

Cisco

Exam Questions 300-810

Implementing Cisco Collaboration Applications (CLICA)



NEW QUESTION 1

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.

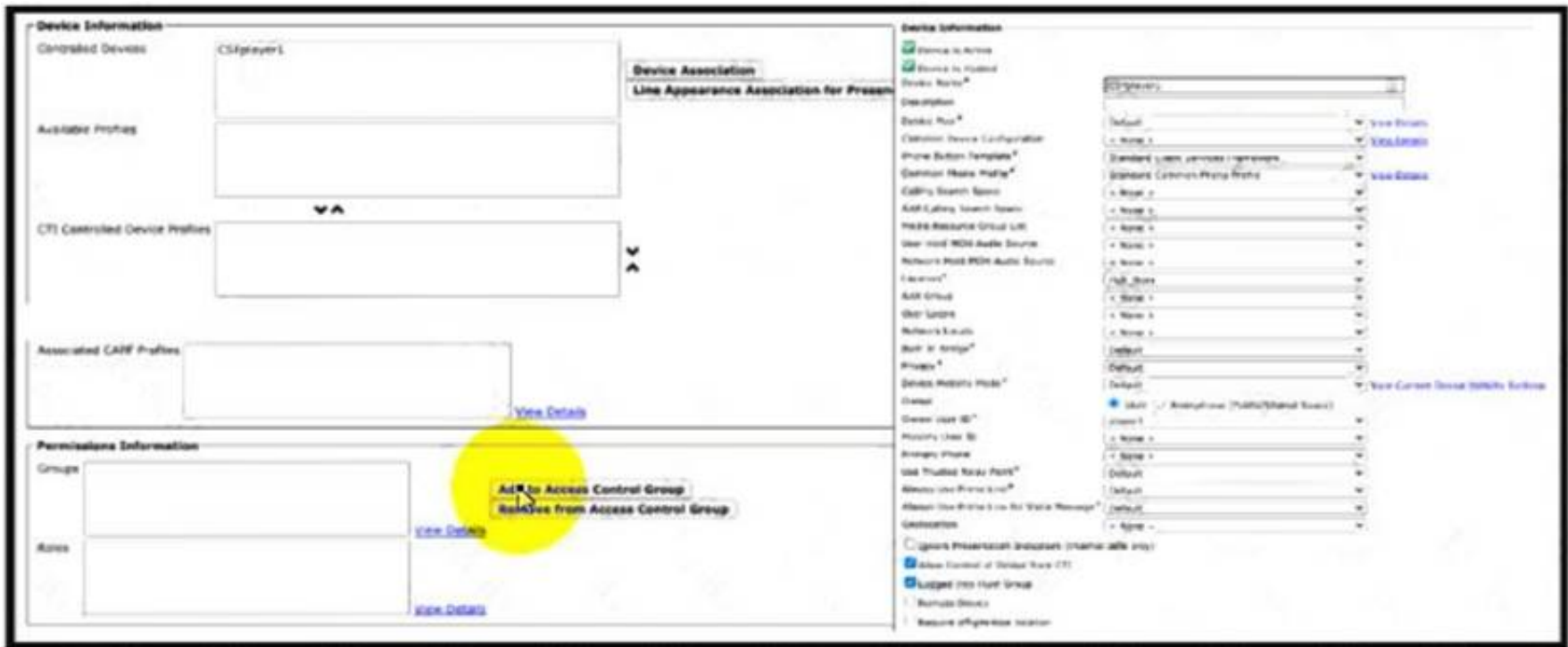
- A. Mastered
- B. Not Mastered

Answer: A

Explanation:
Graphical user interface Description automatically generated with medium confidence

NEW QUESTION 2

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 3

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 4

A collaboration engineer configured high availability for Cisco IM and Presence service. The engineer wants to ensure that client failovers do not disrupt other users on the secondary node. What must the engineer configure to accomplish this goal?

- A. "Maximum Requests Per Child" on the SIP Proxy service
- B. "Maximum database requests to allow" on the XCP Router service
- C. "EWS Status Frequency" on the Presence Engine service
- D. "CUPC 8.5 And Higher - Re-Login Limits" on the Server Recovery Manager service

Answer: D

NEW QUESTION 5

An engineer is configuring DNS for service discovery in a Jabber deployment for On-premises Clients. Which snippet will complete the SRV record name _tcp.example.com?

- A. _cisco_uds
- B. _collab_edge
- C. _xmp
- D. server
- E. _xmpp-client

Answer: A

NEW QUESTION 6

Which SAML component defines the content of data transferred from an IdP to a service provider?

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

Answer: B

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

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 9

Refer to the exhibit.



When troubleshooting an internal Jabber login problem, there is a pop-up about a certificate error, and then the login fails The FQDN of Cisco UCM is cucm.ex.com. and the FODN of the IM and Presence Server is imp.ex.com. Which two actions should be taken to fix this issue? (Choose two.)

- A. Sign the Cisco Untried IM and Presence server certificate with trusted a trusted
- B. Import the certificate of cucm.ex.com into the Trusted Certificate Authorities on the PC running Jabber.
- C. Import the Cisco UCM CallManager certificate into the Trusted Certificate Authorities on the PC running Jabber
- D. Sign the Cisco UCM CallManager certificate with a trusted certificate authority.
- E. Sign the Cisco UCM tomcat certificate with a trusted certificate authority.

