

55070AC

**Microsoft Lync 2013
Depth Support Engineer**

5 DAYS

This five-day instructor-led class takes support engineers beyond design and deployment to troubleshooting Microsoft Lync Server 2013. You will review Lync Server architecture from the perspective of a Depth Support Engineer in order to support customers with Lync Server service issues. The course provides a toolkit for the Depth Support Engineer, which includes Microsoft and third-party tools available for troubleshooting Lync Server. You will use a variety of these tools and resources to troubleshoot real-world scenarios related to Enterprise Voice, conferencing, application sharing, IM, and Presence. As part of the hands-on labs, you will derive, articulate, and implement solutions to trouble tickets for common Lync Server issues and practice walking a typical customer through a solution.

Module 1: Reviewing Lync Server 2013 Architecture

Lync Server 2013 Architecture Dependencies
Microsoft Supported Architectures
Name Resolution and Certificates
Database Management and SQL High Availability
Advanced Role Based Access Control Assignment

Module 2: Developing a Depth Support Toolkit

Logging
Network and Media Traffic Analysis
Lync Server Control Panel
Lync Server 2013 Resource Kit and Debugging Tools
Built-in Server Tools
SIP Primer

Module 3: Troubleshooting Client Authentication, Persistent Chat, and Presence

Client Issues
Persistent Chat
Presence and Address Book Issues
Archiving Issues
VDI Issues

Module 4: Troubleshooting Remote Connectivity

Edge Remote Connectivity
Federation
Reverse Proxy
Mobile Devices
Port Configuration
Remote Connectivity Testing

Module 5: Troubleshooting Conferencing

Core Conferencing Modalities
Configuration of Office Web Apps Server
Conferencing Life Cycle
Conferencing Data
Lync Room System

Module 6: Troubleshooting Enterprise Voice Configuration Issues

Enterprise Voice Configuration
Call Setup and Teardown
Connection to External Telephony Systems

Module 7: Analyzing and Troubleshooting Enterprise Voice Call Quality

Voice Quality Issues
UC Devices and Peripherals

Module 8: Analyzing and Troubleshooting Enterprise Voice Applications

Call Park Service
Troubleshooting Response Groups
Announcement Service

Module 9: Troubleshooting High Availability, Disaster Recovery, and Voice Resiliency

Supported Lync Server 2013 High Availability Configurations
Load Balancing Web Services
Setting Appropriate Disaster Recovery Expectations

Module 10: Troubleshooting Exchange and SharePoint Integration

Exchange 2013 Unified Messaging
Unified Contacts Store
Archiving and Compliance
SharePoint 2013 Site Mailboxes
SharePoint 2013 eDiscovery