Cisco

Exam Questions 300-810

Implementing Cisco Collaboration Applications (CLICA)

NEW QUESTION 1
Which two protocols does the Cisco IM Presence service use to federate with external domains? (Choose two.)

A. XMPP
B. SNMP
C. SIP
D. SCCP
E. SMPP

Answer: AC

NEW QUESTION 2
Drag and drop the SAML components from the left onto the descriptions on the right.

A. Mastered
B. Not Mastered

Answer: A

Explanation:
Graphical user interface Description automatically generated with medium confidence

NEW QUESTION 3
Refer to the exhibit.
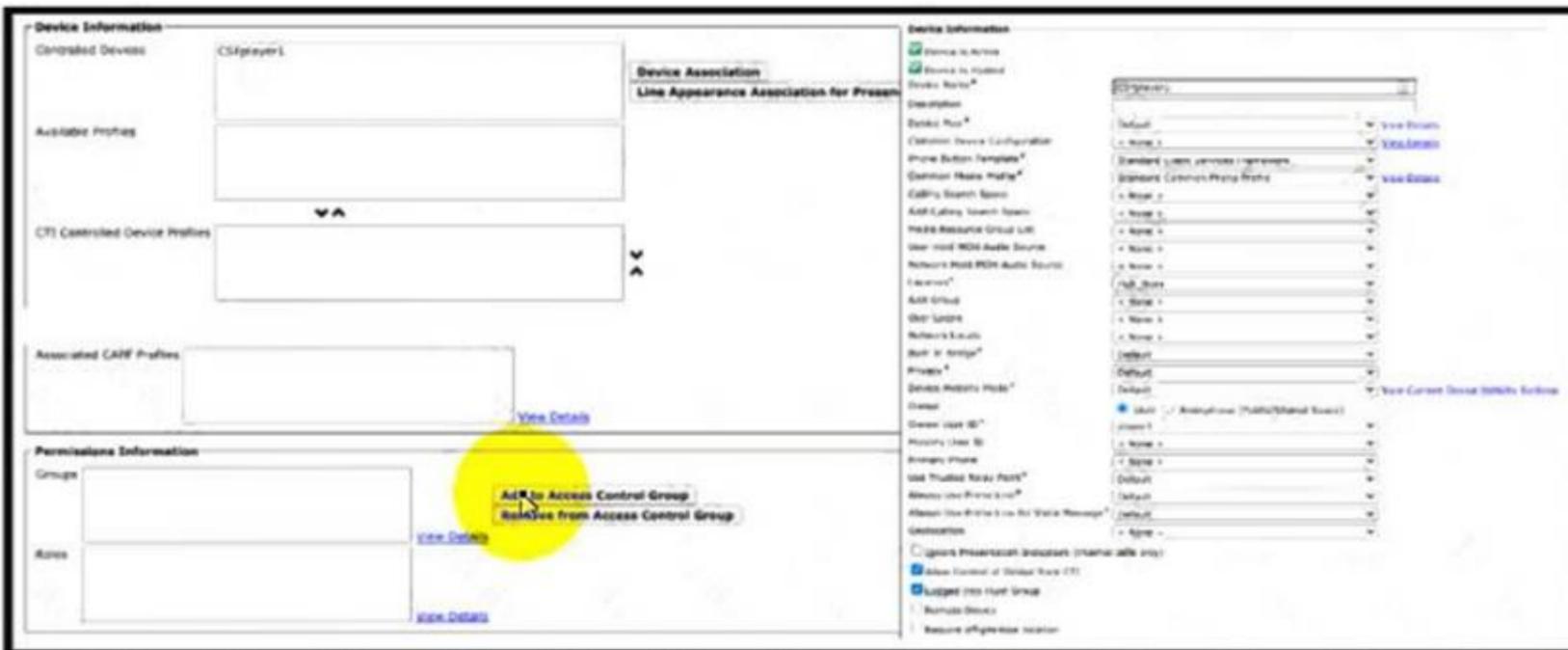
A Cisco Jabber for windows users Is reporting an Issue with phone control. Which action will resolve this issue?

A. Change the privacy setting on the CSF device to "Off".
B. Uncheck "logged into hunt group" on the user's CSF device.
C. Create a device profile for the phone.
D. Add the standard CCM end users and standard CTI enabled permission groups for the user.

Answer: D

NEW QUESTION 4
Which DNS record is used for on-premises service by Jabber clients?

A. _collab-edge._tcp.<domain> SRV record
B. _cisco-uds._tls.<domain> SRV record
C. _cisco-uds._tcp.<domain> SRV record
D. <tftp server FQDN> A record

Answer: C

NEW QUESTION 5
An engineer is configuring a Jabber client installation switch for a phone system using Cisco UCM as the registration server, with a softphone control address of 10.0.1.200. and configuration files received from 10.11.20.201 after all previous configurations are cleared. Drag and drop the snippets from the bottom of the image onto the blanks in the image to complete this configuration. Not all options are used.

```
msiexec.exe /i CiscoJabberSetup.msi /quiet CLEAR=[        ]    PRODUCT_MODE=[        ]
AUTHENTICATOR=[        ]    TFTP=[        ]    CTI=[        ]
```

| 10.11.20.201 | Registration | Phone_Mode | 1 | Jabber |
| 10.0.1.200 | Clear | Softphone | 2 | CUCM |

A. Mastered
B. Not Mastered

Answer: A

Explanation:

```
msiexec.exe /i CiscoJabberSetup.msi /quiet CLEAR=[   1   ]    PRODUCT_MODE=[Phone_Mode]
AUTHENTICATOR=[ CUCM ]    TFTP=[ 10.11.20.201 ]    CTI=[ 10.0.1.200 ]
```

| 10.11.20.201 | Registration | Phone_Mode | 1 | Jabber |
| 10.0.1.200 | Clear | Softphone | 2 | CUCM |

NEW QUESTION 6
An engineer is asked to configure cisco jabber for windows on-premises, in phone-only mode and later with cisco IM and presence. In the configuration steps, which two DNS records will be needed, assuming the jabber client is in "domain.com?' (Choose two.)

⑤ _cuplogin_tcp.domain.com

☐ cuplogin.tcp.cisco-internal.domain.com

☑ collab-edge._tcp.domain.com

☐ cisco-uds.tcp.cisco-internal.domain.com

☑ _cisco-uds_tcp.domain.com

A. Option A
B. Option B
C. Option C
D. Option D
E. Option E

Answer: AE

NEW QUESTION 7
Which SSO authentication method requires no action from the user when the session token times out?