Answer: BD

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

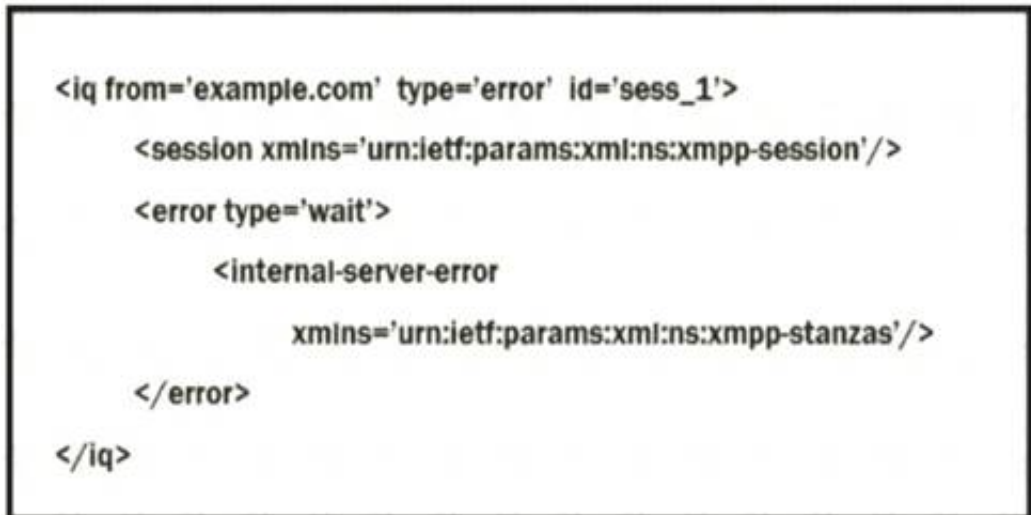
A customer reports that after a network failure, all of the Cisco Jabber clients are not switched back to their home nodes. An engineer determines that the primary Cisco IM&P server is in Failed Over state. Which two actions should be performed to bring the system back to operational state and to prevent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

Refer to the exhibit.



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 12

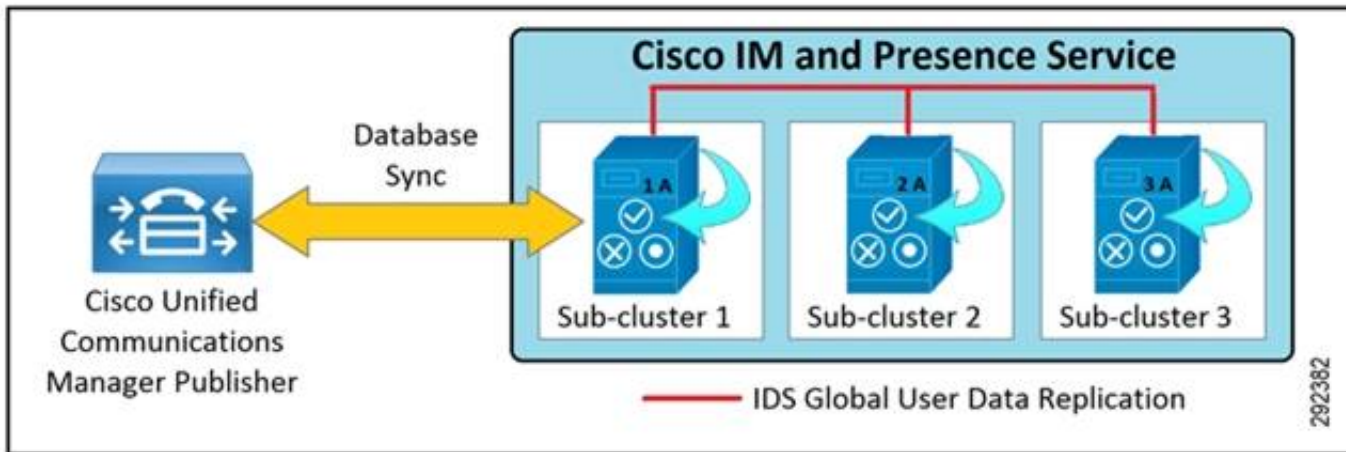
An engineer is troubleshooting an MWI issue between Unity Express and CallManager Express. In the debug SIP logs, the engineer can see CallManager Express responding to Unity Express with a 488 Not Acceptable Media message. Which action resolves the issue?

- 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 17

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 subcluster 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

Refer to the exhibit.

Cisco Jabber Diagnostics

Cisco Jabber
Version 11.9.3 (60004)

Discovery

Discovery Outcome	Failure: FAILED_UCM90_CONNECTION
Domain Controller	The specified domain either does not exist or could not be contacted.
Edge Domain	ccnp.cisco.com
Edge Required	No
Edge Visibility	Not Visible
Excluded Services	None
FTPS	OFF
Internal Visibility	Visible
Services Domain	ccnp.cisco.com
Services Domain Source	Email Address from UserInput
Voice Services Domain	ccnp.cisco.com

WebEx

CAS lookup	FAILURE: HTTP_CONNECTION_FAILED
CAS lookup url	https://logiop.webexconnect.com/cas/FederatedSSO?org=corp.cisco.com

DNS Records

_cisco-uds._tcp.ccnpcisco.com.	cucm1.ccnpcisco.com
_collab-edge._tls.ccnpcisco.com	Domain does not exist

_cisco-uds Properties

Service Location (SRV) Security

Domain:

Service:

Protocol:

Priority:

Weight:

Port number:

Host offering this service:

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.ccnpcisco.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 26

A user complains that incoming calls are being forwarded to another extension before being transferred to voicemail. The user expects calls to be transferred to their voicemail faster if they do not answer the phone. The administrator is managing calls with the supervised transfer option on a Cisco Unity Connection call handler. What should the administrator change to resolve this issue?

