

Cisco

Exam Questions 300-810

Implementing Cisco Collaboration Applications (CLICA)



NEW QUESTION 1

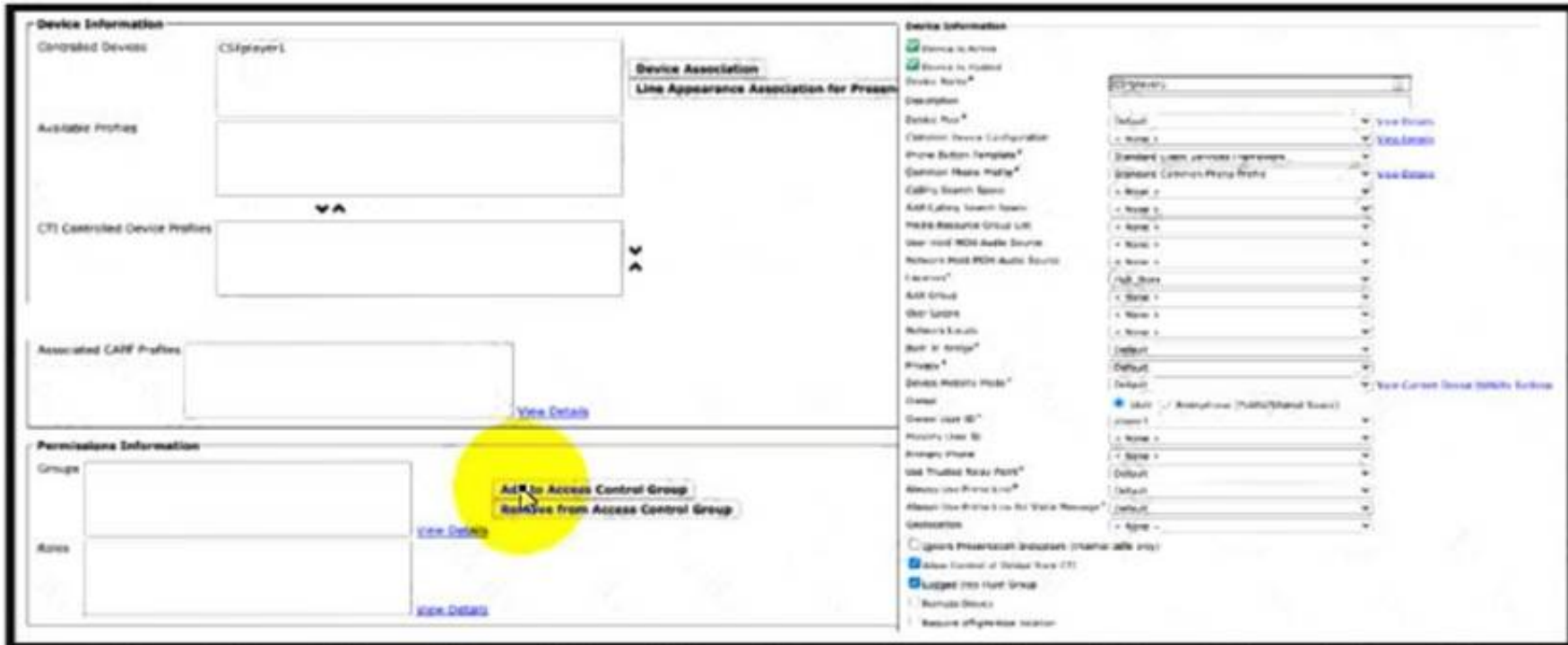
Which two protocols does the Cisco IM Presence service use to federate with external domains? (Choose two.)

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

Answer: AC

NEW QUESTION 2

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

After integrating Cisco Unity Express with Cisco Unified Communications Manager Express, users report that the system does not respond to their digit presses. Which two configuration snippets resolve this issue? (Choose two.)

- A. dial-peer voice 6800 voip destination-pattern 5... session protocol sipv2 session target ipv4:10.3.6.127 dtmf-relay sip-kpmlcodec g729r8
- B. dial-peer voice 6800 voip destination-pattern 5... session protocol sipv2 session target ipv4:10.3.6.127 dtmf-relay sip-notifycodec g711ulaw
- C. dial-peer voice 6800 voip destination-pattern 5... session protocol sipv2 session target ipv4:10.3.6.127 dtmf-relay rtp-ntecodec g711ulaw
- D. dial-peer voice 6800 voip destination-pattern 5... session protocol sipv2 session target ipv4:10.3.6.127 dtmf-relay sip-kpmlcodec g711ulaw
- E. dial-peer voice 6800 voip destination-pattern 5... session protocol sipv2 session target ipv4:10.3.6.127 dtmf-relay sip-notifycodec g729r8

Answer: BC

NEW QUESTION 4

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 5

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 6

Refer to the exhibit.



