log file from the Lync client in Snooper.
B. Right-click the error message and select Go to nearest entry in trace viewer.
C. Start WireShark and perform the Meet Now test again.
D. Click Show Call Flow Window.

Answer: B

QUESTION 7
Drag and Drop Question
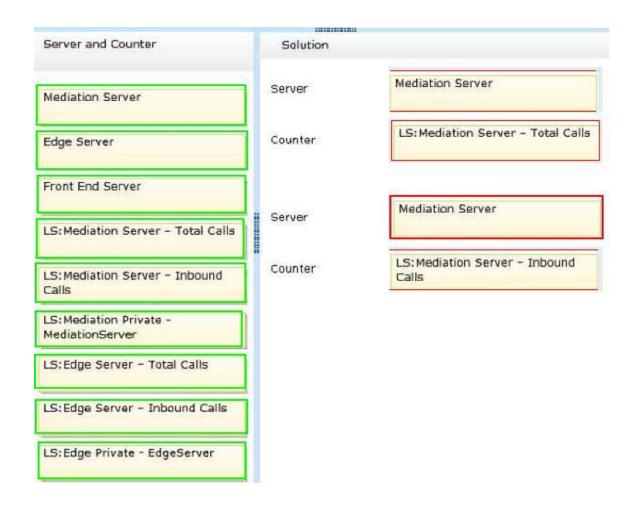You support a Microsoft Lync Server 2013 environment.

A customer reports that they are receiving alerts from the voice gateway and that outbound calls are failing due to no trunks being available.

You need to diagnose the issue.

You decide to collect performance counters to determine the reason that calls are failing.

Which Performance Monitor counter or counters should you select, on which server or servers? (To answer, drag the appropriate counter and server to the correct location or locations in the Solution area. Each voice counter and server 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.)

Server and Counter	Solution
Mediation Server	Server [ ]
Edge Server	Counter [ ]
Front End Server	
LS:Mediation Server – Total Calls	Server [ ]
LS:Mediation Server – Inbound Calls	Counter [ ]
LS:Mediation Private - MediationServer	
LS:Edge Server – Total Calls	
LS:Edge Server – Inbound Calls	
LS:Edge Private - EdgeServer	

Answer:

QUESTION 8
You deploy Microsoft Lync Server 2013 Enterprise Edition and create a pool named Lync2013pool.Contoso.local.
You configure the Lync admin URL to be admin.contoso.local.
The Front End and Back End roles are installed on servers named FE2013 and BE2013.

```
_Sipinternaltls._tcp.contoso.local SRV priority 0, weight 0,
 port 5061, lync2013pool.contoso.local

Dialin A 192.168.10.10
FE2013 A 192.168.10.10
BE2013 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:
    lyncdiscoverinternal.contoso.local A 192.168.10.10
B. Create the following DNS A record:
    admin.contoso.local A 192.163.10.10
C. Create the following DNS A record:

Meet.contoso.local A 192.168.10.10
D. Create the following DNS SRV record:
    _sipinternal._tcp.contoso.local SRV priority 0, weight 0, port 5061 lync2013pool.contoso.local
E. Create the following DNS A record:
    lync2013pool.contoso.local A 192.168.10.10

Answer: BE

QUESTION 9
You are a member of the CsAdministrator group that supports the Lync datacenter for your
company. The datacenter consists of one pool that is running Microsoft Lync Server 2013.
You deploy SQL Mirroring. The principal server fails and you are unable to perform a manual
failover for more than an hour. Users are placed into resiliency mode.
You need to ensure that failover occurs automatically and without administrator intervention.
What should you do?

A. Configure a backup registrar.
B. Configure SQL Mirroring with a witness.
C. Deploy a Survivable Branch Server (SBS).
D. Deploy a Survivable Branch Appliance (SBA).

Answer: B

QUESTION 10
You support a customer whose network environment includes Microsoft Lync Server 2013
Standard Edition and Edge Servers.
You create a group named HelpDesk.
You need to grant the minimum level of permissions necessary for members of HelpDesk to be
able to enable or disable Lync users.
What should you do?

A. Assign the CsServerAdministrator role to HelpDesk members.
B. Assign the CsAdministrator role to HelpDesk members.
C. Add HelpDesk members to the group RTCUniversalServersAdmins.
D. Assign the CsUserAdministrator role to HelpDesk members.

Answer: D

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