

# Cisco

## Exam Questions 300-810

Implementing Cisco Collaboration Applications (CLICA)



#### NEW QUESTION 1

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

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

**Answer: C**

#### NEW 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-kpmlcodec g729r8
- B. dial-peer voice 6800 voip destination-pattern 5... session protocol sipv2 session target ipv4:10.3.6.127 dtmf-relay sip-notifycodec g711ulaw
- C. dial-peer voice 6800 voip destination-pattern 5... session protocol sipv2 session target ipv4:10.3.6.127 dtmf-relay rtp-ntecodec g711ulaw
- D. dial-peer voice 6800 voip destination-pattern 5... session protocol sipv2 session target ipv4:10.3.6.127 dtmf-relay sip-kpmlcodec g711ulaw
- E. dial-peer voice 6800 voip destination-pattern 5... session protocol sipv2 session target ipv4:10.3.6.127 dtmf-relay sip-notifycodec g729r8

**Answer: BC**

#### NEW QUESTION 3

Which SSO authentication method requires no action from the user when the session token times out?

- A. web form
- B. smart card
- C. external database
- D. local authentication

**Answer: A**

#### NEW QUESTION 4

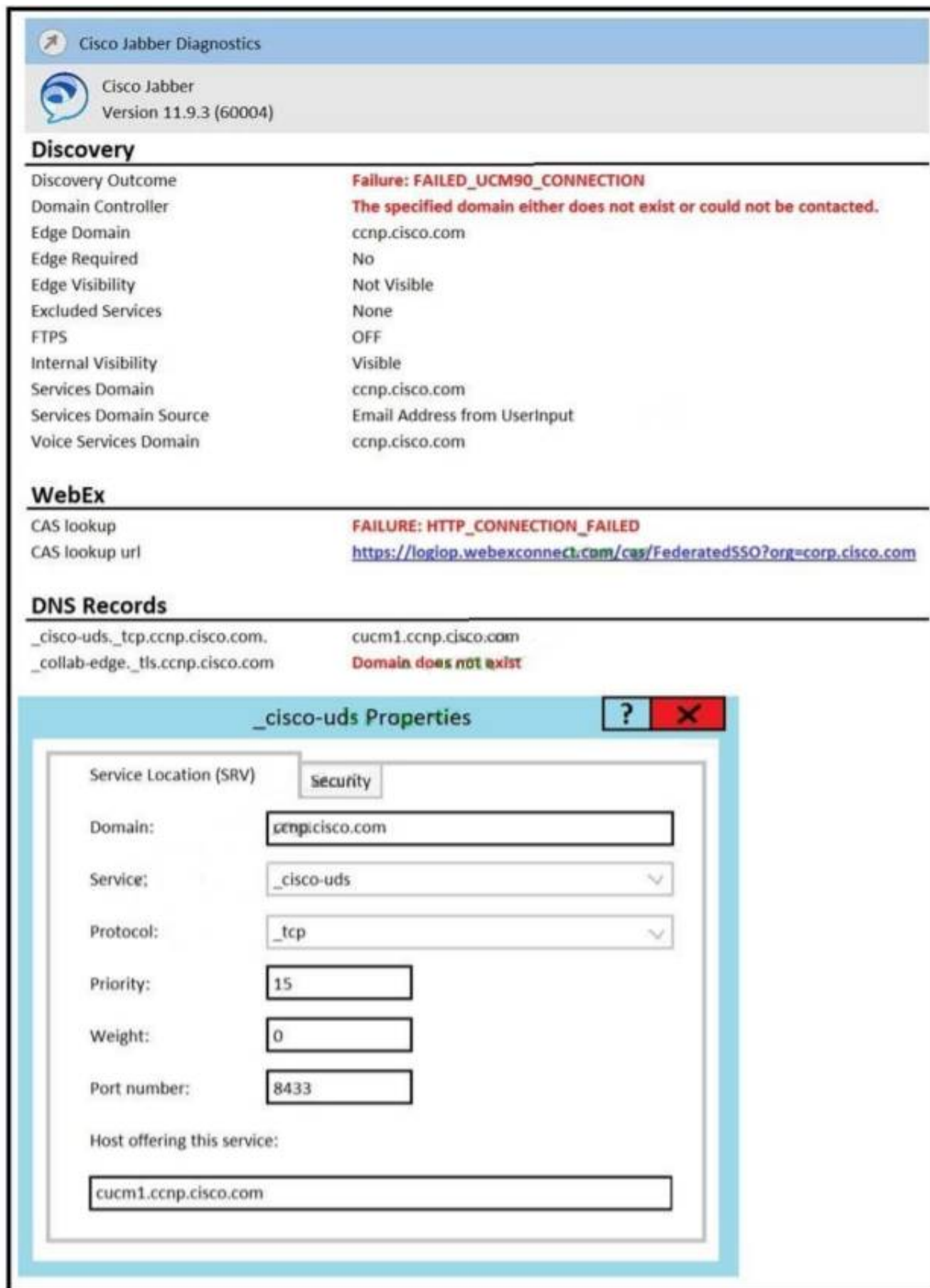
An engineer is troubleshooting an MWI issue between Unity Express and CallManager Express. In the debug SIP logs, the engineer can see CallManager Express responding to Unity Express with a 488 Not Acceptable Media message. Which action resolves the issue?

- A. Ensure that codec G.722 is configured in the dial peer.
- B. Ensure that codec G.711ulaw is configured in the dial peer.
- C. Ensure that codec G.711alaw is configured in the dial peer.
- D. Ensure that codec G.729 is configured in the dial peer.

**Answer: B**

#### NEW QUESTION 5

Refer to the exhibit.



**Cisco Jabber Diagnostics**

Cisco Jabber  
Version 11.9.3 (60004)

### Discovery

Discovery Outcome	<b>Failure: FAILED_UCM90_CONNECTION</b>
Domain Controller	<b>The specified domain either does not exist or could not be contacted.</b>
Edge Domain	ccnp.cisco.com
Edge Required	No
Edge Visibility	Not Visible
Excluded Services	None
FTPS	OFF
Internal Visibility	Visible
Services Domain	ccnp.cisco.com
Services Domain Source	Email Address from UserInput
Voice Services Domain	ccnp.cisco.com

### WebEx

CAS lookup	<b>FAILURE: HTTP_CONNECTION_FAILED</b>
CAS lookup url	<a href="https://logon.webexconnect.com/cas/FederatedSSO?org=corp.cisco.com">https://logon.webexconnect.com/cas/FederatedSSO?org=corp.cisco.com</a>

### DNS Records

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

**\_cisco-uds Properties**

Service Location (SRV) Security

Domain:

Service:

Protocol:

Priority:

Weight:

Port number:

Host offering this service:

Users connected to the internal network report a “Cannot communicate with the server” error while trying to log in to Cisco Jabber using auto service discovery. The Jabber diagnostics and the SRV record configuration are as shown in the exhibit. The host cucm1.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 correctl
- B. It should be \_tls instead of \_tcp.
- C. Marking weight as 0 on the SRV record makes it inactive, so Jabber cannot discover the Cisco Unified CM.
- D. The port specified on the SRV record is wrong.
- E. The domain ccnp.cisco.com does not exist on the DNS server.

**Answer: C**

#### NEW QUESTION 6

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

**Answer: C**

#### NEW QUESTION 7

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

**Answer: D**

#### NEW QUESTION 8

Refer to the exhibit.

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

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.

**Answer: A**

#### NEW QUESTION 9

Which SAML 2.0 profile is supported by Cisco UCM, Cisco Unified IM and Presence, and Unity Connection version 10.x and above?

- A. single logout
- B. web browser SSO
- C. name identifier management
- D. identity provider discovery

**Answer: B**

#### NEW QUESTION 10

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

**Answer: CD**

#### NEW QUESTION 10

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

**Answer: C**

#### NEW QUESTION 13

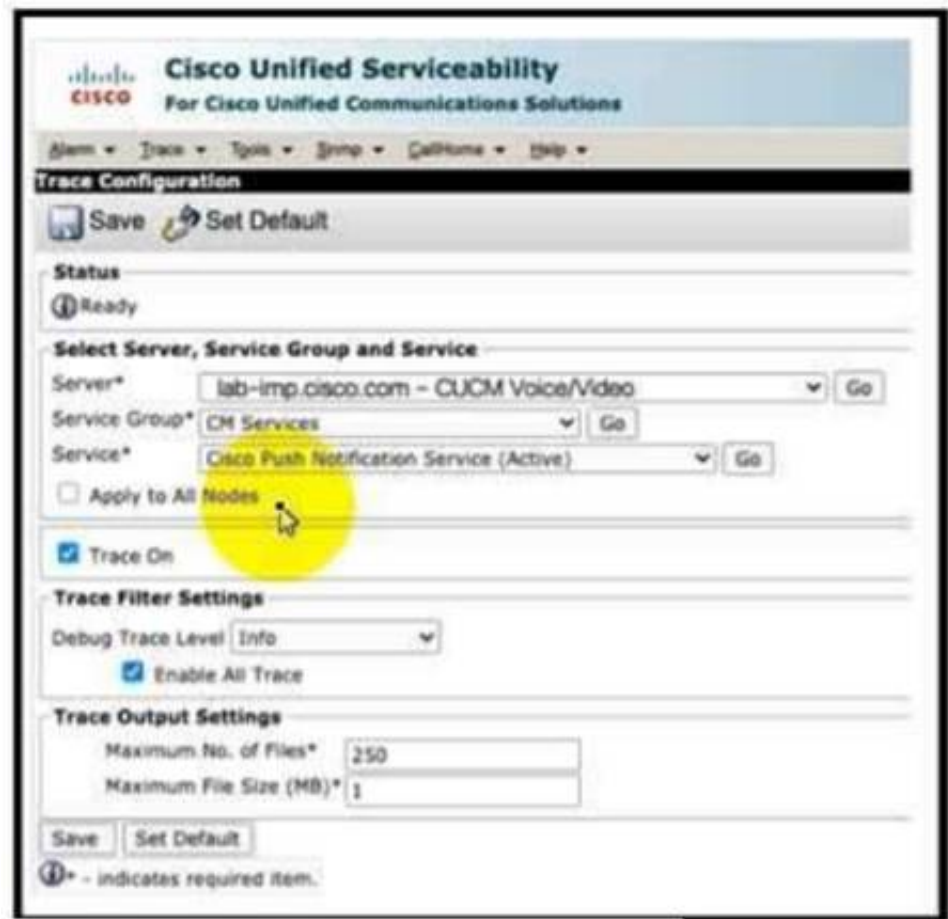
An administrator is configuring digital networking between Cisco Unity Connection clusters. What are two requirements for the configuration? (Choose two.)  
end-user credentials

- A. IP address/FQDN of LDAP server
- B. IP address/FQDN of Cisco UCM servers
- C. system administrator credentials
- D. IP address/FQDN of the Cisco Unity Connection servers

**Answer: CD**

#### NEW QUESTION 18

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/cm/trace/ccmpns/log4j/
- ☐ /var/log/active/cm/trace/cmas/log4j/
- ☐ /var/log/active/cm/trace/ccm/log4j/

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

Answer: B

NEW QUESTION 23

Drag and drop the steps of the SAML SSO process from the left into the order on the right.

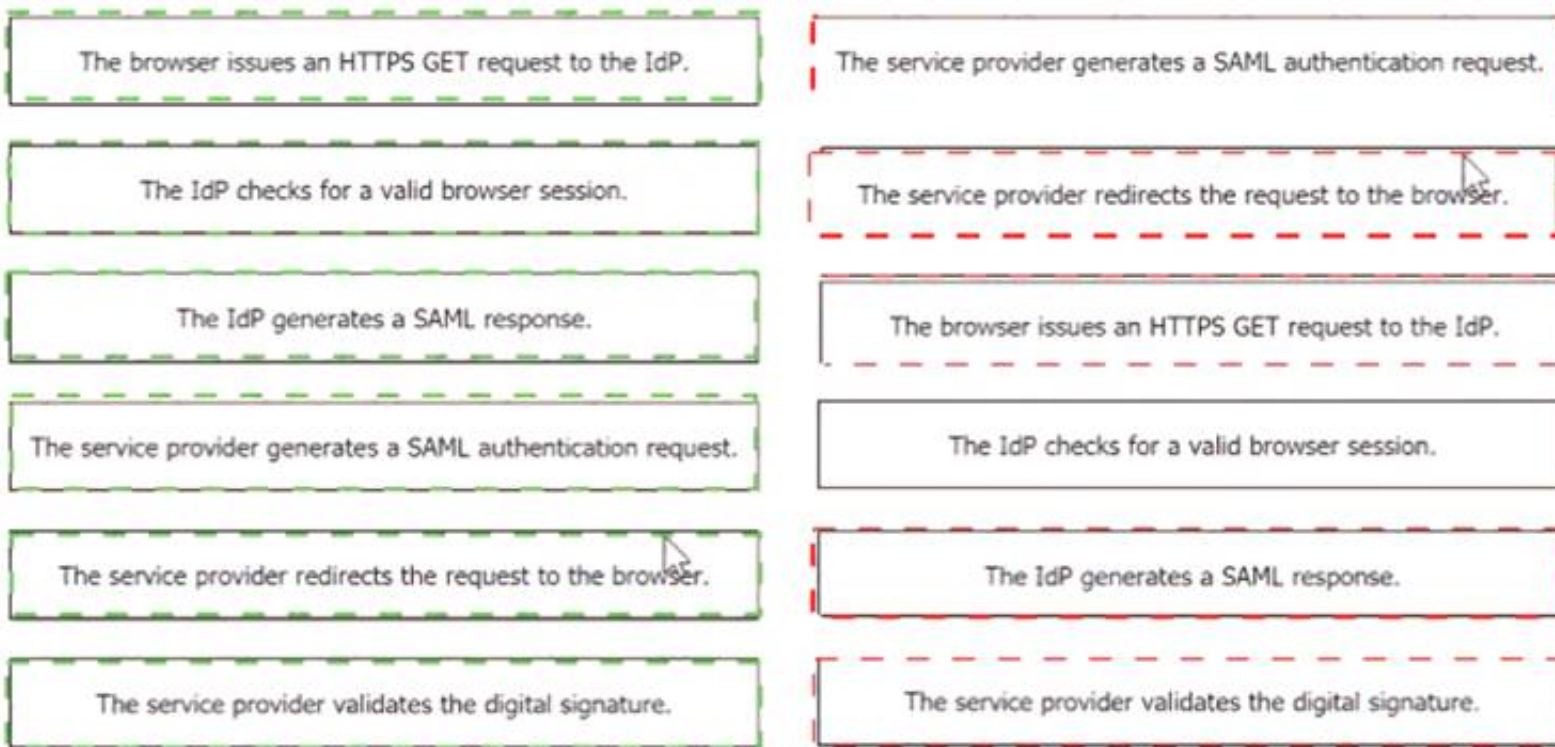
The browser issues an HTTPS GET request to the IdP.	step 1
The IdP checks for a valid browser session.	step 2
The IdP generates a SAML response.	step 3
The service provider generates a SAML authentication request.	step 4
The service provider redirects the request to the browser.	step 5
The service provider validates the digital signature.	step 6

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:





#### NEW QUESTION 26

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.

**Answer: C**

#### NEW QUESTION 29

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

**Answer: A**

#### NEW QUESTION 32

Which dial-peer configuration routes calls from SIP-based phones on Cisco Unified Communications Manager Express to Cisco Unity Express?

- A. dial-peer voice 7000 voip destination-pattern 7000 session protocol sipv2session target ipv4: 10.3.6.127 codec g711alaw
- B. dial-peer voice 7000 voip destination-pattern 7000 session protocol sipv2session target ipv4: 10.3.6.127 codec ilbc
- C. dial-peer voice 7000 voip destination-pattern 7000 session protocol sipv2session target ipv4: 10.3.6.127 codec g711ulaw
- D. dial-peer voice 7000 voip destination-pattern 7000 session protocol sipv2session target ipv4: 10.3.6.127 codec g729r6

**Answer: C**

#### NEW QUESTION 34

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

**Answer: B**

#### NEW QUESTION 36

An engineer must verify that the DNS SRV entries that are configured have the correct Information. How Is this configuration completed via a Windows machine?

- A. Go to Windows Explorer and type nslookup
- B. Set the type=internet, and then enter the SRV record.
- C. Go to the command prompt and type dnslookup
- D. Set the type=si
- E. and then enter the SRV record.
- F. Go to Internet Explorer and type nslookup
- G. Set the type=srv, and then enter the SRV record.
- H. Go to the command prompt and type nslookup
- I. Set the type=srv, and then enter the SRV record.

**Answer:** D

**NEW QUESTION 39**

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

**Answer:** A

**NEW QUESTION 44**

An end user opened a ticket, stating that though he can log in to Jabber for Windows, and presence and chat works, he cannot place phone calls using the desktop client. You investigate the user and find that no phone device is associated with the user account in Cisco Unified Communications Manager. Which device type must you create for this user to enable calling services from the Jabber for Windows desktop client?

- A. Cisco Unified Personal Communicator
- B. Cisco Jabber for Tablet
- C. Cisco Unified Client Services Framework
- D. third-party SIP device (advanced)

**Answer:** C

**Explanation:**

[https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/jabber/11\\_5/CJAB\\_BK\\_D00D8CBD\\_00\\_deployment-in](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/jabber/11_5/CJAB_BK_D00D8CBD_00_deployment-in)

**NEW QUESTION 47**

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

**Answer:** D

**NEW QUESTION 48**

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

**Answer:** B

**NEW QUESTION 53**

Digital networking is configured between two Cisco Unity Connection clusters using an HTTPS connection. Which two objects are replicated between these two clusters? (Choose two.)

- A. partitions and search spaces
- B. user greetings
- C. user templates and user greetings
- D. call handlers
- E. users and their corresponding mailboxes

**Answer:** AE

**NEW QUESTION 56**

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.

**Answer:** B

**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\\_](https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cucmac/cuaca/12_0_4/admin_guide/CUACA_AG_)

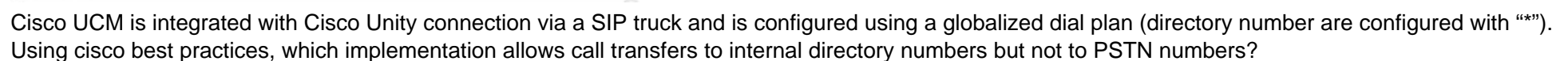
An engineer is configuring SAML SSO for a Cisco Unified Communications Manager. After completing all required steps, the engineer wants to verify the status. Which CLI command provides the status of SAML SSO?

- Answer: A**

What is a step in the SAML SSO process?

- Answer: A**

Refer to the exhibit.



- Answer: D**

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?

- Answer: C**



NEW QUESTION 69

Refer to the exhibit

```
|0325fb70| 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/AgAAAOLe1w'><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 JaXXXXXXXXXXXXXXXXXX</body><thread>
connect21611</thread><html xmlns='http://jabber.org/protocol/xhtml-im'><body
xmlns='http://www.w3.org/1999/xhtml'>XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXX</body></html><active xmlns='http://jabber.org/protocol/
chatstates' /></message></route>
```

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

Answer: A

NEW QUESTION 70

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

Answer: A

NEW QUESTION 71

Refer to the exhibit.



High Availability				
Monitored Node	Assigned Users	Active Users	Node State	Node Reason
10.48.53.57	1	3	Running in Backup Mode	Critical Service Down
10.48.53.58	2	0	Failed Over with Critical Services not Running	Critical Service Down

An organization is moving from on-premise Exchange to Microsoft Office 365 for email and calendaring. The administrator would like to maintain meeting presence functionality in Jabber clients connected to Cisco IM and Presence after this move. Office 365 certificates must be installed to accomplish this. Which two trust stores should these certificates be uploaded to on Cisco IM and Presence? (Choose two.)

- A. cup-xmpp- trust
- B. xmpp-fed-trust
- C. cup-trust
- D. tomcat-trust
- E. xmpp- rust

Answer: AC

NEW QUESTION 76

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:1109811043@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
```

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

**Answer: C**

#### NEW QUESTION 77

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