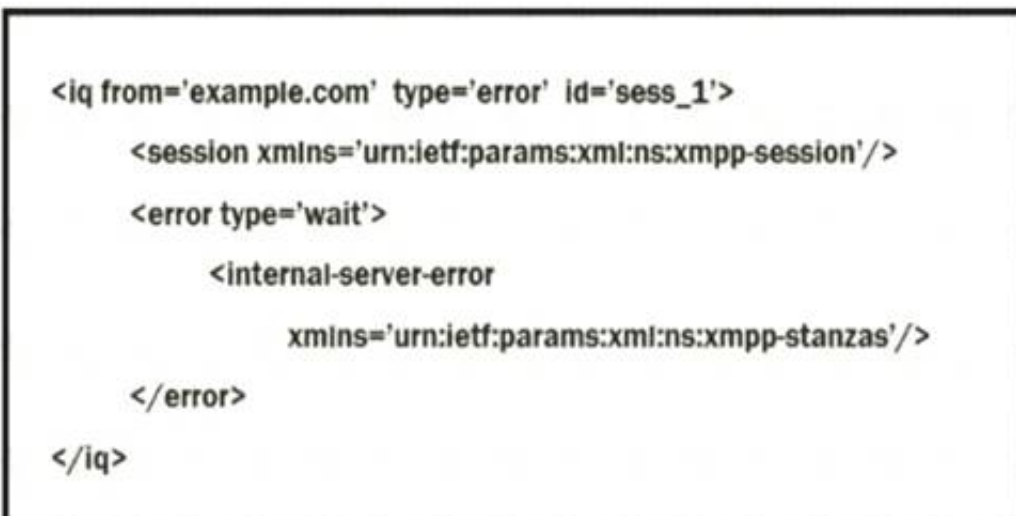
When troubleshooting an internal Jabber login problem, there is a pop-up about a certificate error, and then the login fails. The FQDN of Cisco UCM is cucm.ex.com. and the FQDN of the IM and Presence Server is imp.ex.com. Which two actions should be taken to fix this issue? (Choose two.)

- A. Sign the Cisco Unified IM and Presence server certificate with a trusted certificate authority.
- 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 7

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 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 8

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 9

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 10

Which statement about SIP federation between Cisco Unified Communications IM and Presence and Microsoft Skype for Business is true?

- A. Add the federated user as a contact in Jabber to view its presence status.
- B. The role of SIP Proxy service is to process the XMPP packet in from Jabber and convert it to SIP.
- C. TLS is optional.
- D. Use of directory URI as an IM addressing scheme is not supported.

Answer: A

NEW QUESTION 10

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 14

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 19

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 21

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 26

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

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

Answer: A

NEW QUESTION 29

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 33

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

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

Answer: A

NEW QUESTION 35

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 37

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 42

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

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

Answer: D

NEW QUESTION 43

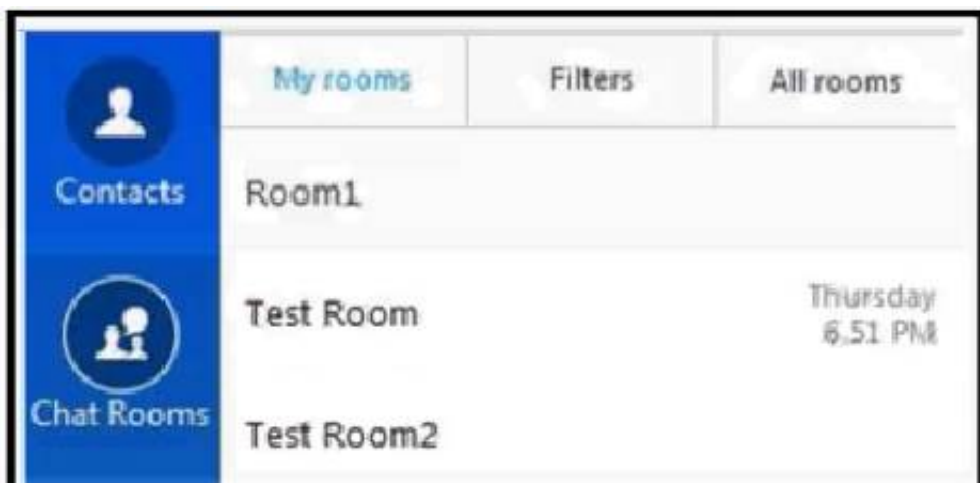
Which two steps are needed to configure high availability in Cisco IM and presence? (choose two.)

