



Monitor Microsoft Lync Traffic

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How to Monitor Microsoft Lync Traffic

You can use Prime Infrastructure to monitor the Microsoft Lync traffic in your network. The Microsoft Lync Software Defined Network (SDN) API provides an interface for network management systems to access Microsoft Lync network diagnostic data for monitoring Lync network traffic and optimizing Microsoft Lync quality of service. Prime Infrastructure processes and filters Microsoft Lync quality update messages and aggregates Microsoft Lync calls. You can view volume trends over time and get a summary of call types, including filtering based on time and location groups. You can also view individual calls and troubleshoot individual call streams.



Note Prime Infrastructure does not support SDN 2.2 and higher versions.

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Set Up Lync Monitoring

You must register Prime Infrastructure as a receiver of Microsoft Lync data in order to monitor and provide a centralized view of how Microsoft Lync is deployed in your network.

On your SDN server, edit the LyncDialogListener.exe file to add the following lines. The LyncDialogListener.exe.config file is located in the Lync SCN API installation directory at the following default location: C:\Program Files\Microsoft Lync Server\Microsoft Lync SDN API.

```
<add key="submituri" value="https://PI_server_name/webacs/lyncData"/>
```

where *https://PI_server_name* is the name of your Prime Infrastructure as specified in the Trusted Root Certification Authorities certificate.

```
<add key="clientcertificateid" value="value"/>
```

where *value* is the certificate value of your Prime Infrastructure server as specified in the Trusted Root Certification Authorities certificate.

Alternately, if you use the Microsoft SDN interface to enter your Prime Infrastructure server details, you must accept the SSL certificate in order to enable XML communication over secure HTTP.

After you register Prime Infrastructure as a receiver of Microsoft Lync data, all Microsoft Lync details are sent to Prime Infrastructure.

View Microsoft Lync General Data

After you register Prime Infrastructure as a receiver of Microsoft Lync data, all Microsoft Lync details are sent to Prime Infrastructure. To monitor Microsoft Lync data:

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- Step 1** Choose **Services > Application Visibility & Control > Lync Monitoring**.
- Step 2** Click on any of the colored bars, which represent the different call types and the respective call volume over the specified time period, to display additional details. The Lync Conversations table lists the aggregated conversations for the call type you select.
- Step 3** From the Lync Conversations table, click the arrow next to a Caller to expand and view the details of that conversation, from the Caller to the Callee. For example, if you expand a video conversation, there are 4 rows describing the following details:
- a. Audio details from Caller to Callee
 - b. Audio details from Callee to Caller
 - c. Video details from Caller to Callee
 - d. Video details from Callee to Caller
- Step 4** Click the Filter icon to view a list of conversations in a selected time frame, from a specific caller site, or from a specific callee site.

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Troubleshoot User Problems with Microsoft Lync Calls

If you receive a call that an end-user is experiencing is having a problem with calls, you can use Prime Infrastructure to view the Microsoft Lync calls for a particular user, and view the list of calls that have the most jitter or packet loss.

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- Step 1** Choose **Services > Application Visibility & Control > Lync Monitoring**.
- Step 2** Click the Filter icon, and then select the site in which the end-user belongs.
- Prime Infrastructure displays the call volume over the last 6 hours.

- Step 3** If you know the time in which the end-user was experience call problems, click the Filter icon and under Time Filter, enter the parameters for the desired time.
- Step 4** Click on the colored bars that corresponds to Audio call in the time period in which the problems occurred. The Lync Conversations table lists the aggregated conversations for the call type you select.
- Step 5** From the Lync Conversations table, click the arrow next to the end-user who experienced call issues to expand and view the details of that conversation, from the Caller to the Callee. For example, if you expand a video conversation, there are 4 rows describing the following details:
- Audio details from Caller to Callee
 - Audio details from Callee to Caller
 - Video details from Caller to Callee
 - Video details from Callee to Caller

Prime Infrastructure displays the call metrics of the conversation.

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View Site-to-Site Microsoft Lync Data

You can use Prime Infrastructure to view the Microsoft Lync data between sites. For example, you can monitor all Microsoft Lync calls that are placed from a particular site to a particular site.

- Step 1** Choose **Services > Application Visibility & Control > Lync Monitoring**.
- Step 2** Click the Filter icon, and under Caller Site, select a site from where the Microsoft Lync calls are placed.
- Step 3** From the Filter icon, under Callee Site, select a site for where the Microsoft Lync calls are received.
- Prime Infrastructure displays the call volume in 5-minute increments for the previous 6 hours for the total calls of each type—video, voice, and appsharing—between the sites you selected.
- Step 4** Choose **Services > Application Visibility & Control > Lync Monitoring > Call type** (audio, video, or application sharing) to view the call metrics.
- Audio call details include a numerical mean opinion score (MOS) value, for which Prime Infrastructure assigns a value that describes the voice quality of the experience that is being delivered to end users as described in the following table:

MOS Value	Prime Infrastructure Value
Greater than 3.5	Good
2-3.5	Fair
Less than 2	Poor

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