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
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 3
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.)
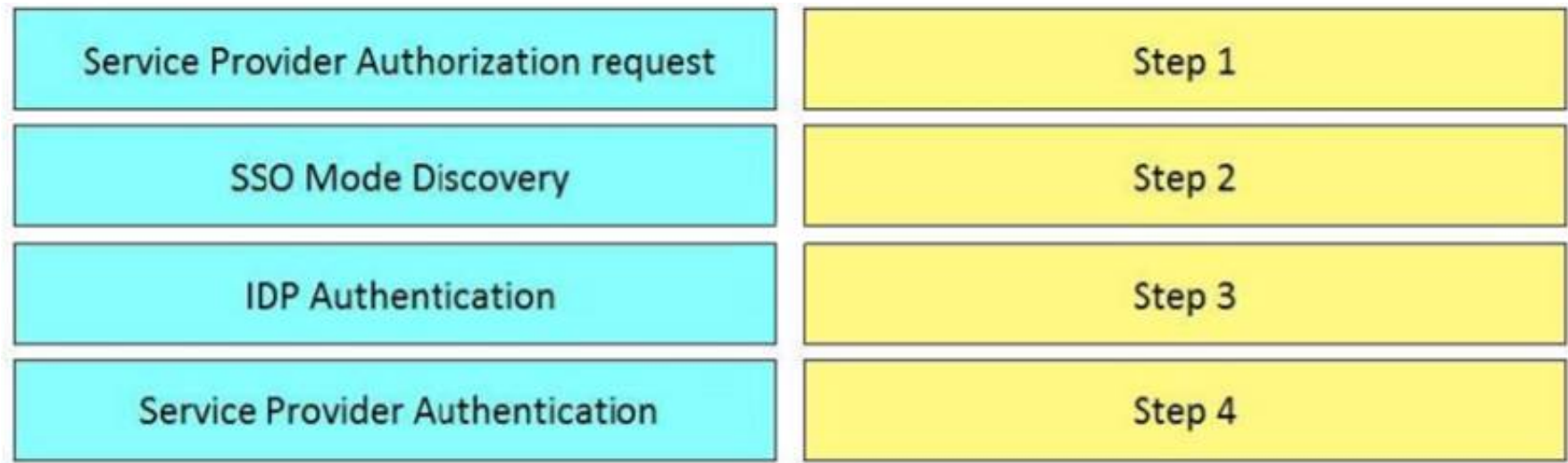
_cuplogin._tcp.domain.com

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 4
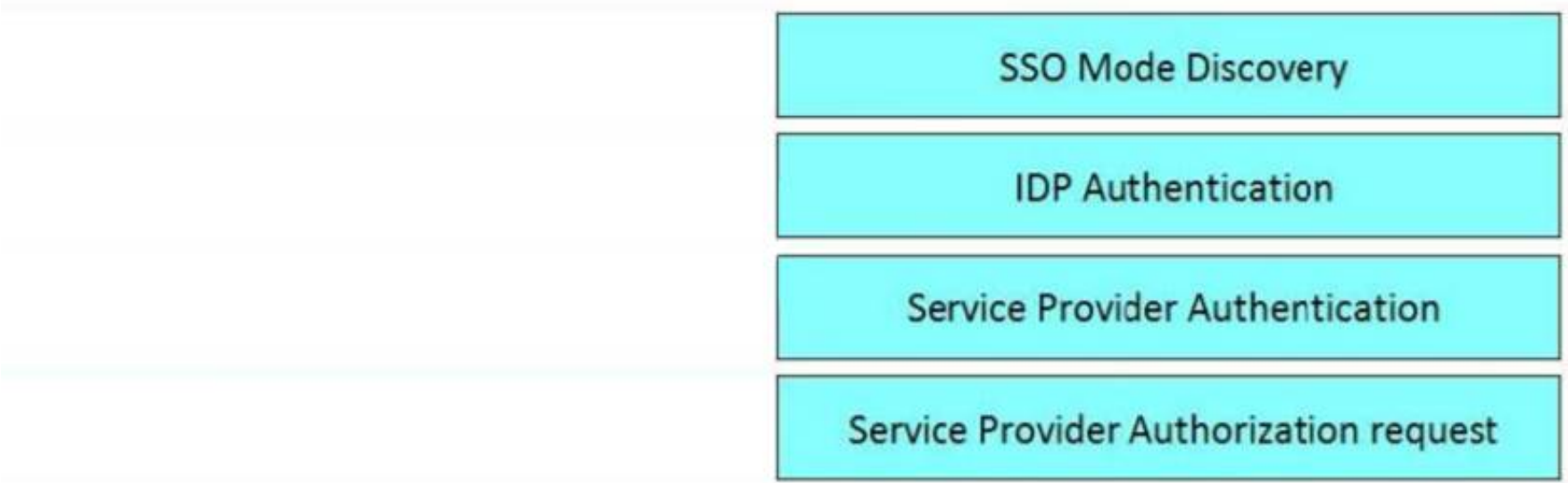Drag and drop the events for an on-premises Jabber SAML SSO flow from the left into the correct order on the right.

