

# Cisco

## Exam Questions 300-810

Implementing Cisco Collaboration Applications (CLICA)



**NEW QUESTION 1**

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 2**

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 3**

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 4**

Refer to the exhibit.

```
se-10-0-0-0# show ccn subsystem sip
SIP Gateway: 172.19.167.208
SIP Port Number: 5060
DTMF Relay: sip-notify rtp-nte
MWI Notification: outcall
Transfer Mode: blind (REFER)
SIP RFC Compliance: Pre-RFC3261
```

An administrator is configuring a Cisco Unity Express call handler. One of the options will transfer calls off-system to Cisco UCME. The administrator wants the transfer to finish while the transfer target is ringing. Which transfer-mode command completes the configuration?

- A. attended
- B. blind refer
- C. semi-attended
- D. Wind by-also

**Answer: C**

**NEW QUESTION 5**

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 6**

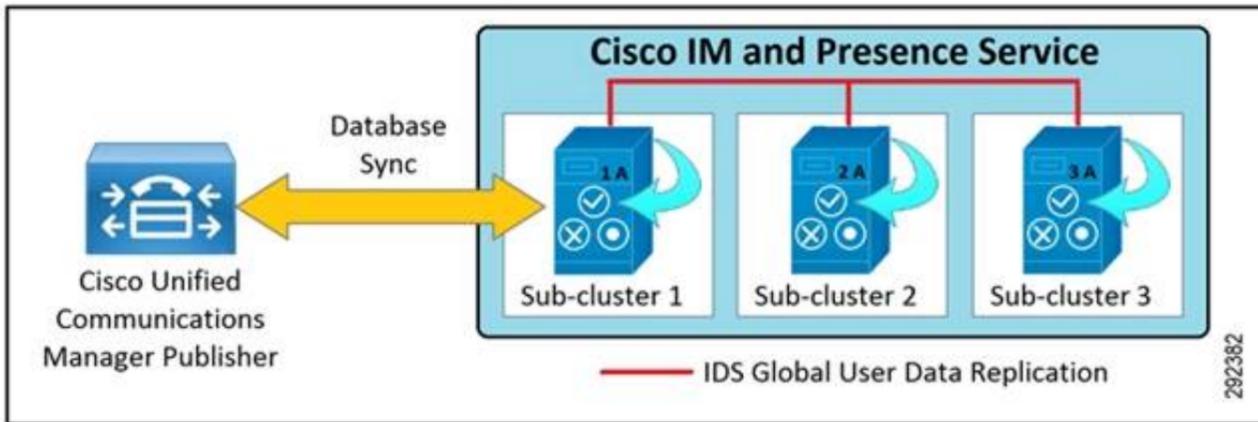
Which statement about SIP federation between Cisco Unified Communications IM and Presence and Microsoft Skype for Business is true?

- 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 7**

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 8**

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 9**

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 10**

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 10**

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 11**

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 12**

Refer to the exhibit.

```
[CDPProvider::DispatchTheMessage] ~ [id=0] Received: , pduName[0]PduNum)=LINE_CLOSED_EVENT
[CDPLine::HandleEvent_LineClosed] ~ CDPLine::HandleEvent_LineClosed
[CDPLine::OutOfService] ~ CDPLine::OutOfService, bClose=1
[CDPLine::ResetCalls] ~ CDPLine::ResetCalls
```

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 15**

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 19**

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 23**

Refer to the exhibit.

	My rooms	Filters	All rooms
<div style="background-color: #0070C0; color: white; padding: 5px; text-align: center;">   <b>Contacts</b> </div> <div style="background-color: #0070C0; color: white; padding: 5px; text-align: center;">   <b>Chat Rooms</b> </div>	Room1		
	Test Room		Thursday 6:51 PM
	Test Room2		

Users report that they cannot see the Chat Rooms icon on their Cisco Jabber clients. This feature works without issue in the lab. An engineer reviews the Cisco IM&P and Jabber configuration and finds that the jabber-config.xml file is configured properly to support this feature. Which activity should be performed on the IM&P server to resolve this issue?

