

55070AC	<u>Microsoft Lync 2013 Depth Support Engineer</u>	<u>5 DAYS</u>	<u>SATV : YES</u>
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Course Description:

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.

Course Outline

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

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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