Number: 300-810
Passing Score: 800
Time Limit: 120
File Version: 13.0

Exam Code: 300-810

Exam Name: Implementing Cisco Collaboration Applications (CLICA)

Exam A

QUESTION 1
Refer to the exhibit.

	My rooms	Filters	All rooms
Contacts	Room1		
	Test Room		Thursday 6:51 PM
Chat Rooms	Test Room2		
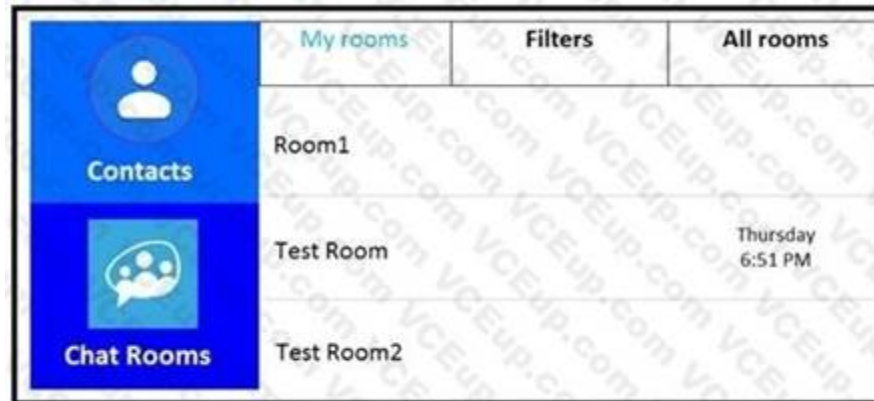
Users report that they cannot see the Chat Rooms icon on their Cisco Jabber clients. This feature works without issue in the lab. An engineer reviews the Cisco IM&P and Jabber configuration and finds that the jabber-config.xml file is configured properly to support this feature. Which activity should 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.

Correct Answer: D
Section:
Explanation:
Reference: https://www.cisco.com/c/en/us/support/docs/unified-communications/jabberwindows/118684- probsol-chat-00.html

QUESTION 2
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: B, C
Section:

QUESTION 3
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?
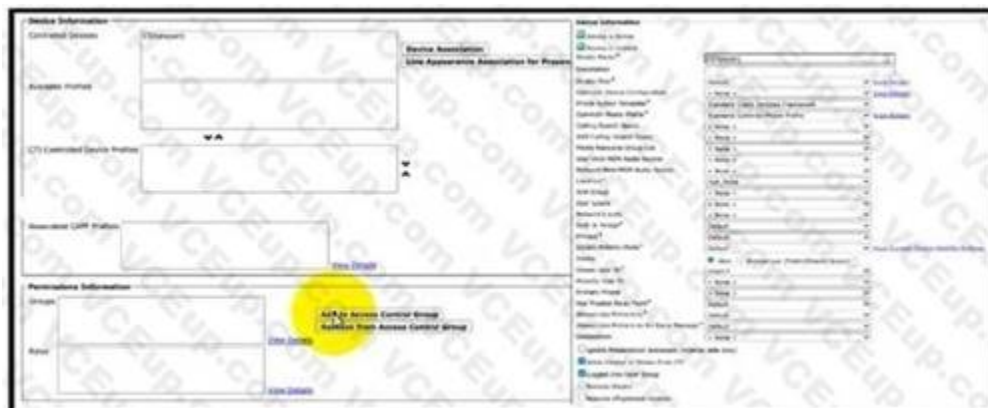
A. UPN discovery enabled

B. exclude services

C. services domain

D. voice services domain

Correct Answer: B
Section:

QUESTION 4
Refer to the exhibit.

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 CTl enabled permission groups for the user.

Correct Answer: D
Section:

QUESTION 5
Refer to the exhibit.

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/imp/trace/cmas/log4j/

/var/log/active/cm/trace/ccmpns/log4j/   /var/log/active/cm/trace/ccmpns/log4j/

/var/log/active/cm/trace/cmas/log4j/   /var/log/active/cm/trace/cmas/log4j/

/var/log/active/cm/trace/ccm/log4j/   /var/log/active/cm/trace/ccm/log4j/

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

Correct Answer: B
Section:

QUESTION 6
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.

Correct Answer: B, C
Section:

QUESTION 7
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

Correct Answer: C
Section:

QUESTION 8
Which two authentication methods does Integrated Windows Authentication use to validate Windows credentials? (Choose two.)

A. NTLM
B. Digest Authentication
C. SAML
D. Kerberos
E. Smart Card

Correct Answer: C, D
Section:

QUESTION 9
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.

Correct Answer: D
Section:

QUESTION 10
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

Correct Answer: B, D
Section:

QUESTION 11
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:
Explanation:
Reference: https://www.cisco.com/c/en/us/support/docs/unified-communications/unityconnection/119337- technote-cuc-00.html

QUESTION 12
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: B
Section:
Explanation:
"Part of the Cisco Unified Attendant Console Advanced BLF Plug-in service known as Device Resolution Manager (DRM) uses AXL to communicate with Cisco Unified Communications Manager. The AXL communications enable DRM to resolve the BLFs of operator and system devices, and to synchronize system devices within the Cisco Unified Communications Manager database."
https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cucmac/cuaca/12_0_4/admin_guide/CUACA_AG_120402.pdf

QUESTION 13
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:
Explanation:
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_ciscojabber-dns- configuration-guide_chapter_010.html

QUESTION 14
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: B
Section:
Explanation:
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_0100.html

QUESTION 15
Refer to the exhibit.