A. web form
B. smart card
C. external database
D. local authentication

Answer: A

NEW QUESTION 8
Which two Cisco Unity Connection logs are used to troubleshoot issues with Message Waiting Indicators? (Choose two.)

A. Connection IMAP Server

B. Connection Mailbox Sync
C. Connection Notifier
D. Connection Message Transfer Agent
E. Connection Conversation Manager

Answer: CE

Explanation:
https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/troubleshooting/guide/b_11xcuctsg/b_1

NEW QUESTION 9
Users report that they are unable to check voicemail. and an engineer discovers that the voicemail system is not routing calls between Cisco Unity Connection and Cisco UCM via SCCP Which action should be taken to resolve this issue?

A. Verify registration of the CTI ports.
B. Verify OPTIONS Ping in the SIP trunk profile.
C. Verify voicemail SIP trunk in the route list.
D. Verify Calling Search Space in the Directory Number setting.

Answer: D

NEW QUESTION 10
Refer to the exhibit.

A customer reports that after a network failure, all of the Cisco Jabber clients are not switched back to their home nodes. An engineer determines that the primary Cisco IM&P server is in Failed Over state. Which two actions should be performed to bring the system back to operational state and to prevent future occurrences? (Choose two.)

A. Advise all users to re-login to their Jabber clients.
B. Confirm that both IM&P servers are configured in the Presence Redundancy Group configuration pane.
C. Perform a restart of the IM&P primary server to force fallback.
D. Click the Fallback button in the Server Action pane.
E. Set the Automatic Failover parameter in the Server Recovery Manager Service Parameters to the value True.

Answer: BD

NEW QUESTION 10
In the integration of Cisco Unity Connection using SIP, which SIP trunk security profile option is required for MWI to work correctly?

A. Accept out-of-dialog refer
B. Accept replaces header
C. Accept unsolicited notification
D. Accept presence subscription

Answer: C

NEW QUESTION 13
Drag and drop the events for an on-premises Jabber SAML SSO flow from the left into the correct order on the right.

A. Mastered
B. Not Mastered

Answer: A

Explanation:

SSO Mode Discovery

IDP Authentication

Service Provider Authentication

Service Provider Authorization request

NEW QUESTION 17
Refer to the exhibit.

```
se-10-0-0-0# show ccn subsystem sip

SIP Gateway: 172.19.167.208
SIP Port Number: 5060
DTMF Relay: sip-notify rtp-nte
MWI Notification: outcall
Transfer Mode: blind (REFER)
SIP RFC Compliance: Pre-RFC3261
```

An administrator is configuring a Cisco Unity Express call handler. One of the options will transfer calls off-system to Cisco UCME. The administrator wants the transfer to finish while the transfer target Is ringing. Which transfer-mode command completes the configuration?

A. attended
B. blind refer
C. semi-attended
D. Wind bye-also

Answer: C

NEW QUESTION 18
Refer to the exhibit.

```
<iq from='example.com' type='error' id='sess_1'>

    <session xmlns='urn:ietf:params:xml:ns:xmpp-session'/>

    <error type='wait'>

        <internal-server-error

                xmlns='urn:ietf:params:xml:ns:xmpp-stanzas'/>

    </error>

</iq>
```

User A tries to log in to the Cisco Jabber client, the login works fine, but the user cannot see their
self-presence or other users' presence in their contact list. The administrator checks the Cisco IM and Presence Server logs and sees an issue. What is the issue, and bow does It get resolved?

A. The user credentials are incorrect; ask the user to change the credentials.
B. The user is duplicated in another Cisco IM and Presence cluster; unassign the user from the duplicate IM and Presence cluster.
C. Presence has stopped working for the user; unassign and reassign the end-user to Cisco IM and Presence.
D. The Cisco IM and Presence Server has CPU/memory issues; restart the IM and Presence Server.

Answer: B

NEW QUESTION 19
Refer to the exhibit.
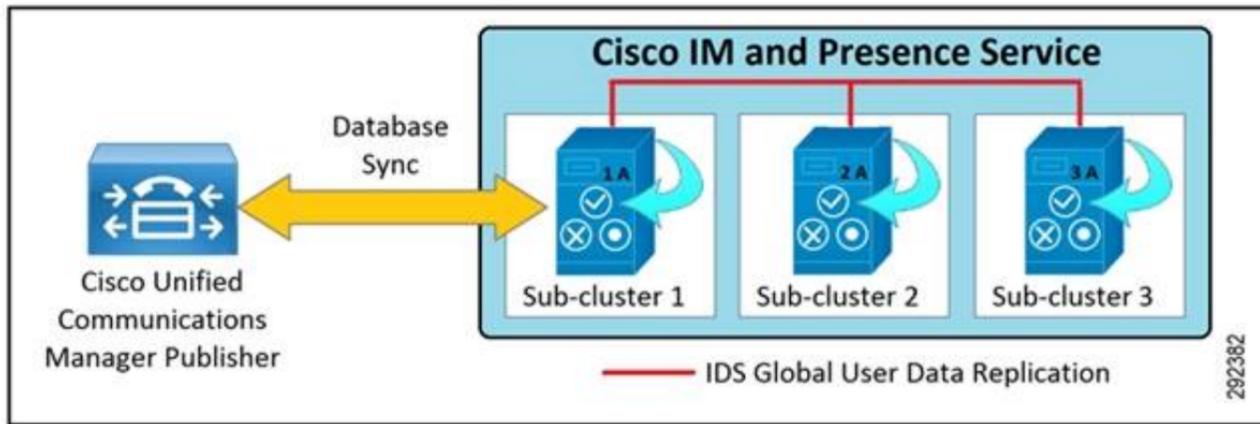
Which statement is true?

A. If the IM&P node in sub-cluster-1 goes down, then users assigned to it are randomly split between the two remaining subclusters.
B. The administrator must add one node to each subcluster for high availability.
C. IM&P nodes in each subscluster must be configured from the same OVA template.
D. Each Cisco IM&P subcluster must have the same number of nodes.

Answer: B

NEW QUESTION 21
An administrator is configuring Cisco Jabber 12.8 to work with Cisco UCM and Cisco IM and Presence 12.5 using an encrypted SIP profile. Which record should be configured for Jabber to work when logging into the corporate network with the domain "domain.com?

