

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

To redirect calls from the phone extension for user A to the voicemail greeting, which call routing rule should be used in Cisco Unity Connection?

- A. Attempt Forward forwarded routing rule
- B. Opening Greeting direct routing rule
- C. Attempt Sign-In direct routing rule
- D. Opening Greeting forwarded routing rule

Answer: A

NEW QUESTION 3

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

binding	Security information packets and statements sent to service providers by the IdP.
assertion	The mapping between SAML messages and protocols such as HTTP POST.
profile	Detailed descriptions of SAML component combinations for specific use cases.
protocol	Rules for how SAML sends requests for and gets responses of security information.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Graphical user interface Description automatically generated with medium confidence

NEW QUESTION 4

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 5

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 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.)



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

Answer: AE

NEW QUESTION 7

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 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.

High Availability			
<input checked="" type="checkbox"/> Enable High Availability			
Monitored Server	Assigned Users	Active Users	Server State
IMPPub.CiscoLiveUS.net	4	0	Failed Over
IMPSub.CiscoLiveUS.net	0	0	Running in Backup Mode

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 11

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 15

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 how 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 23

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 25

A collaboration engineer is installing Jabber for Windows via the CLI. Which two authentication command line arguments ensure that the client authenticates to a Cisco UCM server? (Choose two.)

- A. CCMCIP=10.10.10.99
- B. CUP_ADDRESS=10.10.10.98
- C. CTI=10.10.10.97
- D. REGISTRATION_SERVER=CUCM
- E. EXCLUDED_SERVICES=Webex

Answer: BD

NEW QUESTION 26

SAML SSO is enabled in Cisco Unified Communications Manager. What happens when a browser-based client attempts to access a protected resource on a service provider?

- A. The browser follows the redirect and issues an HTTPS GET request to the IdP.
- B. The IdP checks for a valid browser session.
- C. The service provider generates a SAML authentication request.
- D. The SAML request is maintained as a query parameter in the GET request.

Answer: C

NEW QUESTION 27

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 29

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_Enable> 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 34

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 38

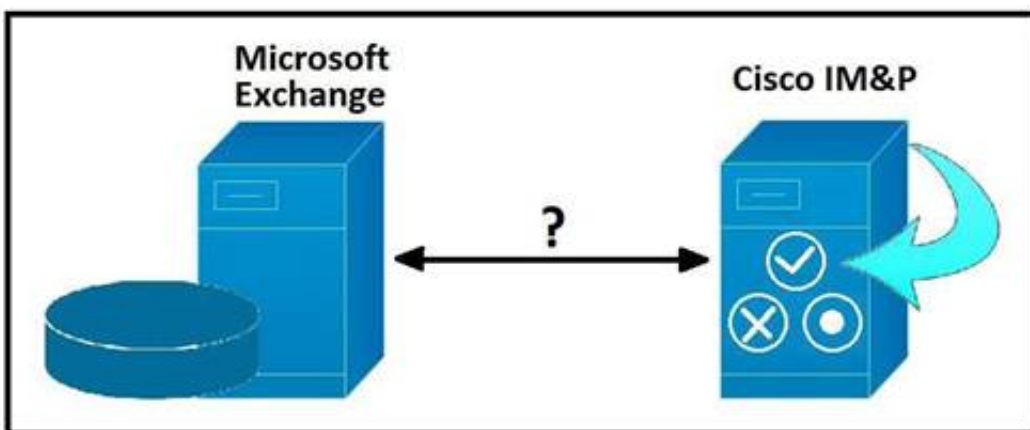
Which component of SAML SSO defines the transport mechanism that is used to deliver the SAML messages between entities?

