



# 642-427<sup>Q&As</sup>

Troubleshooting Cisco Unified Communications v8.0 (TVOICE v8.0)

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**QUESTION 1**

Which two troubleshooting tools would initially be the best to use when troubleshooting the PSTN gateway side of a call routing issue while using Cisco Unified Communications Manager? (Choose two)

- A. RTMT trace output
- B. Cisco IOS debug commands
- C. Dialed Number Analyzer output
- D. Cisco Unified Communications Manager alerts
- E. Cisco IOS show commands

Correct Answer: BE

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**QUESTION 2**

Refer to the exhibit. You have received a trouble ticket stating that calls to local PSTN numbers are failing. To place a call, Cisco Unified CallManager users dial the access code "9," followed by seven digits. After entering the debug voice dialpeer command on the H.323 gateway, you have the user attempt the call again.



```
BR2#sh run | begin dial-peer
dial-peer voice 9 pots
 destination-pattern 9T
 port 1/0:1
BR2#
BR2#debug voice dialpeer
voip dialpeer default debugging is on
BR2#
*Jul 20 03:42:06.478: //-1/802B55BE0500/DPM/dpAssociateIncomingPeerCore:
  Calling Number=3002, Called Number=9625432, Voice-Interface=0x0,
  Timeout=TRUE, Peer Encap Type=ENCAP_VOIP, Peer Search Type=PEER_TYPE_VCICE,
  Peer Info Type=DIALPEER_INFO_SPEECH
*Jul 20 03:42:06.482: //-1/802B55BE0500/DPM/dpAssociateIncomingPeerCore:
  Result=NO_MATCH(-1) After All Match Rules Attempt
*Jul 20 03:42:06.482: //-1/802B55BE0500/DPM/dpAssociateIncomingPeerCore:
  Calling Number=3002, Called Number=9625432, Voice-Interface=0x0,
  Timeout=TRUE, Peer Encap Type=ENCAP_VOIP, Peer Search Type=PEER_TYPE_VCICE,
  Peer Info Type=DIALPEER_INFO_SPEECH
*Jul 20 03:42:06.482: //-1/802B55BE0500/DPM/dpAssociateIncomingPeerCore:
  Result=NO_MATCH(-1) After All Match Rules Attempt
*Jul 20 03:42:06.486: //-1/802B55BE0500/DPM/dpMatchPeersCore:
  Calling Number=, Called Number=9625432, Peer Info Type=DIALPEER_INFO_SPEECH
*Jul 20 03:42:06.486: //-1/802B55BE0500/DPM/dpMatchPeersCore:
  Match Rule=DP_MATCH_DEST; Called Number=9625432
*Jul 20 03:42:06.486: //-1/802B55BE0500/DPM/dpMatchPeersCore:
  Result=Success(0) after DP_MATCH_DEST
*Jul 20 03:42:06.486: //-1/802B55BE0500/DPM/dpMatchPeersMoreArg:
  Result-SUCCESS(0)
  List of Matched Outgoing Dial-peer(s):
    1: Dial-peer Tag=9
```