- 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 50

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

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 55

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 56

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 57

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 58

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 60

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 62

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

Answer: CD

NEW QUESTION 63

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?

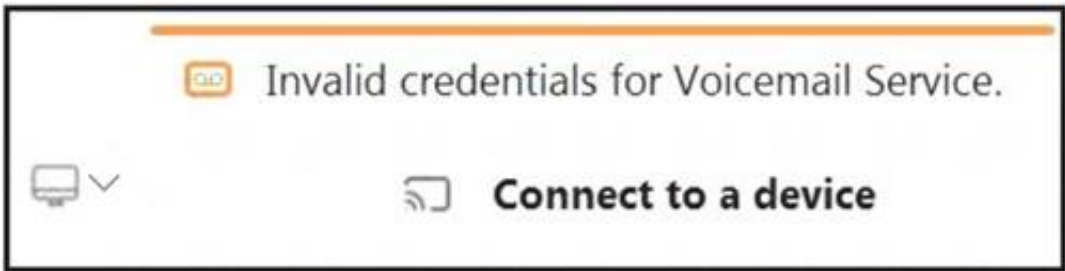
- ☐ msexec /i CiscoJabberSetup.msi CLEAR=1 SERVICES_DOMAIN=cisco.com
- ☐ msexec /i CiscoJabberSetup.msi CLEAR=0 SERVICES_DOMAIN=cisco.com
- ☒ msexec /i CiscoJabberSetup.msi /quiet CLEAR=1 SERVICES_DOMAIN=cisco.com
- ☐ msexec.exe /i CiscoJabberSetup.msi /quiet CLEAR=1 SSO_ORG_DOMAIN=cisco.com

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

Answer: C

NEW QUESTION 65

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 70

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	Initializing
IMPSub.CiscoLiveUS.net	0	0	Initializing

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

- A. Clear the Enable High Availability check box in the Presence Redundancy Group configuration.
- B. Confirm that Cisco Presence Engine, Cisco XCP Router, and Cisco DB services are up and running on both IM&P servers.

- C. Restart the Server Recovery Manager service in Cisco Unified Serviceability – Network Services on both IM&P servers.
- D. Verify that the Cisco XCP SIP Federation Connection Manager service is running.
- E. Ensure that an equal number of users are assigned to each IM&P server.

Answer: BC

Explanation:

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

NEW QUESTION 73

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

The browser issues an HTTPS GET request to the IdP.	step 1
The IdP checks for a valid browser session.	step 2
The IdP generates a SAML response.	step 3
The service provider generates a SAML authentication request.	step 4
The service provider redirects the request to the browser.	step 5
The service provider validates the digital signature.	step 6

