

# Cisco

## Exam Questions 300-810

Implementing Cisco Collaboration Applications (CLICA)



**NEW QUESTION 1**

Which SAML component specifies the mapping of SAML assertion protocol message exchanges with standard messaging formats or communication protocols such as SOAP exchanges?

- A. SAML binding
- B. SAML assertion
- C. SAML profiles
- D. SAML protocol

**Answer:** A

**NEW QUESTION 2**

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 3**

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

Service Provider Authorization request	Step 1
SSO Mode Discovery	Step 2
IDP Authentication	Step 3
Service Provider Authentication	Step 4

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

SSO Mode Discovery
IDP Authentication
Service Provider Authentication
Service Provider Authorization request

**NEW QUESTION 4**

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 5**

An engineer is troubleshooting an MWI issue between Unity Express and CallManager Express. In the debug SIP logs, the engineer can see CallManager Express responding to Unity Express with a 488 Not Acceptable Media message. Which action resolves the issue?

- A. Ensure that codec G.722 is configured in the dial peer.
- B. Ensure that codec G.711ulaw is configured in the dial peer.
- C. Ensure that codec G.711alaw is configured in the dial peer.
- D. Ensure that codec G.729 is configured in the dial peer.

**Answer: B**

**NEW QUESTION 6**

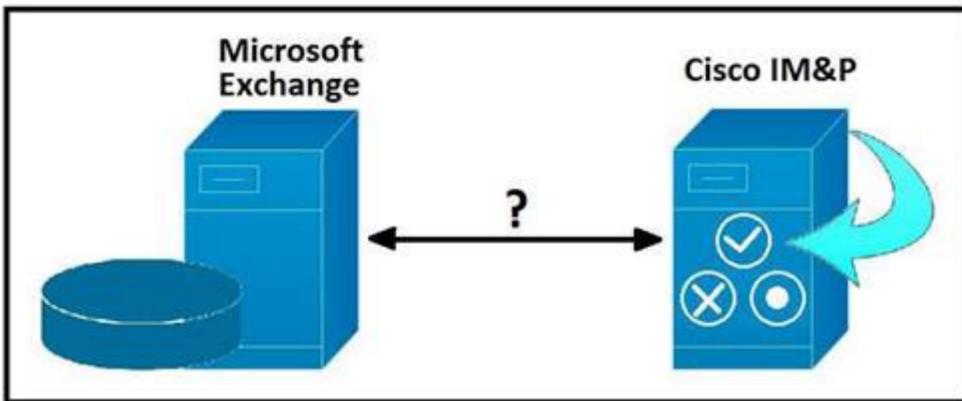
An engineer needs to configure the Cisco Unity connection Auto-attendant feature to transfer calls to a specific destination, maintain control of the transfer, and take a defined administrative action upon failure. How is this accomplished?

- A. Consult Transfer
- B. Supervised Transfer
- C. Release to Switch
- D. HookFlash Transfer

**Answer: A**

**NEW QUESTION 7**

Refer to the exhibit.



Which protocol is used for communication between Cisco IM and Presence and Microsoft Exchange Server?

- A. POP3
- B. IMAP
- C. EWS
- D. XMPP

**Answer: C**

**NEW QUESTION 8**

An administrator must configure a system distribution list for the IT staff that must be reachable via voice recognition using either the phrases "service desk" or "Help desk". Which advanced distribute list feature should be used to accomplish this task?

- A. Alternate Greeting
- B. Alternate Extension
- C. Alternate Name
- D. Alternate Diction

**Answer: C**

**NEW QUESTION 9**

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 10**

Which two steps are needed to configure high availability in Cisco IM and presence? (choose two.)