- A. T302 Timer
- B. Rings to wait
- C. Release to switch
- D. No answer ring duration (seconds)

Answer: B

NEW QUESTION 27

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

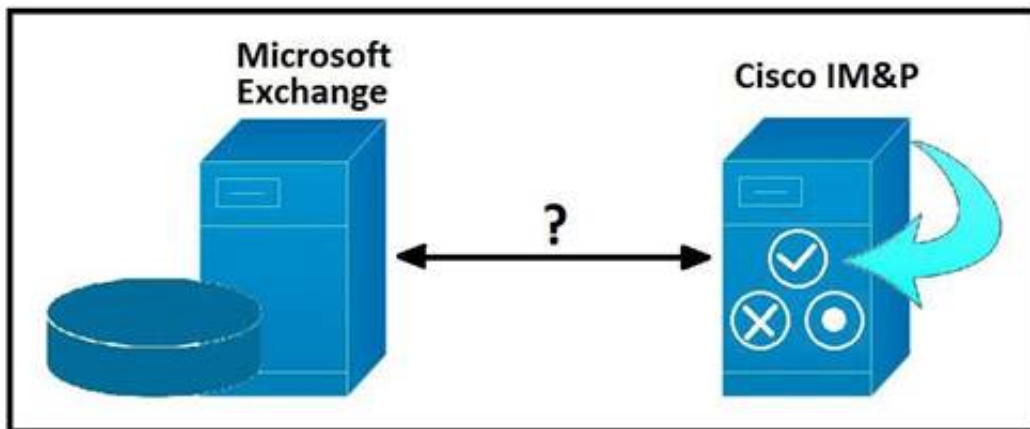
Which component of SAML SSO defines the transport mechanism that is used to deliver the SAML messages between entities?

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

Answer: D

NEW QUESTION 34

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 37

Which type of SRV record provides the location of Cisco Expressway-E?

- A. _collab-edge._tls.example.com
- B. _cisco-uds._tcp.example.com
- C. _cuplogin._tcp.example.com
- D. _http._tcp.example.com

Answer: A

NEW QUESTION 38

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 41

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 43

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

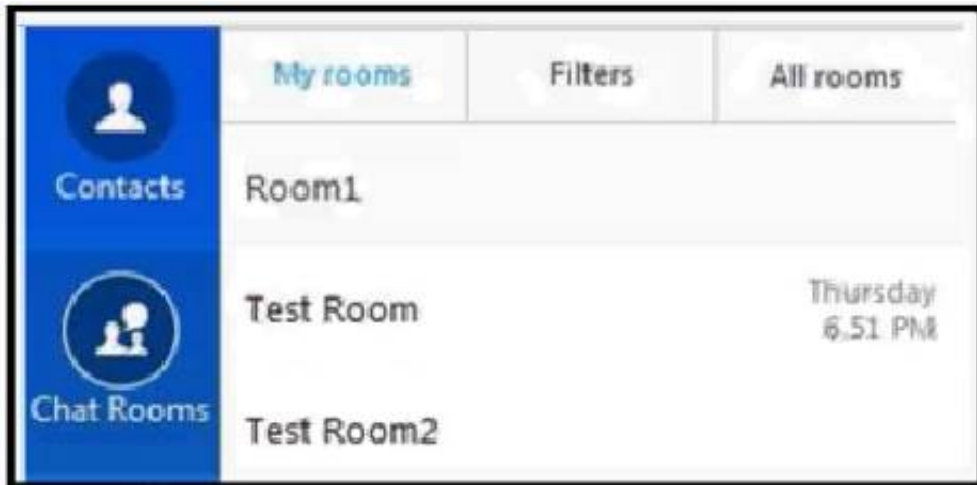
- A. Enable the Failover Check box

- 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 46

Refer to the exhibit.



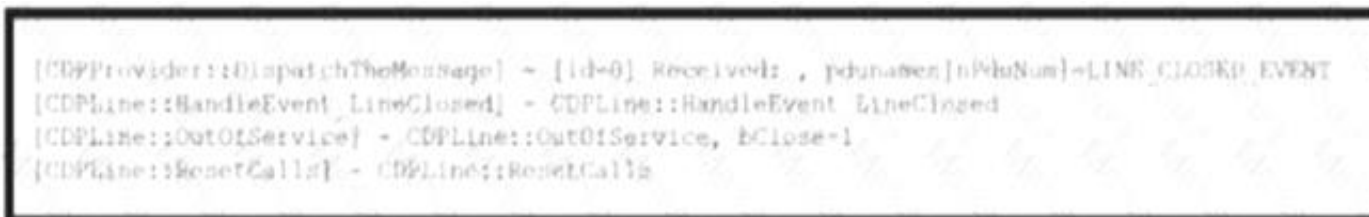
Persistent Chat is configured in the Cisco IM and Presence server using PostgreSQL as the back-end database. Users report that the Chat Rooms icon is missing from their Cisco Jabber clients. Which action should the administrator take to resolve this issue?