Apple Push Notification integration is configured in a Cisco Unified IM and Presence deployment and has been working property. 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:
Explanation:
Reference:
https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/push_notifications/cucm_b_pushnotifications-deployment-guide.pdf

QUESTION 16
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: C, D

Section:

Explanation:

Reference:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/srnd/collab11/collab11/presence.html

QUESTION 17

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:

Explanation:

Reference:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/10x/https_networking/guide/10xcuchttpsnetx/10xcuchttpsnet010.html

QUESTION 18

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:

Explanation:

Reference: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/10x/security/guide/10xcucsecx/10xcucsec020.pdf

QUESTION 19

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:

Explanation:
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

QUESTION 20
SAML SSO is enabled in Cisco Unified Communications Manager. What happens when a browserbased 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:
Explanation:
Reference: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/SAML_SSO_deployment_guide/12_5_1/cucm_b_saml-sso-deployment-guide-12_5/cucm_b_samlsso- deployment-guide-12_5_chapter_01.html

QUESTION 21
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:
Explanation:
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-cisco-jabber115_chapter_0111.html

QUESTION 22
Refer to the exhibit.

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:
Explanation:
Reference: https://www.cisco.com/c/en/us/support/docs/unified-communications/jabberwindows/116637- trouble-jabber-00.htmlCertificate Authority (CA), which is the case for a self-signed certificate, the certificate needs to beloaded into the client OS certificate store. Otherwise, Jabber users will be prompted to accept ordecline individual server certificates when they initially connect.

QUESTION 23
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: A, C
Section:
Explanation:
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

QUESTION 24
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:
Explanation:
Reference:
https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx/10xcucsag120.html

QUESTION 25
Refer to the exhibit.

High Availability
☑ 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: B, C
Section:
Explanation:
https://www.cisco.com/c/en/us/support/docs/unified-communications/unified-communicationsmanager-im-presence-service/200958-IM-and-Presence-Server-High-Availability.html

QUESTION 26
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: B, C
Section:
Explanation:
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-imp-100_chapter_010101.html

QUESTION 27
Refer to the exhibit.
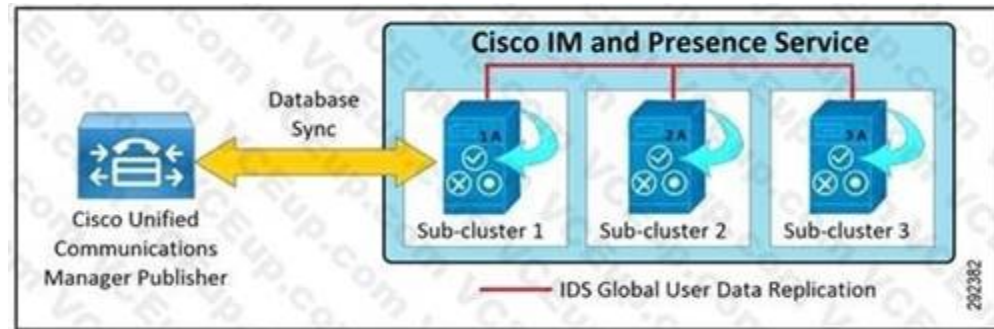
Which statement is true?

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 subscluster 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:

QUESTION 28
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: C
Section:
Explanation:
Reference:
https://community.cisco.com/t5/collaboration-voice-and-video/understanding-troubleshootingmwi-on-unity-connection/ta-p/3162948
https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/security/9_0_1/secugd/CUCM_BK_CCB00C40_00_cucm-security-guide-90/CUCM_BK_CCB00C40_00_cucm-securityguide_chapter_011001.pdf

QUESTION 29
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:

QUESTION 30
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:
Explanation:
Reference: https://www.cisco.com/c/en/us/support/docs/unified-communications/unifiedcommunications-manager-im-presence-service/200958-IM-and-Presence-Server-High-Availability.html#anc4

QUESTION 31
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:
Explanation:
Reference: https://en.wikipedia.org/wiki/Security_Assertion_Markup_Language

QUESTION 32
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: C, E
Section:
Explanation:
https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/troubleshooting/guide/b_11xcuctsg/b_11xcuctsg_chapter_0101.html#ID-2398-00000004

QUESTION 33
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:

Explanation:

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

QUESTION 34

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:
Explanation:

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_interdomainfederation-1251_chapter_01000.html

QUESTION 35

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

A.

B.

C.

D. <body/>

E.

Correct Answer: D, E
Section:
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 [XMPP-CORE]. Otherwise, the message stanza MAY contain any of the following child elements without an explicit namespace declaration:
<body/>

QUESTION 36

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: C
Section:
Explanation:

QUESTION 37
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:
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.

QUESTION 38
Digital networking is configured between two Cisco Unity Connection clusters using an HTTPSconnection. 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: A, E
Section:
Explanation:
Reference:
https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/10x/https_networking/guide/10xcuchttpsnetx/10xcuchttpsnet010.html

QUESTION 39
Refer to the exhibit.