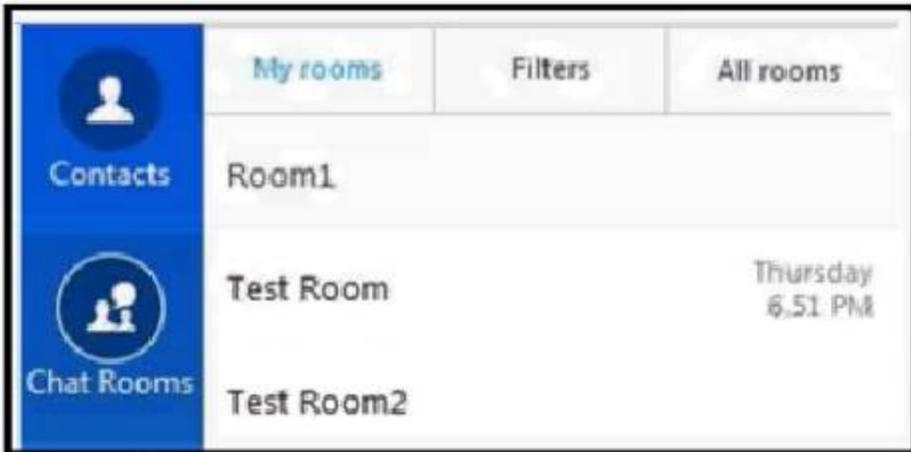
- A. Enable the Failover Check box

- B. Configure CUP administrator
- C. Assign the subscriber to the redundancy group
- D. Select the enable high availability checkbox and save the configuration change
- E. Configure the CUP AXL user.

**Answer:** CD

**NEW QUESTION 10**

Refer to the exhibit.



Persistent Chat is configured in the Cisco IM and Presence server using PostgreSQL as the back-end database. Users report that the Chat Rooms icon is missing from their Cisco Jabber clients. Which action should the administrator take to resolve this issue?

- A. Start the Cisco XCP Message Archiver.
- B. Start the Cisco XCP Text Conference Manager.
- C. Restart the Cisco XCP Directory Service
- D. Restart the Cisco XCP XMPP Federation Connection Manager.

**Answer:** B

**NEW QUESTION 13**

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 16**

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 18**

An organization has two Cisco IM and Presence clusters: one in the Americas and one in EMEA. Both clusters connect via an intercluster peer. Each Cisco IM and Presence cluster has four nodes logically divided into two subclusters with high availability enabled with its local peers. When the Cisco IM and Presence publisher node in the Americas fails, to where are the users failed over?

- A. Cisco IM and Presence publisher in EMEA
- B. in the different logical group
- C. Cisco IM and Presence subscriber in the Americas, in the different logical group
- D. Cisco IM and Presence subscriber in EMEA
- E. in the same logical group with IM and Presence publisher
- F. Cisco IM and Presence subscriber in the Americas, in the same logical group with IM and Presence publisher

**Answer:** D

**NEW QUESTION 20**

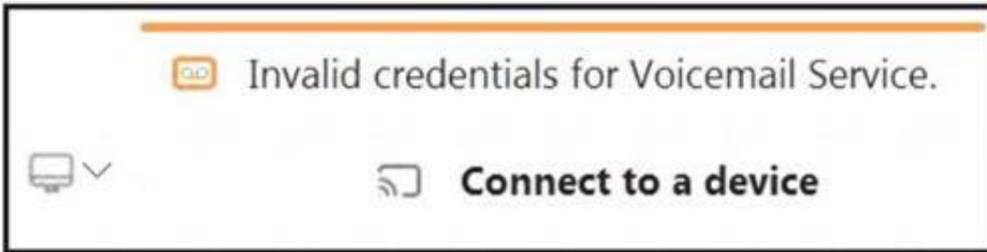
An administrator is configuring Cisco Unity Connection call handlers. The administrator wants to ensure that all outside callers are played a welcome message and then are transferred to a live operator. The administrator wants to restrict the callers from interrupting the welcome message with key presses. Under which call handler menu is this task accomplished?

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

Answer: C

**NEW QUESTION 23**

Refer to the exhibit.



A Jabber user is unable to access voicemail. During troubleshooting, an administrator captures this screenshot. What are the two ways to resolve this issue? (Choose two.)