- 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 49

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 53

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 58

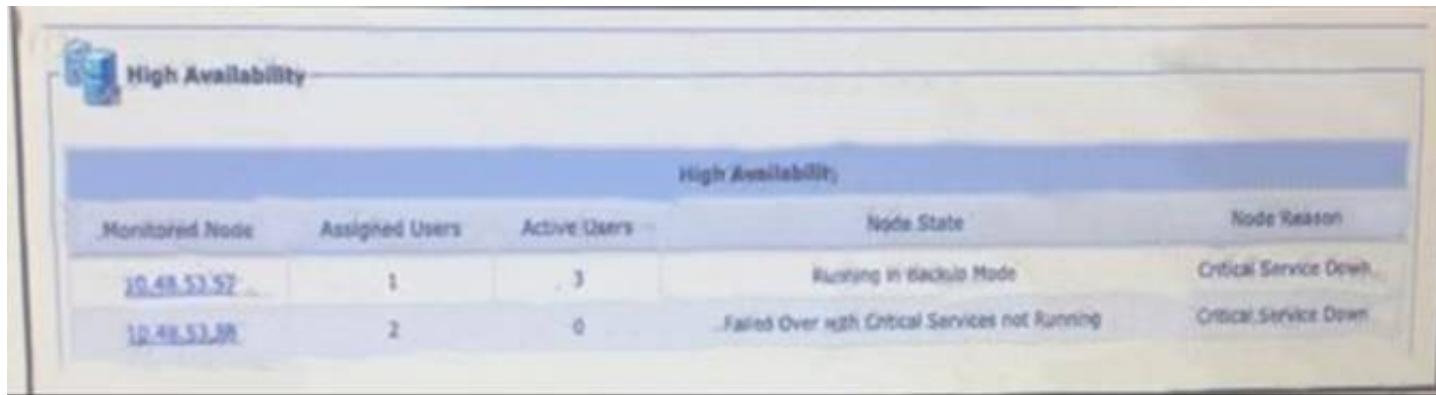
An administrator is configuring auto-attendant with basic IVR applications on Cisco Unity Express and needs to ensure that a specific telephone number initiates the application. Which setting should be configured to accomplish this task?

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

Answer: A

NEW QUESTION 60

Refer to Exhibit.



Monitored Node	Assigned Users	Active Users	Node State	Node Reason
10.48.53.52	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 engineer is troubleshooting operation performance in the network. Which account should be taken to restore high availability in the sub cluster?

- A. Start all critical services on the second node, and select the Fallback button in the “Presence Redundancy Group Configuration”
- B. Go to “Presence Redundancy Group Configuration” on the Cisco UCM Administration page and select the Fallback button.
- C. Start all critical services on both nodes and select “rebalance users” in the “Presence User Assignment”
- D. Go to “Presence User Agreement” on the Cisco UCM Administration page and select “rebalance users” for all users.

Answer: A

NEW QUESTION 61

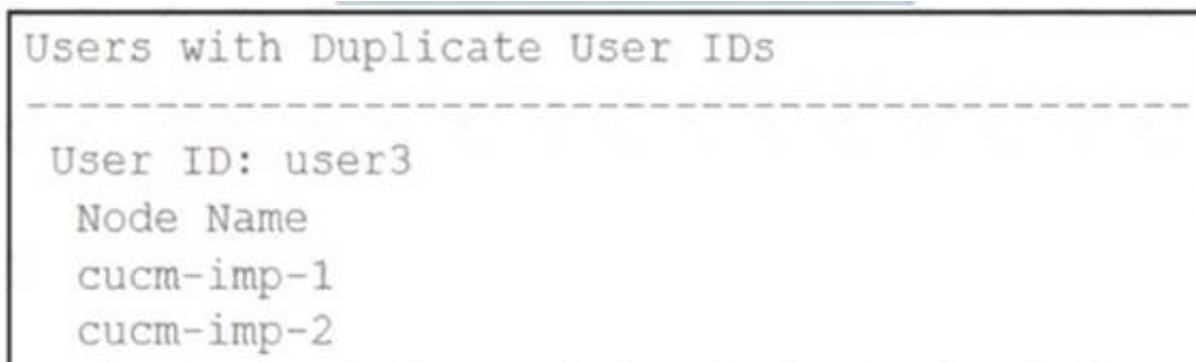
Fraudulent calls are being made from Cisco Unity Connection. Which action prevents the calls from reaching the PSTN using SCCP integration?

- 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 64

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 clusters when the same user is assigned to two different clusters

Answer: AC

NEW QUESTION 69

An engineer is assisting a user who is reporting Jabber desk phone control issues. The user has two desk phones, but jabber controls only one of them. The user is not given the option to select the second phone within the Jabber client. Everything else is functioning normally with Jabber and with both desk phones. Which action resolves this issue?

- A. Set the Owner User ID on the second phone
- B. Ensure that both phones are in the same device pool
- C. Add the problematic phone to the user's Controlled Devices list
- D. Enable “Allow Control of Device from CTI” on the second phone.

Answer: D

NEW QUESTION 74

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 76

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 80

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 85

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 90

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 92

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 96

An administrator is configuring digital networking between Cisco Unity Connection clusters. What are two requirements for the configuration? (Choose two.)
end-user credentials

- A. IP address/FQDN of LDAP server
- B. IP address/FQDN of Cisco UCM servers
- C. system administrator credentials
- D. IP address/FQDN of the Cisco Unity Connection servers

Answer: CD

NEW QUESTION 97

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?

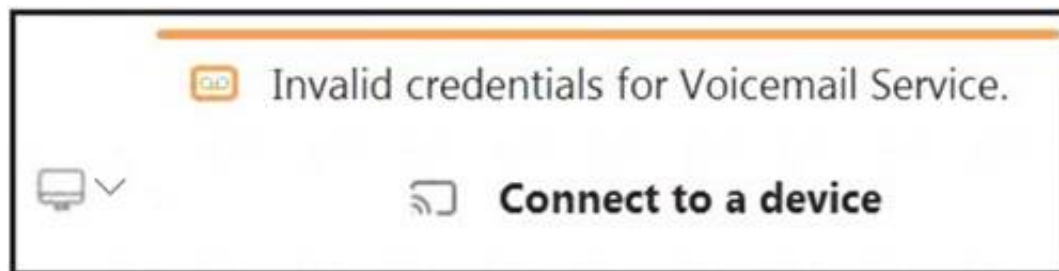
- ☐ msisexec /i CiscoJabberSetup.msi CLEAR=1 SERVICES_DOMAIN=cisco.com
- ☐ msisexec /i CiscoJabberSetup.msi CLEAR=0 SERVICES_DOMAIN=cisco.com
- ☒ msisexec /i CiscoJabberSetup.msi /quiet CLEAR=1 SERVICES_DOMAIN=cisco.com
- ☐ msisexec.exe /i CiscoJabberSetup.msi /quiet CLEAR=1 SSO_ORG_DOMAIN=cisco.com

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

Answer: C

NEW QUESTION 99

Refer to the exhibit.