A. DNS SRV query _sip._tcp.domain.com
B. DNS SRV query _cisco-uds._tls.domain.com
C. DNS SRV query _cisco-uds._tcp.domain.com
D. DNS SRV query _sip._tls.domain.com

Answer: C

NEW QUESTION 23
The persistent chat feature is configured in a Cisco Jabber deployment that is running Cisco Unified IM and Presence 11.5 SU6 Desktop clients are working but mobile clients are not displaying persistent chats. Which configuration Is necessary to enable the Jabber persistent chat feature on mobile devices?

A. while logged into IM and Presence server Administration, go to 'Messaging', then Settings", and check the checkbox for the 'Enable persistent chat for mobile" field
B. add the <Persistent_Chat_Mobile_Enabled>false</Persistent_Chat_Mobile_Enabled> line to the Jabber configuration file that is used by all Jabber devices
C. add the <Persistent_Chat_Enable>true</Persistent_Chat_Enabled> line to the Jabber configuration rule that is used by mobile devices
D. add "Enable_Persistent_Chat" in the "Cisco Support Field' on the Jabber for mobile device configuration page on Cisco UCM

Answer: B

NEW QUESTION 25
An administrator is troubleshooting a Cisco Jabber Deskphone Control Issue. Which CTI event from the logs denotes that the request from Jabber to CTI Manager must the administrator check?

A. CTI ProviderOpenRequest
B. CTI ProviderRequest
C. CTI OpenRequest
D. CTI AvailableRequest

Answer: A

NEW QUESTION 27
An engineer is configuring a remote Cisco IM and Presence Service and needs to ensure that users can communicate across clusters in the same domain and receive presence status. Which protocol should be used to accomplish this task?

A. XMPP
B. DNS
C. LDAP
D. AXL/SOAP

Answer: A

NEW QUESTION 30
Which two SSO features are true? (Choose two.)

A. allows Jabber to use LDAP directory services for contact imports
B. allows LDAP user import on Cisco Unified Communications Manager
C. improves productivity by reducing time spent re-entering credentials for the same identity
D. transfers the authentication from the system that hosts the applications to a third-party system
E. reduces costs by decreasing the number of help calls that are made for voicemail PIN resets

Answer: CD

NEW QUESTION 31
What submits credentials to the LDAP server during a call that uses SAML SSO?

A. Cisco UCM server
B. Service provider
C. Browser-based Client
D. IdP

Answer: D

NEW QUESTION 32
AN administrator must configure a federation between company A and company B using the SIP/simple protocol. What are the configuration items that are available?

A. Port 5061; TLS encryption; Instant Messaging, Presence, and VoIP support
B. no encryption; Instant Messaging, Presence, and VoIP support
C. port 5222; TLS encryption; Instant Messaging, Presence, and VoIP support
D. no encryption; Instant Messaging support

Answer: A

NEW QUESTION 35
Refer to the exhibit.

After receiving a new desk phone, the Jabber user can no longer make calls via phone control. The help desk collected the user's Jabber problem report and verified that they the correct Cisco UCM CTI permissions. Which configuration must be changed to correct this issue?

A. Verify that the desk phone device has Allow Control of Device from CTI enabled.
B. Verify that the Cisco UCM service profile has Cisco UCM CTI servers configured.
C. Verify that the user's desk phone device is listed as a controlled device in the Cisco UCM end user configuration
D. Verify that the device line configuration has Allow Control of Device from CTI enabled.

**Answer:** A

NEW QUESTION 40
An administrator is configuring auto-attendant with basic IVR applications on Cisco Unity Express and needs to ensure that a specific telephone number initiates the application. Which setting should be configured to accomplish this task?

A. trigger
B. call control group
C. script
D. prompt

Answer: A

NEW QUESTION 44
Refer to the exhibit.

An administrator is troubleshooting an issue with XMPP Federation between two. eight-node IM and Presence clusters. After looking at the logs, the administrator finds this message and must publish one or more DNS SRV records containing one or more addresses of the IM and Presence node(s). How many nodes must be selected to publish?

A. 1
B. 5
C. 10
D. 20

Answer: A

NEW QUESTION 49
Fraudulent calls are being made from Cisco Unity Connection. Which action prevents the calls from reaching the PSTN using SCCP integration?

A. Change the configuration of the routing rule.
B. Change the CSS of the voicemail port.
C. Change the Rerouting CSS on the trunk to Cisco Unity Connection.
D. Remove values from restriction table.

Answer: B

NEW QUESTION 53
A customer is using Cisco Unified IM and Presence with high availability and has reported that their primary node is not providing any IM and Presence services. What is causing this issue?

A. The presence redundancy group node state of the primary node is 'idle".
B. The presence redundancy group node state of the peer node is "normal".
C. The presence redundancy group node state of the primary node is 'initializing".
D. The presence redundancy group node state of the peer node is 'running in backup mode".

Answer: D

NEW QUESTION 54
Which SAML 2.0 profile is supported by Cisco UCM, Cisco Unified IM and Presence, and Unity Connection version 10.x and above?

A. single logout
B. web browser SSO
C. name identifier management
D. identity provider discovery

Answer: B

NEW QUESTION 55
Refer to the exhibit.

```
Users with Duplicate User IDs
------------------------------------------------
 User ID: user3
   Node Name
   cucm-imp-1
   cucm-imp-2
```
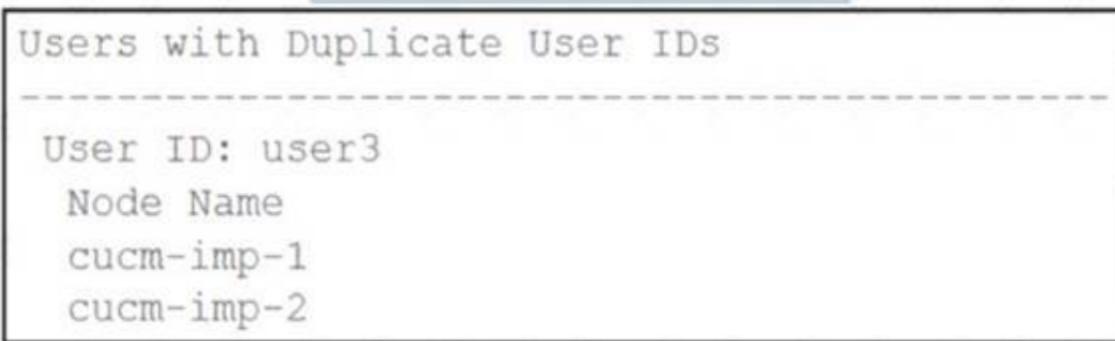
A collaboration engineer is troubleshooting an alarm that indicates that there are duplicate user IDs. Which two actions resolve this issue? (Choose two.)