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 5
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 6
An engineer is checking the Cisco Unified Communications Manager and Cisco Unity Connection integration and presses the Message button on a phone to check the voicemail. Which action does Cisco Unified CM take?

A. Cisco Unified CM looks up the voicemail pilot configured to dial.
B. Cisco Unified CM routes the configured hunt pilot to Unity Connection.
C. Cisco Unified CM looks up the hunt pilot configured to dial.
D. Cisco Unified CM sends an AXL query to Unity Connection.

Answer: A

NEW QUESTION 7
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?
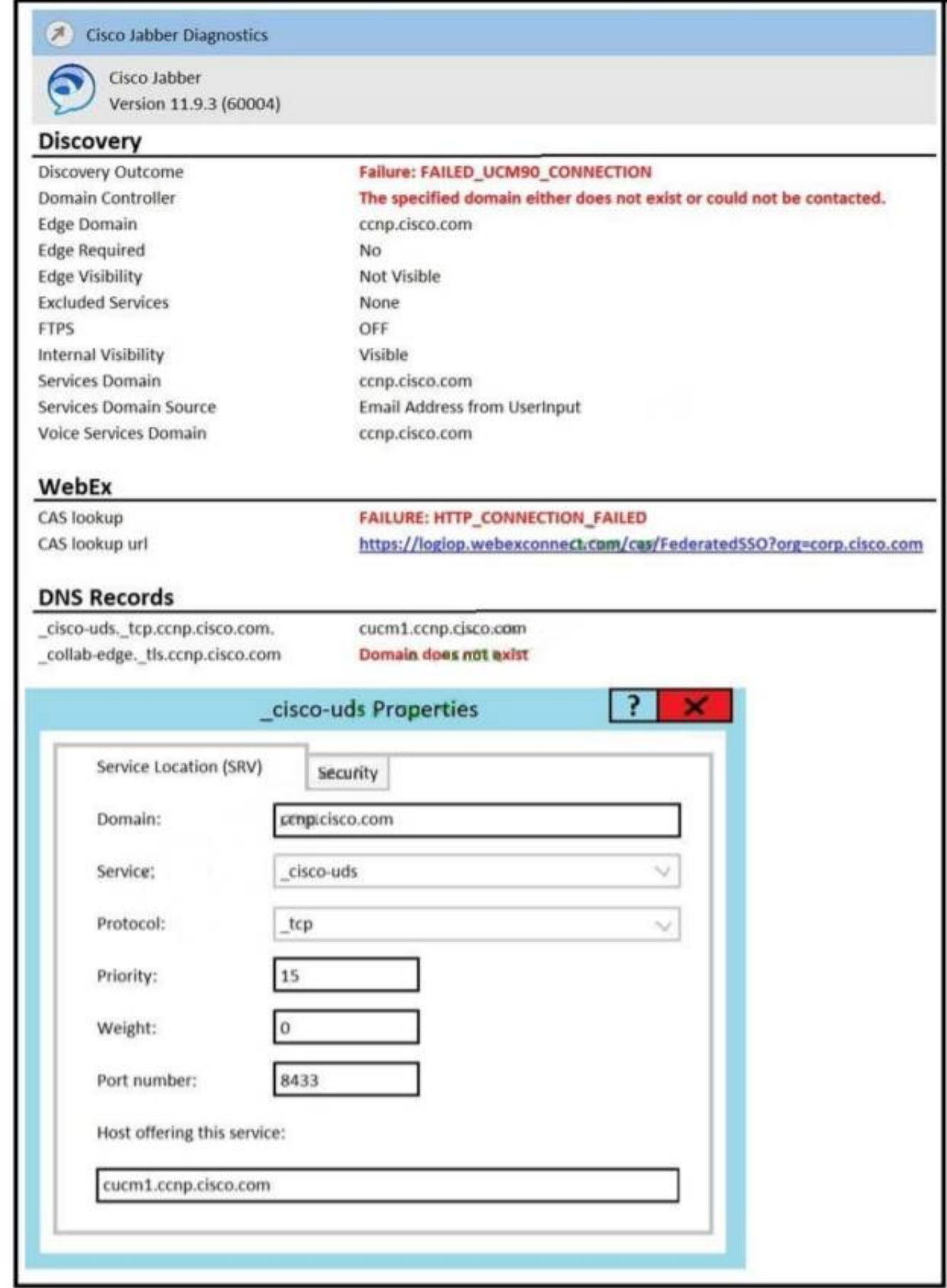
A. while logged into IM and Presence server Administration, go to 'Messaging', then Settings", and check the checkbox for the 'Enable persistent chat for mobile" field
B. add the <Persistent_Chat_Mobile_Enabled>false</Persistent_Chat_Mobile_Enabled> line to the Jabber configuration file that is used 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 8
Refer to the exhibit.