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.ccnp.cisco.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: C
Section:
Explanation:
Reference: https://community.cisco.com/t5/collaboration-voice-and-video/jabber-client-login-andlogin-issues/ ta-p/3143446
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-configurationguide_chapter_010.html

QUESTION 40
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:
Explanation:
Reference: https://community.cisco.com/t5/collaboration-voice-and-video/unity-connection-callrouting-logic/ta- p/3162560

QUESTION 41
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: B, D
Section:
Explanation:
https://www.cisco.com/c/en/us/support/docs/unified-communications/unified-presence/116917-technote-certificate-00.html

QUESTION 42
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: B, C
Section:

QUESTION 43
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 172.16.1.254.255.255.255.0
  no shut
!
sip-ua
  mwi-server ipv4:172.16.1.253 expires 3600 port 5060 transport udp
!
```

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: B
Section:

QUESTION 44
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: C, D
Section:
Explanation:
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-sso-deployment-guide- 1101/ CUCM_BK_SF9D0502_00_saml-sso-deployment-guide-11_chapter_01.html

QUESTION 45
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.

Correct Answer: A, B
Section:

QUESTION 46
An administrator is setting up the Cisco Unified IM and Presence on-premises high availability feature and wants the Server Recovery Manager to initiate failover after 90 seconds. However, failover is happening after 60 seconds How is this issue corrected?

A. Change peer Heartbeat Timeout to 90 seconds.

B. Change Keep Alive (Heartbeat) Interval to 90 seconds

C. Change critical service delay to 90 seconds.

D. Change keep Alive (Heartbeat) Timeout to 90 seconds.

Correct Answer: D
Section:

QUESTION 47
What are two authentication mechanisms for identity provider authentication? (Choose two.)

A. UID

B. PKI/CAC

C. ACS

D. Password only

E. Kerberos

Correct Answer: B, E

Section:

QUESTION 48
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 bow does It get resolved?

A. The user credentials are incorrect; ask the user to change the credentials.

B. The user is duplicated in another Cisco IM and Presence cluster; unassign the user from the duplicate IM and Presence cluster.

C. Presence has stopped working for the user; unassign and reassign the end-user to Cisco IM and Presence.

D. The Cisco IM and Presence Server has CPU/memory issues; restart the IM and Presence Server.

Correct Answer: B
Section:

QUESTION 49
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)

Correct Answer: C
Section:

QUESTION 50
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.

Correct Answer: A

Section:

QUESTION 51

A customer is using Cisco Unified IM and Presence with high availability and has reported that their primary node is not providing any IM and Presence services. What is causing this issue?

A. The presence redundancy group node state of the primary node is 'idle".

B. The presence redundancy group node state of the peer node is "normal".

C. The presence redundancy group node state of the primary node is 'initializing".

D. The presence redundancy group node state of the peer node is 'running in backup mode".

Correct Answer: D

Section:

QUESTION 52

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

A. One

B. Two

C. Three

D. Four

Correct Answer: A

Section:

QUESTION 53

What is a step in the SAML SSO process?

A. The IdP redirects the SAML response to the browser.

B. The LDAP server extracts the assertion.

C. The service provider issues an authentication challenge to the browser.

D. The browser issues an HTTPS POST request to the IdP.

Correct Answer: A

Section:

QUESTION 54

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

Correct Answer: D

Section:

QUESTION 55

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

A. Assign the user to the correct user group.

B. Add the user to Cisco Unity Express.

C. Configure a primary E.164 number for the user.

D. Set "Login without PIN" to 'No' for the user.

Correct Answer: B
Section:

QUESTION 56
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

Correct Answer: C
Section:

QUESTION 57
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.

Correct Answer: B
Section:

QUESTION 58

An engineer is configuring DNS for service discovery in a jabber deployment for On-premises Clients.

Which snippet will complete the SRV record name _ tcp.example.com?

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

Correct Answer: A
Section:

QUESTION 59
Refer to the exhibit.

Figure 17 Business Hours Step Output Branches

Is Holiday (Date: --Current Date--)
  No
    Play Prompt (contact: --Triggering Contact--, prompt: holidayPrompt)
  Yes
    Business Hours (date: --Current Date--, time: --Current Time--, schedule: businessSchedule)
      Open
        Play Prompt (contact: --Triggering Contact--, prompt: busOpenPrompt)
      Closed
        Play Prompt (contact: --Triggering Contact--, prompt: busClosedPrompt)

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 il is not a holiday. How should the script be configured to accomplish this goal?

A. Check the Business Hours only if the "Is Holiday" prompt returns a "Yes".
B. Swap me Open and Closed branches in the script.
C. Check the Business Hours only if the "Is Holiday" prompt returns a "No".
D. Swap the "busOpenPrompt" with "busclosedPrompt".

Correct Answer: C
Section:

QUESTION 60
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

Correct Answer: A
Section:

QUESTION 61
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

Correct Answer: B
Section:

QUESTION 62
Refer to the exhibit.

Refer to the exhibit. An engineer assists a user who reports that the voicemall 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

Correct Answer: C
Section:

QUESTION 63
An engineer is asked to configure cisco jabber for windows on-premises, in phone-only mode and later with cisco IM and presence. In the configuration steps, which two DNS records will be needed, assuming the jabber client is in "domain.com?' (Choose two.)

A. Option A
B. Option B

C. Option C

D. Option D

E. Option E

Correct Answer: A, E
Section:

QUESTION 64
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

Correct Answer: C
Section:

QUESTION 65
A jabber user reports that they receive pop-up windows warring about untrusted certificates when they attempt to log in to jabber without receiving the certificate warnings. Which two actions resolve this issue? (Choose two.)

A. Add the certificates to the client machine's local certificate store or keychain

B. Reinstall the Jabber client using the /quiet option

C. Configure Jabber with the INVALID_CERTIFICATE_BEHAVIOR option set to "RejectAndNotify."

D. Replace self-signed certificates with certificates signed by a CA

E. Move the user to a different Presence Redundancy Group

Correct Answer: A, D
Section:

QUESTION 66

AN administrator must configure a federation between company A and company B using the SIP/simple protocol. What are the configuration items that are available?

A. Port 5061; TLS encryption; Instant Messaging, Presence, and VoIP support
B. no encryption; Instant Messaging, Presence, and VoIP support
C. port 5222; TLS encryption; Instant Messaging, Presence, and VoIP support
D. no encryption; Instant Messaging support

Correct Answer: A
Section:

QUESTION 67
An engineer is working on a cisco unity Express system and notices that users that exist on the integrated cisco UCME are missing from Cisco Unity Express. Which two actions using the GUI resolve this discrepancy? (Choose two)

A. Use the Synchronize task under the User ID field.
B. Use the Synchronize System under MWI
C. Use the Synchronize Information under Administration
D. Import the users using a CSV file.
E. Add the missing users manually to Cisco Unity Express

Correct Answer: B, E
Section:

QUESTION 68
A collaboration engineer wants to stop fraudulent calls to the PSTN that are being made through Cisco Unity Connection Cisco Unity Connection is integrated with Cisco UCM via the SCCP protocol Which action accomplishes this goal?

A. Change the Rerouting CSS on the trunk to Cisco Unity Connection
B. Change the CSS of the voicemail port
C. Change the configuration of the routing rule
D. Remove values from the restriction table

Correct Answer: B
Section:

QUESTION 69
Refer to the exhibit.