A. Rename the user ID value for one user if different users on different clusters have the same user ID assigned
B. Delete the user ID for the duplicate user ID
C. Rename the directory URI value for one of the users to ensure that there is no duplication.
D. Assign the duplicate user to the secondary Cisco IM and Presence node
E. Unassign a user from one of the dusters when the same user is assigned to two different dusters

Answer: AC

NEW QUESTION 59
Refer to the exhibit.
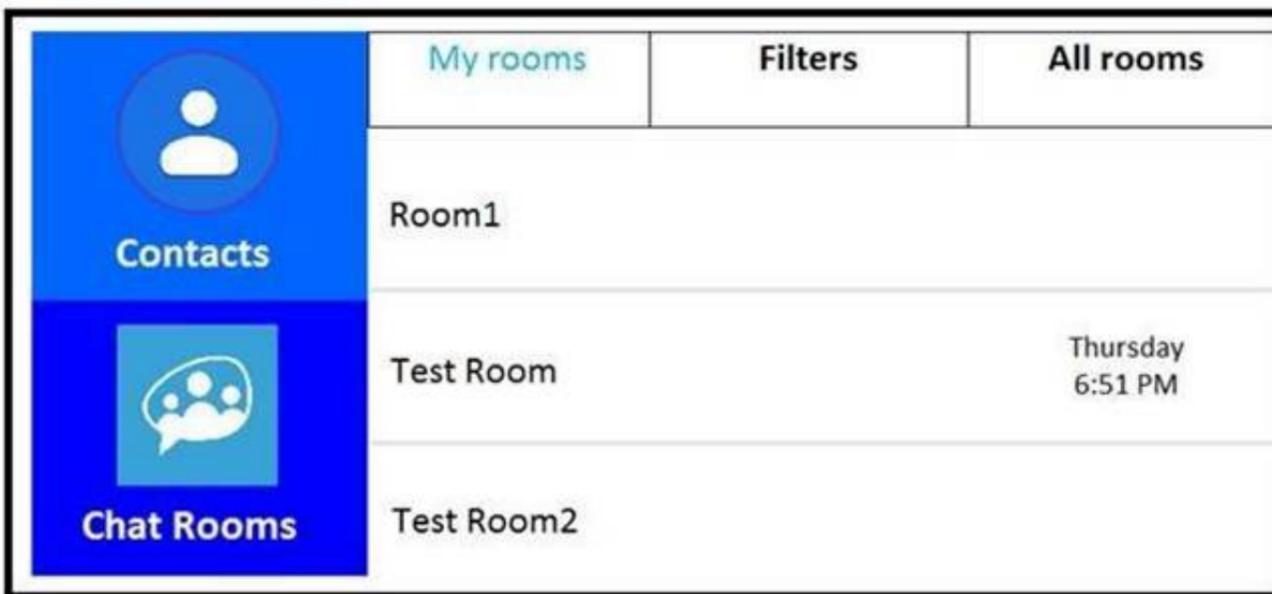
Users report that they cannot see the Chat Rooms icon on their Cisco Jabber clients. This feature works without issue in the lab. An engineer reviews the Cisco IM&P and Jabber configuration and finds that the jabber-config.xml file is configured properly to support this feature. Which activity should be performed on the IM&P server to resolve this issue?

A. Activate Cisco XCP Connection Manager in Cisco Unified Serviceability > Tools > Service Activation.
B. Restart Cisco XCP Message Archiver in Cisco Unified Serviceability > Tools > Control Center – Feature Services.
C. Restart XCP Text Conference Manager in Cisco Unified Serviceability > Tools > Control Center – Network Services.
D. Activate XCP Text Conference Manager in Cisco Unified Serviceability > Tools > Service Activation.

Answer: D

NEW QUESTION 63
An administrator is configuring Cisco Unity Connection call handlers The administrator wants to ensure that all outside callers are played a welcome message and

then are transferred to a live operator The administrator wants to restrict the callers from interrupting the welcome message with key presses Under which call handler menu is this task accomplished?

A. Greetings
B. Transfer Rules
C. Caller Input
D. Message Settings

Answer: C

NEW QUESTION 68

An administrator must Implement toll-fraud prevention on Cisco Unity Connection by using restricted tables. Which action accomplishes this task?

A. Block all numbers that start with 999*.
B. Allow calls to international operators and conference rooms only.
C. Permit calls only to specific domestic long-distance area codes.
D. Allow calls to the international operator only.

Answer: C

NEW QUESTION 73

Refer to the exhibit.

After configuration of the Cisco IM&P cluster in high-availability mode, both IM&P servers remain in the initializing state. Which two actions ensure normal operations of this IM&P high-availability cluster? (Choose two.)

A. Clear the Enable High Availability check box in the Presence Redundancy Group configuration.
B. Confirm that Cisco Presence Engine, Cisco XCP Router, and Cisco DB services are up and running on both IM&P servers.
C. Restart the Server Recovery Manager service in Cisco Unified Serviceability – Network Services on both IM&P servers.
D. Verify that the Cisco XCP SIP Federation Connection Manager service is running.
E. Ensure that an equal number of users are assigned to each IM&P server.

Answer: BC

Explanation:
https://www.cisco.com/c/en/us/support/docs/unified-communications/unified-communications-manager-im-pres

NEW QUESTION 75

Cisco Unity connection ports on cisco UCM are not registering. An engineer receives a packet capture of the link between the two servers to troubleshoot. In which port will this problem be resolved?

A. TCP 1720
B. TCP 2000
C. TCP 5060
D. TCP 2427

Answer: B

NEW QUESTION 77

An engineer is configuring Cisco Unified IM and Presence on-premises SIP Federation. The IM and Presence Service node cannot find the external domain using DNS SRV. Assuming the DNS SRV configuration is Correct. what should the engineer configure next to resolve this issue?

A. A static route that points to the internal interface of the external domain.
B. A static route that points to the external Interface of the external domain.
C. A static route on the external domain points to the external interface.
D. A dynamic route on the external domain that points to the internal Interface.

Answer: B

NEW QUESTION 78

Refer to the exhibit.

