Microsoft

Exam 70-384

Recertification for MCSE: Communication

Version: 6.0

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Topic 1, Contoso Ltd Case A

Overview

General Overview

Contoso, Ltd. is an electronics parts company located in North American. The company has 4,400 employees.

Contoso recently bought a company named Litware, Inc. Litware has an office in New York. Litware has a Lync Server 2010 infrastructure and has Microsoft Lync 2010 clients deployed to all of its client computers.

Physical Locations

Contoso has a main office and a satellite office. The main office is located in Toronto. The satellite office is located in Boston. The Toronto office has 4,200 users. The Boston office has 200 users.

All offices connect to each other by using a WAN link.

Only the Toronto office connects directly to the Internet.

Existing Environment

Active Directory Environment

Contoso has an Active Directory forest named contoso.com. The forest contains a single domain. All domain controllers run Windows Server 2008 R2.

Lync Server Environment

Contoso has a Lync Server 2013 infrastructure and a Microsoft Exchange Server 2013 organization. The Lync Server 2013 infrastructure contains an Enterprise Edition Front End pool named Pool1.

The network contains five servers. The servers are configured as shown in the following table.

Server name	Role	Location
Lync1	Front End Server in Pool1	Toronto
Edge1	Edge Server	Toronto
Exchange1	Mailbox server Client Access server	Toronto
Server1	Member server	Toronto
SQL1	Back End Server	Toronto

The Lync Server infrastructure currently uses the names shown in the following table.

Name	Use
Pool1.contoso.com	Enterprise Edition Front End pool FQDN
Meet.contoso.com	Simple URL for meetings
Webext.contoso.com	External web services FQDN

All users can remotely access the Lync Server services from a client computer. The users cannot access the Lync Server services from a mobile device.
Some of the users have Lync 2010 installed. Most of the users run Lync 2013.

Problems Statements
Contoso identifies the following business issues:
  - Users in the Boston office report that there are delays in the audio stream during conferences and that the audio frequently drops. Users in the other offices do not report this issue.
  - Users cannot share Microsoft PowerPoint presentations during web conferences. Users can share other documents.
  - All of the users in the Toronto office report that they receive the following error message from Lync 2013: "Lync can't connect to Exchange. You might experience Contact list issues".

Requirements
Planned Changes
Contoso plans to implement the following changes:
Implement the unified contact store.
  - Deploy the Office Web Apps component.
  - Add a second Front End Server named Lync2 in the Toronto office.
  - Access Lync Server services by using mobile devices from the internal network and from the Internet.
  - Implement direct federation with Litware and other business partners. All federated domains will have to be defined explicitly.

Administrative Requirements
A support technician named Techl must be able to perform all of the tasks currently performed by the members of the CSHelpDesk group. Additionally, Techl must also be able to edit conferencing policies.

Web Conferencing Requirements
Contoso identifies the following requirements for web conferencing:
  - Users from Litware must be able to download the content of web conferences.
  - Users must be able to share PowerPoint presentations during web conferences.
  - Users from Litware must be able to record web conferences.
  - A URL that points to a disclaimer must be provided.

Mobility Requirements

Contoso plans to provide all users the ability to connect by using mobile devices. When users connect from a mobile device, they must download their server settings automatically.

Question No : 1 - (Topic 1)

You need to recommend a solution to resolve the audio issues for the users in the Boston office.

Which three possible recommendations should you include in the solution? (Each correct answer presents a complete solution. Choose three.)

A. user services
B. Quality of Service (QoS)
C. Call Admission Control (CAC)
D. a location policy
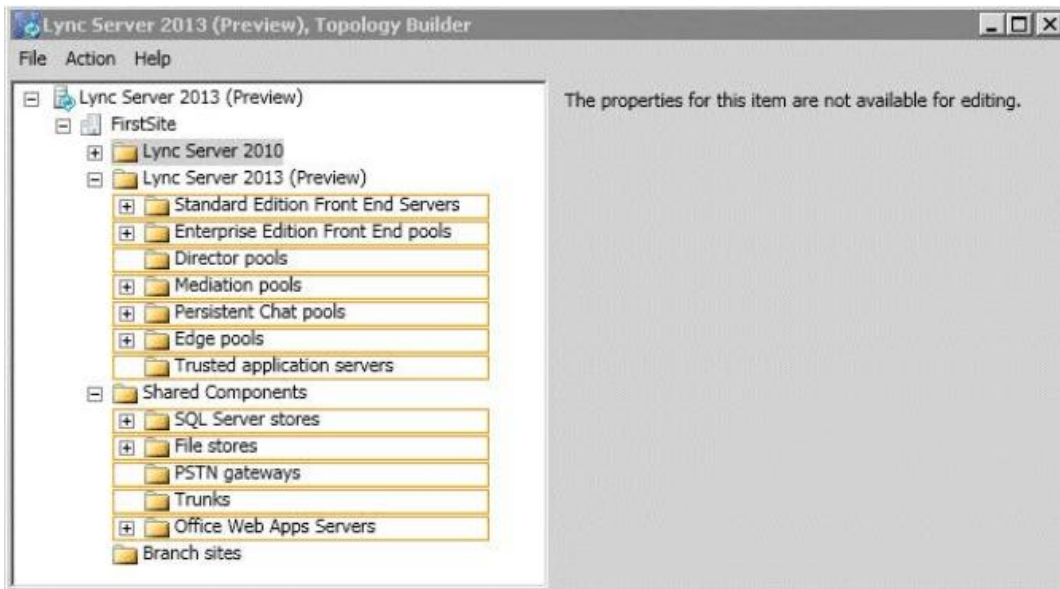**E.** a conferencing policy

