

# SFB Sign-In Troubleshooting For Hybrid Users

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 Skype for Business



## About

This is Abdelrahman Muhammad, a Unified Communication Expert at Orange Business services (OBS)

I starting my career in IT professional service companies, recently I work on Microsoft Unified Communication products (Skype for Business, Lync, Exchange and SharePoint); also managing, integrating, and troubleshooting other Microsoft technologies, such as but not limited to, Active Directory infrastructure, Hyper-V, SCCM, SCVMM, SCDPM, and FIM/MIM.



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# SFB Sign-In Troubleshooting For Hybrid Users

Customer is reporting that one or more SfBO accounts which were initially created in Sfb/Lync on-premise and moved to O365 via the Move-CsUser command are not able to sign in to O365. When the environment uses a shared SIP address (Hybrid) all authentication will initially be directed to the on-premise FE or Edge. The user is determined by the on-Premises deployment to be homed in O365 and redirected for authentication.

## General issues

### Troubleshooting

- Verify DNS.
  - a) Launch RCA Lync Server Remote Connectivity Test
    - <https://testconnectivity.microsoft.com/?tabid=lync>
  - b) Enter any SIP address from the affected domain ([test@contoso.com](mailto:test@contoso.com))
  - c) SRV record `_sip._tls.contoso.com` resolves to: `sip.contoso.com:443` (example)
  - d) SRV record `_sipfederationtls._tcp.contoso.com` resolves to: `sip.contoso.com:5061` (example)
  - e) (The two CNAME entries with O365 are not required for Hybrid setups)
- Verify certificate checks return successful in RCA, If there are certificate errors, use the Cert Check tool from digicert
  - a) (<https://www.digicert.com/help/>) to view full certificate details.
  - b) Check both `sip.contoso.com:443` and `sip.contoso.com:5061`
- Verify Hybrid configuration is set up correctly according to documentation <https://technet.microsoft.com/en-us/library/jj204669.aspx>
  - **Get-CSAccessEdgeConfiguration**
    - a) `AllowOutsideUsers 1`  
`AllowFederatedUsers 1`  
`UseDnsSrvRouting`

- **Get-CSHostingProvider**
  - a) -ProxyFqdn "sipfed.online.lync.com"
  - b) -Enabled \$true -EnabledSharedAddressSpace \$true
  - c) -HostsOCSUsers \$true
  - d) -VerificationLevel UseSourceVerification
  - e) -IsLocal \$false
  - f) -AutodiscoverUrl <https://webdir.online.lync.com/Autodiscover/AutodiscoverService.svc/root>
  
- **Get-CsTenantFederationConfiguration**
  - -SharedSipAddressSpace \$true
  
- Verify users were sync'd into O365 prior to move.  
<https://technet.microsoft.com/en-us/library/jj204669.aspx>
  - "You need to synchronize the AD accounts for all Skype for Business users in your organization between your on-premises and online deployments, even if users are not moved to Skype for Business Online. If you do not synchronize all users, communication between on-premises and online users in your organization may not work as expected."

# Internal sign-in issues in the hybrid mode.

**Customer is reporting that one or more Skype for Business accounts are unable to sign-in internally.  
Example: From Corpnet, VPN**

## Troubleshooting

- What is the error message?
  - e.g. Lync couldn't find a Lync Server for <SIPdomain> -> There might be an issue with the Domain Name System (DNS) configuration
- There was a problem verifying the certificate from the server - verify certificates
- Verify FrontEnd Service is running on all Director and Registrar Servers
- Verify DNS:
  - a) Use Nslookup to verify all DNS entries are correct.
  - b) nslookup -q=A pool1.contoso.com
  - c) nslookup -q=A FEserver.contoso.com
  - d) nslookup -q=SRV \_sipinternaltls.\_tcp.contoso.com
  - e) nslookup -q=A lyncdiscoverinternal.contoso.com
- How Skype for Business Clients Locate Services
- DNS requirements for automatic client sign-in
- Verify certificate
  - a) Delete My Sign In Information
  - b) Clear Client Auth Certificates, Registry Cache, CredMan, EndpointConfiguration.cache (and other portions of sip\_cache location)
- Connectivity
  - a) telnet pool1.contoso.com 5061
  - b) Telnet lyncdiscoverinternal.contoso.com 443
- Trust Popup
  - a) After establishing an encrypted connection to the Lync Autodiscover service, Lync verifies the FQDNs contained in the URLs returned are trusted.
  - b) When connecting to the SIP server endpoint, it verifies that the Lync Server domain is trusted
  - c) If Lync cannot verify that the server is trusted for your sign-in address.
    - <http://support.microsoft.com/kb/2531068>