- A. profiles
- B. metadata
- C. assertions
- D. bindings

Answer: D

NEW QUESTION 43

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 48

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 51

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 52

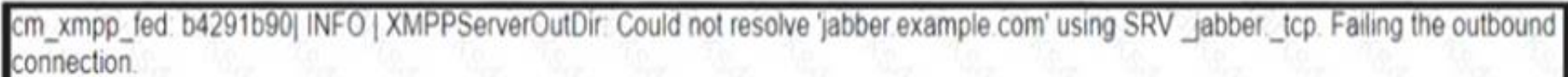
An administrator is configuring auto-attendant with basic IVR applications on Cisco Unity Express and needs to ensure that a specific telephone number initiates the application. Which setting should be configured to accomplish this task?

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

Answer: A

NEW QUESTION 53

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 56

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 61

Users on Cisco.com experience issues while using Cisco Jabber, and the error 'Cannot communicate with the server' appears. An engineer checks the logs for the Jabber client and discovers the error "LERR_JABBER_AUTH <17>: Authentication error with server e.g. resource bind, TLS, create a session or SASL error. What should be checked to resolve this issue?

- A. if the LDAP server is reachable and if port 443 is open
- B. if cup-xmpp certificates are valid and if port 8443 is open
- C. if the cup-xmpp certificates are valid and if port 5222 is open
- D. if the LDAP server is reachable and if port 5222 is open

Answer: C

NEW QUESTION 63

In Digital Network Cisco Unity Connection clusters, each site transmits and receives messages for the recipients based on which protocol?

- A. IMAP
- B. SMTP
- C. SIP
- D. SCCP

Answer: B

NEW QUESTION 64

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 67

Which two command line arguments can you specify when installing Cisco Jabber for windows? (Choose two.)

- A. CISCO_UDS_DOMAIN
- B. TFTP_ADDRESS
- C. VOICEMAIL_SERVER_ADDRESS
- D. SERVICES_DOMAIN
- E. TFTP

Answer: DE

NEW QUESTION 68

A collaboration engineer is installing the Cisco Jabber client from the Windows CLI The engineer wants to complete a silent installation of the client clear any existing bootstrap file, and use a Service Domain of cisco com Which install command achieves these goals?

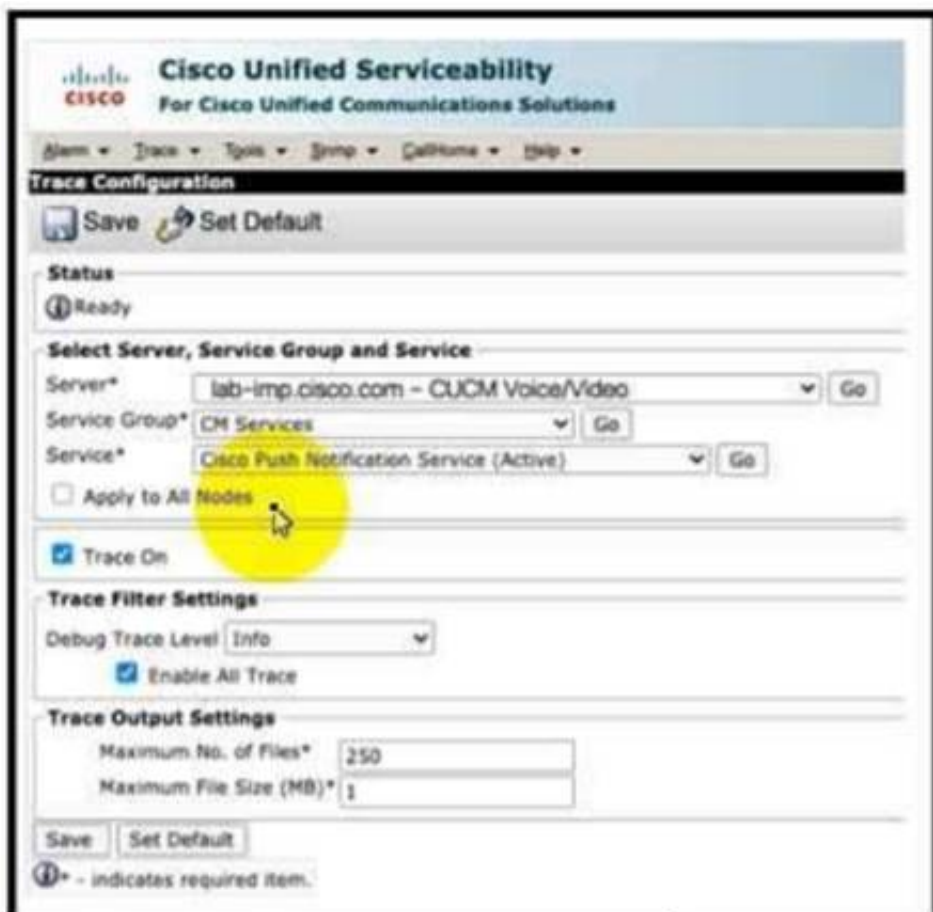
- ☐ `msiexec /i CiscoJabberSetup.msi CLEAR=1 SERVICES_DOMAIN=cisco.com`
- ☐ `msiexec /i CiscoJabberSetup.msi CLEAR=0 SERVICES_DOMAIN=cisco.com`
- ☒ `msiexec /i CiscoJabberSetup.msi /quiet CLEAR=1 SERVICES_DOMAIN=cisco.com`
- ☐ `msiexec.exe /i CiscoJabberSetup.msi /quiet CLEAR=1 SSO_ORG_DOMAIN=cisco.com`

