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300-810

Implementing Cisco Collaboration Applications



## Exam A

### QUESTION 1

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://developer.cisco.com/docs/cisco-unified-communications-single-sign-on-tutorial/#!cisco-unified-communications-single-sign-on-tutorial/learning-more-about-ssso>

**QUESTION 2** 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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://www.cisco.com/c/en/us/support/docs/unified-communications/unified-communications-manager-im-presence-service/200958-IM-and-Presence-Server-High-Availability.html>

**QUESTION 3** 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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 4** 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

```
username testuser create
username testuser pin 12345
username testuser phonenumber 4001
voicemail mailbox owner testuser
```

this scenario? A.

```
username testuser pin 12345
username testuser phonenumber 4001
voicemail mailbox owner testuser
```

```
username testuser phonenumber 4001
username testuser pin 12345
voicemail mailbox owner testuser
```

```
username testuser create
username testuser pin 12345
username testuser phonenumber 4001 testuser@labdomain.com
voicemail mailbox create testuser
```

B.

C.



D.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 5** 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

**Correct Answer:** DE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/jabber/11\\_0/CJAB\\_BK\\_D657A25F\\_00\\_deployment-installation-guide-jabber-110/CJAB\\_BK\\_D657A25F\\_00\\_deployment-installation-guide-jabber-110\\_chapter\\_01100.html#JABW\\_RF\\_CE43EF4C\\_00](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/jabber/11_0/CJAB_BK_D657A25F_00_deployment-installation-guide-jabber-110/CJAB_BK_D657A25F_00_deployment-installation-guide-jabber-110_chapter_01100.html#JABW_RF_CE43EF4C_00)

**QUESTION 6** Which description of an IdP server is true?

- A. authenticates user credentials
- B. provides user authorization
- C. is an authentication request that is generated by a Cisco Unified Communications application
- D. consists of pieces of security information that are transferred to the service provider for user authentication

**Correct Answer:** D

**Section:** (none)

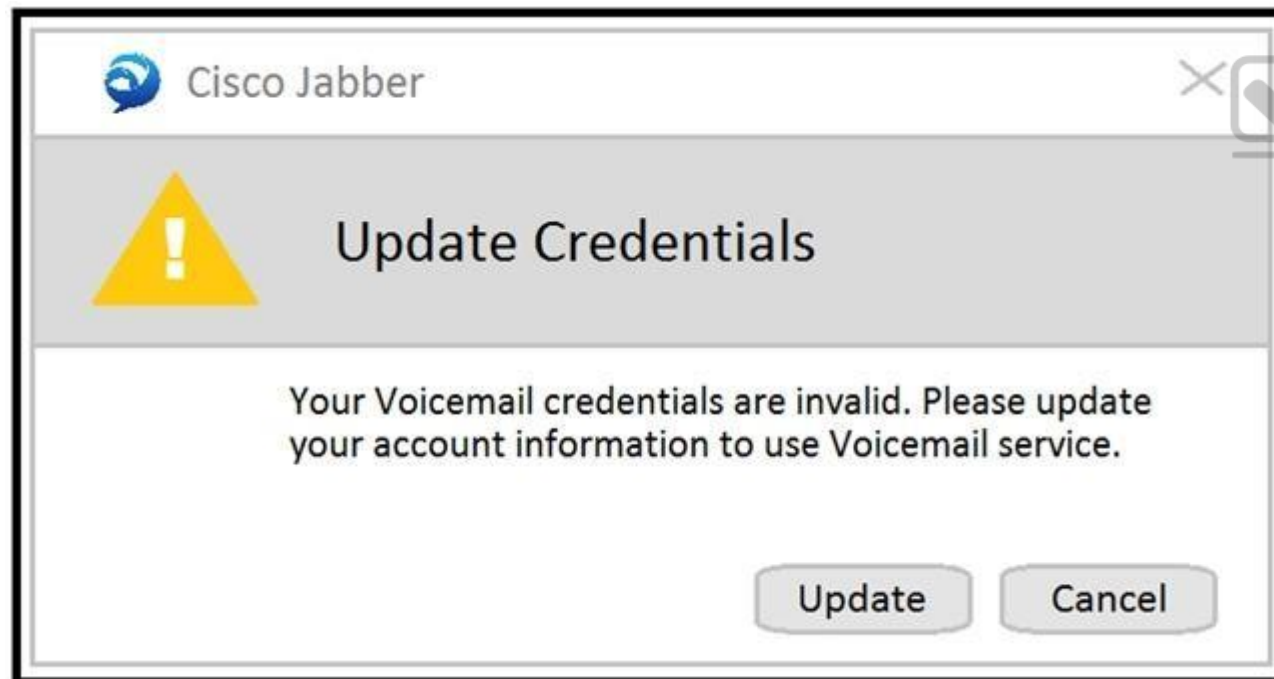
**Explanation**

**Explanation/Reference:**

Reference: [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cust\\_contact/contact\\_center/crs/express\\_12\\_5/features/guide/uccx\\_b\\_125features-guide/uccx\\_b\\_125features-guide\\_chapter\\_01.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_12_5/features/guide/uccx_b_125features-guide/uccx_b_125features-guide_chapter_01.html)

**QUESTION 7**

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.

