Roll 3
1: Server Plant-Server Health

KHI data shows high CPU Utilization (e.g. 93% when the target is 80%).
Roll the die to learn more.
1-2, this is true on the Edge server
3-4, this is true on the Mediation server
5-6, this is true on the Front-End server

Achieve

Roll 4
1: End Points – Devices

MOS score data shows that some users are using non-certified USB devices and getting poor call quality. Confirm then replace the problematic devices.

Achieve

Roll 3
1: Server Plant-Server Health

KHI data shows high disk latency. Roll the die to learn more: Even, write latency is an issue. Odd, read latency is an issue.
Roll the die again.
1-2, this is true on the Edge server
3-4, this is true on the Back-End server
5-6, this is true on the Front-End server

Achieve

Roll 2
2: End Points – System

The CQM glitch query reports show a number of systems with excessive glitch rates. Investigate and remediate these PCs.

Achieve

Roll 5
2: Server Plant - AV MCU to Mediation Server Streams

One of your server pairs shows a poorStreamsRatio that is higher than the target.

Both Lync Server and Network Admins will have to roll a Success.

Achieve

Roll 4
3: End Points - Media Path, VPN

The VPN query shows a high percentage of poor audio streams over VPN. Implement split tunneling to prevent media streams from traversing your VPN.

Achieve

Roll 5
3: Server Plant - Mediation Server to Gateway Streams

One of your server pairs shows a poorStreamsRatio that is higher than the target.

Both Lync Server and PSTN Admins will have to roll a Success.

Achieve

Roll 4
3: End Points - Media Path, Edge Relay

Internal Lync clients cannot establish a direct media stream to other internal Lync clients for two-party calls, so calls fall back to a path that relays through a Lync Edge server. Modify firewall configurations to eliminate these relayed paths.

Achieve

Roll 2
4: Server Plant - Gateway Health

You recently applied a firmware update to your gateways. Now you must review and possibly update your gold configuration to confirm the correct values are still in place.

Achieve

Roll 2
4: End Points - Media Transport

The media transport query shows TCP stream counts that exceed your target. Resolve whatever issues are forcing TCP rather than UDP connections for audio and video streams.

Achieve

Roll 3
3: Server Plant - Mediation Server to Gateway Streams

Use detailed queries to find hot pairs with poor streams, and roll the die to find a root cause:

1-3: Network equipment issue

4-6: Gateway configuration issue

Achieve

Roll 5
1: End Points – Devices

The AvgSendListenMOS score is less than the device target you set. Identify and troubleshoot identified devices and replace as needed.

Achieve

Roll 3
2: Server Plant -AV MCU Server to Mediation Server Streams

Use detailed queries to find hot pairs with poor streams, and roll the die to find a root cause:

1-3: Network equipment issue
4-6: AV MCU or
Mediation Server Health

Achieve

Roll 3
2: End Points – System

The glitch query shows certain PCs have high glitch rates. Contact users and investigate their PC configuration to determine what is causing this.

Achieve

Lync Server Admin

Server Plant Road

Roll 3
3: End Points – Media Path, Edge Relay

The CQM relay query shows a number of internal calls going through your edge server. Investigate internal firewall configuration and rewrite firewall rules to allow this traffic internally.

Achieve

Telephony Admin

Last Mile Road

Roll 3
2: Last Mile - Wireless

The wireless poor streams query results are higher than your target. Isolate problematic subnets and implement wireless best practices including wireless QoS.

Achieve

Network Admin

End Points Road

Roll 3
1: Last Mile - Wired

The wired poor streams query results are higher than your target. Isolate problematic subnets, troubleshoot network issues and implement QoS.

Achieve