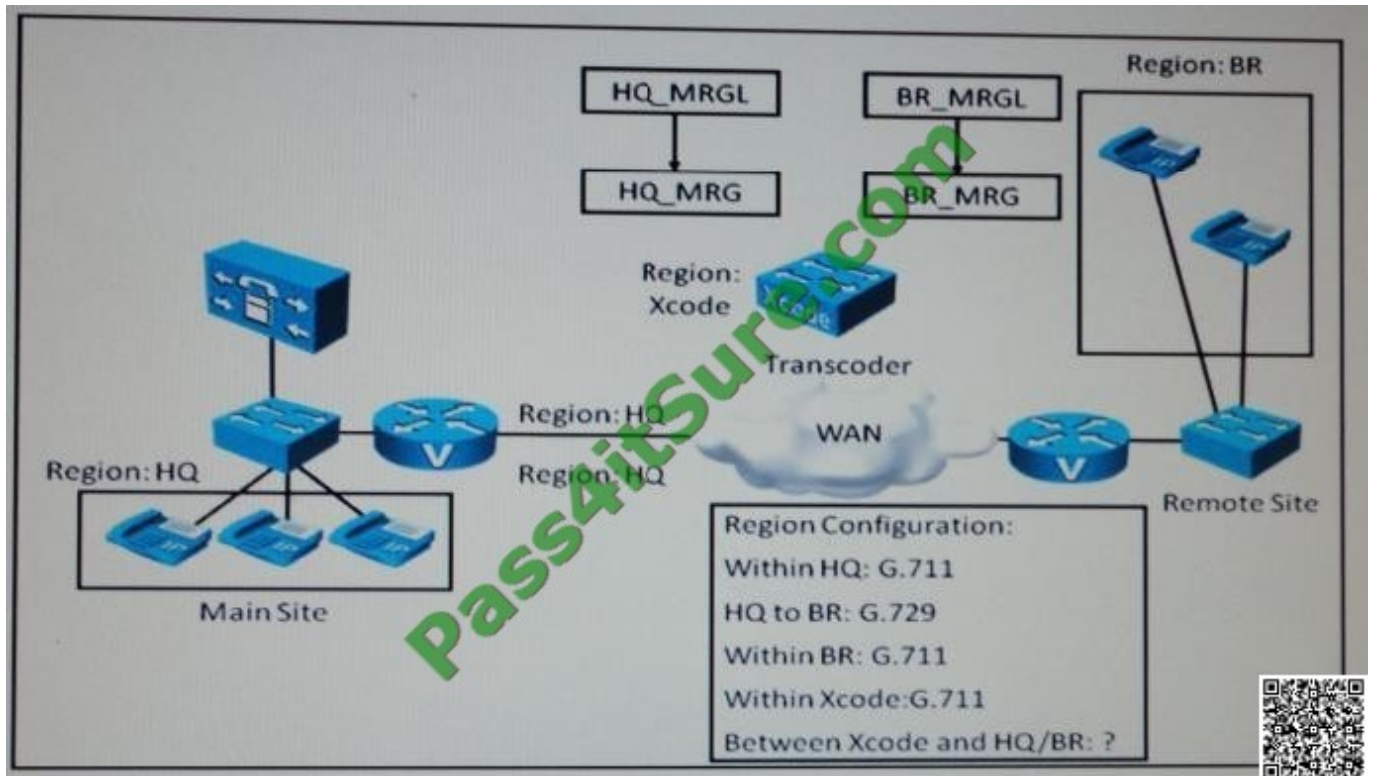
Based on the debug output, what is the most likely cause of this problem?

- A. The call is not matching an inbound dial peer resulting in a codec mismatch.
- B. Cisco Unified CallManager is stripping the access code, resulting in only seven digits being sent to the gateway.
- C. There is a physical layer issue with the circuit.
- D. The gateway dial peer needs to prefix the access code to the called number.

Correct Answer: B

### QUESTION 3

Refer to the exhibit.



The BR phones only support G.711 codec. When a call from HQ is placed to a BR phone, the call fails. The network administrator would like to use a hardware transcoder that is only reachable via the WAN from the HQ and BR sites. How should the transcoder region be configured?

- A. Configure G.711 codec from HQ to Xcode and G.711 from BR to Xcode
- B. Configure G.729 codec from HQ to Xcode and G.729 from BR to Xcode
- C. Configure G.711 codec from HQ to Xcode and G.729 from BR to Xcode
- D. Configure G.729 codec from HQ to Xcode and G.711 from BR to Xcode

Correct Answer: D

#### QUESTION 4

Some users report that they cannot dial out from headquarters on their Cisco IP Phones to PSTN users, but others can.

Which troubleshooting approach is the most direct to isolate the source of the failure of the users that cannot dial out to the PSTN?

- A. Use DNA to analyze the dialing permissions of the Cisco IP Phones.
- B. Use DNA to generate actual calls to the PSTN.
- C. Use RTMT to analyze the dialing permissions of the Cisco IP Phones.