**Correct Answer:** D

Section: (none)

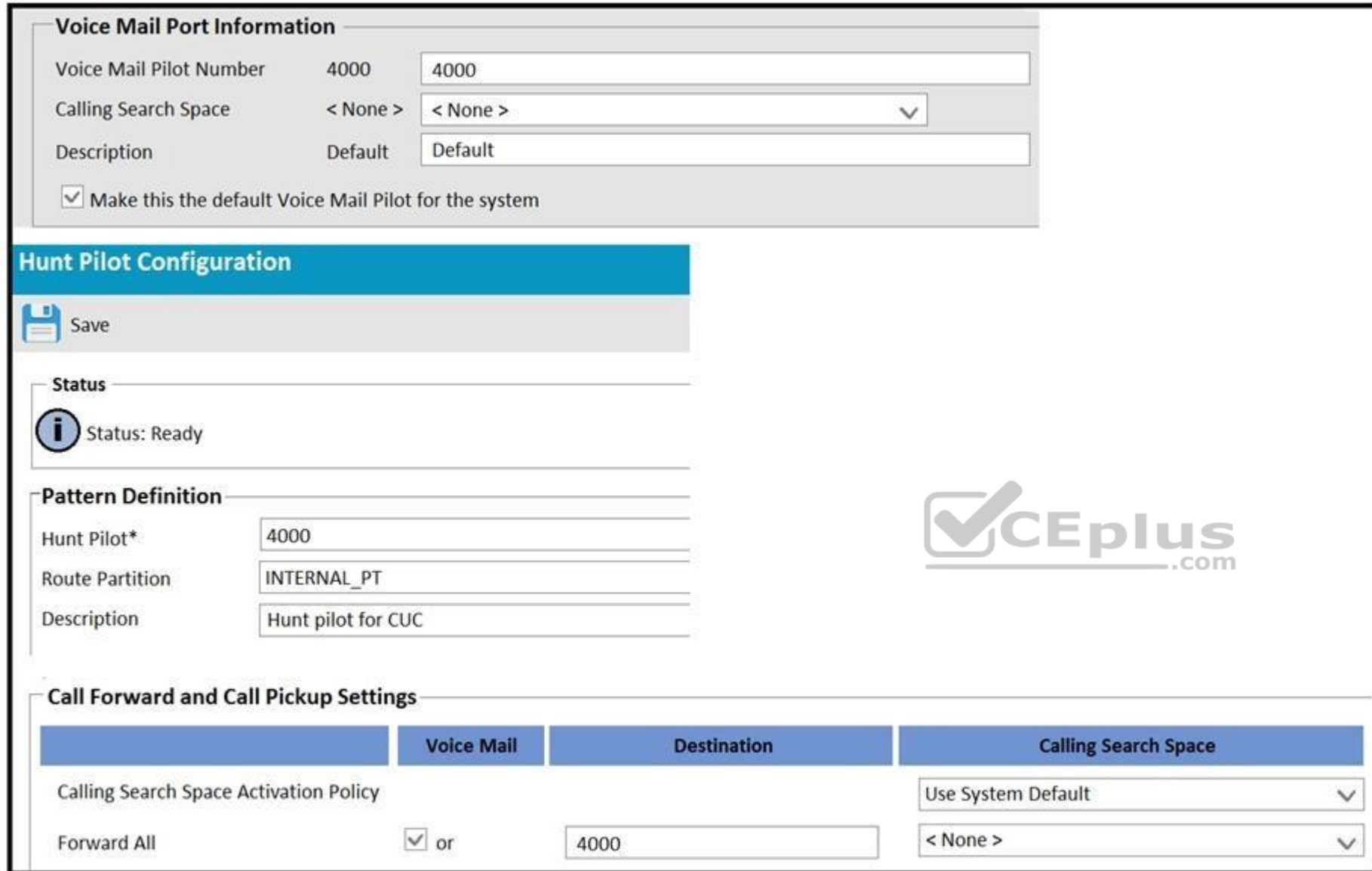
Explanation

Explanation/Reference:

Reference: <https://community.cisco.com/t5/unified-communications/jabber-mra-unity-voice-mail-integration-issue/td-p/3195653>

### QUESTION 8

Refer to the exhibit.




**Voice Mail Port Information**


Voice Mail Pilot Number	4000	4000
Calling Search Space	< None >	< None >
Description	Default	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.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

**QUESTION 9**

Refer to the exhibit.

```
2014-11-07 09:39:53, 855 ERROR [0X00000298] [ice\TelephonyAdapterPhoneDevice.cpp(178)] [TelephonyAdppter]
[TelephonyAdapter::selectDeviceImpl] – switchMode to device [SEP84802D7698D6] failed with error
[eDeviceRegCouldNotOpenDevice]
```

Which end-user option can resolve this issue?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 10** 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.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://www.cisco.com/c/en/us/support/docs/unified-communications/unified-communications-manager-im-presence-service/200958-IM-and-Presence-Server-High-Availability.html>

**QUESTION 11**

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 12**

Refer to the exhibit.



```
Response:
HTTP/1.1 400 Bad Request
Strict-Transport-Security: max-age=31536000
X-Frame-Options: DENY
X-Content-Type-Options: nosniff
Set-Cookie: JSESSIONID=1233ADC137E591GE144792F38123AB09; Patch=/idb/; Secure; HttpOnly
TrackingID: FOS_d0ac0d7b-f4e4-4d83-ba27-d4252e310b88
Cache-Control: no-store
Date: Mon, 06 Jan 2018 10:30:00 GMT
Accept-Ranges: bytes
Server:
Vary: Accept-Charset, Accept-Encoding, Accept-Language, Accept
Access-Control-Allow-Credentials: true
Access-Control-Allow-Headers: Accept, Authorization, Content-Type, TrackingID
Access-Control-Allow-Methods: POST, PUT, PATCH, HEAD, GET, TRACE, CONNECT, OPTIONS, DELETE
Pragma: no-cache
Content-Type: application/json; charset=UTF-8
Connection: close
Content-Length: 176

{"error_description": "The refresh token provided is expired, revoked, malformed, or invalid.", "error": "invalid_request", "trackingID": "FOS_a12b123c-d123-e123-a127-b420be310188"}
```

Apple Push Notification integration is configured in a Cisco Unified IM and Presence deployment and has been working properly. Administrators now report the error "Push notification settings cannot be configured. 400 Bad Request." in the GUI, and HTTP logs are displaying the errors that are shown in the exhibit. Which action solves this issue?