- 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 76

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

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

Answer: B

NEW QUESTION 80

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 82

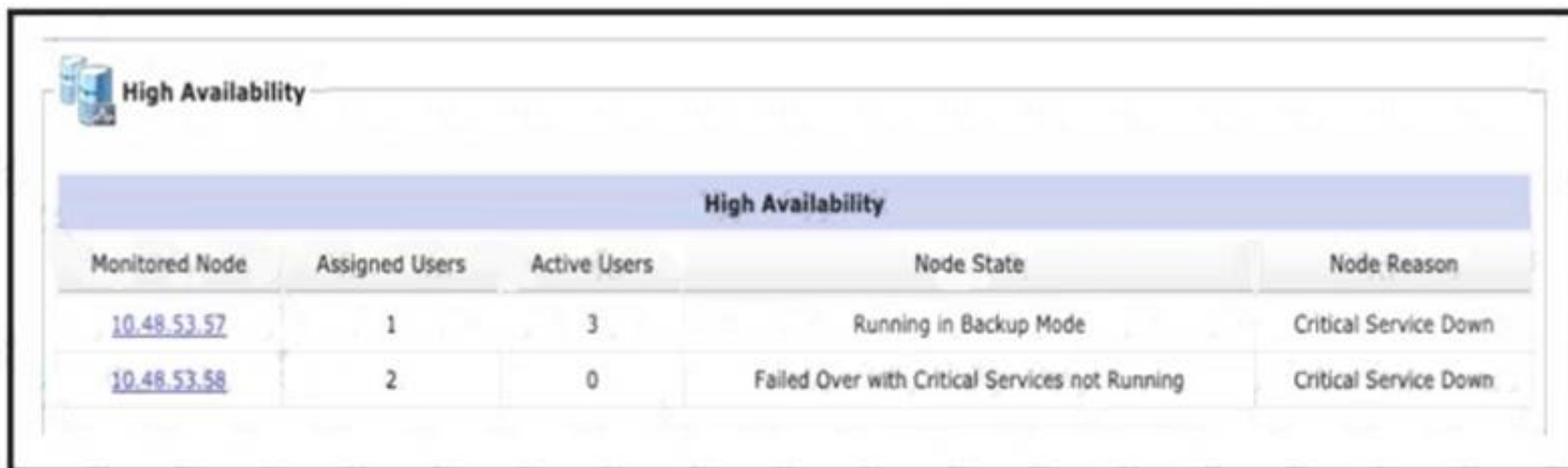
An administrator must connect multiple Unity Connection clusters using Digital Networking. Which service is required for the administrator to achieve Digital Networking between the clusters?

- A. Connection Digital Networking Replication Agent
- B. Connection Digital Networking Service
- C. Connection Digital Networking Replication Service
- D. Connection Digital Networking Agent

Answer: A

NEW QUESTION 85

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

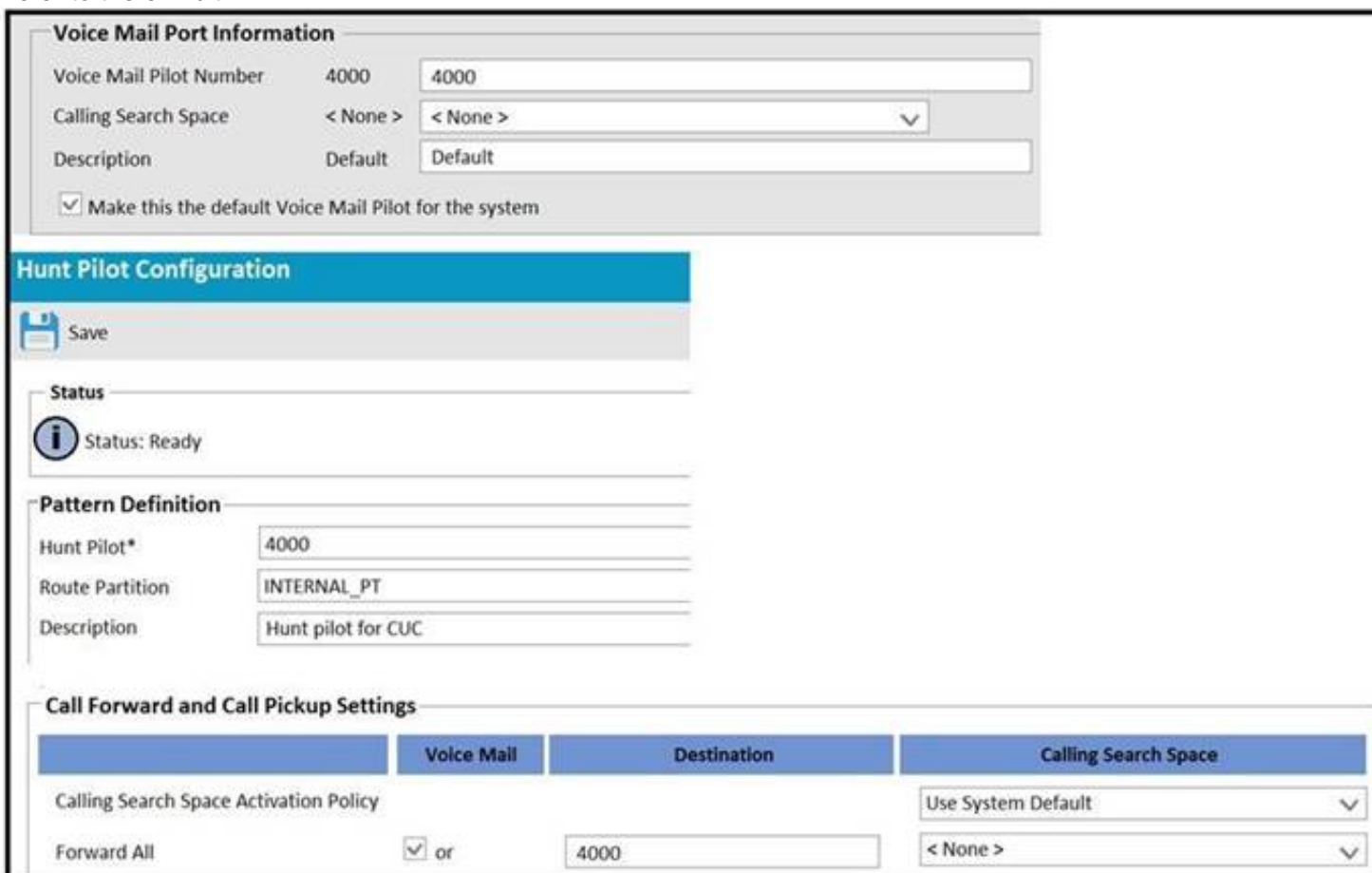
An organization is moving from on-premise Exchange to Microsoft Office 365 for email and calendaring. The administrator would like to maintain meeting presence functionality in Jabber clients connected to Cisco IM and Presence after this move. Office 365 certificates must be installed to accomplish this. 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 86