An organization is moving from on-premise Exchange to Microsoft Office 365 for email and calendaring. The administrator would like to maintain meeting presence functionality in Jabber clients connected to Cisco IM and Presence after this move. Office 365 certificates must be installed to accomplish this. Which two trust stores should these certificates be uploaded to on Cisco IM and Presence? (Choose two.)

A. cup-xmpp- trust
B. xmpp-fed-trust
C. cup-trust
D. tomcat-trust
E. xmpp-trust

Answer: AD

NEW QUESTION 80

Refer to the exhibit.
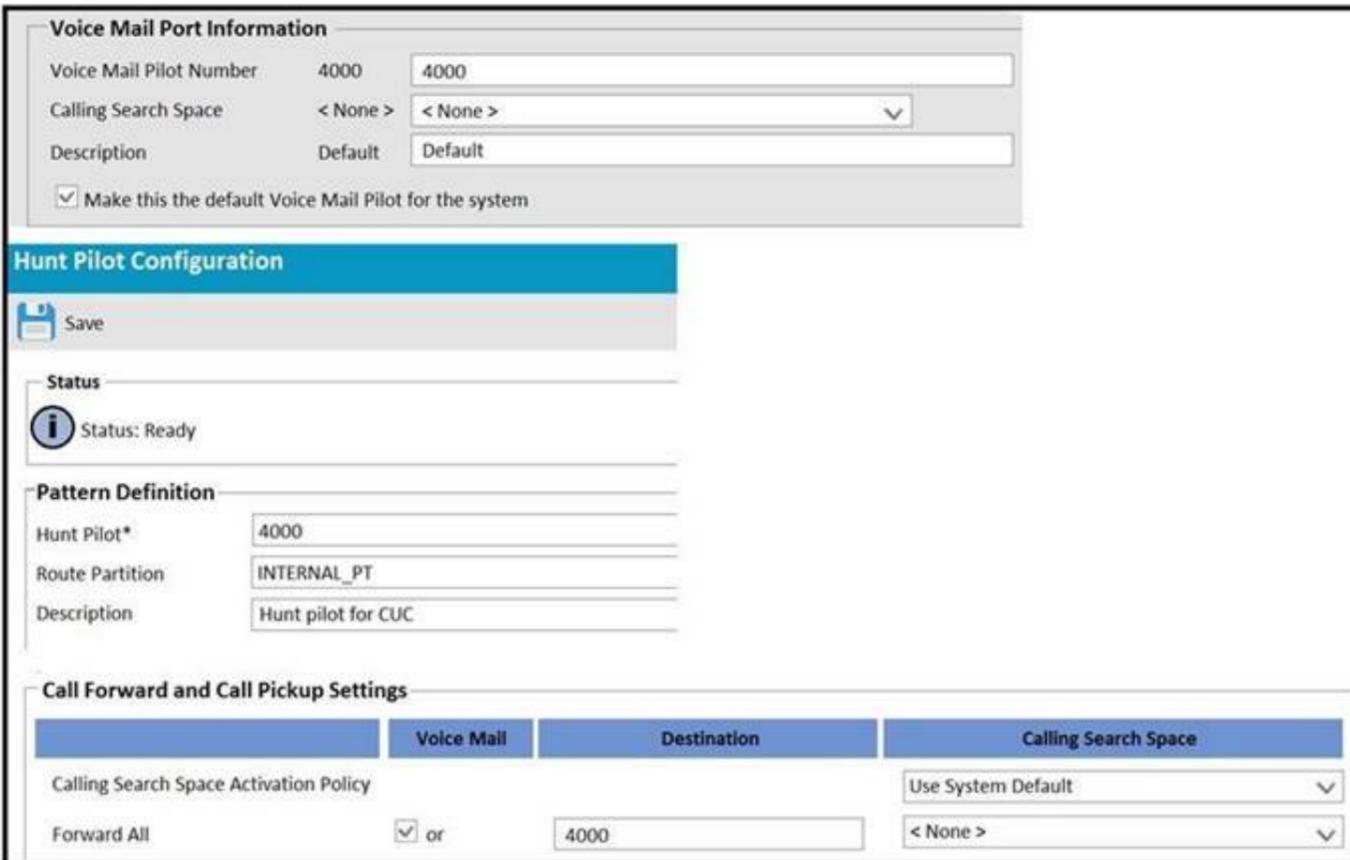
Cisco Unity Connection and Cisco Unified Communications Manager are integrated by using SCCP. The Voice Mail Ports are registered. Users report that calls fail when forwarded to voicemail. Which is a cause of the issue?

A. The call forward and call pickup settings do not have a CSS on Forward All.
B. The Voice Mail Port partition on the CSS of the phone is missing.
C. The Voice Mail Pilot is not configured with a CSS that contains the INTERNAL_PT.
D. The CSS on the Voice Mail Pilot is missing partitions for user phones.

Answer: C

NEW QUESTION 82

An administrator needs to prevent toll fraud on Cisco unity connection. Which action should be taken to accomplish this task?

A. modify the class of restriction
B. set up class of restriction in the Cisco IOS Voice Gateway
C. set up all restriction tables to prevent calls to the operator
D. assign a CSS that does not have calling rights to the caller extension.

Answer: C

NEW QUESTION 84

Which operating system is supported for smart card-based authentication on Jabber and Cisco UCM platforms?

A. Mac OS

B. Linux
C. Chrome OS
D. Windows

Answer: D

NEW QUESTION 87
Which function of the Cisco IM and Presence high availability solution is true?

A. When the server has been restored to a normal state, user sessions remain on the backup server.
B. When an event takes place, the end user sessions are not moved from the failed server to the backup.
C. When the server has been restored, the server automatically fails back.
D. When a high availability event takes place, the end user sessions are moved from the failed server to the backup.

Answer: D

NEW QUESTION 88
An engineer must verify that the DNS SRV entries that are configured have the correct Information. How Is this configuration completed via a Windows machine?

A. Go to Windows Explorer and type nslooku
B. Set the type=internet, and then enter the SRV record.
C. Go to the command prompt and type dnslooku
D. Set the type=si
E. and then enter the SRV record.
F. Go to Internet Explorer and type nslooku
G. Set the type=srv, and then enter the SRV record.
H. Go to the command prompt and type nslooku
I. Set the type=srv, and then enter the SRV record.

Answer: D

NEW QUESTION 92
Refer to the exhibit.

```
Users with Duplicate User IDs

-----------------------------------------------
User ID : user3
  Node Name
  cucm-imp-1
  cucm-imp-2
```

Which two steps resolve the "Users with Duplicate User IDs" message? (Choose two.)