Users connected to the internal network report a "Cannot communicate with the server" error while trying to log in to Cisco Jabber using auto service discovery. The Jabber diagnostics and the SRV record configuration are as shown in the exhibit. The host cucm1.ccnp.cisco.com is correctly resolved by the user desktops with the Cisco Unified Communications Manager IP address. Why is the user not able to log in?

A. SRV protocol is not set up correctl
B. It should be _tls instead of _tcp.
C. Marking weight as 0 on the SRV record makes it inactive, so Jabber cannot discover the Cisco Unified CM.
D. The port specified on the SRV record is wrong.
E. The domain ccnp.cisco.com does not exist on the DNS server.

Answer: C

NEW QUESTION 9
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 10
A collaboration engineer is configuring SIP interdomain federation for Cisco IM and Presence. The external domain cannot be discovered using DNS SRV. If the external enterprise domain is ciscocollab.com, what destination pattern should the engineer use for a static route?

A. com.ciscocollab.*
B. _sipfederationtls._tcp.ciscocollab.com
C. *.ciscocollab.com,*
D. .ciscocollab.com

Answer: B

NEW QUESTION 10
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 11
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 16
An organization has two Cisco IM and Presence clusters: one in the Americas and one in EMEAR. 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 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 22
Which SIP request type is used by Cisco Unity Connection to inform Cisco Unified Communications manager that the Message Waiting Indicator must be turned on or off for a specific line?