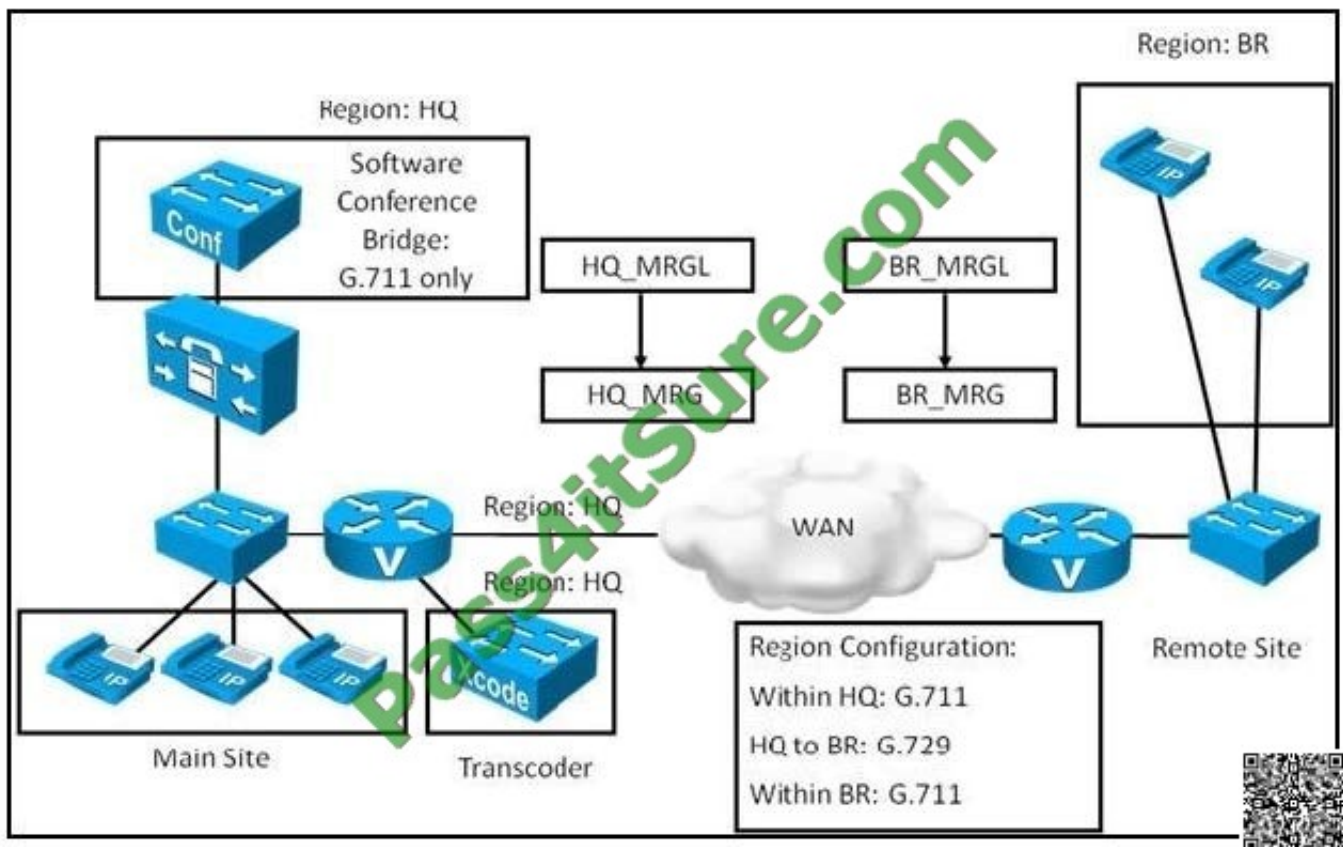


D. Use RTMT to generate actual calls to the PSTN.

Correct Answer: A

### QUESTION 5

Refer to the exhibit.



Refer to the exhibit. When a call between two HQ users was being conferenced with a remote user at the BR site, the conference failed. Which configuration would be needed to solve the problem?

- A. The BR\_MRGL must contain the transcoder device. The BR\_MRGL must be assigned to the BR phones.
- B. The HQ\_MRGL must contain the transcoder device. The HQ\_MRGL must be assigned to the HQ phones.
- C. A transcoder should be configured at the remote site and assigned to all remote phones through the BR\_MRGL.
- D. The HQ\_MRGL must contain the transcoder device. The HQ\_MRGL must be assigned to the software conference bridge.
- E. Enable the software conference bridge to support G.711 and G.729 codecs in Cisco Unified Communications Manager service parameters.

Correct Answer: D





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