```
10325fb70| info| deliver.c:1184 DELIVER: type:8, host:pecm.imp-pub-cll-collab-internal,
pool:0x8e9d1c0, packet:<route from='jwhite@jsm-1.imp-pub-cll-collab-internal/F6C18128'
to='pecm.imp-pub-cll-collab-internal/AgAAAOOLelw'><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 JaXXXXXXXXXXXXXXX</body><thread>
connect21611</thread><html xmlns='http://jabber.org/protocol/xhtml-im'><body
xmlns='http://www.w3.org/1999/xhtml'>XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
XXXXXXXXXX</body></html><active xmlns='http://jabber.org/protocol/
chatstates'/></message></route>
```

Refer to the exhibit 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

Correct Answer: A
Section:

QUESTION 70
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]
```
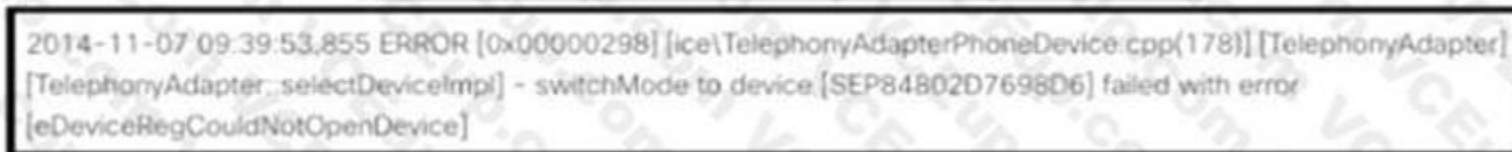
Refer to the exhibit. An engineer is troubleshooting an issue with Cisco Jabber for Windows The enduser reports that Cisco Jabber cannot be used to control a Cisco 8841 IP Phone The phone appears in the Jabber client, but there is a red x on the icon for the phone Which end-user option resolves the issue?

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

Correct Answer: D
Section:

QUESTION 71

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

A. Add a secondary voicemail service to Cisco UCM to allow Cisco Jabber users to receive voice messages
B. Apply the voicemail service to a service profile so that the client can retrieve the settings
C. Update the jabber-config xml file with the correct voicemail parameters and restart the appropriate services
D. Add a primary voicemail service to Cisco UCM to allow Cisco Jabber users to receive voice messages

Correct Answer: D
Section:

QUESTION 72
Refer to the exhibit.

Refer to the exhibit A collaboration engineer is configuring Jabber for Windows in softphone mode inside the corporate firewall The engineer initially tests the dient by manually setting the account type and the login server domain name
Everything works as expected Next the engineer resets Jabber and attempts to log in using automatic settings and receives an error Which two items must be modified to resolve the issue? (Choose two.)

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

Correct Answer: A, E
Section:

QUESTION 73
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:

Service Provider Authorization request	Step 1
SSO Mode Discovery	Step 2
IDP Authentication	Step 3
Service Provider Authentication	Step 4

Correct Answer:

	SSO Mode Discovery
	IDP Authentication
	Service Provider Authentication
	Service Provider Authorization request

Section:
Explanation:

QUESTION 74
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:

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.	

Correct Answer:

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

Section:
Explanation:

QUESTION 75
DRAG DROP
An engineer is configuring a Jabber client installation switch for a phone system using Cisco UCM as the registration server, with a softphone control address of 10.0.1.200, and configuration files received from 10.11.20.201 after all previous configurations are cleared. Drag and drop the snippets from the bottom of the image onto the blanks in the image to complete this configuration. Not all options are used.

Select and Place:

```
msiexec.exe /i CiscoJabberSetup.msi /quiet CLEAR=[        ]  PRODUCT_MODE=[        ]
AUTHENTICATOR=[        ]  TFTP=[        ]  CTI=[        ]
```

10.11.20.201	Registration	Phone_Mode	1	Jabber
10.0.1.200	Clear	Softphone	2	CUCM

Correct Answer:

```
msiexec.exe /i CiscoJabberSetup.msi /quiet CLEAR=[ 1 ]  PRODUCT_MODE=[ Phone_Mode ]
AUTHENTICATOR=[ CUCM ]  TFTP=[ 10.11.20.201 ]  CTI=[ 10.0.1.200 ]
```

	Registration			Jabber
	Clear	Softphone	2	

Section:
Explanation:

QUESTION 76
An engineer is assisting a user who is reporting Jabber desk phone control issues. The user has two desk phones, but jabber controls only one of them. The user is mot given the option to select the second phone within the Jabber client.
Everything else is functioning normally with Jabber and with both desk phones. Which action resolves this issue?