A. NOTIFY
B. UPDATE
C. SUBSCRIBE
D. PUBLISH

Answer: A

NEW QUESTION 24
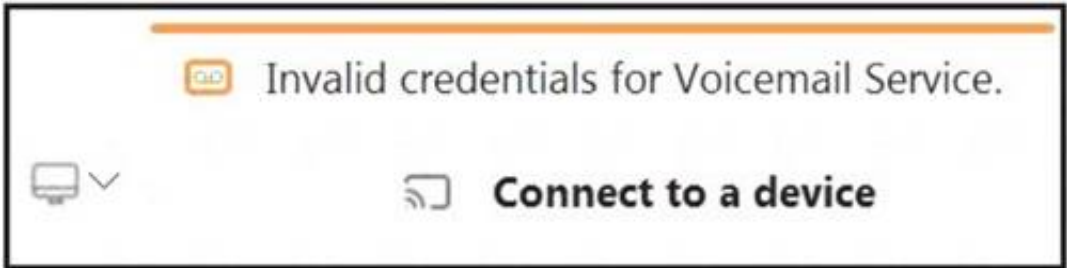What are two authentication mechanisms for identity provider authentication? (Choose two.)

A. UID
B. PKI/CAC
C. ACS
D. Password only
E. Kerberos

Answer: BC

NEW QUESTION 25
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 28
Drag and drop the steps of the SAML SSO process from the left into the order on the right.

A. Mastered
B. Not Mastered

Answer: A

Explanation:

The browser issues an HTTPS GET request to the IdP.	The service provider generates a SAML authentication request.
The IdP checks for a valid browser session.	The service provider redirects the request to the browser.
The IdP generates a SAML response.	The browser issues an HTTPS GET request to the IdP.
The service provider generates a SAML authentication request.	The IdP checks for a valid browser session.
The service provider redirects the request to the browser.	The IdP generates a SAML response.
The service provider validates the digital signature.	The service provider validates the digital signature.
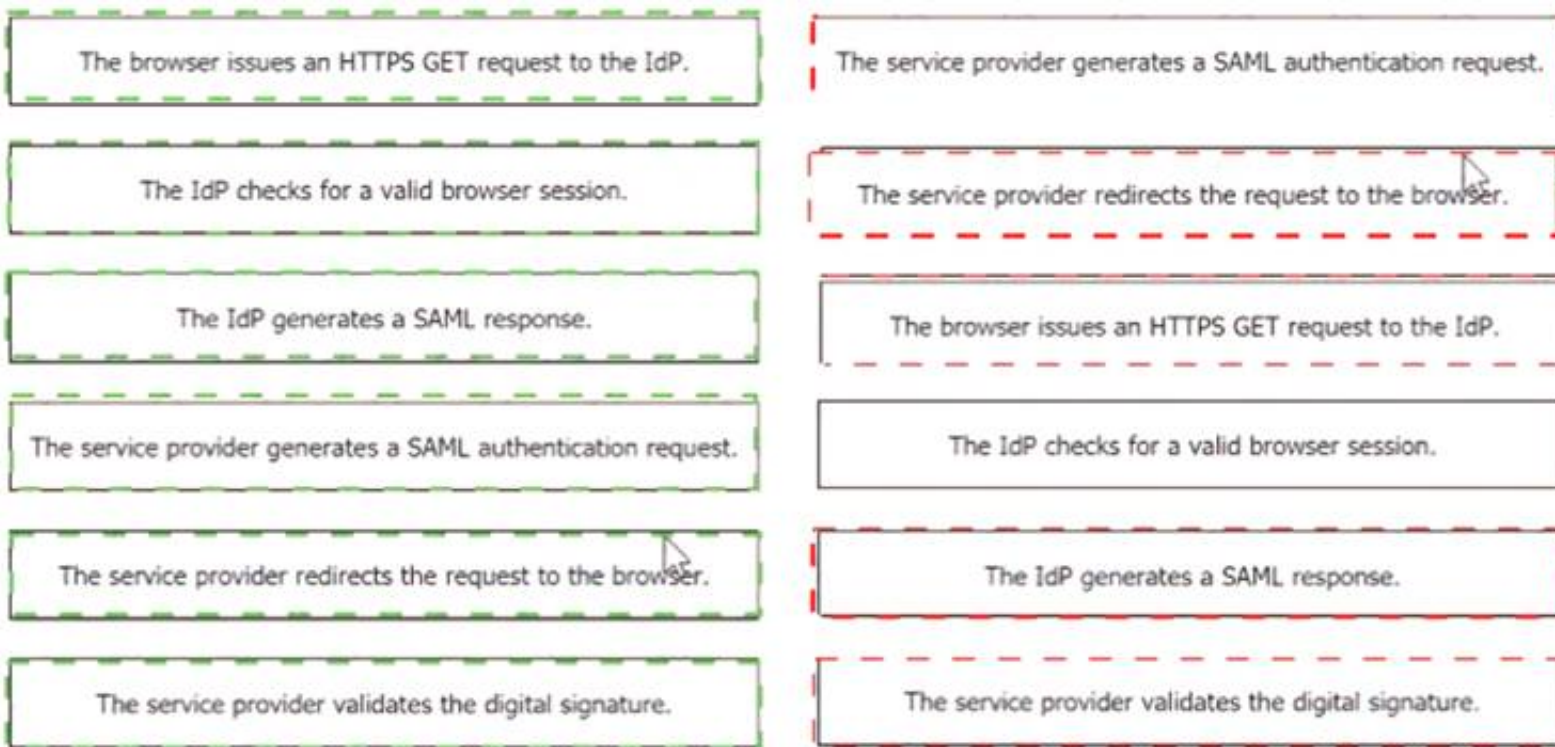
NEW QUESTION 29
A collaboration engineer wants to stop fraudulent calls to the PSTN that are being made through Cisco Unity Connection Cisco Unity Connection is integrated with Cisco UCM via the SCCP protocol Which action accomplishes this goal?