A. Rename the directory URI value for one of the users to ensure that there is no duplication.
B. Rename the User ID value for one user if different users on different clusters have the same User ID assigned.
C. Unassign a user from one of the clusters when the same user is assigned to two different clusters.
D. Assign the duplicate user to the secondary Cisco IM and Presence node.
E. Delete the user ID for the duplicate user ID.

Answer: BC

NEW QUESTION 93
Refer to the exhibit.

```
2014-11-07 09:39:53,855 ERROR [0x00000298] [ice\TelephonyAdapterPhoneDevice.cpp(178)] [TelephonyAdapter]
[TelephonyAdapter  selectDeviceImpl] - switchMode to device [SEP84802D7698D6] failed with error
[eDeviceRegCouldNotOpenDevice]
```

An engineer is troubleshooting an issue with Cisco Jabber for Windows The end-user reports that Cisco Jabber cannot be used to control a Cisco 8841 IP Phone The phone appears in the Jabber client, but there is a red x on the icon for the phone Which end-user option resolves the issue?

A. Standard CTI Allow Reception of SRTP Key Material
B. Standard CTI Allow Calling Number Modification
C. Standard CTI Allow Call Monitoring
D. Standard CTI Allow Control of Phones Supporting Rollover Mode

Answer: D

NEW QUESTION 98
Refer to the exhibit.

An engineer assists a user who reports that the voicemall notifications show correctly on the desk phone are not available in the jabber client. Which action resolves this issue?

A. Reset the Jabber client and have the user sign in again
B. Set the voicemail profile on the user's line on the CSF device.
C. Configure the voicemail profile on the user's service profile
D. Ensure that the voicemail server is listed in the user's CTI profile

Answer: C

NEW QUESTION 102
When implementing dialing behavior in Cisco Unity Connection, which feature prevents calls to long-distance or international phone numbers?

A. restriction tables
B. calling search spaces
C. inbox profiles
D. partitions

Answer: A

NEW QUESTION 103
Refer to the exhibit.

```
Response:
HTTP/1.1 400 Bad Request
Strict-Transport-Security: max-age=31536000
X-Frame-Options: DENY
X-Content-Type-Options: nosniff
Set-Cookie: JSESSIONID=1233ADC137E591GE144792F38123AB09; Patch=/idb/; Secure; HttpOnly
TrackingID: FOS_d0ac0d7b-f4e4-4d83-ba27-d4252e310b88
Cache-Control: no-store
Date: Mon, 06 Jan 2018 10:30:00 GMT
Accept-Ranges: bytes
Server:
Vary: Accept-Charset, Accept-Encoding, Accept-Language, Accept
Access-Control-Allow-Credentials: true
Access-Control-Allow-Headers: Accept,Authorization,Content-Type,TrackingID
Access-Control-Allow-Methods: POST,PUT,PATCH,HEAD,GET,TRACE,CONNECT,OPTIONS,DELETE
Pragma: no-cache
Content-Type: application/json;charset=UTF-8
Connection: close
Content-Length: 176

{"error_description":"The refresh token provided is expired, revoked, malformed, or invalid.","
error":"invalid_request","trackingID":FOS_a12b123c-d123-e123-a127-b420be310188"}
```

Apple Push Notification integration is configured in a Cisco Unified IM and Presence deployment and has been working property. Administrators now report the error "Push notification settings cannot be configured. 400 Bad Request." in the GUI, and HTTP logs are displaying the errors that are shown in the exhibit. Which action solves this issue?

A. Fix the network connectivity to Apple iCloud.
B. Reboot the IM&P cluster.
C. Change the HTTP proxy settings to remove errors in request syntax.
D. Update Refresh Token Manually.

Answer: D

NEW QUESTION 104
A network engineer needs to configure high availability on the Cisco IM and presence cluster. After the configuration was completed and tested, the engineer

noticed on Cisco UCM that the IM and Presence publisher is in "Failed Over" state. Which set of steps must be taken to resolve this issue?

A. Cisco UCM Group Configuration > High Availability > click Fallback
B. BLF Presence Group Configuration > High Availability > select the publisher server > click Restart Services
C. BLF Presence Group Configuration > High Availability > click Fallback
D. Presence Redundancy Group Configuration > High Availability > click Fallback

Answer: D

NEW QUESTION 109
Which description of an IdP server is true?

A. authenticates user credentials
B. provides user authorization
C. is an authentication request that is generated by a Cisco Unified Communications application
D. consists of pieces of security information that are transferred to the service provider for user authentication

Answer: A

Explanation:
SSO uses Security Assertion Markup Language (SAML) to exchange authentication details between an Identity Provider (IdP) and a service provider. The identity provider authenticates user credentials and issues SAML assertions, which are pieces of security information transferred from the identity provider to the service provider for user authentication. Each assertion is an XML document that contains trusted statements about a subject including, for example, username and privileges. SAML assertions are usually digitally signed to ensure their authenticity.

NEW QUESTION 111
The calendaring integration on the Cisco IM and Presence server has not been functioning, which results in the "in a meeting" status not working in Cisco Jabber. Which service log should the engineer use to troubleshoot this issue?

A. Cisco XCP Connection Manager
B. Cisco Jabber Problem Report
C. Cisco Presence Engine
D. Cisco SIP Proxy

Answer: B

NEW QUESTION 115
Digital networking is configured between two Cisco Unity Connection clusters using an HTTPS connection. Which two objects are replicated between these two clusters? (Choose two.)

A. partitions and search spaces
B. user greetings
C. user templates and user greetings
D. call handlers
E. users and their corresponding mailboxes

Answer: AE

NEW QUESTION 117
Drag and drop the steps from the left into the correct order on the right that describes the flow of presence updates when a user manually sets the presence status in Cisco Jabber. Not all options are used.