A. Set the Owner User ID on the second phone

B. Ensure that both phones are in the same device pool

C. Add the problematic phone to the user's Controlled Devices list

D. Enable "Allow Control of Device from CTI" on the second phone.

Correct Answer: D
Section:

QUESTION 77
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
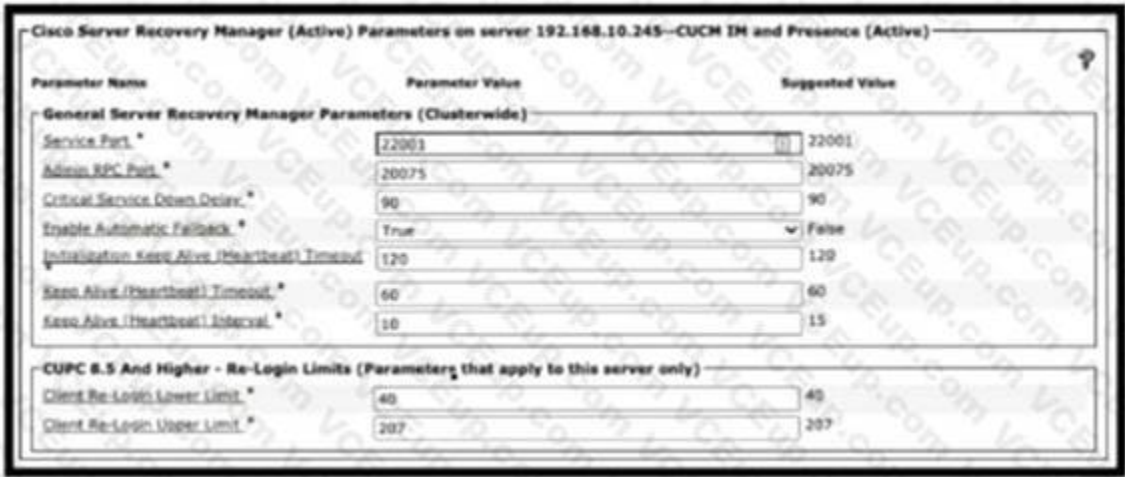
Correct Answer: A
Section:

QUESTION 78
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 if 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.

Correct Answer: C
Section:

QUESTION 79
Refer to the exhibit.

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.

Correct Answer: C
Section:

QUESTION 80
Which HTTP response code does Cisco UCM use to redirect a client to the identity provider forauthentication?

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

Correct Answer: C
Section:

QUESTION 81
An administrator needs to prevent toll fraud on Cisco unity connection. Which action should be taken to accomplish this task?

A. modify the class of restriction
B. set up class of restriction in the Cisco IOS Voice Gateway
C. set up all restriction tables to prevent calls to the operator
D. assign a CSS that does not have calling rights to the caller extension.

Correct Answer: C
Section:

QUESTION 82
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

Correct Answer: A
Section:

QUESTION 83
When Cisco United Attendant Console Advanced is integrated with Cisco UCM. which Cisco UCM Service does the Cisco TSP Instance communicate with directly?

A.   Cisco CTI Manager Service

B.   Cisco DirSync Service

C.   Cisco CallManager Service

D.   Cisco TAPS Service

Correct Answer: C
Section:
Explanation:
Cisco Unified Attendant Console Advanced (CUACA) integrates with Cisco Unified Communications Manager (UCM) to provide advanced call handling features for attendants. CUACA communicates directly with the Cisco CallManager Service for core call routing, call control, and call state information.
Cisco CTI Manager Service:While CTI (Computer Telephony Integration) plays a role in CUACA interactions, the core communication happens through the CallManager Service.
Cisco DirSync Service:This service synchronizes directory information between UCM and other systems, but it's not directly involved in CUACA communication.
Cisco TAPS Service:TAPS (Telephony Application Programming Services) provides a development framework for UCM, not core call routing functionalities used by CUACA.

QUESTION 84
What is a step when integrating Cisco UACA with Cisco UCM?

A.   create a SIP trunk between Cisco UACA and Cisco UCM

B.   create a CTI port template that will be used by Cisco UACA

C.   create a new end user account to be used by Cisco UACA

D.   create a CTI route point template that will be used by Cisco UACA

Correct Answer: D
Section:
Explanation:
Integrating Cisco Unified Attendant Console Advanced (UACA) with Cisco Unified Communications Manager (UCM) involves creating a CTI route point template that acts as a logical representation of the UACA within UCM. CTI route points control call routing, feature availability, and provide a logical device for call control.

QUESTION 85
Which benefit do administrative applications provide when SAML SSO is configured for Cisco Unified Solutions?

A.   seamless synchronization of users

B.   open standard JSON format

C.   authentication toward one local Cisco Unified server for clients

D.   cross-domain and cross-product SSO

Correct Answer: D
Section:
Explanation:
The primary benefit of configuring SAML SSO for Cisco Unified solutions is the ability to enable cross-domain and cross-product single sign-on. This means users can authenticate once and gain seamless access to multiple applications and services across different domains and products within the Cisco Unified ecosystem.