Refer to the exhibit.



Voice Mail Port Information

Voice Mail Pilot Number: 4000
Calling Search Space: < None >
Description: Default
☒ Make this the default Voice Mail Pilot for the system

Hunt Pilot Configuration

Save

Status
Status: Ready

Pattern Definition

Hunt Pilot*: 4000
Route Partition: INTERNAL_PT
Description: Hunt pilot for CUC

Call Forward and Call Pickup Settings

Voice Mail	Destination	Calling Search Space
Calling Search Space Activation Policy		Use System Default
Forward All <input checked="" type="checkbox"/> or	4000	< None >

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

- A. The call forward and call pickup settings do not have a CSS on Forward All.

- B. The Voice Mail Port partition on the CSS of the phone is missing.
- C. The Voice Mail Pilot is not configured with a CSS that contains the INTERNAL_PT.
- D. The CSS on the Voice Mail Pilot is missing partitions for user phones.

Answer: C

NEW QUESTION 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 92

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 95

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 99

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 101

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 104

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 106

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 110

Refer to the exhibit.

```

2014-11-07 09:39:53.855 ERROR [0x00000298] [ice\TelephonyAdapterPhoneDevice.cpp(178)] [TelephonyAdapter]
[TelephonyAdapter selectDeviceImpl] - switchMode to device [SEP84802D7698D6] failed with error
[eDeviceRegCouldNotOpenDevice]
    
```

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

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

Answer: D

NEW QUESTION 111

Refer to the exhibit.



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

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

Answer: C

NEW QUESTION 112

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 114

An end user opened a ticket, stating that though he can log in to Jabber for Windows, and presence and chat works, he cannot place phone calls using the desktop client. You investigate the user and find that no phone device is associated with the user account in Cisco Unified Communications Manager. Which device type must you create for this user to enable calling services from the Jabber for Windows desktop client?

- A. Cisco Unified Personal Communicator
- B. Cisco Jabber for Tablet
- C. Cisco Unified Client Services Framework
- D. third-party SIP device (advanced)

Answer: C

Explanation:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/jabber/11_5/CJAB_BK_D00D8CBD_00_deployment-in

NEW QUESTION 117

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 118

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 120

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 125

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 127

Which entity is a standard component used for authentication by SAML 2.0?

- A. identity provider
- B. session broker
- C. Internet service provider
- D. client access server

Answer: A

NEW QUESTION 129

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 131

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 135

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 139

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

User manually sets presence status to "Off Shift"	step 1
Jabber sends an XMPP message on TCP port 5222 to the Cisco Presence Engine via the Cisco XCP Connection Manager and Cisco XCP Router.	step 2
Jabber sends an XMPP message on TCP port 5223 to the Presence Engine via the XCP federation Connection Manager and XCP Router.	step 3
The Presence Engine responds to Jabber via XCP Connection Manager and XCP Router with a confirmation of the status change.	