- A. Fix the network connectivity to Apple iCloud.
- B. Reboot the IM&P cluster.
- C. Change the HTTP proxy settings to remove errors in request syntax.
- D. Update Refresh Token Manually.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cucm/push\\_notifications/cucm\\_b\\_push-notifications-deployment-guide.pdf](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/push_notifications/cucm_b_push-notifications-deployment-guide.pdf)

### QUESTION 13

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

**Correct Answer:** CD

**Section:** (none)

## Explanation

### Explanation/Reference:

Reference: [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cucm/srnd/collab11/collab11/presence.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/srnd/collab11/collab11/presence.html)

**QUESTION 14** What is the maximum number of Cisco Unity Connection locations connected in a HTTPS network?

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

**Correct Answer:** B

**Section:** (none)

### Explanation

### Explanation/Reference:

Reference: [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/connection/10x/https\\_networking/guide/10xcuchttpsnetx/10xcuchttpsnet010.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/10x/https_networking/guide/10xcuchttpsnetx/10xcuchttpsnet010.html)

**QUESTION 15** 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

**Correct Answer:** A

**Section:** (none)

### Explanation



### Explanation/Reference:

Reference: [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/connection/10x/security/guide/10xcucsecx/10xcucsec020.pdf](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/10x/security/guide/10xcucsecx/10xcucsec020.pdf)

**QUESTION 16** 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**

**Correct Answer:** A

**Section:** (none)

### Explanation

### Explanation/Reference:

Reference: [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cucm/im\\_presence/configAdminGuide/12\\_0\\_1/cup0\\_b\\_config-admin-guide-imp-1201/cup0\\_b\\_config-admin-guide-imp-1201\\_chapter\\_010101.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/im_presence/configAdminGuide/12_0_1/cup0_b_config-admin-guide-imp-1201/cup0_b_config-admin-guide-imp-1201_chapter_010101.html)

### QUESTION 17

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.



**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cucm/SAML\\_SSO\\_deployment\\_guide/12\\_5\\_1/cucm\\_b\\_saml-ss0-deployment-guide-12\\_5/cucm\\_b\\_saml-ss0-deployment-guide-12\\_5\\_chapter\\_01.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/SAML_SSO_deployment_guide/12_5_1/cucm_b_saml-ss0-deployment-guide-12_5/cucm_b_saml-ss0-deployment-guide-12_5_chapter_01.html)

**QUESTION 18**

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/jabber/11\\_5/CJAB\\_BK\\_D00D8CBD\\_00\\_deployment-installation-guide-cisco-jabber115/CJAB\\_BK\\_D00D8CBD\\_00\\_deployment-installation-guide-ciscojabber115\\_chapter\\_0111.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/jabber/11_5/CJAB_BK_D00D8CBD_00_deployment-installation-guide-cisco-jabber115/CJAB_BK_D00D8CBD_00_deployment-installation-guide-ciscojabber115_chapter_0111.html)

**QUESTION 19**

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] - Xmpv 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
[csf.common.PolicySet] [csf::common:PolicySet::getPolicy] - [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.

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Reference: <https://www.cisco.com/c/en/us/support/docs/unified-communications/jabber-windows/116637-trouble-jabber-00.html>

**QUESTION 20** 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

**Correct Answer:** AC  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

Reference: [https://www.cisco.com/c/dam/en/us/td/docs/voice\\_ip\\_comm/cucm/im\\_presence/interdomain\\_federation/11\\_5\\_1/cup0\\_b\\_interdomain-federation-guide-imp-115.pdf](https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cucm/im_presence/interdomain_federation/11_5_1/cup0_b_interdomain-federation-guide-imp-115.pdf)

**QUESTION 21** 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

**Correct Answer:** C  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

Reference: [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/connection/10x/administration/guide/10xcucsagx/10xcucsag120.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx/10xcucsag120.html)

**QUESTION 22**

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.

**Correct Answer:** CE  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

Reference: [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cucm/im\\_presence/configAdminGuide/10\\_5\\_1/CUP0\\_BK\\_CE43108E\\_00\\_config-admin-guide-imp-105/CUP0\\_BK\\_CE43108E\\_00\\_config-admin-guide-imp105\\_chapter\\_010010.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/im_presence/configAdminGuide/10_5_1/CUP0_BK_CE43108E_00_config-admin-guide-imp-105/CUP0_BK_CE43108E_00_config-admin-guide-imp105_chapter_010010.html)

**QUESTION 23**



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.