- A. Activate Cisco XCP Connection Manager in Cisco Unified Serviceability > Tools > Service Activation.
- B. Restart Cisco XCP Message Archiver in Cisco Unified Serviceability > Tools > Control Center – Feature Services.
- C. Restart XCP Text Conference Manager in Cisco Unified Serviceability > Tools > Control Center – Network Services.
- D. Activate XCP Text Conference Manager in Cisco Unified Serviceability > Tools > Service Activation.

**Answer: D**

**NEW QUESTION 26**

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 31**

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 35**

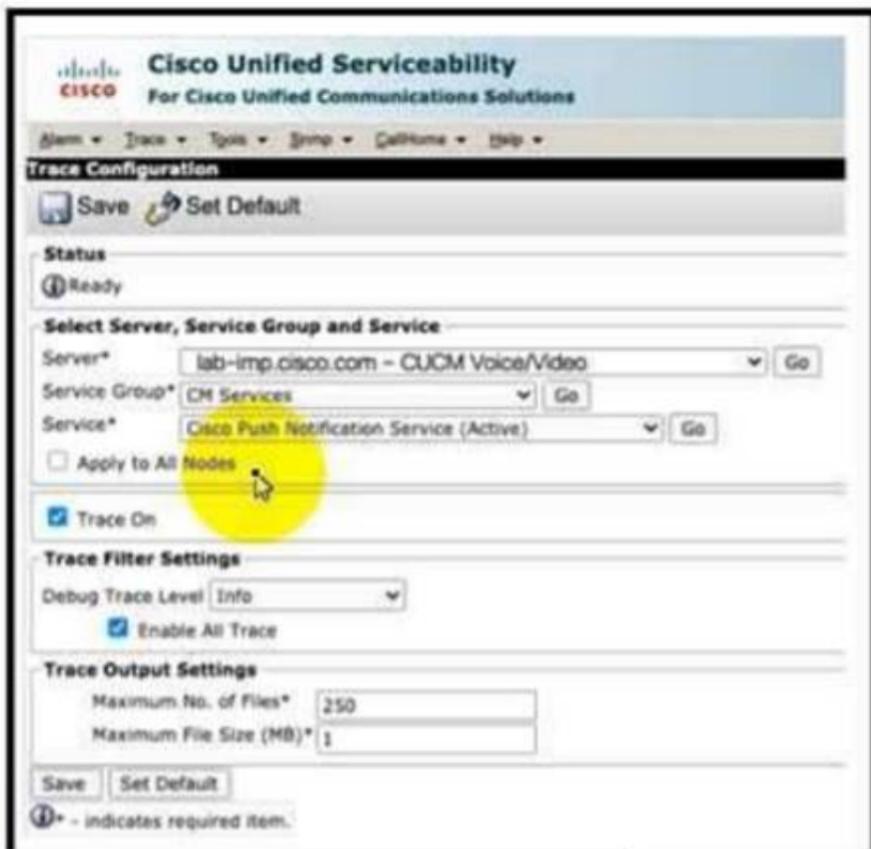
What are two authentication mechanisms for identity provider authentication? (Choose two.)

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

**Answer: BC**

**NEW QUESTION 40**

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 42**

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 43**

An engineer is configuring Cisco Unified IM and Presence on-premises SIP Federation. The IM and Presence Service node cannot find the external domain using DNS SRV. Assuming the DNS SRV configuration is Correct. what should the engineer configure next to resolve this issue?

- A. A static route that points to the internal interface of the external domain.
- B. A static route that points to the external Interface of the external domain.
- C. A static route on the external domain points to the external interface.
- D. A dynamic route on the external domain that points to the internal Interface.