QUESTION 86
The calendaring integration on the Cisco IM and Presence server has not been functioning, which results in the "in a meeting" status not working in Cisco Jabber. Which service log should the engineer use to troubleshoot this issue?

A.   Cisco XCP Connection Manager

B.   Cisco Jabber Problem Report

C. Cisco Presence Engine

D. Cisco SIP Proxy

Correct Answer: B
Section:

QUESTION 87
Refer to the exhibit.

```
[CDPProvider::DispatchTheMessage] - [id=0] Received: , pdunames[nPduNum]=LINE_CLOSED_EVENT
[CDPLine::HandleEvent_LineClosed] - CDPLine::HandleEvent_LineClosed
[CDPLine::OutOfService] - CDPLine::OutOfService, bClose=1
[CDPLine::ResetCalls] - CDPLine::ResetCalls
```

Refer to the exhibit. After receiving a new desk phone, the Jabber user can no longer make calls via phone control. The help desk collected the user's Jabber problem report and verified that they the correct Cisco UCM CTI permissions.
Which configuration must be changed to correct this issue?

A. Verify that the desk phone device has Allow Control of Device from CTI enabled.

B. Verify that the Cisco UCM service profile has Cisco UCM CTI servers configured.

C. Verify that the user's desk phone device is listed as a controlled device in the Cisco UCM end user configuration

D. Verify that the device line configuration has Allow Control of Device from CTI enabled.

Correct Answer: A
Section:

QUESTION 88
Refer to the exhibit.

```
Users with Duplicate User IDs
----------------------------------------
 User ID: user3
  Node Name
   cucm-imp-1
   cucm-imp-2
```

Refer to the exhibit. A collaboration engineer is troubleshooting an alarm that indicates that there are duplicate user IDs. Which two actions resolve this issue? (Choose two.)

A. Rename the user ID value for one user if different users on different clusters have the same user ID assigned

B. Delete the user ID for the duplicate user ID

C. Rename the directory URI value for one of the users to ensure that there is no duplication.

D. Assign the duplicate user to the secondary Cisco IM and Presence node

E. Unassign a user from one of the dusters when the same user is assigned to two different dusters

Correct Answer: A, C
Section:

QUESTION 89
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

Correct Answer: D
Section:

QUESTION 90
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

Correct Answer: D
Section:

QUESTION 91
Refer to the exhibit.

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

Correct Answer: D
Section:

QUESTION 92
What are two characteristics of HTTPS networking for Cisco Unity Connection? (Choose two)

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

D. HTTPS networking uses the SMTP protocol

E. HTTPS networking supports multisite networks

Correct Answer: C, D
Section:

QUESTION 93
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

Correct Answer: D
Section:

QUESTION 94
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
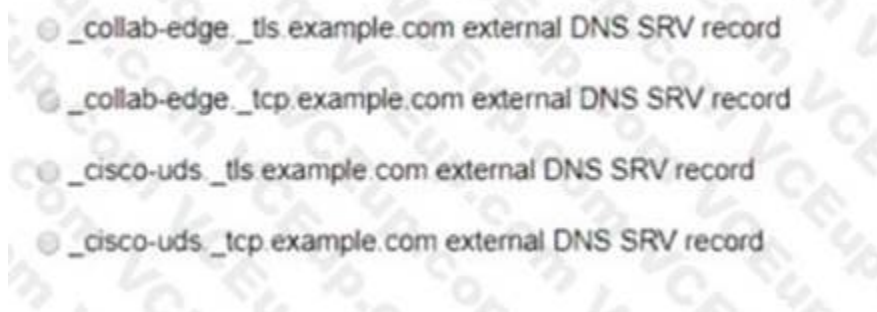
A. Option A

B. Option B

C. Option C

D. Option D

Correct Answer: D
Section:

QUESTION 95
DRAG DROP
Drag and drop the steps for SAML SSO authentication from the left into the order on the right.

Select and Place:

The client attempts to access a resource.	step 1
The client sends an authentication request to an IdP.	step 2
The client sends a signed response to the service provider.	step 3
The IdP authenticates the client by using a signed response.	step 4
The service provider redirects the client to the IdP.	step 5

Correct Answer:

	The client attempts to access a resource.
	The service provider redirects the client to the IdP.
	The client sends an authentication request to an IdP.
	The IdP authenticates the client by using a signed response.
	The client sends a signed response to the service provider.