**Correct Answer:** BC

**Section:** (none)

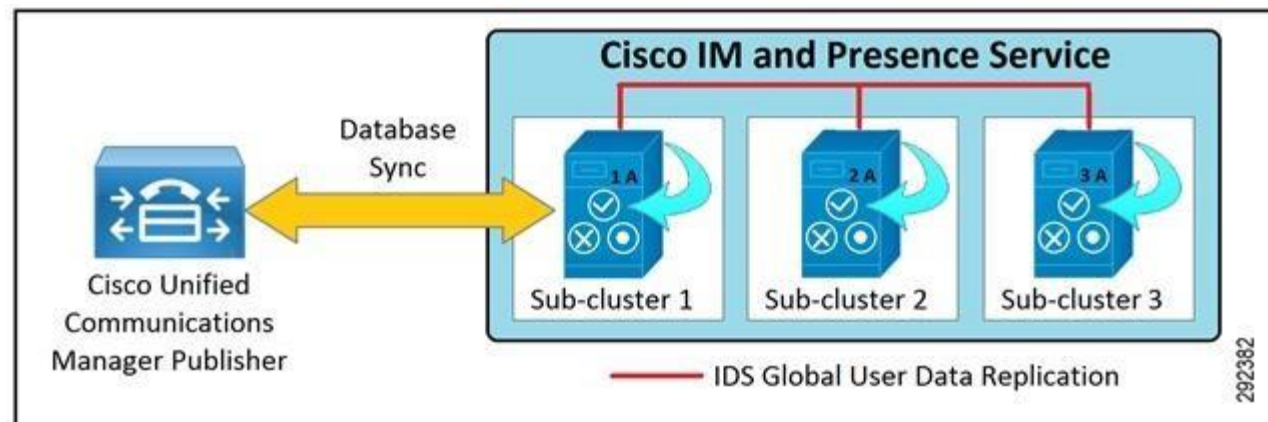
**Explanation**

**Explanation/Reference:**

Reference: [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cucm/im\\_presence/configAdminGuide/10\\_0\\_1/CUP0\\_BK\\_C318987B\\_00\\_config-admin-guide-imp-100/CUP0\\_BK\\_C318987B\\_00\\_config-admin-guide-imp100\\_chapter\\_010101.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/im_presence/configAdminGuide/10_0_1/CUP0_BK_C318987B_00_config-admin-guide-imp-100/CUP0_BK_C318987B_00_config-admin-guide-imp100_chapter_010101.html)

#### QUESTION 24

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.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 25**

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 26** 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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**



**QUESTION 27**

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://www.cisco.com/c/en/us/support/docs/unified-communications/unified-communications-manager-im-presence-service/200958-IM-and-Presence-Server-High-Availability.html#anc4>

**QUESTION 28**

Which SAML component specifies the mapping of SAML assertion protocol message exchanges with standard messaging formats or communication protocols such as SOAP exchanges?

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

**Correct Answer:** A

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Reference: [https://en.wikipedia.org/wiki/Security\\_Assertion\\_Markup\\_Language](https://en.wikipedia.org/wiki/Security_Assertion_Markup_Language)

**QUESTION 29**

DRAG DROP

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

**Select and Place:**

**Correct Answer:**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 30** Which two Cisco Unity Connection logs are used to troubleshoot issues with Message Waiting Indicators? (Choose two.)

- A. Connection IMAP Server
- B. Connection Mailbox Sync
- C. Connection Notifier
- D. Connection Message Transfer Agent
- E. Connection Conversation Manager

**Correct Answer:** DE

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 31**

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.

**Correct Answer:** B

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Reference: <https://www.cisco.com/c/en/us/support/docs/unified-communications/unity-connection/117559-probsol-transferfailure-00.html>

**QUESTION 32** 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.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cucm/im\\_presence/interdomain\\_federation/12\\_5\\_1/cup0\\_b\\_interdomain-federation-1251/cup0\\_b\\_interdomain-federation-1251\\_chapter\\_01000.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/im_presence/interdomain_federation/12_5_1/cup0_b_interdomain-federation-1251/cup0_b_interdomain-federation-1251_chapter_01000.html)

**QUESTION 33** Which two child elements can be in an XMPP message stanza? (Choose two.)

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

**Correct Answer:** DE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 34**

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

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



**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 35** 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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [https://www.cisco.com/c/dam/en/us/td/docs/telepresence/infrastructure/vcs/config\\_guide/X8-2/XMPP-Federation-with-Cisco-VCS-and-IM-and-Presence-Service.pdf](https://www.cisco.com/c/dam/en/us/td/docs/telepresence/infrastructure/vcs/config_guide/X8-2/XMPP-Federation-with-Cisco-VCS-and-IM-and-Presence-Service.pdf)

**QUESTION 36**

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

**Correct Answer:** AE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/connection/10x/https\\_networking/guide/10xcuchttpsnetx/10xcuchttpsnet010.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/10x/https_networking/guide/10xcuchttpsnetx/10xcuchttpsnet010.html)

#### QUESTION 37

Refer to the exhibit.



## Cisco Jabber Diagnostics

Cisco Jabber  
Version 11.9.3 (60004)

### Discovery

Discovery Outcome	<b>Failure: FAILED_UCM90_CONNECTION</b>
Domain Controller	<b>The specified domain either does not exist or could not be contacted.</b>
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	<b>FAILURE: HTTP_CONNECTION_FAILED</b>
CAS lookup url	<a href="https://logiop.webexconnect.com/cas/FederatedSSO?org=corp.cisco.com">https://logiop.webexconnect.com/cas/FederatedSSO?org=corp.cisco.com</a>

### DNS Records

_cisco-uds._tcp.ccnp.cisco.com.	cucm1.ccnp.cisco.com
_collab-edge._tls.ccnp.cisco.com	<b>Domain does not exist</b>

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://community.cisco.com/t5/collaboration-voice-and-video/jabber-client-login-and-login-issues/ta-p/3143446>

#### QUESTION 38

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

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://community.cisco.com/t5/collaboration-voice-and-video/unity-connection-call-routing-logic/ta-p/3162560>