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

Answer: C

NEW QUESTION 69

Refer to the exhibit.



An administrator troubleshoots push notifications, and Cisco TAC requests the trace files from the cluster. From which location should the files be collected?

- ☐ `/var/log/active/imp/trace/cmas/log4j/`
- ☐ `/var/log/active/cm/trace/ccmpns/log4j/`
- ☒ `/var/log/active/cm/trace/cmas/log4j/`
- ☐ `/var/log/active/cm/trace/ccm/log4j/`

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

Answer: B

NEW QUESTION 74

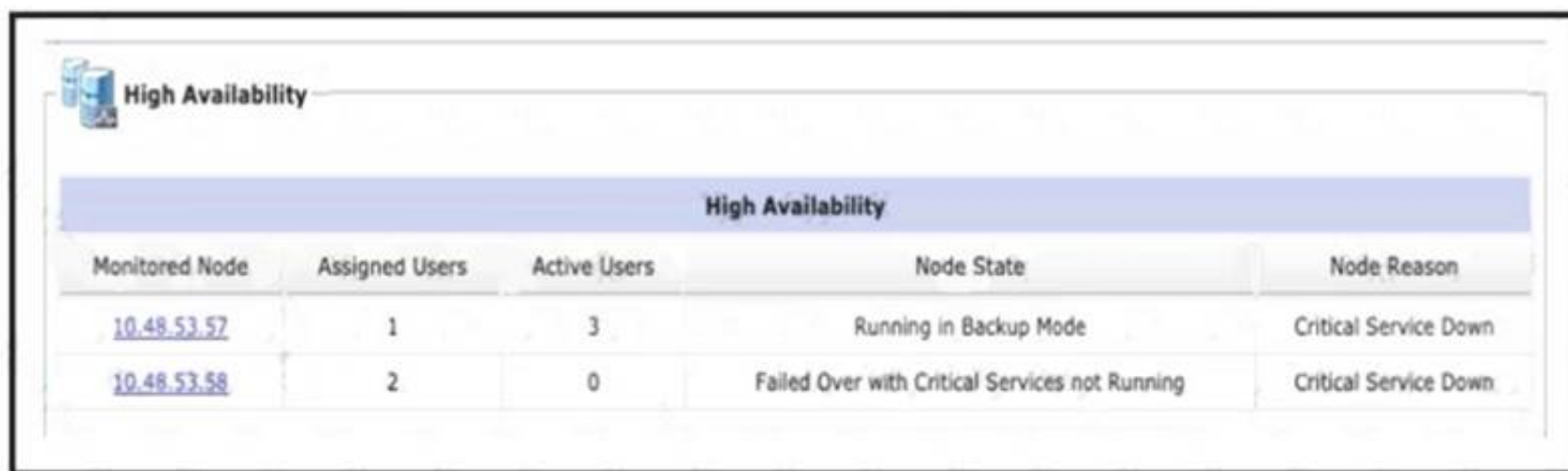
When Cisco IM and Presence is configured to use automatic fallback, how long does the Server Recovery Manager service wait for a failed service/server to remain active before an automatic fallback is initiated?