Section:
Explanation:
Reference:
https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/SAML_SSO_deployment_guide/12_5_1/cucm_b_saml-sso-deployment-guide-12_5/cucm_b_saml-sso-deployment-guide-12_5_chapter_01.html
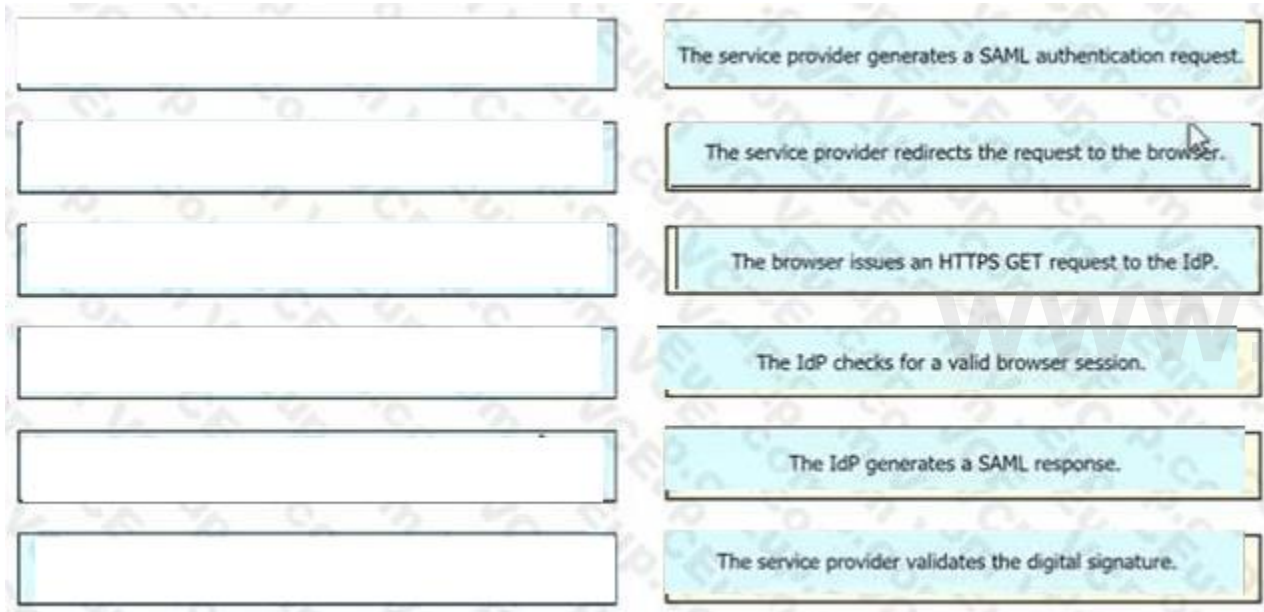
QUESTION 96
DRAG DROP
Drag and drop the steps of the SAML SSO process from the left into the order on the right.

Select and Place:

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

Correct Answer:

	The service provider generates a SAML authentication request.
	The service provider redirects the request to the browser.
	The browser issues an HTTPS GET request to the IdP.
	The IdP checks for a valid browser session.
	The IdP generates a SAML response.
	The service provider validates the digital signature.

Section:
Explanation:

QUESTION 97
An administrator is configuring Cisco Unity Connection call handlers The administrator wants to ensure that all outside callers are played a welcome message and then are transferred to a live operator The administrator wants to restrict the callers from interrupting the welcome message with key presses Under which call handler menu is this task accomplished?

A. Greetings
B. Transfer Rules
C. Caller Input
D. Message Settings

Correct Answer: C
Section:

QUESTION 98

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

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

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

Correct Answer: C
Section:

QUESTION 99
Refer to the exhibit.

```
Mar 11 10:09:13.767 EST: //-1/xxxxxxxxxxxx/SIP/Msg/ccsipDisplayMsg:
Sent:
SIP/2.0 488 Not Acceptable Media
Via: SIP/2.0/UDP 172.18.106.88:5060
From: "Cisco SIP Channel1" <sip:outbound-0@172.18.106.66>;tag=75b5194d-133
To: <sip:11098110434@172.18.106.66;user=phone>;tag=23F1578C-252
Date: Fri, 11 Mar 2005 15:09:13 GMT
Call-ID: e34bafcc-131@172.18.106.88:5060
Server: Cisco-SIPGateway/IOS-12.x
CSeq: 51 INVITE
Allow-Events: telephone-event
Content-Length: 0
```

Refer to the exhibit Users complain that the message waiting light on the IP phone does not light up when receiving a new voicemail With which codec must the engineer configure a dial peer on Cisco UCME for MW1 traffic to resolve this issue?

A. G.729r8
B. G.729ar8
C. G.711ulaw
D. G.711alaw

Correct Answer: C
Section:

QUESTION 100
A collaboration engineer configured high availability for Cisco IM and Presence service The engineer wants to ensure that client failovers do not disrupt other users on the secondary node What must the engineer configure to accomplish this goal?

A. "Maximum Requests Per Child" on the SIP Proxy service
B. "Maximum database requests to allow" on the XCP Router service

C. "EWS Status Frequency" on the Presence Engine service

D. "CUPC 8.5 And Higher - Re-Login Limits" on the Server Recovery Manager service

Correct Answer: D
Section:
Explanation:

QUESTION 101
Collaboration engineer is enabling interdomain federation for Cisco IM and Presence The engineer has been asked to enable federation with Office 365 Which service must the engineer enable to meet this requirement?

A. Cisco XCP Test Conference Manager

B. Cisco XCP XMPP Federation Connection Manager

C. Cisco XCP Web Connection Manager

D. Cisco XCP SIP Federation Connection Manager

Correct Answer: B
Section:
Explanation:
To enable interdomain federation with Office 365, which uses XMPP as its instant messaging protocol, the Cisco XCP XMPP Federation Connection Manager service is essential. This service on the Cisco IM & Presence node handles federation with external XMPP-compliant systems.

QUESTION 102
Cisco Unity Connection system is integrated with two Cisco UCM clusters cluster A and duster B Voicemail is working perfectly for users on cluster A Users on cluster B report Message Waiting factor (MWI) lights are not working at all. however they can still send/receive messages. Which action resolves the issue?

A. Disable 'Force AJI MWIs Off for This Phone System' under Telephony Integrations > Phone System > Phone System Basics

B. Check and reseat the RS-232 serial cable connection on the master PIMG/TIMG

C. Enable 'Message Count Totals' for cluster B users Playback Message Settings

D. Select the 'Use Same Port for Enabling and Disabling MWIs' check box under Telephony Integrations > Phone System.

Correct Answer: D
Section:
Explanation:
The scenario describes a classic Message Waiting Indicator (MWI) issue specifically affecting users on cluster B of a Cisco Unity Connection setup integrated with two UCM clusters. The most likely cause is mismatched MWI ON/OFF ports between cluster B and Cisco Unity Connection. This option addresses that:
'Use Same Port for Enabling and Disabling MWIs' Checkbox:This setting ensures that Cisco Unity Connection utilizes a single port for both activating and deactivating MWIs, streamlining the process and preventing port mismatches.