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

Answer: B

NEW QUESTION 34
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 39
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 42
An engineer is working on a cisco unity Express system and notices that users that exist on the integrated cisco UCME are missing from Cisco Unity Express. Which two actions using the GUI resolve this discrepancy? (Choose two)

A. Use the Synchronize task under the User ID field.
B. Use the Synchronize System under MWI
C. Use the Synchronize Information under Administration
D. Import the users using a CSV file.
E. Add the missing users manually to Cisco Unity Express

Answer: BE

NEW QUESTION 43
Which Cisco Unified Connections Manager service is required for users to control their desk phones using Cisco Jabber?

A. Cisco CTIManager
B. Cisco CTL Provider
C. Cisco Presence Engine
D. Cisco Serviceability Reporter

Answer: A

NEW QUESTION 47
Refer to the exhibit.

Direct Routing Rules in Descending Order of Precedence				
Display Name	**Status**	**Dialed Number**	**Calling Number**	**Phone System**
NewYork AA	Active	11112222		
Attempt Sign In	Active			
Chicago_AA	Active	22221111		
Opening Greeting	Active			

Forwarded Routing Rules in Descending Order of Precedence				
Display Name	**Status**	**Dialed Number**	**Calling Number**	**Forwarding Station**
Attempt Forward	Active			
Dallas AA	Active	2222		
Arizona AA	Active	11112222		
Opening Greeting	Active			

Calls that are not answered by the user are for the location. If the user at extension 11112222 does not have a voice mailbox, which rule is utilized when Cisco Unity Communication receives the forwarded call?

A. NewYork_AA
B. Attempt Sign In
C. Arizona_AA
D. Opening_Greeting

Answer: C

Explanation:
"When Unity Connection receives a call, it first determines if it is a direct or forwarded call based on the call information that is sent by the phone system, and then applies the applicable call routing table. If the call information matches all of the conditions for the first rule, the call is routed as specified in the rule. If any of the conditions specified in the first rule are not met, the call information is then compared to the conditions of the second rule, and so on, until a rule is found that matches all the characteristics of the call." https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx/10xcu

NEW QUESTION 49
What is the maximum number of Cisco Unity Connection locations connected in a HTTPS network?

