300-080^{Q&As}

Troubleshooting Cisco IP Telephony and Video

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QUESTION 1

Users are complaining of problems when they make SIP calls by dialing URIs. To help users complete calls, what must you do?

A. Adjust the URI lookup policy to case desensitive.

B. Adjust the URI lookup policy to case sensitive.

C. Adjust the URI lookup policy to case insensitive.

D. Adjust the URI lookup policy to case nonsensitive.

Correct Answer: C

QUESTION 2

You discover that a CCD client is failing to learn patters with RTMT. Which two actions can you take to troubleshoot the problem? (Choose Two)

A. Verify that SIP trunk between Cisco Unified Communications Manager and the Cisco Unified Presence Server is configured correctly.

B. Verify that the trunk is selected for the CCD advertising service.

C. Verify that the trunk is selected for the CCD requesting service.

D. Verify that EIGRP topology information is available to the SAF Forwarders.

E. Verify the SAF configuration.

Correct Answer: CE

QUESTION 3

```
00018161.010 |20:49:58.585 |AppInfo |Digit analysis: patternUsage=5
00018161.011 |20:49:58.585 |AppInfo |Digit analysis: match(pi="2", fqcn="1001",
cn="1001",plv="5", pss="HQ-TRANSLATIONS:HQ-911:HQ-INTERNAL", TodFilteredPss="HQ-
TRANSLATIONS:HQ-911:HQ-INTERNAL", dd="1010",dac="0")
00018161.012 |20:49:58.585 |AppInfo |Digit analysis: analysis results
00018161.013 |20:49:58.585 |AppInfo ||PretransformCallingPartyNumber=1001
|CallingPartyNumber=1001
|DialingPartition=HQ-INTERNAL
|DialingPattern=1010
|FullyQualifiedCalledPartyNumber=101!
|DialingPatternRegularExpression=(1010)
|DialingWhere=
|PatternType=Enterprise
|PotentialMatches=ForegoPotentialMatches
|DialingsSdlProcessId=(0,0,0)

|PretransformDigitString=1010
|PretransformTagsList=SUBSCRIBER
|PretransformPositionalMatchList=1010
|CollectedDigits=12310101
```

Refer to the exhibit. An engineer recently configured a Cisco Unified Communications Manager cluster. The users are reporting that extensions starting with 10 are routing to a different office. Based on the output, what is the root cause of the issue?

A. The destination partition is missing from the assigned calling search space

B. Urgent priority is chosen on a translation or route pattern

C. The incorrect calling search space was assigned to the phones

D. The extension is a shared line, and one of the phones is unregistered

Correct Answer: A

QUESTION 4

During a business-to-business video call through the Cisco Expressway solution, the internal endpoint can call out to the remote endpoint on the Internet, but it does not receive audio or video. The remote endpoint receives both audio and video. What is causing the issue?

A. The Cisco Expressway does not have a Rich Media Session license.

B. The firewall is blocking SIP signaling.

C. The Cisco Unified Communications Manager is not configured for business-to-business calling.

D. The firewall is blocking inbound RTP ports.

E. The Advanced Networking option is not installed on the Expressway Edge.

Correct Answer: D

QUESTION 5

Which four performance counters are available when monitoring a Cisco MTP device using the Cisco Unified Communications Manager RTMT? (Choose four.)

A. Resource Total

B. Resource Available

C. Out of Resources

D. Resource Idle

E. Resource Active

F. MTP Streams Active

G. MTP Connection Lost

H. MTP Instances Active

Correct Answer: ABCE

QUESTION 6

To maintain proper database integrity, what is the recommended maximum round-trip delay between multiple Cisco VCS appliances in a cluster?

A. 10 ms

B. 15 ms

C. 25 ms

D. 30 ms

E. 50 ms

F. 80 ms

Correct Answer: D

QUESTION 7

You have 50 hardware MTP resources and 200 software MTP resources. You want to use hardware resources first, but

software is being used first. Where can you confirm the MTP selection order?

A. Media Resource Group List

B. Cisco Unified Real-Time Monitoring Tool

C. MTP list

D. phone device pool

E. calling search space

F. MGCP gateway

Correct Answer: A

QUESTION 8

You implement multiple registrars for SIP Trunks for the Cisco Unified Border Element to ensure redundant PSTN access, you receive an error that indicates that the registration server is invalid. Which two commands correct the problem? (Choose two)

A. Registrar 2 ipv4:1.1.1.1 expires 360

B. CUSP registrar 9 dns:cisco.com expires 60

C. No registrar 2 dns:cisco.com expires 60

D. Registrar 20 dns:cisco.com

E. Registrar 1 dns:cisco.com expires 180

Correct Answer: AE

QUESTION 9

Users in your enterprise can establish PSTN calls, but users notice that when they attempt to perform a transfer the call FAILS. Which two actions must you take to troubleshoot the problem?

A. Verify that media resources are assigned to the transcoder

B. verify that MTP resources are registered with CUCM

C. restart CUCM services

D. Use RTMT Performance monitoring to verify that an MTP device is available to support supplementary services

E. restart Cisco Serviceabilty tool

Correct Answer: BD

QUESTION 10

An engineer notices that some SCCP phones are not displaying the correct time, but the phones are registered and working property. Which three options should be performed in Cisco Unified Communications Manager to fix the phone time issue\\' (Choose three.)

A. Verify that the device pool has the coned Date/Time Group configured.

B. Ensure that the phone on time field on the phone configuration page is chosen.

C. Check the CUCM OS Admin page to ensure that NTP servers are accessible.

D. Verify that the Date/Time Group has the correct phone NTP reference configured.

E. Check the phone NTP Reference configuration for configured server.

F. Verify that the Date/Time group has the correct time zone configured.

Correct Answer: ADF

QUESTION 11

Refer to Exhibit. What type of trace file is this considered to be?

A. sdl

B. dbl

C. dbnotify

D. calllogs

E. sdi

Correct Answer: E

QUESTION 12

After you upgrade a CUCM cluster,users are unable to log in to their phones. Which three actions must you take to

correct the problem? (3)

A. restart TOMCAT service on all servers

B. regenerate the Tomcat.pem certificate on the PUB only

C. reconfigure the Extension Mobility feature on the PUB and rebuild the PUB

D. regenerate the Tomcat.pem certificate on the PUB and SUB

E. reboot all servers in the cluster

F. restart the TVS and TFTP services on all servers

Correct Answer: ADF

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