- A. Ask the user to click on the "Connect to a device" button and use the correct username and password.
- B. Ensure the user is not locally created on Cisco Unity Connection with a password expiring separately from the password that is used for Jabber.
- C. Make sure the Jabber service profile created in Cisco UCM contains Unity Connection UC service with a voicemail server configured.
- D. Ask an administrator to create an account for this user in Cisco Unity Connection but remove the Unity Connection UC service from the Cisco UCM Jabber service profile. Check if "OAuth with Refresh Login Flow" is enabled on Cisco Unity Connection but disabled in Cisco UCM.

Answer: AB

**NEW QUESTION 27**

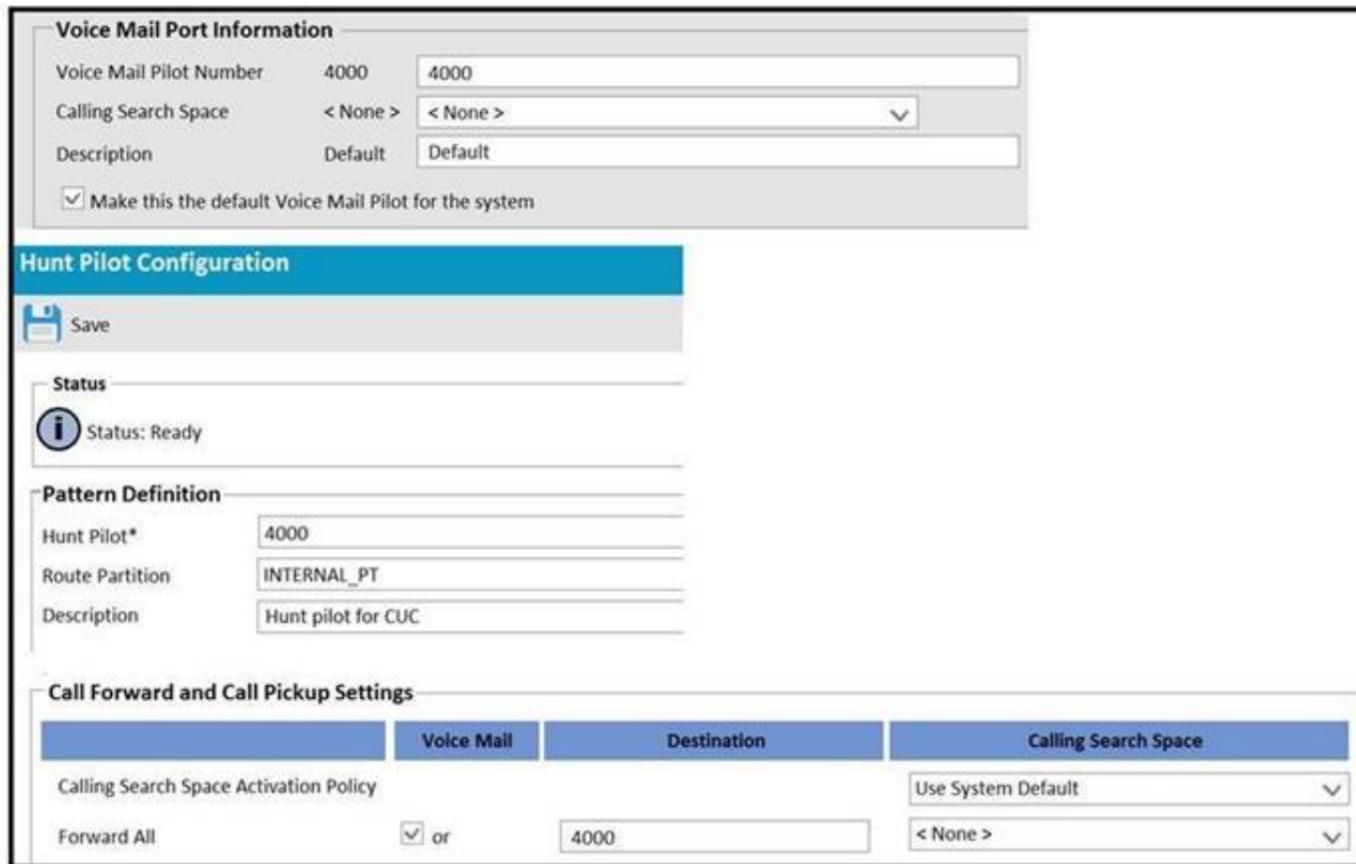
When Cisco IM and Presence is configured to use automatic fallback, how long does the Server Recovery Manager service wait for a failed service/server to remain active before an automatic fallback is initiated?