A. 50
B. 25
C. 200
D. 10

Answer: B

NEW QUESTION 50
Which dial-peer configuration routes calls from SIP-based phones on Cisco Unified Communications Manager Express to Cisco Unity Express?

A. dial-peer voice 7000 voip destination-pattern 7000 session protocol sipv2session target ipv4: 10.3.6.127 codec g711alaw
B. dial-peer voice 7000 voip destination-pattern 7000 session protocol sipv2session target ipv4: 10.3.6.127 codec ilbc
C. dial-peer voice 7000 voip destination-pattern 7000 session protocol sipv2session target ipv4: 10.3.6.127 codec g711ulaw
D. dial-peer voice 7000 voip destination-pattern 7000 session protocol sipv2session target ipv4: 10.3.6.127 codec g729r6

Answer: C

NEW QUESTION 53
Refer to the exhibit.

```
2014-11-07 09:39:53, 855 ERROR [0X00000298] [ice\TelephonyAdapterPhoneDevice.cpp(178)] [TelephonyAdpter]
[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 55
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 59
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 64
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 66
An engineer is configuring SAML SSO for a Cisco Unified Communications Manager. After completing all required steps, the engineer wants to verify the status. Which CLI command provides the status of SAML SSO?

A. utils sso status
B. show sso status
C. show saml status
D. utils saml status

Answer: A

NEW QUESTION 69
Refer to the exhibit.

Cisco UCM is integrated with Cisco Unity connection via a SIP truck and is configured using a globalized dial plan (directory number are configured with "*").
Using cisco best practices, which implementation allows call transfers to internal directory numbers but not to PSTN numbers?

A. remove PSTN-PT from voicemail_CSS
B. change the order of partitions to put GLOBAL-INERNAL-PT first in Voicemail_CSS
C. create a BLOCK-PSTN-PT partition and add it to Voicemail_CSS
D. block pattern +* in the Cisco Unity restriction table

**Answer:** D

NEW QUESTION 74
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 76
Refer to the exhibit.

Figure 17 Business Hours Step Output Branches
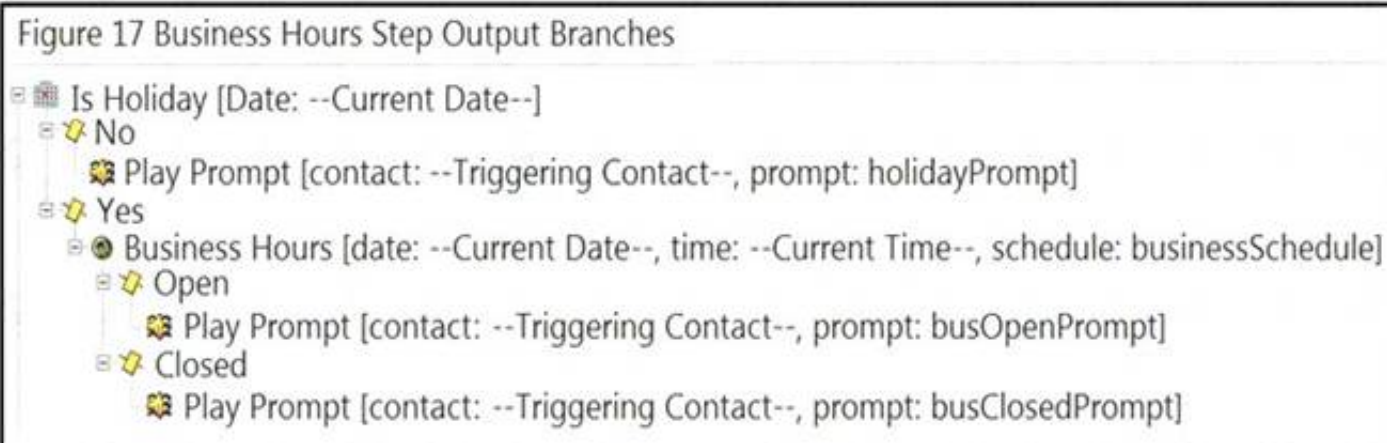
An administrator is configuring the auto-attendant script for a Cisco Unity Express Integration to Cisco UCME and wants to play the "busOpenprompt" wave file when il is not a holiday. How should the script be configured to accomplish this goal?

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 77
Secure XMPP communication is required for XMPP federation with external domains and the Cisco IM and Presence. Which certificate is used for XMPP interdomain federation when connecting to an externally federated domain?

A. cup
B. cup-xmpp
C. cup-xmpp-s2s
D. Tomcat

Answer: C

Explanation:
CUP-XMPP-S2S (Cisco Unified Presence - Extensible Messaging and Presence Protocol - Server to Server) Certificate • Used to validate secure connection for XMPP interdomain federation with externally federated XMPP system.

NEW QUESTION 78
Refer to the exhibit.