**Answer:** B

**NEW QUESTION 46**

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**

**Status**

*i* Status: Ready

**Pattern Definition**

Hunt Pilot\*:

Route Partition:

Description:

**Call Forward and Call Pickup Settings**

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

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 50**

Refer to the exhibit.

Direct Routing Rules in Descending Order of Precedence					
<input type="button" value="Delete Selected"/> <input type="button" value="Add New"/> <input type="button" value="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			
<input type="button" value="Delete Selected"/> <input type="button" value="Add New"/> <input type="button" value="Change Order"/>					
Forwarded Routing Rules in Descending Order of Precedence					
<input type="button" value="Delete Selected"/> <input type="button" value="Add New"/> <input type="button" value="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			
<input type="button" value="Delete Selected"/> <input type="button" value="Add New"/> <input type="button" value="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](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx/10xcu)

**NEW QUESTION 52**

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 53**

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 57**

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

- A. dial-peer voice 7000 voip destination-pattern 7000 session protocol sipv2session target ipv4: 10.3.6.127 codec g711alaw

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

**Answer: C**

**NEW QUESTION 59**

An administrator is troubleshooting an Issue with Cisco Unity Connection. When outside callers interact with the Auto-Attendant, the callers cannot reach the operator when they press '0'. However, the callers can leave messages for users when they get a user's mailbox. Internal callers to the Auto-Attendant are experiencing the same issue. Which two areas should the administrator verify that Cisco Unity Connection is receiving the callers' keypresses? (Choose two.)

- A. Cisco Unity Connection Media (Wave) Traces
- B. Cisco Unity Connection Remote Port Status Monitor
- C. Cisco Unity Connection Packet Capture
- D. Cisco UCM CallManager Traces
- E. Cisco UCM CDR Records

**Answer: CD**

**NEW QUESTION 64**

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 68**

Refer to the exhibit.

```

2014-11-07 09:39:53.855 ERROR [0x00000298] [ice\TelephonyAdapterPhoneDevice.cpp(178)] [TelephonyAdapter]
[TelephonyAdapter selectDeviceImp] - 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 73**

Refer to the exhibit.

The screenshot shows a configuration form with the following elements:

- Dialed Number**: Equals (dropdown), 3005 (text input)
- Port**: [REDACTED] (dropdown)
- Phone System**: [REDACTED] (dropdown)
- Schedule**: All Hours (dropdown)
- 
- Fields marked with an asterisk (\*) are required.

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 78**

Refer to the exhibit.



An engineer assists a user who reports that the voicemail notifications show correctly on the desk phone 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 80**

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 81**

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 86**

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 89**

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 94**

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 96**

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 97**

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 102**

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 105**

Refer to the exhibit

```

[0325fb70] info| deliver.c:1184 DELIVER: type:8, host:pecm.imp-pub-cll-collab-internal,
pool:0x8e9d1c0, packet:<route from='jwhite@jxm-1.imp-pub-cll-collab-internal/F6C18128'
to='pecm.imp-pub-cll-collab-internal/AgAA00Lelw'><message from='jdoe@cll-collab.internal/
jabber_27369' id='4d0beb90:aaaa:42e9:90d3:b8b7fc0bb6c5' to='jwhite@cll-collab.internal'
type='chat' xml:lang='en'><body> Hi JaXXXXXXXXXXXXXXXXXX</body><thread>
connect21611</thread><html xmlns='http://jabber.org/protocol/xhtml-im'><body
xmlns='http://www.w3.org/1999/xhtml'>XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXX</body></html><active xmlns='http://jabber.org/protocol/
chatstates' /></message></route>
    