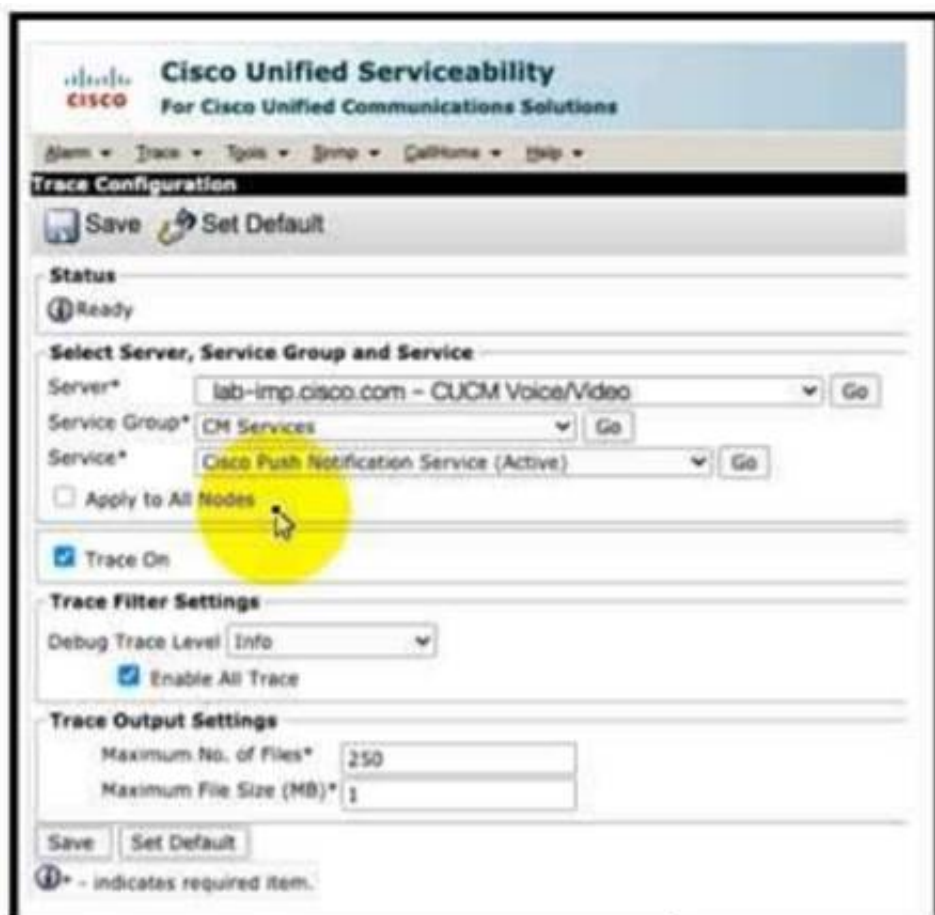
A Jabber user is unable to access voicemail. During troubleshooting, an administrator captures this screenshot. What are the two ways to resolve this issue? (Choose two.)

- 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 104

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 108

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 113

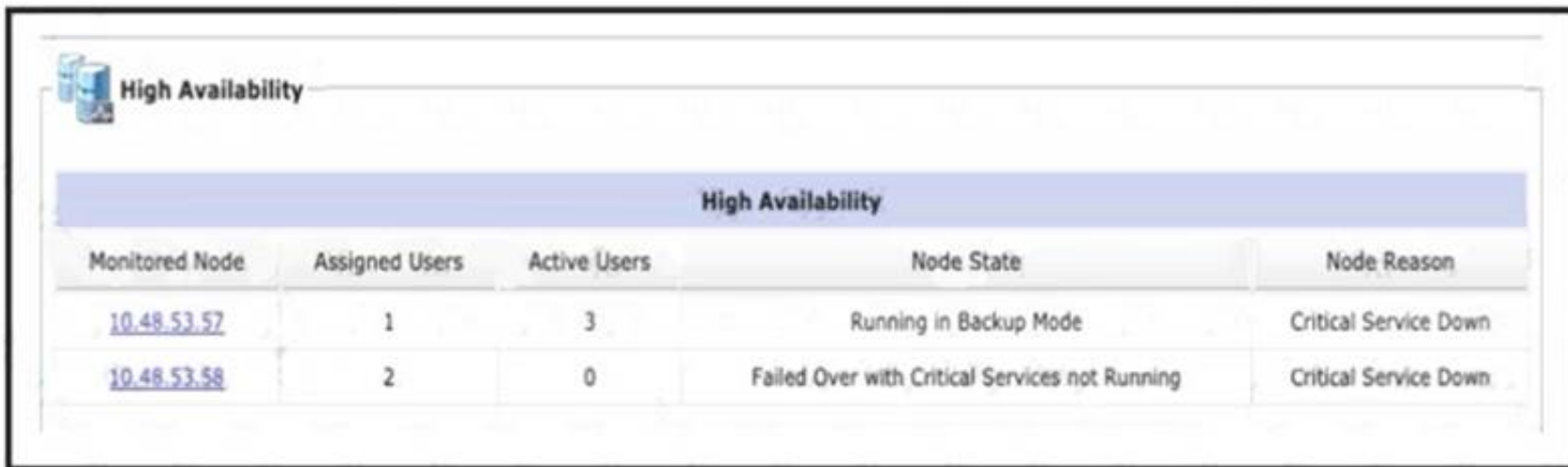
When Cisco IM and Presence is configured to use automatic fallback, how long does the Server Recovery Manager service wait for a failed service/server to remain active before an automatic fallback is initiated?