A. Mastered
B. Not Mastered

Answer: A

Explanation:
Step 1 – A
Step 2 – B Step 3 - D

https://www.ciscolive.com/c/dam/r/ciscolive/emea/docs/2019/pdf/BRKUCC-3347.pdf

NEW QUESTION 118
Refer to the exhibit
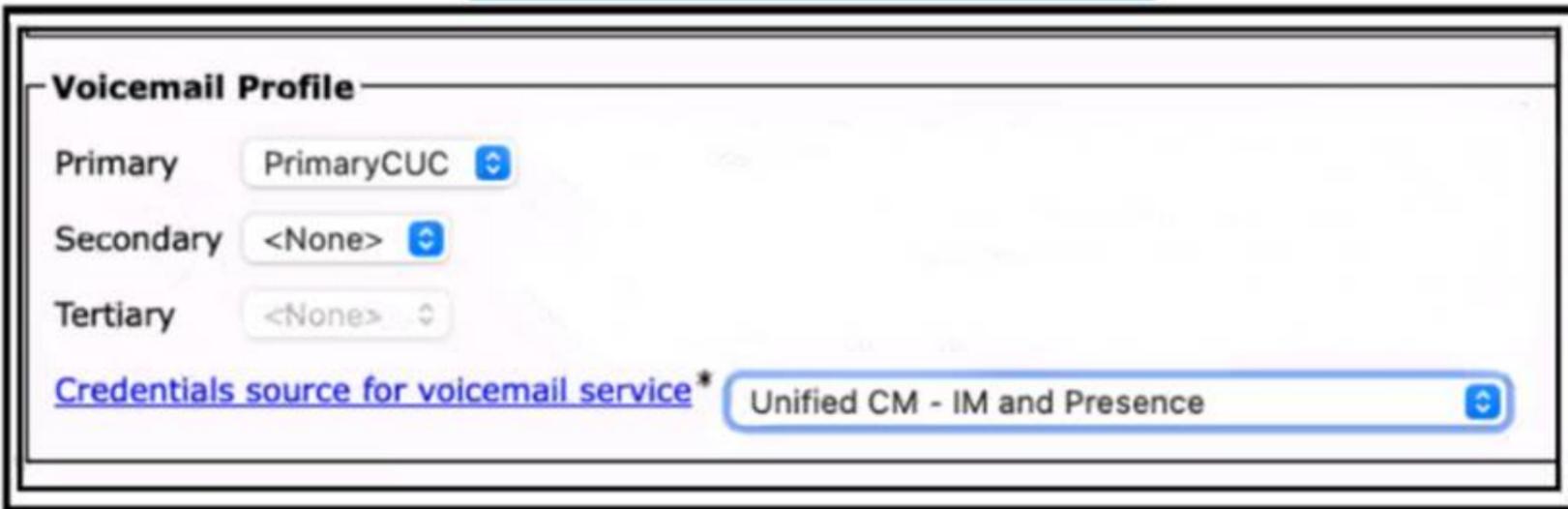
A collaboration engineer is troubleshooting an issue with Cisco Jabber for Windows deployed in phone-only mode The users are reporting that they cannot access voicemail services via the Cisco Jabber for Windows client on the corporate LAN Which steps resolve this issue?

A. Add a secondary voicemail service to Cisco UCM to allow Cisco Jabber users to receive voice messages
B. Apply the voicemail service to a service profile so that the client can retrieve the settings
C. Update the jabber-config xml file with the correct voicemail parameters and restart the appropriate services
D. Add a primary voicemail service to Cisco UCM to allow Cisco Jabber users to receive voice messages

Answer: D

NEW QUESTION 121
Which two child elements can be in an XMPP message stanza? (Choose two.)

A.
B.
C.
D. <body/>
E.

Answer: DE

Explanation:
As described under extended namespaces, a message stanza MAY contain any properly-namespaced child element.
In accordance with the default namespace declaration, by default a message stanza is qualified by the
'jabber:client' or 'jabber:server' namespace, which defines certain allowable children of message stanzas. If the message stanza is of type "error", it MUST include an <error/> child; for details, see [XMPPCORE]. Otherwise, the message stanza MAY contain any of the following child elements without an explicit namespace declaration:
<body/>

NEW QUESTION 125
An engineer Is assisting a user who Is reporting Jabber Presence Issues. Whenever the user Is on an active call, Cisco Jabber does not show the user as active when on a call. However, the user can set the presence status manually, and that status shows correctly. Which action resolves the issue?

A. Assign the user to a different Presence Redundancy Group.
B. Restart the XCP Router service.
C. Set the Owner ID on the users desk phone.
D. Associate the user to the line on the Directory Number Configuration page.

Answer: D

NEW QUESTION 127
Refer to the exhibit

A collaboration engineer is troubleshooting an issue where a user is reporting that instant messages are not reaching the intended recipient The engineer is unable to see the full instant message in the trace file In which trace in the transaction must the engineer resolve this issue?

A. XCP Router
B. Client Profile Agent
C. Presence Engine
D. XCP Connection Manager

Answer: A

NEW QUESTION 128
Refer to the exhibit.
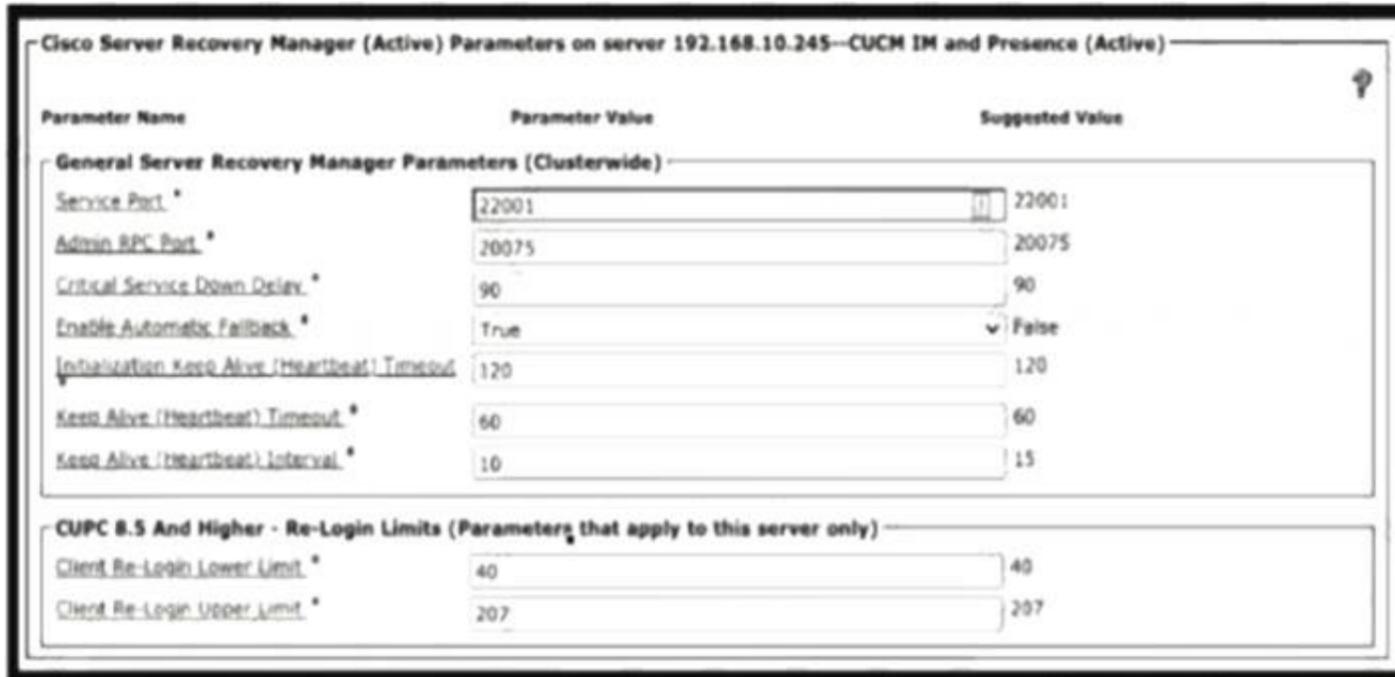
A collaboration engineer restored a failed primary node of an active/standby IM and presence subcluster. The engineer notices that users fallback to the node occurred. Which action resolves this issue?