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Step 1 – A

Step 2 – B Step 3 - D

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

NEW QUESTION 143

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 145

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] - Xmp 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 149

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 153

Refer to the exhibit

Voicemail Profile

Primary: PrimaryCUC

Secondary: <None>

Tertiary: <None>

Credentials source for voicemail service*: Unified CM - IM and Presence

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 154

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

- A. <server/>
- B. <error/>
- C. <client/>
- D. <body/>
- E. <subject/>

Answer: DE

Explanation:

As described under extended namespaces, a message stanza MAY contain any properly-namespaced child element.

In accordance with the default namespace declaration, by default a message stanza is qualified by the

'jabber:client' or 'jabber:server' namespace, which defines certain allowable children of message stanzas. If the message stanza is of type "error", it MUST include an <error/> child; for details, see [XMPPCORE]. Otherwise, the message stanza MAY contain any of the following child elements without an explicit namespace declaration:

```
<subject/>
<body/>
<thread/>
```

NEW QUESTION 155

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

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

Answer: D

NEW QUESTION 159

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 the 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 163

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 164

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 168

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 toll 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 171

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 172

What are two Cisco Jabber 12.6 on-premises deployment types that can be run on a Windows-enabled PC? (Choose two.)

- A. Contact Center Agent
- B. IM-only
- C. multicloud-based
- D. Full UC
- E. cloud-based

Answer: BD

NEW QUESTION 173

Which authentication method allows a user to log in to an SSO-enabled Cisco Unified Communications application by utilizing a Microsoft Windows login, thereby not requiring any credentials to be entered?

- A. Smart Card
- B. OAuth
- C. form-based
- D. Kerberos

Answer: D

Explanation:

<https://www.cisco.com/c/en/us/support/docs/unified-communications/jabber-windows/118773-configure-kerber> The main advantage of Kerberos authentication compared to the other authentication methods is that you do not need to provide your credentials when you log in to Cisco Jabber. If you use Kerberos, the client does not prompt users for credentials, because authentication was already provided to gain access to the Windows desktop. This authentication method allows you to log in to Cisco Jabber with your Microsoft Windows login.

NEW QUESTION 174

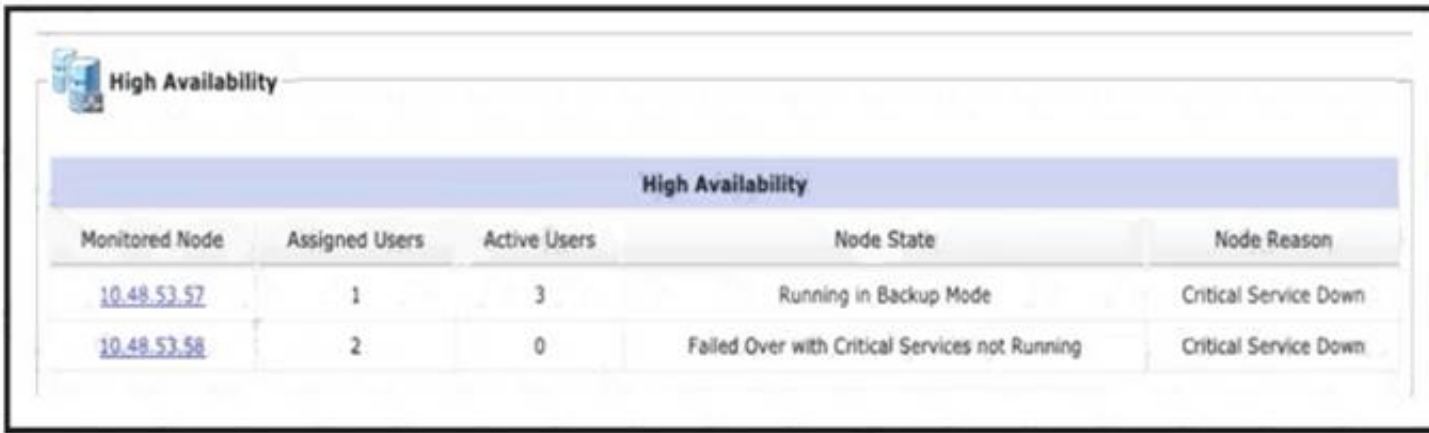
A collaboration engineer restored a failed primary node of an active/standby IM and presence subcluster with the server Recovery manager set to defaults. The engineer notices that the user is still assigned to the secondary server. Which action resolves this issue?

- 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 178

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 181

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 183

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 186

Refer to the exhibit.

```
---Log snippet---

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

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

proceed further?

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

Answer: B

NEW QUESTION 191

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