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

Answer: C

NEW QUESTION 79

Refer to the exhibit.



High Availability				
Monitored Node	Assigned Users	Active Users	Node State	Node Reason
10.48.53.57	1	3	Running in Backup Mode	Critical Service Down
10.48.53.58	2	0	Failed Over with Critical Services not Running	Critical Service Down

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 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 87

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 89

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 91

Refer to the exhibit.

Direct Routing Rules in Descending Order of Precedence

Delete Selected

Add New

Change Order

<input type="checkbox"/>	Display Name	Status	Dialed Number	Calling Number	Phone System
<input type="checkbox"/>	NewYork_AA	Active	11112222		
<input type="checkbox"/>	Attempt Sign In	Active			
<input type="checkbox"/>	Chicago_AA	Active	22221111		
<input type="checkbox"/>	Opening Greeting	Active			

Delete Selected

Add New

Change Order

Forwarded Routing Rules in Descending Order of Precedence

Delete Selected

Add New

Change Order

<input type="checkbox"/>	Display Name	Status	Dialed Number	Calling Number	Forwarding Station
<input type="checkbox"/>	Attempt Forward	Active			
<input type="checkbox"/>	Dallas_AA	Active	2222		
<input type="checkbox"/>	Arizona_AA	Active	11112222		
<input type="checkbox"/>	Opening Greeting	Active			

Delete Selected

Add New

Change Order

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 94

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 98

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 101

An engineer must configure a test user mailbox in a newly deployed Cisco Unity Express module. Which console command set reflects the correct configuration in this scenario?

- A. `username testuser create`
`username testuser pin 12345`
`username testuser phonenumber 4001`
`voicemail mailbox owner testuser`
- B. `username testuser pin 12345`
`username testuser phonenumber 4001`
`voicemail mailbox owner testuser`
- C. `username testuser phonenumber 4001`
`username testuser pin 12345`
`voicemail mailbox owner testuser`
- D. `username testuser create`
`username testuser pin 12345`
`username testuser phonenumber 4001 testuser@labdomain.com`
`voicemail mailbox create testuser`

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

Answer: A

NEW QUESTION 105

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 109

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 111

Refer to the exhibit.



The associated directory number is configured with Call Forward All to voicemail in Cisco UCM. When users call the directory number they hear the opening greeting. Which action should be taken to correct this issue?

- A. Modify the rule to a Forward Routing Rule.
- B. Modify the Calling Number to 3005.
- C. Modify the Dialed Number condition from "Equals" to "In".
- D. Modify the Call Forward All to the voicemail pilot.

Answer: A

NEW QUESTION 113

Which two methods does Cisco Jabber use for contact searching in an on-premises deployment model? (Choose two.)

- A. HTTP
- B. XMPP
- C. UDS
- D. LDAP
- E. SIP

Answer: CD

NEW QUESTION 114

Which HTTP response code does Cisco UCM use to redirect a client to the identity provider for authentication?

- A. 300
- B. 301
- C. 302
- D. 304

Answer: C

NEW QUESTION 119

Which Cisco IM and Presence service must be activated and running for IM Presence to successfully integrate with Cisco Unified Communications Manager?