A. Reboot the primary node
B. Wait for the primary node to establish 30 minutes of uptime
C. Modify the Client Re-Login Limits
D. Set the Keep-Alive (Heartbeat) interval to 15.

Answer: C

NEW QUESTION 130
A collaboration engineer restored a failed primary node of an active/standby IM and presence subcluster with the server Recovery manager set to defaults. The engineer notices that the user is still assigned to the secondary server. Which action resolves this issue?

A. Select the Fallback button under Presence Redundancy Group Configuration
B. Wait for 30 minutes for automatic fallback to occur
C. Modify the DNS SRV records to point back to the primary server
D. Restart the services on the primary server

Answer: A

NEW QUESTION 134
What is the primary mechanism in Cisco Unity Connection that is used for toll fraud prevention?

A. restriction tables
B. fraud tables
C. transfer rules
D. calling search spaces

Answer: A

NEW QUESTION 138
Which service must be activated on Cisco Unity Connection to utilize LDAP synchronization?

A. Cisco Tomcat
B. Cisco Sync Agent
C. Cisco DirSync
D. Cisco RIS Data Collector

Answer: C

NEW QUESTION 143
A collaboration engineer troubleshoots an Issue with Cisco IM and Presence federated with Microsoft Skype for Business. A Cisco Jabber user reports being unable to see the presence status of a user on Microsoft Skype for Business when searching for the Microsoft user. Which action resolves this issue?

A. Disable TLS for the federation.
B. Configure the federation to use the XMPP protocol.
C. Add a static route on Cisco IM and Presence to the Skype for Business domain.
D. Have the Jabber user add the Skype for Business user to the Jabber contact list.

Answer: A

NEW QUESTION 146
Which CLI command is used to collect traces from the Cisco Presence engine for seven days?

A. file build log cisco_presence_engine 7
B. file build log cisco_presence 168
C. file build log presence_engine 7
D. file build log presence_engine 168

Answer: A

NEW QUESTION 151
Refer to the exhibit

A collaboration engineer is troubleshooting a Cisco Jabber for Windows client issue. The end user is reporting that they cannot control the desk phone from the Cisco Jabber client Which action must the engineer take to resolve this issue?

A. Associate the User with the desk phone under the user configuration page on Cisco UCM
B. Select "Primary Line" under the user configuration page on Cisco UCM
C. Add the "Allow control of the device from the CTI" option under the client services profile configuration page
D. Add the "Allow control of the device from the CTI" option under the desk phone configuration page

Answer: D

NEW QUESTION 154
Refer to the exhibit

Users complain that the message waiting light on the IP phone does not light up when receiving a new voicemail With which codec must the engineer configure a dial peer on Cisco UCME for MW1 traffic to resolve this issue?

A. G.729r8
B. G.729ar8
C. G.711ulaw
D. G.711alaw

Answer: C

NEW QUESTION 159
How is automatic fallback enabled on a Cisco IM and Presence server?

A. In IM and Presence Service Parameter Configuration > Cisco Server Recovery Manager, change the Failover parameter to True.
B. In Communications Manager Service Parameter Configuration > Cisco Server Recovery Manager, change the Enable Automatic Fallback parameter to True.
C. Automatic fallback is enabled by default.
D. In the Presence Redundancy Group Configuration > Cisco Unified Communications Manager, check the Enable Automatic Fallback parameter.

Answer: B

NEW QUESTION 161
Refer to the exhibit.

```
---Log snippet---

2018-12-27 11:02:05, 430 INFO [0x0000015c]
[re\dnsutils\win32\win32DnsUtils.cpp(343)] [csf.dns]
[csf::dns::DnsUtils::executeSRVRecordQuery] – About to make DNS SRV record query
'_cisco-uds._tcp.example.com.'
2018-12-27 11:02:05, 430 WARN [0x0000015c]
[src\dnsutils\win32\win32DnsUtils.cpp(52)] [csf.dns]
[csf:dns::mapFromWindowsDNSResult] - *-----* DNS query _cisco-
uds._tcp.example.com. has failed: DNS name does not exist.
 (9003).
2018-12-27 11:02:05, 430 INFO [0x0000015c]
[rc\dnsutils\win32\win32DnsUtils.cpp(343)] [csf.dns]
[csf::dns::DnsUtils::executeSRVRecordQuery] – About to make DNS SRV record query
'_cuplogin._tcp.example.com.'
2018-12-27 11:02:05, 435 WARN [0x0000015c]
[src\dnsutils\win32\win32DnsUtils.cpp(52)] [csf.dns]
[csf::dns::mapFromWindowsDNSResult] - *-----* DNS query
_cuplogin._tcp.example.com. has failed: DNS name does not exist.
 (9003).
```

Troubleshooting an internal Jabber login issue and you see this logging snippet from the Jabber PRT file. You already checked that the Jabber client has a connection to the correct DNS server. Which DNS record is missing for service discovery of Cisco Unified Communications Manager for the login process to proceed further?

A. A record for the Cisco Unified Communications Manager
B. SRV record _cisco-uds._tcp.example.com
C. A record _cuplogin._tcp.example.com
D. SRV record _cuplogin._tcp.example.com

Answer: B

NEW QUESTION 166
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