- A. 10 minutes
- B. 20 minutes
- C. 30 minutes
- D. 1 hour

Answer: C

**NEW QUESTION 30**

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 33**

Refer to the exhibit.

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

Which end-user option can resolve this issue?

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

**Answer: C**

**Explanation:**

<https://community.cisco.com/t5/collaboration-applications/jabber-for-windows-cannot-control-8841-desk-phone>

**NEW QUESTION 35**

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 nslookup
- B. Set the type=internet, and then enter the SRV record.
- C. Go to the command prompt and type dnslookup
- D. Set the type=si
- E. and then enter the SRV record.
- F. Go to Internet Explorer and type nslookup
- G. Set the type=svr, and then enter the SRV record.
- H. Go to the command prompt and type nslookup
- I. Set the type=svr, and then enter the SRV record.

**Answer: D**

**NEW QUESTION 40**

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 45**

An engineer must configure open SIP Federation on cisco IM and presence using cisco Expressways with the additional requirement not to allow a specific list if domains and allow all other domains that are not specified. How is this additional requirement met?

- A. Configure default static routes for each blocked domain with an invalid next-hop IP address.
- B. Add a static route for each blocked domain and keep the "Block Route" checkbox checked.
- C. Block the specified SIP domains on the Expressway
- D. Add each allowed domain as a SIP Federated domain.

**Answer: C**

**NEW QUESTION 50**

When trying to send a call out of Cisco Unity Connection, what happens when enabling the transfer to an alternate contact number, located under caller input?

- A. The restriction table is checked when an administrator changes the extension number via the Cisco Unity Connection admin page.
- B. The restriction table is not checked when an administrator changes the extension number via the Cisco Unity Connection admin page.
- C. The restriction table is not checked when a user changes the extension number via a TUI conversation.
- D. The restriction table is not checked when a user changes extension number via the Cisco Unity Connection Cisco PCA page.

**Answer: B**

**NEW QUESTION 55**

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 60**

Which step is the first for web-based single sign-on login?

- A. Authenticate.
- B. Redirect to IdP to get authenticated.
- C. Present authentication assertion.
- D. Request access to protected service.

**Answer:** D

**NEW QUESTION 61**

A jabber user reports that they receive pop-up windows warning about untrusted certificates when they attempt to log in to jabber without receiving the certificate warnings. Which two actions resolve this issue? (Choose two.)

- A. Add the certificates to the client machine's local certificate store or keychain
- B. Reinstall the Jabber client using the /quiet option
- C. Configure Jabber with the INVALID\_CERTIFICATE\_BEHAVIOR option set to "RejectAndNotify."
- D. Replace self-signed certificates with certificates signed by a CA
- E. Move the user to a different Presence Redundancy Group

**Answer:** AD

**NEW QUESTION 62**

What prevents toll fraud on voicemail ports?

- A. IP address trusted list on the PSTN gateway
- B. CSS
- C. Block OffNet to OffNet Transfer service parameter
- D. FAC

**Answer:** B

**NEW QUESTION 64**

A collaboration engineer is configuring service discovery for Cisco Jabber clients with an on-premises Cisco IM and Presence deployment Clients on the corporate network are working Clients on the public internet cannot locate the corporate services What must the engineer configure to enable service discovery for these clients?

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- 
- 

- A. Option A
- B. Option B
- C. Option C
- D. Option D

**Answer:** D

**NEW QUESTION 68**

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 user's desk phone.
- D. Associate the user to the line on the Directory Number Configuration page.

**Answer:** D

**NEW QUESTION 71**

Refer to the exhibit.



An administrator is configuring the auto-attendant script for a Cisco Unity Express Integration to Cisco UCME and wants to play the “busOpenprompt” wave file when it is not a holiday. How should the script be configured to accomplish this goal?