- A. Cisco DHCP Monitor Service
- B. Cisco AXL Web Service
- C. Self-Provisioning IVR
- D. Cisco XCP Authentication Service

Answer: B

Explanation:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/im_presence/configAdminGuide/12_0_1/cup0_b_

NEW QUESTION 123

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 125

Which Cisco Unified Communications Manager menu path is used to configure Cisco IM and Presence Server High Availability?

- A. System > LDAP > LDAP Directory
- B. System > Geolocation Configuration
- C. System > Presence Redundancy Groups
- D. System > Server

Answer: C

NEW QUESTION 127

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 131

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 133

Users report issues while logging in to their voicemail using the Voicemail tab in their Cisco Jabber clients. The issue occurs after users provide valid Cisco Unified Communications credentials, but they receive a failure message. What is the cause of this issue?

- A. A proper service profile is not configured on Cisco Unified Communications Manager.
- B. The voicemail users are not configured in the Cisco Unity Connection server.
- C. The web application voicemail password is set "User Must Change at Next Sign-in".
- D. The voicemail password is not set for all users.

Answer: C

Explanation:

<https://www.cisco.com/c/en/us/support/docs/unified-communications/jabber-windows/116517-problem-jabber-0>

NEW QUESTION 134

Which statement describes a role of AXL communications in the BLF Plug-in Service of the Cisco UAC?

- A. The AXL communications allow registered attendants to log in to Cisco UCM and receive calls.
- B. The AXL communications enable Device Resolution Manager to resolve the device statuses of operator and system devices.
- C. The AXL communications is required after installation to verify that the specified CTI manager or managers and Cisco UAC versions match.
- D. The AXL communications is required after installation to verify that the specified CTI manager or managers and Cisco UCM versions match.

Answer: D

NEW QUESTION 137

Refer to the exhibit.



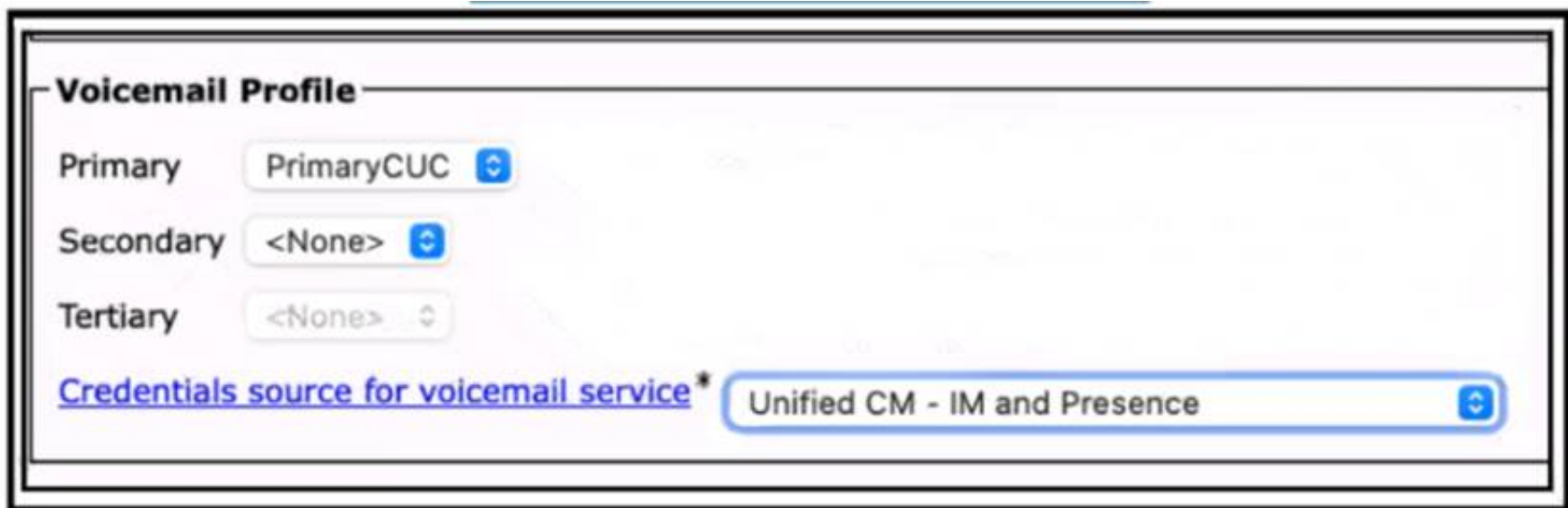
Cisco UCM is integrated with Cisco Unity connection via a SIP trunk and is configured using a globalized dial plan (directory numbers are configured with “*”). Using Cisco best practices, which implementation allows call transfers to internal directory numbers but not to PSTN numbers?

