



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 with Enterprise Voice. Your customer enables centralized logging on the Lync servers.


According to your customer, a user has reported that when she attempts to dial out to a public switched telephone network (PSTN) number, she receives the following message: "Your organization does not support calling this number."

You confirm that the user is configured to use Enterprise voice and that other users are successfully making and receiving calls.

Within the captured logs from the affected user, you view the following message: "SIP/2.0 403 Forbidden."

The Microsoft Lync 2013 control panel displays the following information:

```
Line URI in E.164 format,  
Dial plan policy = NorthAmerica; Associated normalization rule  
Pattern to match: ^(\d(10))$ , Translation pattern +1$1  
Voice policy = <Automatic>  
Location policy = <Automatic>
```



You need to ensure that the user is able to dial out to PSTN. What should you do?

- A. Change the associated normalization rule in the dial plan policy to match: ^(\d(11))\$, Translation pattern +\$1.
- B. Change the voice policy for this user to for PSTN usage association.
- C. Contact the Session Initiation Protocol (SIP) provider.
- D. Open port TCP/5061 inbound on the Mediation Server.

Correct Answer: B

QUESTION 2

You are a member of the CsAdministrator group that supports the Microsoft Lync datacenter for the Contoso company. The datacenter consists of two pools:

You are migrating from Microsoft Lync Server 2010 to Microsoft Lync Server 2013.

The servers that run ConPool01 suffer a catastrophic failure.

You need to ensure that the users that are hosted on ConPool02 are supported permanently on ConPool02.

What should you do?

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



- B. Run the Invoke-CsPoolFailover PowerShell cmdlet.
- C. Run the Set-CsConfigurationStoreLocation cmdlet.
- D. Run the Install-CsDatabase PowerShell cmdlet, and then run the Move-CsManagementServer cmdlet.

Correct Answer: D

QUESTION 3

You are a member of the CsAdministrator group that supports a Microsoft Lync Server 2013 datacenter. The datacenter consists of one pool named ConPool01.

You implement Enterprise Voice. Some users still use desktop phones that are connected to the local Private Branch Exchange (PBX) to make and receive calls.

Some users who have PBX desktop phones report that they can no longer make or receive calls with their desktop phones.

You need to ensure that users can place calls from their desktop phones.

What should you do?

- A. In Voice Routing, create a new Dial Plan.
- B. In Voice Policy, select the Enable bandwidth policy override checkbox.
- C. On the Edge server, download the certificate chain and then restart the Lync services.
- D. Validate configuration for the Line Uniform Resource Indicator (URI).

Correct Answer: D

QUESTION 4

You support a customer whose company network contains Microsoft Lync Server 2013. The 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 Microphone
Render device: Headset Earphone
Microphone timestamp error: 0.02ms
Echo percent microphone in: 15.21%
Codec: SIREN
Audio FEC: False
Packet utilization: 32701
Avg. packet loss rate: 0.21%
Avg. jitter: 23ms
Avg. round trip: 867ms
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. Avg. jitter: 23ms
- C. Avg. round trip: 867ms
- D. Avg. packet loss rate: 0.21%
- E. Packet utilization: 32701

Correct Answer: C

QUESTION 5

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.)

Select and Place:

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

Correct Answer:



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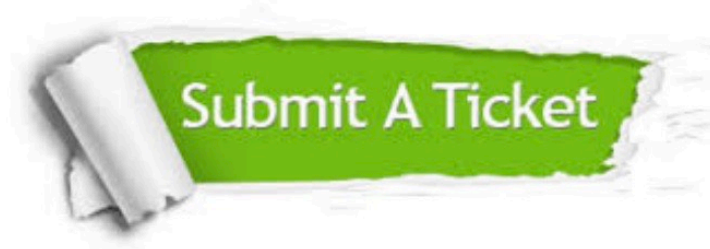
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