- A. Check the Business Hours only if the "Is Holiday" prompt returns a "Yes".
- B. Swap me Open and Closed branches in the script.
- C. Check the Business Hours only if the "Is Holiday" prompt returns a "No".
- D. Swap the “busOpenPrompt” with “busclosedPrompt”.

**Answer: C**

**NEW QUESTION 73**

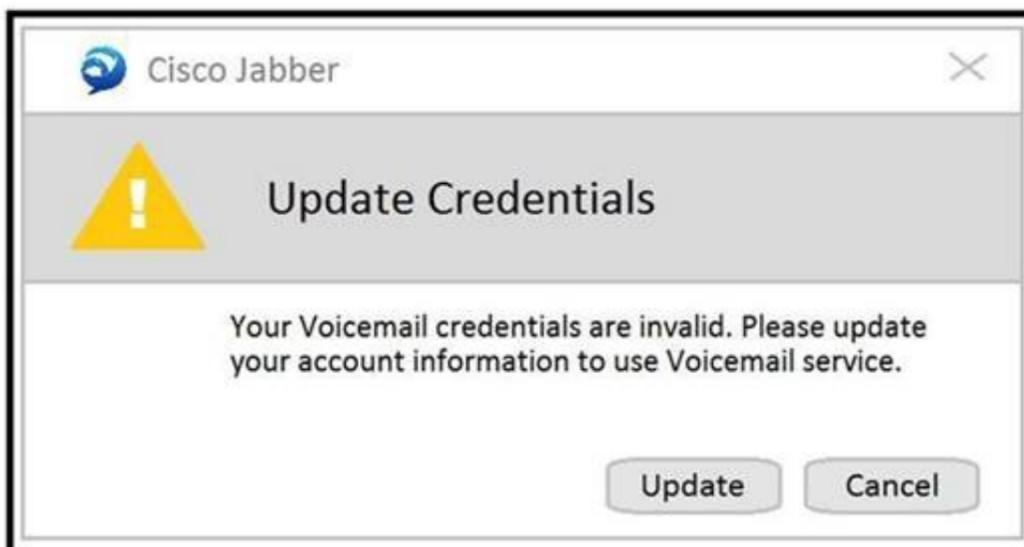
A collaboration engineer is troubleshooting Apple push notification Issues and calls Cisco TAC for assistance. The Cisco TAC Engineer indicates that diagnostic information has not been received for the cluster. Which action resolves this issue?

- A. Temporarily enable manual downloads of log files from the Cisco Cloud Onboarding page on Cisco UCM.
- B. Temporarily disable push notifications so that Cisco UCM can generate the diagnostics log files.
- C. Enable "Send encrypted PII to the Cisco Cloud for troubleshooting" on the Cisco Cloud Onboarding Configuration page.
- D. Enable "Send Troubleshooting Information to the Cisco Cloud" on the Cisco Cloud Onboarding Configuration page.

**Answer: D**

**NEW QUESTION 78**

Refer to the exhibit.



Which action allows a remote Cisco Jabber user utilizing Mobile and Remote Access to automatically log in to a Cisco Unity Connection voicemail box via OAuth?

- A. Add CUCM under System Settings > Authz Servers in Cisco Expressway-E.
- B. Add CUCM under System Settings > Authz Servers in Cisco Expressway-C.
- C. Add CUCM under System Settings > Authz Servers in Cisco Unity.
- D. Add CUCM under System Settings > Authz Servers in Cisco Unity Connection.

**Answer: D**

**NEW QUESTION 81**

An administrator is setting up the Cisco Unified IM and Presence on-premises high availability feature and wants the Server Recovery Manager to initiate failover after 90 seconds. However, failover is happening after 60 seconds How is this issue corrected?

- A. Change peer Heartbeat Timeout to 90 seconds.
- B. Change Keep Alive (Heartbeat) Interval to 90 seconds
- C. Change critical service delay to 90 seconds.
- D. Change keep Alive (Heartbeat) Timeout to 90 seconds.

**Answer: D**

**NEW QUESTION 85**

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