#### QUESTION 39

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

**Correct Answer:** AB

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### QUESTION 40

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**

**Correct Answer:** AF

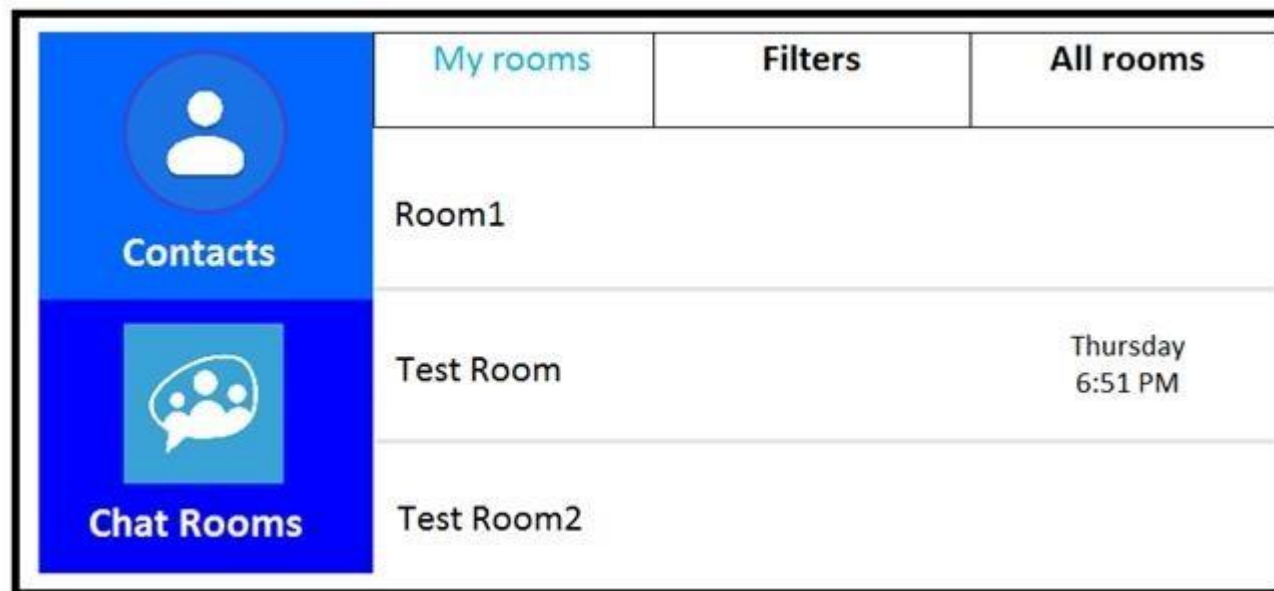
**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 41**

Refer to the exhibit.



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.

**Correct Answer:** D

**Section:** (none)

**Explanation**



**Explanation/Reference:**

Reference: <https://www.cisco.com/c/en/us/support/docs/unified-communications/jabber-windows/118684-probsol-chat-00.html>

**QUESTION 42** 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-kpml codec`  
`g729r8`
- B. `dial-peer voice 6800 voip`  
`destination-pattern 5...`  
`session protocol sipv2`  
`session target ipv4:10.3.6.127`  
`dtmf-relay sip-notify codec`  
`g711ulaw`
- C. `dial-peer voice 6800 voip`  
`destination-pattern 5...`  
`session protocol sipv2`  
`session target ipv4:10.3.6.127`  
`dtmf-relay rtp-nte codec`  
`g711ulaw`
- D. `dial-peer voice 6800 voip`  
`destination-pattern 5...`



session protocol sipv2  
session target ipv4:10.3.6.127  
dtmf-relay sip-kpml codec  
g711ulaw

- E. dial-peer voice 6800 voip  
destination-pattern 5...  
session protocol sipv2  
session target ipv4:10.3.6.127  
dtmf-relay sip-notify codec  
g729r8

**Correct Answer:** BC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 43** What prevents toll fraud on voicemail ports?

- A. IP address trusted list on the PSTN gateway
- B. CSS
- C. Block OffNet to OffNet Transfer service parameter
- D. FAC

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://www.cisco.com/c/en/us/support/docs/unified-communications/unity-connection/119337-technote-cuc-00.html>

**QUESTION 44** Which statement describes a role of AXL communications in the BLF Plug-in Service of the Cisco Unified Attendant Console?

- A. The AXL communications allow registered attendants to log in to Cisco Unified Communications Manager 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 Unified Attendant Console versions match.
- D. The AXL communications is required after installation to verify that the specified CTI manager or managers and Cisco Unified CM versions.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: [https://www.cisco.com/c/dam/en/us/td/docs/voice\\_ip\\_comm/cucmac/cuaca/12\\_0\\_4/design\\_guides/CUACA\\_DG\\_120401.pdf](https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cucmac/cuaca/12_0_4/design_guides/CUACA_DG_120401.pdf)

**QUESTION 45** 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

**Correct Answer:** A



**Section: (none)**

**Explanation**

**Explanation/Reference:**

Reference: [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/jabber/Windows/9\\_7/CJAB\\_BK\\_C606D8A9\\_00\\_cisco-jabber-dns-configuration-guide/CJAB\\_BK\\_C606D8A9\\_00\\_cisco-jabber-dns-configuration-guide\\_chapter\\_010.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/jabber/Windows/9_7/CJAB_BK_C606D8A9_00_cisco-jabber-dns-configuration-guide/CJAB_BK_C606D8A9_00_cisco-jabber-dns-configuration-guide_chapter_010.html)

**QUESTION 46**

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

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 47** 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