```
CUE# show ccn application

Name:                           aa2
Description:                    aa2
Application type:               aa
Script:                         aa.aef
ID number:                      6
Enabled:                        yes
Maximum number of sessions:     2
allowExternalTransfers:         true
busClosedPrompt:                AABusinessClosed.wav
businessSchedule:               systemschedule
busOpenPrompt:                  AABusinessOpen.wav
dialByExtnAnytime:              false
dialByExtnAnytimeInputLength:   4
dialByFirstName:                false
disconnectAfterMenu:            false
holidayPrompt:                  AAHolidayPrompt.wav
MaxRetry:                       3
operExtn:                       4445
welcomePrompt:                  AAWelcome.wav


CUE# show ccn trigger

Name:                           3334
Type:                           Cisco SIP Trigger
Application:                    aa2
Locale:                         systemDefault
Idle Timeout:                   10000
Enabled:                        yes
Maximum number of sessions:    2


CUE# show ccn prompts

Name:                           AAWelcome.wav
Language:                       en_GB
Last Modified Date:             Sat Aug 13 17:25:37 EDT 2005
Length in Bytes:                0
```

A collaboration engineer is troubleshooting Cisco Unity Express integrated with Cisco UCME. Internal users and external callers report that calls to the auto-attendant are answered, but that greeting is not being played. Which two actions must the engineer take to resolve the issue? (Choose two.)

A. Change the trigger number.
B. Change the welcome prompt setting.
C. Rerecord AAWelcome.wav.
D. Increase the number of sessions on the aa2 application.
E. Change the language setting on the prompt.

Answer: CD

NEW QUESTION 82
An engineer deploys Centralized Deployment for Cisco IM and Presence, where central IM and Presence runs version 12.0, and remote Cisco UCM clusters run version 10.5. The engineer checks under System > Centralized Deployment and notes that Status remains UnSynchronized. What are two reasons for this status? (Choose two.)