```

A collaboration engineer is troubleshooting an issue where a user is reporting that instant messages are not reaching the intended recipient. The engineer is unable

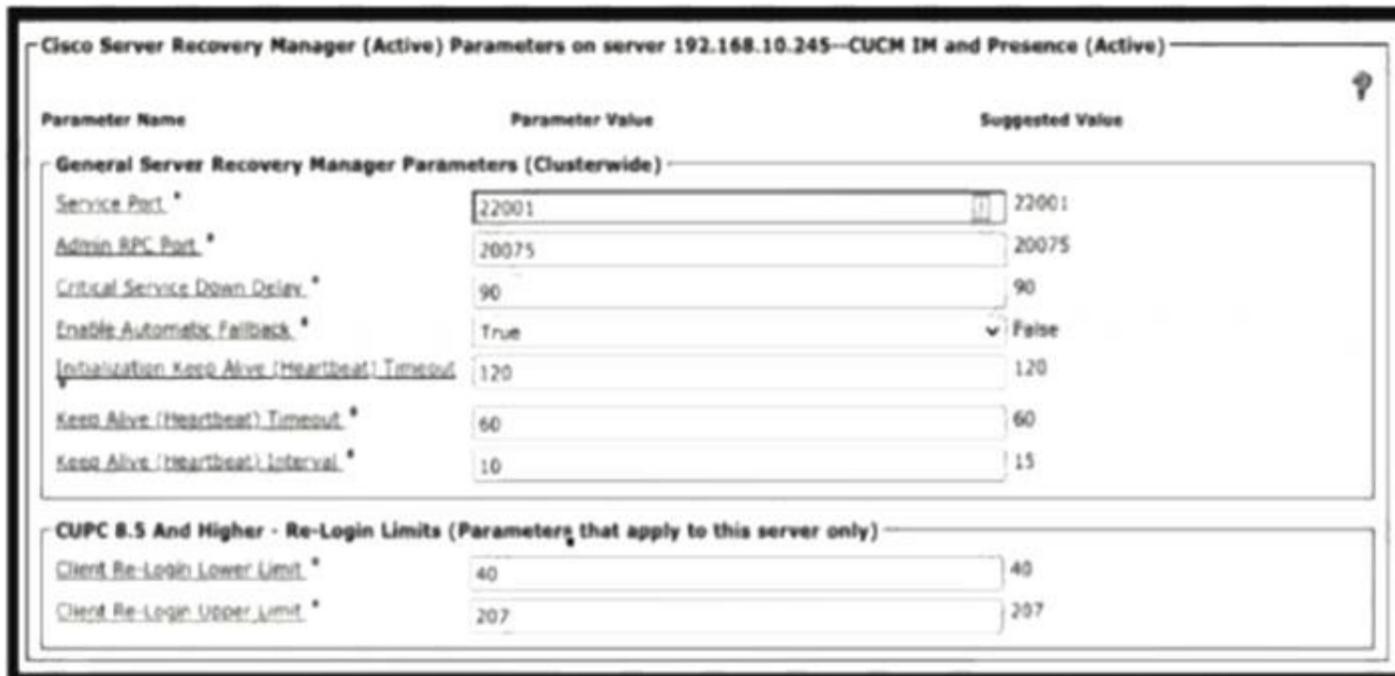
to see the full instant message in the trace file In which trace in the transaction must the engineer resolve this issue?

- A. XCP Router
- B. Client Profile Agent
- C. Presence Engine
- D. XCP Connection Manager

**Answer: A**

**NEW QUESTION 110**

Refer to the exhibit.



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 114**

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 119**

An end user opened a ticket, stating that before logging in to Jabber for Windows, a warning is displayed that a server certificate has expired. Which two certificates must be verified on the Cisco Unified Communications Manager and IM&P deployment? (Choose two.)

- A. capf on Cisco Unified CM
- B. cup-xmpp on IM&P
- C. callmanager on Cisco Unified CM
- D. tomcat on Cisco Unified CM
- E. cup on IM&P

**Answer: BD**

**Explanation:**

<https://www.cisco.com/c/en/us/support/docs/unified-communications/unified-presence/116917-technote-certific>

**NEW QUESTION 122**

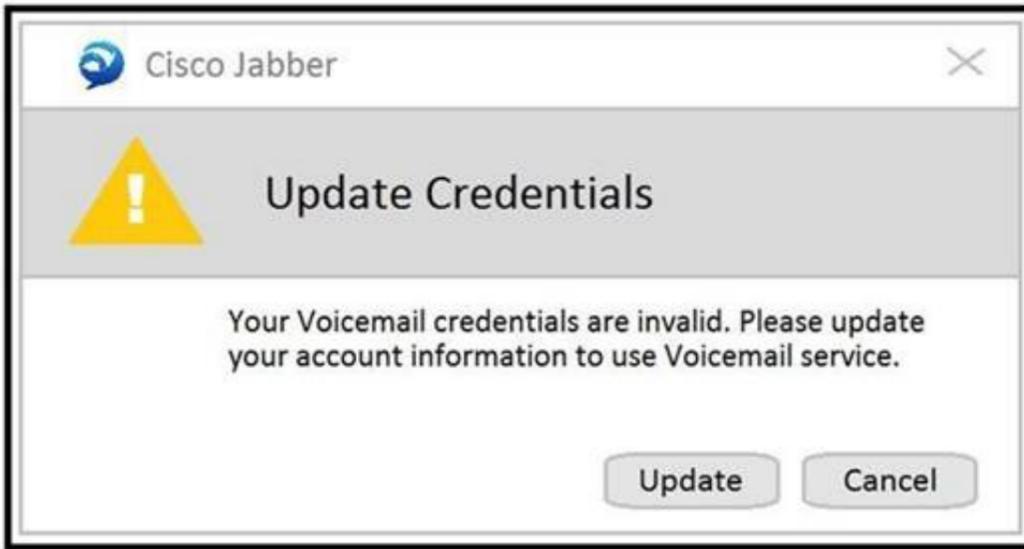
A collaboration engineer is troubleshooting Apple push notification Issues and calls Cisco TAC for assistance. The Cisco TAC Engineer indicates that diagnostic information has not been received for the cluster. Which action resolves this issue?

- 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 125**

Refer to the exhibit.



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