**Correct Answer:** CD

**Section:** (none)

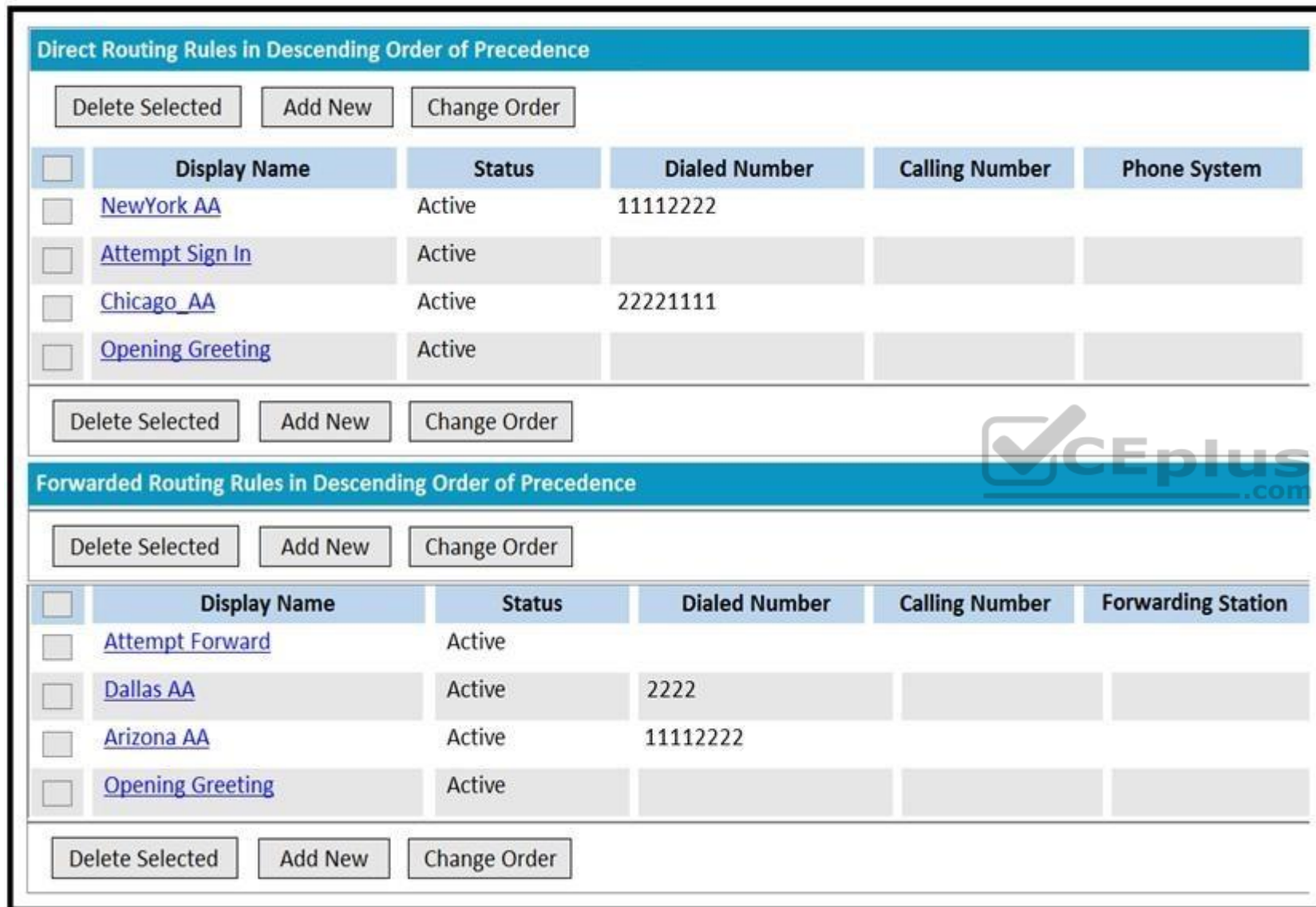
**Explanation**

**Explanation/Reference:**

Reference: [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cucm/SAML\\_SSO\\_deployment\\_guide/11\\_0\\_1/CUCM\\_BK\\_SF9D0502\\_00\\_saml-ss0-deployment-guide-1101/CUCM\\_BK\\_SF9D0502\\_00\\_saml-ss0-deployment-guide11\\_chapter\\_01.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/SAML_SSO_deployment_guide/11_0_1/CUCM_BK_SF9D0502_00_saml-ss0-deployment-guide-1101/CUCM_BK_SF9D0502_00_saml-ss0-deployment-guide11_chapter_01.html)

#### QUESTION 48

Refer to the exhibit.



The screenshot displays two sections of the Cisco Unity Configuration interface: "Direct Routing Rules in Descending Order of Precedence" and "Forwarded Routing Rules in Descending Order of Precedence".

**Direct Routing Rules:**

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

**Forwarded Routing Rules:**

	Display Name	Status	Dialed Number	Calling Number	Forwarding Station
<input type="checkbox"/>	<a href="#">Attempt Forward</a>	Active			
<input type="checkbox"/>	<a href="#">Dallas AA</a>	Active	2222		
<input type="checkbox"/>	<a href="#">Arizona AA</a>	Active	11112222		
<input type="checkbox"/>	<a href="#">Opening Greeting</a>	Active			

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

- A. NewYork\_AA
- B. Attempt Sign In
- C. Arizona\_AA
- D. Opening\_Greeting

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 49** Which DNS record is used for on-premises service by Jabber clients?

- A. \_collab-edge.\_tcp.<domain> SRV record
- B. \_cisco-uds.\_tls.<domain> SRV record
- C. \_cisco-uds.\_tcp.<domain> SRV record
- D. <tftp server FQDN> A record

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Reference: [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/jabber/Windows/9\\_7/CJAB\\_BK\\_C606D8A9\\_00\\_cisco-jabber-dns-configuration-guide/CJAB\\_BK\\_C606D8A9\\_00\\_cisco-jabber-dns-configuration-guide\\_chapter\\_010.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/jabber/Windows/9_7/CJAB_BK_C606D8A9_00_cisco-jabber-dns-configuration-guide/CJAB_BK_C606D8A9_00_cisco-jabber-dns-configuration-guide_chapter_010.html)

**QUESTION 50**

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.