QUESTION 103
An engineer in a company have access to voice calling and voicemail from desktop phones As the company transitions to remote work, users are utilizing the Cisco Jabber client through Mobile and Remote .. to access company phone services. Users cannot access voicemail through the Cisco Jabber client, even though voicemail is functioning in the office on the desk phone. Cisco Jabber works IM and Presence, including calling through Mobile and Remote Access What is the cause of the issue?

A. Cisco Unity Connection is missing from the internal Cisco UCM mobility profiles

B. Cisco Unity Connection is missing from the internal Expressway-C clusters.

C. Cisco Unity Connection is missing from the internal Cisco UCM clusters.

D. Cisco Unity Connection is missing from the Expressway-E clusters for external communication.

Correct Answer: C
Section:
Explanation:
The scenario indicates that Cisco Jabber clients used over Mobile and Remote Access (MRA) cannot access voicemail, even though the feature works perfectly from desk phones. This strongly suggests a missing integration between Cisco Unity Connection and internal Cisco UCM clusters. Here's why:
MRA and Cisco Unity Connection:Jabber clients using MRA often rely on integration with Cisco Unity Connection on the internal network for voicemail access.

QUESTION 104
Collaboration engineer is troubleshooting an issue with Cisco Jabber for Windows clients Users report that they receive the error message 'cannot find your services automatically. All users on the collaborate network with an on-premises Cisco IM and Presence server report this issue. Which action resolves the issue?

A. Set the AUTHENTICATOR CLI argument for the Jabber clients

B. Add _collab-edge SRV records to the external DNS server

C. Add _cisco-uds and _cuplogin A records to the internal DNS server

D. Add _cisco-uds and _cuplogin SRV records to the internal DNS server.

Correct Answer: D
Section:

QUESTION 105
Which SAML component describes the packaging of the SAML elements?

A. protocols

B. profiles

C. assertions

D. bindings

Correct Answer: D
Section:
Explanation:
In Security Assertion Markup Language (SAML), bindings define how SAML elements (assertions, protocols, and profiles) are mapped onto standard messaging and communication protocols. This mapping determines how the SAML elements are packaged and transmitted.
Here's why the other options are incorrect:
A) protocols:SAML protocols describe the sequence of requests and responses used to exchange SAML information. They don't directly deal with the packaging of SAML elements.
B) profiles:SAML profiles are pre-defined combinations of assertions, protocols, and bindings that are tailored to specific use cases (like web browser single sign-on). While profiles involve packaging, they are not the primary component responsible for it.
C) assertions:SAML assertions contain statements about a subject (typically a user), such as authentication status, attributes, and authorization decisions. Assertions are part of what is packaged, not the packaging mechanism itself.
OASIS SAML 2.0 Standard - Bindings Section:https://docs.oasis-open.org/security/saml/v2.0/saml-bindings-2.0-os.pdf

QUESTION 106
An administrator is implementing a Cisco Unity Connection call management plan for a company and configured the transfer rules that specify how Unity Connection transfers the calls that reach the call handler from the automated attendant. Which call handler setting must be configured to specify whether callers can perform transfers?

A. caller input settings

B. call handler owners

C. message settings

D. transfer rules

Correct Answer: A
Section:
Explanation:
Within Cisco Unity Connection call handlers, the 'caller input settings' section determines whether callers can transfer out of the current call handler and potentially to other destinations. This section allows you to configure:
Transfer Keys:Defines specific keys callers can press to initiate transfers
Transfer Destinations:Determines where calls can be transferred (extensions, other call handlers, voicemail, etc.)
Cisco Unity Connection Administration Guide:Look for the 'caller input settings' and 'call handler configuration' sections, which should outline how to enable and configure caller-initiated transfers.

QUESTION 107
Collaboration engineer is troubleshooting a Cisco Jabber for Windows client issue The end user reports that they cannot control their desk phone from the Cisco Jabber client. Which action must the engineer take to verify the service connections of the Cisco Jabber client?

A. Click Help and dick Show Connection Status

B. Click Help and dick XML settings

C. Click XML settings and click Help

D. Click TFTP settings and click Help

Correct Answer: A
Section:
Explanation:
To troubleshoot desk phone control issues in Cisco Jabber for Windows, the 'Show Connection Status' option provides essential information about the Jabber client's connection to services like Cisco UCM:
Displays status of services:Shows the status of CTI, TAPI, and other connections needed for desk phone control.
Troubleshooting information:Can highlight if there are any connectivity issues or failures that would explain the problem.
Cisco Jabber for Windows Documentation:This should have a section on troubleshooting and may mention the 'Show Connection Status' feature.

QUESTION 108
administrator is importing users into Cisco Unity Connection from Cisco UCM. Several user accounts do not appear on the list after the Import Users process is selected Which situation causes this ..?

A. The primary extension is not selected

B. The extension in the telephone number field is missing

C. The users are not members of any groups

D. The users have multiple controlled devices.

Correct Answer: B
Section:
Explanation:
The primary reason Cisco Unity Connection's 'Import Users' process might fail to display certain users is a missing extension in the telephone number field within Cisco UCM. Cisco Unity Connection uses this extension field to associate users with their Unity Connection mailboxes.