A. The Cisco UCM and IM and Presence cluster must be running at least version 11.5 to allow for Centralized Deployment.
B. The remote Cisco UCM cluster does not support OAuth Refresh Token flow.
C. This connection must be synchronized from the remote Cisco UCM Administration menu.
D. The username ana/or password of the application user that was provided for adding remote dusters to the central IM and Presence is incorrect.
E. The application user that is configured on remote Cisco UCM clusters does not have 'Standard AXL API Access- added.

Answer: BC

NEW QUESTION 83
An engineer is configuring XMPP federation on the Cisco IM and Presence server and has changed the security settings to TLS Optional on one node in the cluster. What is the next step in the configuration process?

A. Start the Cisco DB Replicator
B. Start the Cisco Replication Watcher.
C. Restart the Cisco XCP Router.
D. Restart the Cisco Presence Engine

Answer: C

NEW QUESTION 84
An administrator is configuring call handlers in Cisco Unity Connection. The administrator must ensure that internal extensions are restricted so that callers must go through the company operator to reach employees, and so that callers hear an error message if they attempt to dial extensions directly. Which setting is configured to accomplish this task?

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

Answer: B

NEW QUESTION 89
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 91**
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 95
Refer to the exhibit.
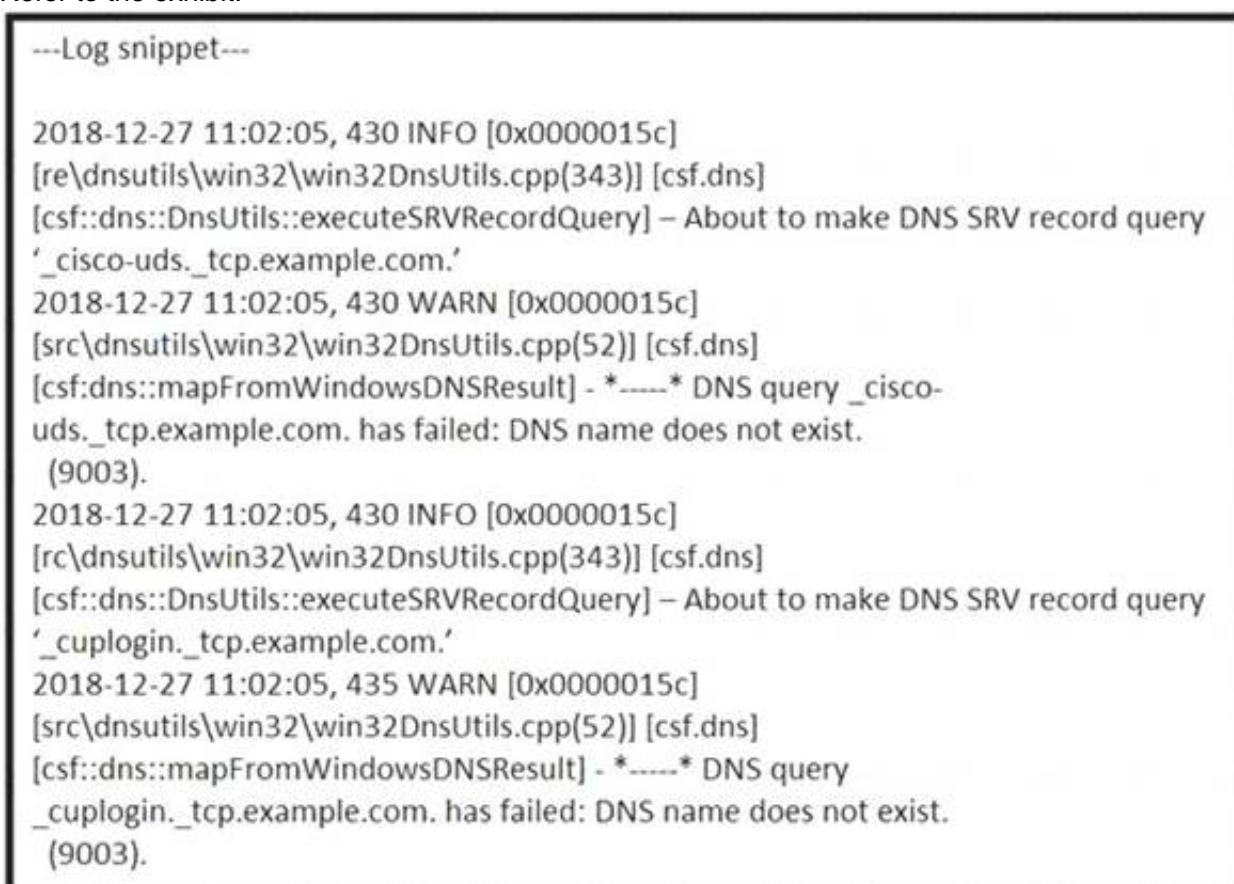
Troubleshooting an internal Jabber login issue and you see this logging snippet from the Jabber PRT file. You already checked that the Jabber client has a connection to the correct DNS server. Which DNS record is missing for service discovery of Cisco Unified Communications Manager for the login process 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 98
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