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Reference: <https://www.cisco.com/c/en/us/support/docs/unified-communications/unity-connection/119337-technote-cuc-00.html>

**QUESTION 51** 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**

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Reference: <https://www.cisco.com/c/en/us/support/docs/unified-communications/unified-communications-manager-callmanager/213293-troubleshoot-sso-in-cucm.html>

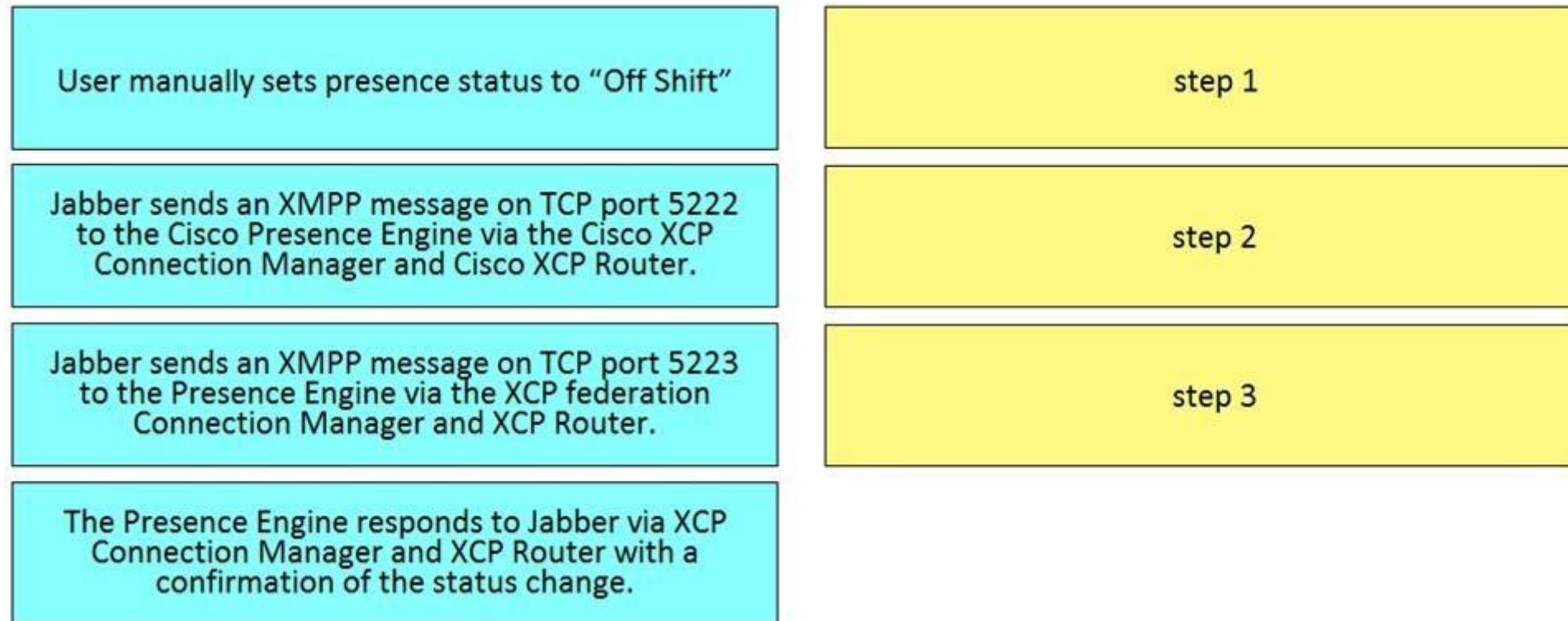
**QUESTION 52**

DRAG DROP

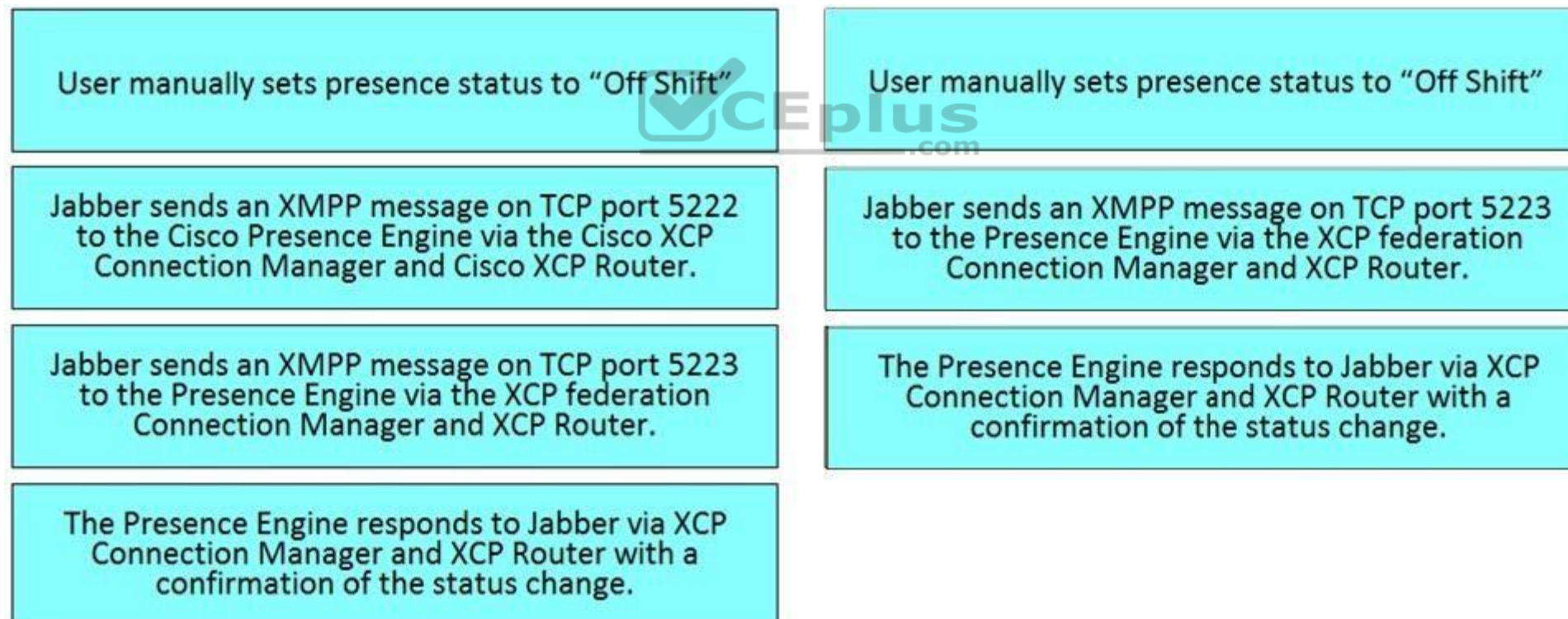
Drag and drop the steps from the left into the correct order on the right that describes the flow of presence updates when a user manually sets the presence status in Cisco Jabber. Not all options are used.