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

**Answer: D**

**NEW QUESTION 129**

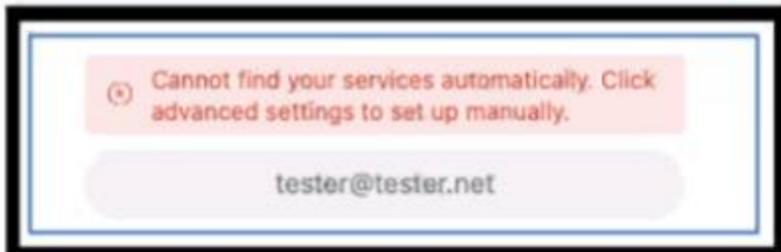
An engineer deploys Centralized Deployment for Cisco IM and Presence, where central IM and Presence runs version 12.0, and remote Cisco UCM clusters run version 10.5. The engineer checks under System > Centralized Deployment and notes that Status remains UnSynchronized. What are two reasons for this 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 132**

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 134**

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 138**

Which service must be activated on Cisco Unity Connection to utilize LDAP synchronization?

- A. Cisco Tomcat
- B. Cisco Sync Agent
- C. Cisco DirSync
- D. Cisco RIS Data Collector

**Answer: C**

**NEW QUESTION 143**

A collaboration engineer troubleshoots an Issue with Cisco IM and Presence federated with Microsoft Skype for Business. A Cisco Jabber user reports being unable to see the presence status of a user on Microsoft Skype for Business when searching for the Microsoft user. Which action resolves this issue?

- A. Disable TLS for the federation.
- B. Configure the federation to use the XMPP protocol.
- C. Add a static route on Cisco IM and Presence to the Skype for Business domain.
- D. Have the Jabber user add the Skype for Business user to the Jabber contact list.

**Answer: A**

**NEW QUESTION 148**

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 150**

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 152**

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