Answer: B,C,E

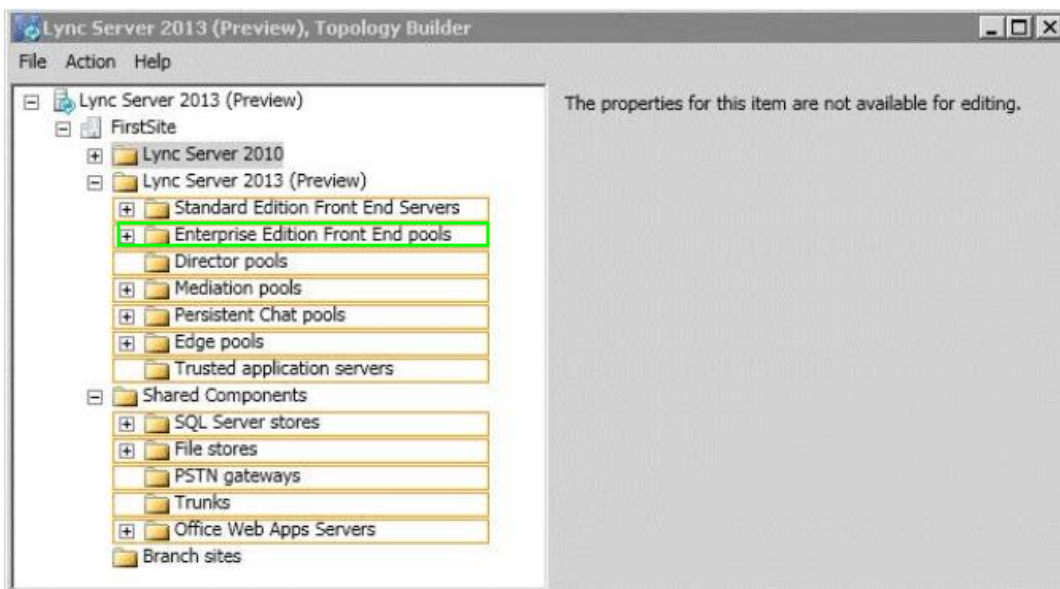## Question No : 2 HOTSPOT - (Topic 1)

You need to modify the FQDN of the external web services.

From which node should you perform the modification?

To answer, select the appropriate node in the answer area.

Answer:

Question No : 3 - (Topic 1)

You need to identify on which server you can install the Microsoft Office Web Apps server component.

Which server should you identify?

A. Lync1.contoso.com
**B.** Server1.contoso.com

C. Exchange1.contoso.com

D. SQL1.contoso.com

Answer: B

Explanation: It is unclear what roles are on Server1, but you cannot collocate the web apps server on any server that has been defined in the topology. I have illustrated below trying to add web apps server using the same FQDN as my Standard Edition Pool.

Server1 appears to be the only the correct answer, because in the case study Server1 is a member server with nothing installed on it.

Answer is Server1
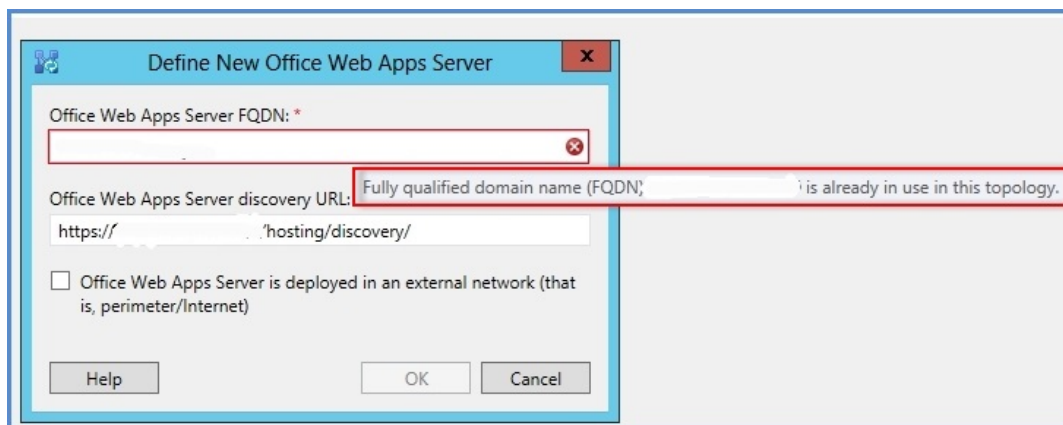
Question No : 4 DRAG DROP - (Topic 1)

You are troubleshooting the issue reported by the Toronto users. You verify that the logging level of the centralized logging service is set to AlwaysOn.