- A. remove PSTN-PT from voicemail_CSS
- B. change the order of partitions to put GLOBAL-INTERNAL-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 138

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 139

The external database used for the persistent chat feature has been running out of space, and users are having issues with persistent chat rooms and messages. Which external database tool must be used in the Cisco IM and Presence server to fix this issue?

- A. Cleanup Utility
- B. High Availability Utility
- C. Merge Utility
- D. FreeSpace Utility

Answer: A

NEW QUESTION 140

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 144

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 149

A user encounters a problem while checking voicemail, set up in a Cisco UCME and Cisco Unity Express integration. The user reports that when calling the office number from a mobile phone, the call goes to voicemail, but it is then routed to the main menu rather than the voicemail box. The user can check voicemail from an office phone without any issues How is this issue fixed?

- A. Assign the user to the correct user group.
- B. Add the user to Cisco Unity Express.
- C. Configure a primary E.164 number for the user.
- D. Set "Login without PIN" to "No" for the user.

Answer: B

NEW QUESTION 154

Refer to the exhibit.

Cisco Server Recovery Manager (Active) Parameters on server 192.168.10.245--CUCM IM and Presence (Active)

Parameter Name	Parameter Value	Suggested Value
General Server Recovery Manager Parameters (Clusterwide)		
Service Port *	22001	22001
Admin RPC Port *	20075	20075
Critical Service Down Delay *	90	90
Enable Automatic Fallback *	True	False
Initialization Keep Alive (Heartbeat) Timeout *	120	120
Keep Alive (Heartbeat) Timeout *	60	60
Keep Alive (Heartbeat) Interval *	10	15
CUPC 8.5 And Higher - Re-Login Limits (Parameters that apply to this server only)		
Client Re-Login Lower Limit *	40	40
Client Re-Login Upper Limit *	207	207

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 156

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 157

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 158

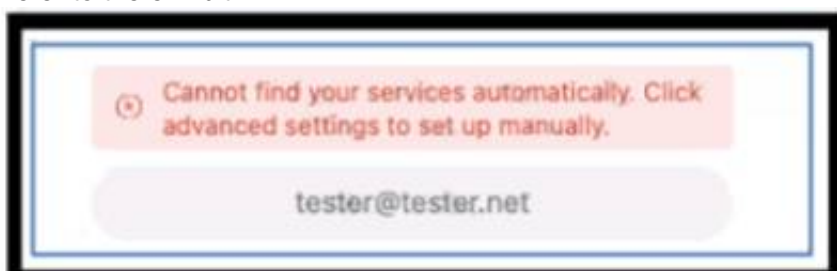
An engineer deploys Centralized Deployment for Cisco IM and Presence, where central IM and Presence runs version 12.0, and remote Cisco UCM clusters run version 10.5. The engineer checks under System > Centralized Deployment and notes that Status remains UnSynchronized. What are two reasons for this 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 162

Refer to the exhibit



A collaboration engineer is configuring Jabber for Windows in softphone mode inside the corporate firewall The engineer initially tests the dient by manually setting the account type and the login server domain name Everything works as expected Next the engineer resets Jabber and attempts to log in using automatic settings

and receives an error

Which two items must be modified to resolve the issue? (Choose two.)