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

Answer: C

NEW QUESTION 116

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 118

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 122

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 125

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 126

Refer to the exhibit.

```
ccn subsystem sip
 gateway address "172.16.1.254"
 mwi sip unsolicited
end subsystem
!
interface Integrated-Service-Engine1/0
 ip unnumbered Vlan2
 service-module ip address 172.16.1.253.255.255.255.0
 no shut
!
Interface Vlan2
 description "Voice VLAN"
 ip address 172.16.1.254.255.255.0
 no shut
!
sip-ua
 mwi-server ipv4:172.16.1.253 expires 3600 port 5060 transport udp
!
```

A collaboration engineer has integrated Cisco Unity Express with Cisco Unified Communications Manager Express and is experimenting with the MWI feature. With the current configuration, no MWI change occurs when leaving new messages or after playing new messages. Which two changes are needed to correct the configuration? (Choose two.)

- A. ccn subsystem sip mwi sip outcall
- B. ccn subsystem sip mwi envelop-info
- C. sip-ua no mwi-server mwi-server ipv4:172.16.1.254 expires 3600 port 5060 transport udp
- D. ccn subsystem sip mwi sub-notify
- E. sip-ua no mwi-server mwi-server ipv4:172.16.1.253 expires 3600 port 5060 transport tcp notify
- F. sip-ua no mwi-server mwi-server ipv4:172.16.1.253 expires 3600 port 5060 transport udp unsolicited

Answer: BC

NEW QUESTION 129

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 132

An engineer is importing users into Cisco Unity Connection using AXL and discovers that some users are not listed in the import view. Which action should be taken to resolve this issue?

- A. Configure the user primary extension to their directory number.
B. Configure the user digest credentials to match the user password.
C. Configure the user access control group assignment to Standard CTI Enabled.
D. Configure the username and password in LDAP.

Answer: A

NEW QUESTION 135

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 138

An engineer is configuring a customer's environment for Jabber user over mobile and remote access. The customer's internal domain. Which Jabber parameter defines the external service discovery domain statistically?

- A. UPN discovery enabled
B. exclude services
C. services domain
D. voice services domain

Answer: B

NEW QUESTION 139

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=srv, and then enter the SRV record.
- H. Go to the command prompt and type nslookup
- I. Set the type=srv, and then enter the SRV record.

Answer: D

NEW QUESTION 144

A collaboration engineer is configuring LDAP integration for Cisco Unity Connection. The engineer has enabled the appropriate services and has completed the LDAP setup and LDAP directory configuration administrative pages in Cisco Unity Connection. The engineer has also completed a Full LDAP synchronization. What must the engineer do next to have the LDAP users appear in the Unity Connection Users page?

- A. Configure the LDAP authentication settings under LDA
- B. LDAP Authentication.
- C. Synchronize the user accounts under Users - Synch Users.
- D. Restart the Cisco DirSync service.
- E. Import the user accounts under Users - Import Users.

Answer: D

NEW QUESTION 149

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 150

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 of 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 153

What are two characteristics of HTTPS networking for Cisco Unity Connection? (Choose two)

- A. HTTPS single-site networks are joined via an intersite link
- B. HTTPS networking uses a ring topology
- C. HTTPS networking supports a maximum of 25 locations
- D. HTTPS networking uses the SMTP protocol
- E. HTTPS networking supports multisite networks

Answer: CD

NEW QUESTION 155

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 157

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 159

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 163

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 165

A collaboration engineer is troubleshooting an issue with Jabber client logins on the internal network. Users are receiving a certificate error message that Jabber cannot accept the certificate from the server. Users of phone-only mode Jabber clients do not have the same issue. Which two certificates must be regenerated in the initial steps of resolving this issue? (Choose two.)

- A. Cisco UCM tomcat certificate
- B. Cisco IM and Presence cup-xmpp certificate
- C. Cisco UCM CallManager certificate
- D. Cisco IM and Presence cup certificate
- E. Cisco IM and Presence tomcat certificate

Answer: AE

NEW QUESTION 168

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 169

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 are required after installation to verify that the specified CTI manager or managers and Cisco UAC versions match.
- D. The AXL communications are required after installation to verify that the specified CTI manager or managers and Cisco UCM versions match.

Answer: D

NEW QUESTION 174

What is a step in the SAML SSO process?

- A. The IdP redirects the SAML response to the browser.
- B. The LDAP server extracts the assertion.
- C. The service provider issues an authentication challenge to the browser.
- D. The browser issues an HTTPS POST request to the IdP.