You need to gather additional troubleshooting information immediately to resolve the issue.

Which five actions should you perform?

To answer, move the five appropriate actions from the list of actions to the answer area and arrange them in the correct order.

Actions	Answer Area
Sign in to Lync 2013 from a client computer in the Toronto office.	
Run the **clscontroller.exe -search** command.	
Run the **clscontroller.exe -start** command.	
Run the **clscontroller.exe –flush** command.	
Run the **clscontroller.exe -stop** command.	

Answer:

Actions	Answer Area
Sign in to Lync 2013 from a client computer in the Toronto office.	Run the **clscontroller.exe -start** command.
Run the **clscontroller.exe -search** command.	Sign in to Lync 2013 from a client computer in the Toronto office.
Run the **clscontroller.exe -start** command.	Run the **clscontroller.exe -stop** command.
Run the **clscontroller.exe –flush** command.	Run the **clscontroller.exe –flush** command.
Run the **clscontroller.exe -stop** command.	Run the **clscontroller.exe -search** command.

Question No : 5 - (Topic 1)

Contoso is evaluating the implementation of push notifications for mobile devices.

You need to identify which tasks must be performed to enable the push notifications.

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

A. New-CsAllowedDomain
B. Set-CsPublicProvider
C. New-CsHostingProvider
D. Set-CsPushNotificationConfiguration
E. Enable-CsPublicProvider

Answer: A,C,D

Explanation: http://technet.microsoft.com/en-us/library/hh690047.aspx
CONFIGURING FOR PUSH NOTIFICATIONS

LYNC SERVER 2013

Push notifications, in the form of badges, icons, or alerts, can be sent to a mobile device even when the mobile application is inactive. Push notifications notify a user of events such as a new or missed IM invitation and voice mail. The Lync Server 2013 Mobility Service sends the notifications to the cloud-based Lync Server Push Notification Service, which then sends the notifications to the Apple Push Notification Service (APNS) (for an Apple device running the Lync 2010 Mobile client) or the Microsoft Push Notification Service (MPNS) (for a Windows Phone device running the Lync 2010 Mobile or the Lync 2013 Mobile client).

Important:
If you use Windows Phone with Lync 2010 Mobile or Lync 2013 Mobile client, push notification is an important consideration.If you use Lync 2010 Mobile on Apple devices, push notification is an important consideration.If you use Lync 2013 Mobile on Apple devices, you no longer need push notification.
Configure your topology to support push notifications by doing the following:
If your environment has a Lync Server 2010 or Lync Server 2013 Edge Server, you need to add a new hosting provider, Microsoft Lync Online, and then set up hosting provider federation between your organization and Lync Online.
If your environment has a Office Communications Server 2007 R2 Edge Server, you need to set up direct SIP federation with push.lync.com.

Note:

Push.lync.com is a Microsoft Office 365 domain for Push Notification Service.

To enable push notifications, you need to run the Set-CsPushNotificationConfiguration cmdlet. By default, push notifications are turned off.

Test the federation configuration and push notifications.

TO CONFIGURE FOR PUSH NOTIFICATIONS WITH LYNC SERVER 2013 OR LYNC SERVER 2010 EDGE SERVER

Log on to a computer where Lync Server Management Shell and Ocscore are installed as a member of the RtcUniversalServerAdmins group.

Start the Lync Server Management Shell: Click Start, click All Programs, click Microsoft Lync Server 2013, and then click Lync Server Management Shell.

Add a Lync Server online hosting provider. At the command line, type:

New-CsHostingProvider -Identity <unique identifier for Lync Online hosting provider> -Enabled $True -ProxyFqdn <FQDN for the Access Server used by the hosting provider> -VerificationLevel UseSourceVerification

For example:

New-CsHostingProvider -Identity "LyncOnline" -Enabled $True -ProxyFqdn "sipfed.online.lync.com" -VerificationLevel UseSourceVerification

Note:

You cannot have more than one federation relationship with a single hosting provider. That is, if you have already set up a hosting provider that has a federation relationship with sipfed.online.lync.com, do not add another hosting provider for it, even if the identity of the hosting provider is something other than LyncOnline.

Set up hosting provider federation between your organization and the Push Notification Service at Lync Online. At the command line, type:

New-CsAllowedDomain -Identity "push.lync.com"

TO CONFIGURE FOR PUSH NOTIFICATIONS WITH OFFICE COMMUNICATIONS SERVER 2007 R2 EDGE SERVER

Log on to the Edge Server as a member of the RtcUniversalServerAdmins group.

Click Start, click All Programs, click Administrative Tools, and then click Computer Management.

In the console tree, expand Services and Applications, right-click Microsoft Office Communications Server 2007 R2, and then click Properties.

On the Allow tab, click Add.

In the Add Federated Partner dialog box, do the following: