



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

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

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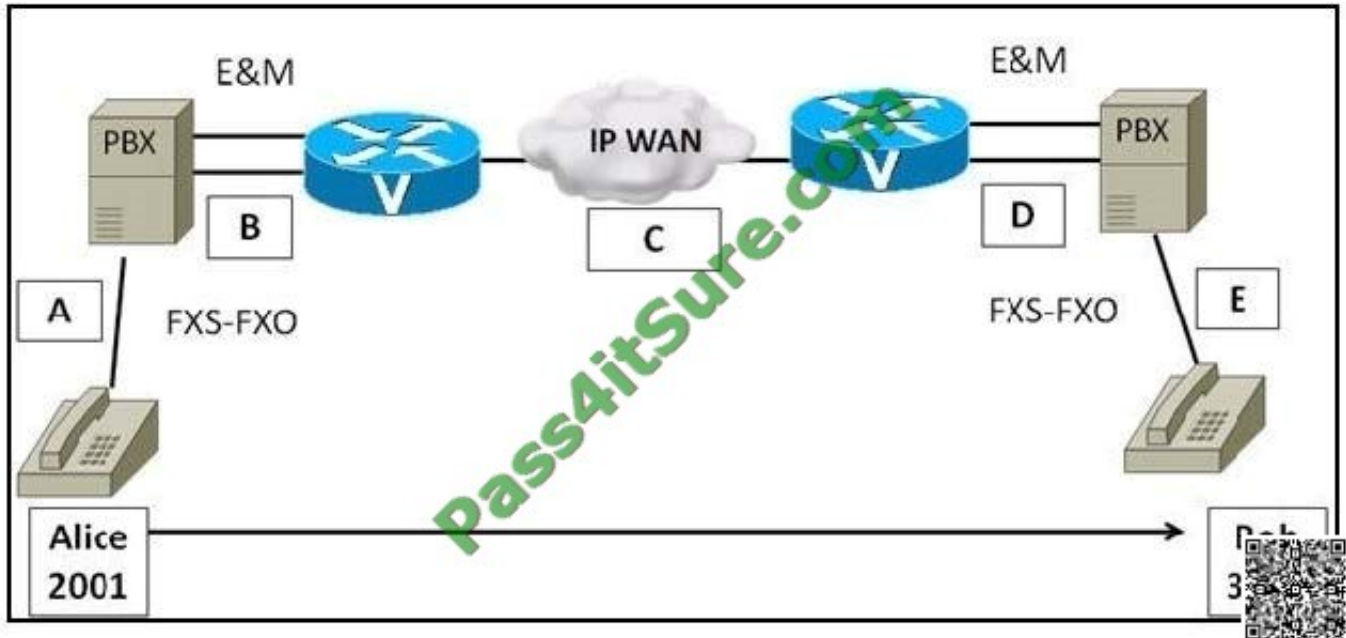
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**QUESTION 1**

Refer to the exhibit.



When Alice, at extension 2001, places a call to Bob, at extension 3001, Alice hears her own voice reflected. Which type of echo is this classified as?

- A. talker echo
- B. listener echo
- C. tail circuit echo
- D. front-end circuit echo

Correct Answer: A

**QUESTION 2**

Which two of the following signaling protocols are peer-to-peer protocols? (Select two.)

- A. H.323
- B. MGCP
- C. SIP
- D. SCCP



Correct Answer: AC

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### QUESTION 3

Which tool or approach is the most effective to display detailed real-time output of CPU utilization of Cisco Unified Communications Manager servers for troubleshooting purposes?

- A. RTMT
- B. DNA
- C. creating trace files
- D. sniffer traces

Correct Answer: A

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### QUESTION 4

Which three troubleshooting tools are available on Cisco Unified Communications Manager? (Choose three.)

- A. CLI
- B. SDL and SDI trace
- C. Netcool
- D. alarms
- E. SCCP troubleshooting tools
- F. RTMT

Correct Answer: ABF

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### QUESTION 5

Which two of the following items are the gateway supplementary services? (Select two.)

- A. Hold
- B. DTMF relay
- C. Transfer



D. Transcoding

Correct Answer: AC

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#### QUESTION 6

If after observing the results of your action plan, the problem still remains, at what point should you restart the troubleshooting process?

- A. Implement Action Plan
- B. Define the Problem
- C. Consider the Possibilities
- D. Create Action Plan
- E. Gather Facts
- F. Observe Results
- G. Problem Resolved
- H. Document Facts

Correct Answer: C

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#### QUESTION 7

You have received a trouble ticket stating that the MWI light is not coming on for a group of users. Further investigation reveals that the affected users are connected to the same subscriber in the cluster. Users that are connected to other subscribers in the same cluster are not experiencing this issue.

What is causing this problem?

- A. The MWI numbers for this subscriber have been changed.
- B. The Cisco Unity voice-mail services need to be restarted for the subscriber so all the users will receive proper MWI message indication.
- C. Database replication has an error or has failed.
- D. The voice-mail ports assigned to the subscriber are down.

Correct Answer: C

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**QUESTION 8**

If you need to avoid choppy speech, what is the maximum tolerable round-trip delay between two VoIP endpoints?

- A. 100 ms
- B. 200 ms
- C. 300 ms
- D. 400 ms
- E. 500 ms
- F. 800 ms

Correct Answer: C

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**QUESTION 9**

In a Cisco UCM single-site deployment, please choose the maximum number of IP phones that can register with a UCM cluster.

- A. 2500
- B. 7500
- C. 10,000
- D. 30,000

Correct Answer: D

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**QUESTION 10**

Refer to the exhibit. Click the Voice gateway for the BR2 location to view the output from the debug voice ccapi inout command and click on 10.1.5.10 to view and search the trace file output. Output can be searched by entering a string in the

Search box and click the Find button. click the X to return to the item.

A trunk has been configured between the Cisco Unified CallManager cluster at 10.1.5.10 and a CME at 10.3.130.1. During testing you find that calls are completed when dialing from ext.2001 to ext.4001, but calls from ext. 4001 to ext. 2001

receive a fast busy.

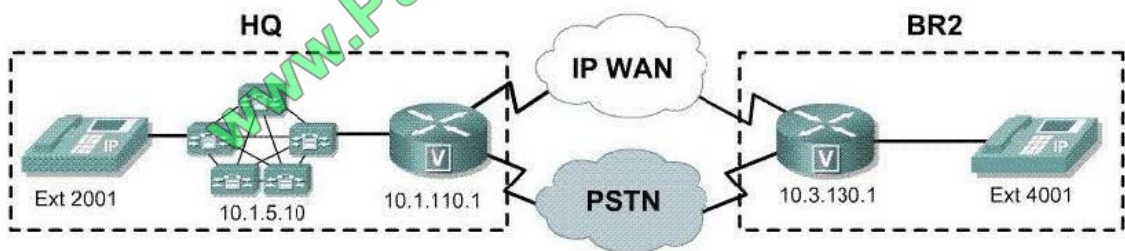
What is the issue that is preventing calls from ext. 4001 to ext. 2001 from being completed?



Point and Shoot:

1 Refer to the exhibit. Click the Voice Gateway for the BR2 location to view the output from the **debug voice ccapi inout** command and click on 10.1.5.10 to view and search the trace file output. Output can be searched by entering a string in the Search box and clicking the Find button. Click the X to return to the item. A trunk has been configured between the Cisco Unified CallManager cluster at 10.1.5.10 and a CME at 10.3.130.1. During testing you find that calls are completed when dialing from ext. 2001 to ext. 4001, but calls from ext. 4001 to ext. 2001 receive a fast busy. What is the issue that is preventing calls from ext. 4001 to ext. 2001 from being completed?

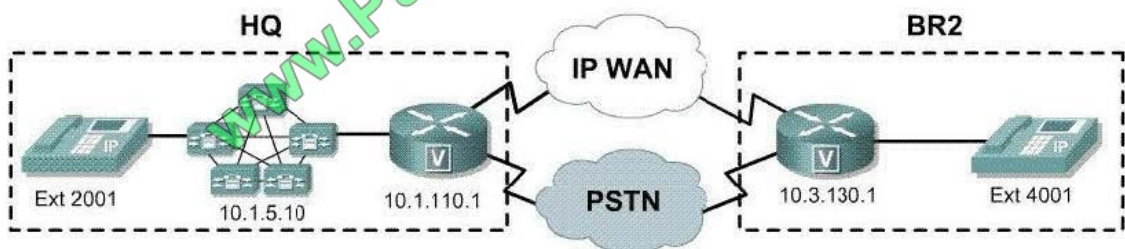
- The **h323-gateway voip bind srcaddr 10.3.130.1** command needs to be added to BR2
- A translation rule has been applied that is keeping the call from being completed
- The CSS has been omitted from the trunk configured to BR2
- An incorrect CSS has been applied to the gateway at HQ
- The trunk IP address in the Cisco Unified CallManager Information field is incorrect



Hot Area:

1 Refer to the exhibit. Click the Voice Gateway for the BR2 location to view the output from the **debug voice ccapi inout** command and click on 10.1.5.10 to view and search the trace file output. Output can be searched by entering a string in the Search box and clicking the Find button. Click the X to return to the item. A trunk has been configured between the Cisco Unified CallManager cluster at 10.1.5.10 and a CME at 10.3.130.1. During testing you find that calls are completed when dialing from ext. 2001 to ext. 4001, but calls from ext. 4001 to ext. 2001 receive a fast busy. What is the issue that is preventing calls from ext. 4001 to ext. 2001 from being completed?

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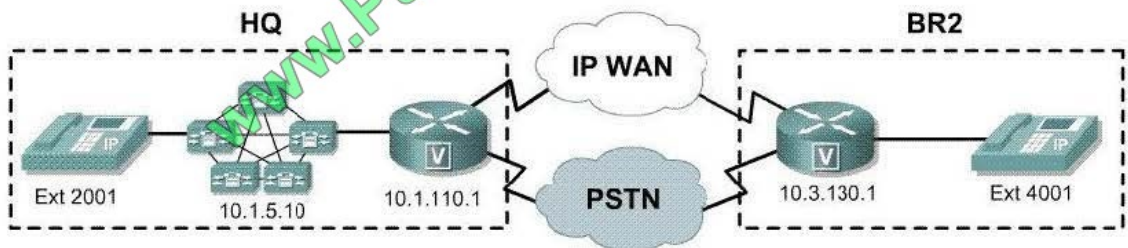
Correct Answer:





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**QUESTION 11**

Refer to the exhibit.

```

11:01:10.482 | station: (0000008) dialedNumber=911 lineInstance=1 callReference=20418834.1.100.49.1.13149*10.1.110.20*SEP002290BA361B
11:01:10.482 | station: (0000008) callState=callState-12 lineInstance=1 callReference=20418834.1.100.49.1.13149*10.1.110.20*SEP002290BA361B
11:01:10.482 | station: (0000008) (1.100.9.27) callInfo.callingPartyName= callingParty=2001 cspwvc=841100x alternateCallingParty=
11:01:10.482 | station: (0000008) DNIS= star_NSetcaIState(6) State of cdrc(13) = 5.1.1.100.49.1.13149*10.1.110.20*SEP002290BA361B
11:01:10.482 | RouteListControl::iole_CcSetupReq - RouteList(LRG_RL), numberSetup 0 numberMember 0 isEnabled 0|1.100.49.1.13149*10.1.110.20*SEP002290BA361B
11:01:10.482 | RouteListControl::iole_CcSetupReq - RouteList(LRG_RL), RouteListCdr::create CI = 20418835 BRANCH=0 nISEMccIunt=0|1.100.49.1.13149*10.1.110.20*SEP002290BA361B
11:01:10.482 | RouteListCdr::StarTransition non EMCC call|1.100.49.1.13149*10.1.110.20*SEP002290BA361B
11:01:10.483 | RoutePlannerServer::getRouteList() - RouteListName(87da585a-9c00-acc9-a136-e6b6e69ff01), rRealLocalRouteGroup(64b2c314-fc5d-561b-47aa-329034d94856)
11:01:10.483 | RoutePlannerServer::getRouteGroup: standardLocalRG = 00000000-1111-0000-0000-000000000000, input routeGF =00000000-1111-0000-0000-000000000000|*****
11:01:10.483 | RoutePlannerServer::getRouteGroup: LRG_RL = 1, RouteGroupname = 00000000-1111-0000-0000-000000000000|*****
11:01:10.483 | RoutePlannerServer::getRouteGroup: standardLocalRG = 00000000-1111-0000-0000-000000000000, input routeGF =64b2c314-fc5d-561b-47aa-329034d94856|*****
11:01:10.483 | RoutePlannerServer::getRouteGroup: mDeviceInfoList size =1|*****
11:01:10.483 | RouteListCdr - RouteList Info, by RouteGroups|*****
11:01:10.484 | RouteList - RouteListName="LRG_RL" CallInfoEndPointName="/8/da585a-9c00-acc9-a136-e6b6e69ff01" routeListEnabled="1"|*****
11:01:10.484 | rCCLdb,ipp - CallManagerGroup - serverCount = 1|*****
11:01:10.484 | rCCLdb,ipp - CallManagerGroup - nodeId = 2|*****
11:01:10.484 | RouteList - RouteGroup count = 1|*****
11:01:10.484 | RouteListCdr - Device count = 1|*****
11:01:10.484 | RouteListCdr::null0_CcSetupReq check vpr call mVprReroute=0 vprAlreadyAttempt=0 CI=20418835 BRANCH=0|1.100.49.1.13149*10.1.110.20*SEP002290BA361B
11:01:10.484 | RouteListCdr::null0_CcSetupReq gets a next group while 1 groups remain, mAttemptPreemptionCurrentRouteFlag = 0|1.100.49.1.13149*10.1.110.20*SEP002290BA361B
11:01:10.484 | RouteListCdr::algorithmCategorization cdkc_sLRAL_dis m8000n type=1.1.100.49.1.13149*10.1.110.20*SEP002290BA361B
11:01:10.484 | RouteListCdr::createDistributesDeviceInfoList check vpr call mVprReroute=0 vprAlreadyAttempt=0 CI=20418835 BRANCH=0|1.100.49.1.13149*10.1.110.20*SEP002290BA361B
11:01:10.484 | RouteListCdr::selectDevices -- temporaryDeviceInfoList size = 1.1.100.49.1.13149*10.1.110.20*SEP002290BA361B
11:01:10.484 | RouteListCdr::null0_CcSetupReq - RNAR lineout = 0.1.100.49.1.13149*10.1.110.20*SEP002290BA361B
11:01:10.484 | SMISharedData::findAliasRegInfo - AliasName = b87f9c1e-e8e8-0b90-4460-1611fc8b19c2 not in AliasInfo hashnap|1.100.49.1.13149*10.1.110.20*SEP002290BA361B
11:01:10.484 | ucvmcmanagr::star_umlidloc requestCName=b87f9c1e-e8e8-0b90-4460-1611fc8b19c2 lockupName=b87f9c1e-e8e8-0b90-4460-1611fc8b19c2|1.100.49.1.13149*10.1.110.20*SEP002290BA361B
11:01:10.484 | SMISharedData::findRemoteDeviceAny - key=b87f9c1e-e8e8-0b90-4460-1611fc8b19c2 not in RemoteDeviceInfo hashnap|1.100.49.1.13149*10.1.110.20*SEP002290BA361B
11:01:10.484 | RouteListCdr::makeDeviceInfoDown|1.100.49.1.13149*10.1.110.20*SEP002290BA361B
11:01:10.485 | RouteListCdr::selectFacilityDmPisErr: Execute a route action. |1.100.49.1.13149*10.1.110.20*SEP002290BA361B
11:01:10.485 | RouteListCdr::algorithmCategorization -- CDR_SERIAL_DISTRIBUTION type=1.1.100.49.1.13149*10.1.110.20*SEP002290BA361B
11:01:10.485 | RouteListCdr::whiAction -- Down (Current Group) = 1.1.100.49.1.13149*10.1.110.20*SEP002290BA361B
11:01:10.485 | RouteListCdr::routeAction current device name=b87f9c1e-e8e8-0b90-4460-1611fc8b19c2, down|1.100.49.1.13149*10.1.110.20*SEP002290BA361B
11:01:10.485 | RouteListCdr::executeRouteAction: skip_to_next_member|1.100.49.1.13149*10.1.110.20*SEP002290BA361B
11:01:10.485 | RouteListCdr::skipToNextMember|1.100.49.1.13149*10.1.110.20*SEP002290BA361B

```

When calling 911, which gateway/route list is defined in the route pattern in Cisco Unified Communications Manager and used to route matched digits to the PSTN?

- A. SEP002290BA361B
- B. standardLocalRG
- C. RouteListCdr
- D. LRG\_RL



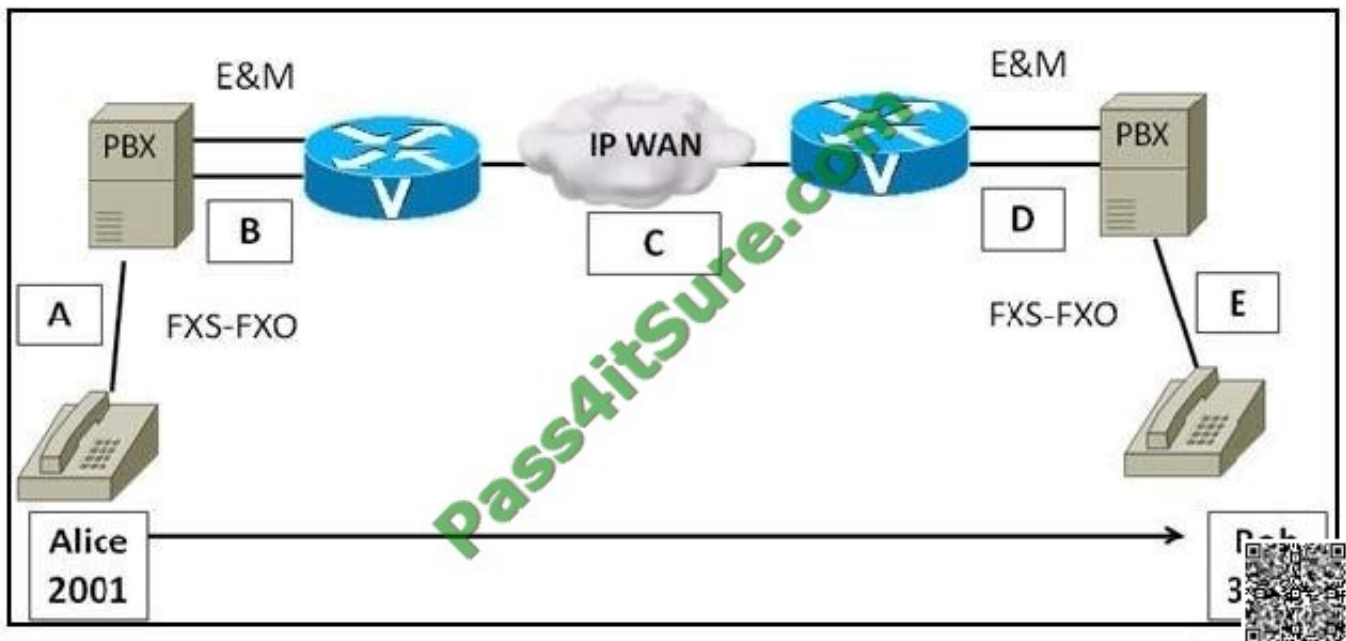
E. nodeld = 1

F. BRANCH

Correct Answer: D

### QUESTION 12

Refer to the exhibit.



When Alice at extension 2001 places a call to Bob at extension 3001, Bob hears Alice's voice twice. What type of echo is this classified as?

- A. Talker echo.
- B. Listener echo.
- C. Tail circuit echo.
- D. Front end circuit echo.

Correct Answer: B





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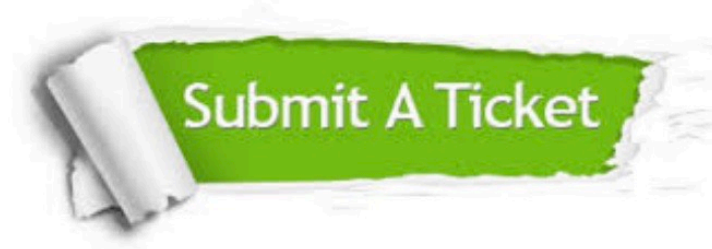
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