Answer: A

NEW QUESTION 178

Refer to the exhibit.

```
[csf.cert.] [csf::cert::BaseCertVerifier:doVerifyCertificate] - About to verify the certificate.
[csf.cert.win32] [csf::cert::Win32CertVerifier:loadCertificateChain] - Certificate Chain status 0x20
[csf.cert.win32] [csf::cert::Win32CertVerifier:verifySslPolicy] - Ignoring errors due to Invalid CN
[csf.cert.win32] [csf::cert::Win32CertVerifier:verifyPolicies] - SSL Policy status 0x2148204809
[csf.cert.win32] [csf::cert::Win32CertVerifier:verifyPolicies] - Basic Constraints Policy status 0x0
[csf.cert.win32] [csf::cert::Win32CertVerifier:verifyCertificate] - Certificate validation response is 'invalid'
[csf.cert.] [csf::cert::BaseCertVerifier:doVerifyCertificate] - Result of platform cert verification: [UNTRUSTED_ROOT]
[csf.cert.] [csf::cert::BaseCertVerifier:checkIdentity] - About to check for an Identity Match.
[csf.cert.xmpp] [csf::cert::XmppCertVerifier:checkIdentifier] - Verifying XMPP Identity 'example.com'
[csf.cert.utils] [csf::cert::AltNameParserImpl:verifyXmpp] - Xmpp match was not found for: 'example.com'
[csf.cert.utils] [csf::cert::AltNameParserImpl:verify] - Match for 'example.com' found in dnsNames index: 1
[csf.cert.] [csf::cert::BaseCertVerifier::checkIdentifiers] - Verification of identity succeeded. Matched identifier : 'example.com'
[csf.diagnostics] [CSFDiagnostics::DiagnosticsImpl:AddRecord] - Add record task enqueued: example.com
[csf.common.PolicySet] [csf::common:PolicySet::getPolicy] - Successfully found Policy with nature IGNORE_INVALID_CERT_CONDITION
[IGNORE_REVOCATION_INFO_UNAVAILABLE_ERRORS]
[csf.cert.] [csf::cert::BaseCertVerifier::applyIgnoreInvalidCertConditionPolicy] - About to enforce ignore invalid cert condition policy.
[csf.cert.] [csf::cert::IgnoreInvalidCertConditionPolicy::removeIgnoredStatuses] - No statuses have been removed from the verification status.
[csf.cert.] [csf::cert::IgnoreInvalidCertConditionPolicy::enforce] - Policy enforced
[csf.cert.] [csf::cert::BaseCertVerifier::verifyCertificateAsync] - Certificate initially verified, result: FAILURE
[csf.cert.] [csf::cert::CertificateDataImpl::parseSubjectCNField] - size of Subject CN field : 16
[csf.cert.] [csf::cert::CertificateDataImpl::parseSubjectCNField] - Subject CN field : impa.example.com
[csf.common.PolicySet] [csf::common:PolicySet::getPolicy] - Successfully found Policy with nature INVALID_CERT_MANAGEMENT [PROMPT_USER]
```

Users report that they are prompted to accept server certificates when they initially run Cisco Jabber. An engineer removes these prompts to prevent confusion. Which statement about this scenario is true?

- A. Presentation of the certificates can be disabled by setting up Cisco IM&P servers into nonsecure mode.
- B. Nothing can be done to resolve this issue because certificates must be accepted by each Jabber user, per Cisco policy.
- C. These certificates are self-signed certificates, so they must be added manually to the user OS certificate stores.
- D. The behavior is a security breach because certificates are considered untrusted and as not coming from Cisco Collaboration servers.

Answer: C

NEW QUESTION 183

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-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 185

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?

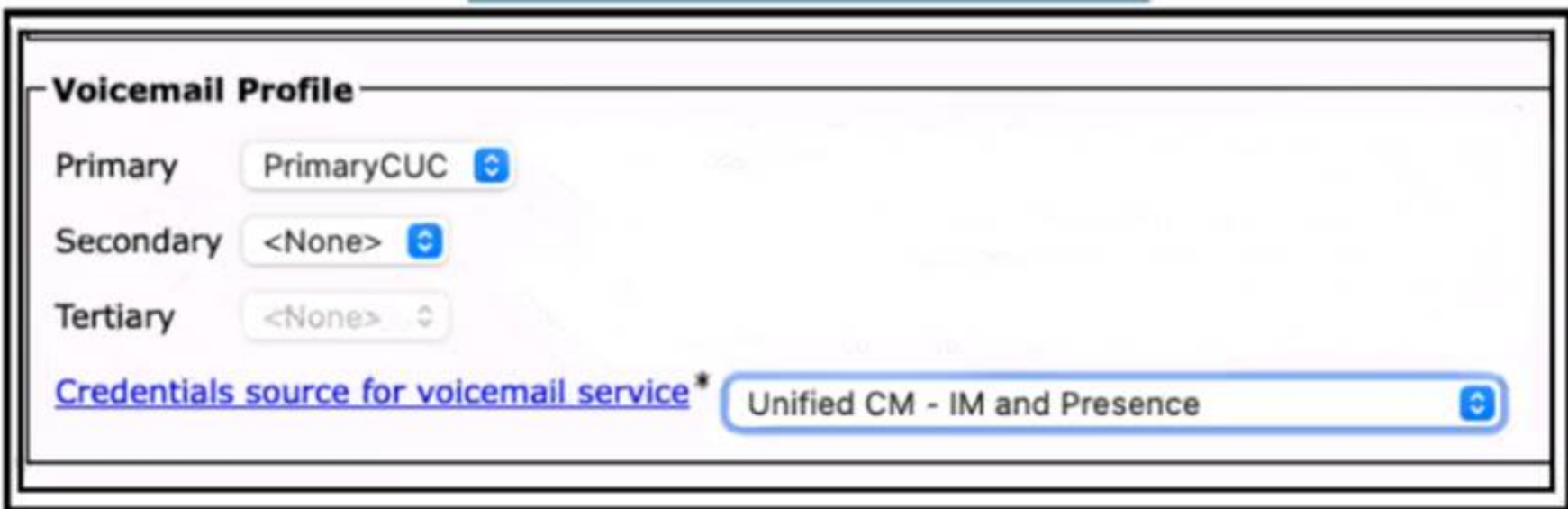
- ☒ _collab-edge._tls.example.com external DNS SRV record
- ☐ _collab-edge._tcp.example.com external DNS SRV record
- ☐ _cisco-uds._tls.example.com external DNS SRV record
- ☐ _cisco-uds._tcp.example.com external DNS SRV record