- A. DNS A record for _cisco-uds
- B. DNS SRV record for _collab-edge
- C. username portion of the login email
- D. domain portion of the login email
- E. DNS SRV record for _cisco-uds

Answer: AE

NEW QUESTION 163

An engineer is configuring a Cisco Voicemail organization. How many links be configured between two Cisco unity connection Clusters?

- A. One
- B. Two
- C. Three
- D. Four

Answer: A

NEW QUESTION 168

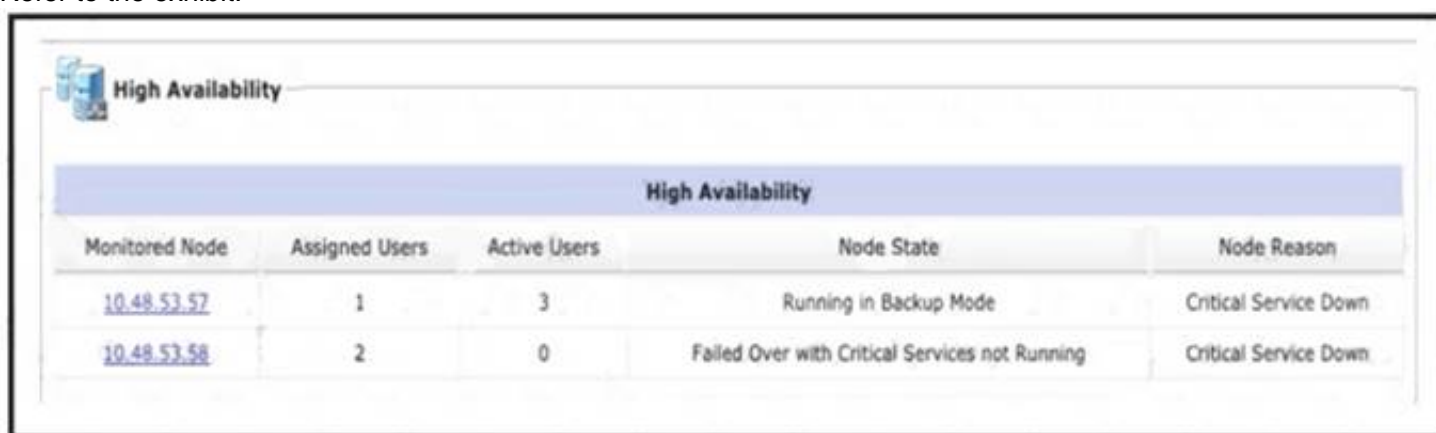
What is the primary mechanism in Cisco Unity Connection that is used for toll fraud prevention?

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

Answer: A

NEW QUESTION 169

Refer to the exhibit.



High Availability				
Monitored Node	Assigned Users	Active Users	Node State	Node Reason
10.48.53.57	1	3	Running in Backup Mode	Critical Service Down
10.48.53.58	2	0	Failed Over with Critical Services not Running	Critical Service Down

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- rust

Answer: AC

NEW QUESTION 174

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 175

Refer to the exhibit

```
Mar 11 10:09:13.767 EST: //-1/xxxxxxxxxxxx/SIP/Msg/ccsipDisplayMsg:
Sent:
SIP/2.0 488 Not Acceptable Media
Via: SIP/2.0/UDP 172.18.106.88:5060
From: "Cisco SIP Channell" <sip:outbound-0@172.18.106.66>;tag=75b5194d-133
To: <sip:1109811043@172.18.106.66;user=phone>;tag=23F1578C-252
Date: Fri, 11 Mar 2005 15:09:13 GMT
Call-ID: e34bafcc-131@172.18.106.88:5060
Server: Cisco-SIPGateway/IOS-12.x
CSeq: 51 INVITE
Allow-Events: telephone-event
Content-Length: 0
```

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 177

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 180

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