**Select and Place:**





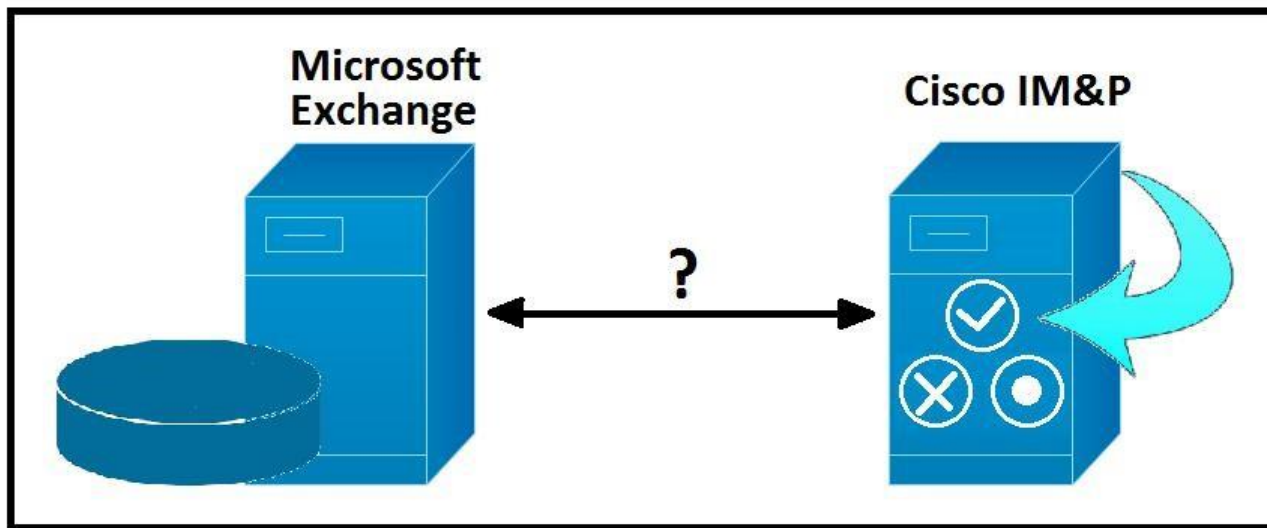
Correct Answer:



Section: (none)  
Explanation

Explanation/Reference:

**QUESTION 53**  
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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

Reference: [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cucm/srnd/collab11/collab11/presence.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/srnd/collab11/collab11/presence.html)

**QUESTION 54** 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 sipv2`  
`session target ipv4: 10.3.6.127`  
`codec g711alaw`
- B. `dial-peer voice 7000 voip`  
`destination-pattern 7000`  
`session protocol sipv2`  
`session target ipv4:`  
`10.3.6.127 codec ilbc`
- C. `dial-peer voice 7000 voip`  
`destination-pattern 7000`  
`session protocol sipv2`  
`session target ipv4: 10.3.6.127`  
`codec g711ulaw`
- D. `dial-peer voice 7000 voip`  
`destination-pattern 7000`  
`session protocol sipv2`  
`session target ipv4:`  
`10.3.6.127 codec g729r6`

**Correct Answer: C**

**Section: (none)**



**Explanation****Explanation/Reference:**

Reference: <https://www.cisco.com/c/en/us/support/docs/voice-unified-communications/unity-express/62609-tdcmecue.html>

**QUESTION 55**

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

**Correct Answer:** BD

**Section:** (none)

**Explanation****Explanation/Reference:**

Reference: [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/jabber/12\\_6/cjab\\_b\\_on-prem-deployment-cisco-jabber\\_12-6.pdf](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/jabber/12_6/cjab_b_on-prem-deployment-cisco-jabber_12-6.pdf)

**QUESTION 56** An engineer is checking the Cisco Unified Communications Manager and Cisco Unity Connection integration and presses the Message button on a phone to check the voicemail. Which action does Cisco Unified CM take?

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

**Correct Answer:** A

**Section:** (none)

**Explanation****Explanation/Reference:**

Reference: [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cucm/admin/9\\_1\\_1/ccmsys/CUCM\\_BK\\_C5565591\\_00\\_cucm-system-guide-91/CUCM\\_BK\\_C5565591\\_00\\_cucm-system-guide-91\\_chapter\\_011110.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/admin/9_1_1/ccmsys/CUCM_BK_C5565591_00_cucm-system-guide-91/CUCM_BK_C5565591_00_cucm-system-guide-91_chapter_011110.html)

**QUESTION 57**

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)

**Correct Answer:** A

**Section:** (none)

**Explanation****Explanation/Reference:**

**QUESTION 58** Which step is the first for web-based single sign-on login?

- A. Authenticate.
- B. Redirect to IdP to get authenticated.
- C. Present authentication assertion.

D. Request access to protected service.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 59** 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.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Reference: <https://www.cisco.com/c/en/us/support/docs/unified-communications/unified-communications-manager-im-presence-service/200958-IM-and-Presence-Server-High-Availability.html>

**QUESTION 60**

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.

**Correct Answer:** BD

**Section:** (none)

**Explanation**

**Explanation/Reference:**