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

Answer: D

NEW QUESTION 190

Refer to the exhibit



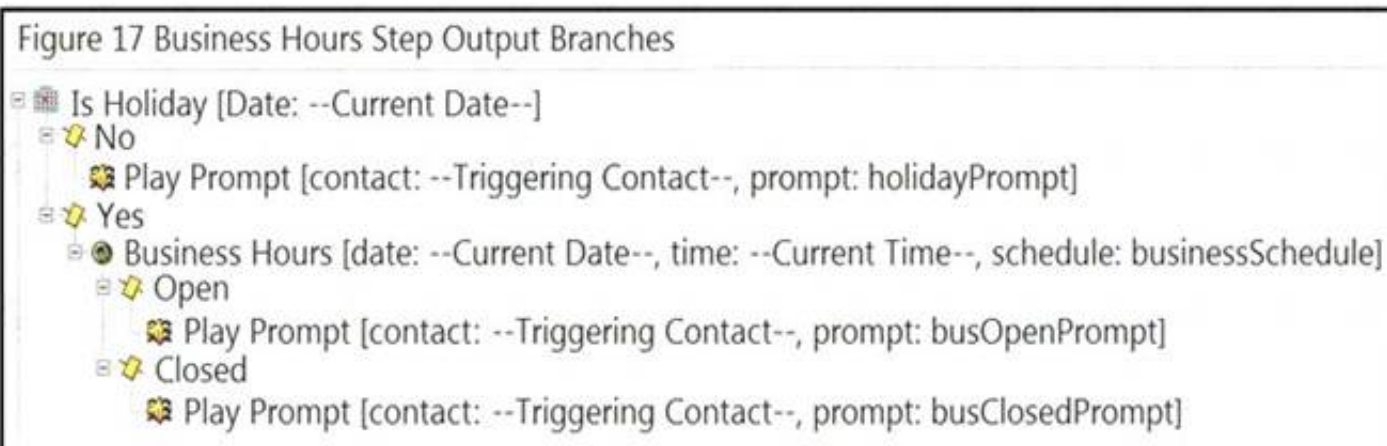
A collaboration engineer is troubleshooting an issue with Cisco Jabber for Windows deployed in phone-only mode The users are reporting that they cannot access voicemail services via the Cisco Jabber for Windows client on the corporate LAN Which steps resolve this issue?

- 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 195

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 198

An engineer needs to configure calendar integration between Microsoft Exchange and a Cisco IM and Presence server The engineer created the resource

mailboxes and now needs to add impersonation Which command accomplishes this task using the Exchange Management Shell from Microsoft Exchange?

- ☐ Add-ADPermission -Identity (Get-OrganizationConfig).DistinguishedName -Policy (Get-User -Identity User | select-object) .identity -ExtendedRights Receive-As
- ☐ Add-ADPermission -Identity (Get-OrganizationConfig).DistinguishedName -Group (Get-User -Identity User | select-object) .identity -ExtendedRights Receive-As
- ☐ Add-ADPermission -Identity (Get-OrganizationConfig).DistinguishedName -Group (Get-User -Identity User | select-Group) .identity -ExtendedRights Receive-As
- ☐ Add-ADPermission -Identity (Get-OrganizationConfig).DistinguishedName -User (Get-User -Identity User | select-object) .identity -ExtendedRights Receive-As

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

Answer: D

NEW QUESTION 201

A Cisco Unified IM and Presence version 11 .5.1 on-premises deployment of instant messaging with a capacity of 50.000 users includes the multiple device messaging feature. Each of the 30,000 users has 3 Jabber clients. The customer reports that messages are not being received on all 3 clients. What should the administrator do to resolve this issue?

- A. Increase capacity to 90.000 + to match the number of Jabber clients.
- B. Increase capacity to 60.000 users to service all Jabber clients.
- C. Increase capacity to 72.000 users to service all Jabber clients.
- D. Increase capacity to 30.000 users to match the number of Jabber clients.

Answer: A

NEW QUESTION 206

An engineer needs to configure individual call handler greetings on Cisco Unity Connection so that a single greeting can override all other greetings set by users during a holiday period. Which type of greeting should be configured to accomplish this goal?

- A. internal
- B. Holiday
- C. Alternate
- D. Closed

Answer: C

NEW QUESTION 209

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 214

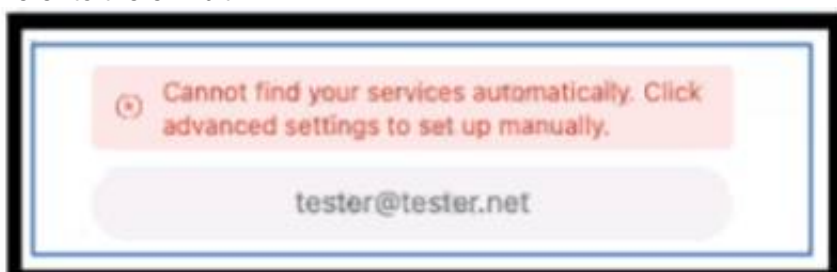
A collaboration engineer restored a failed primary node of an active/standby IM and presence subcluster with the server Recovery manager set to defaults. The engineer notices that the user is still assigned to the secondary server. Which action resolves this issue?

- 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 216

Refer to the exhibit



A collaboration engineer is configuring Jabber for Windows in softphone mode inside the corporate firewall The engineer initially tests the client 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 217

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 220

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 224

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