



**Cisco**

## **Exam Questions 300-810**

Implementing Cisco Collaboration Applications (CLICA)

NEW QUESTION 1

Which SAML component defines the content of data transferred from an IdP to a service provider?

- A. protocol
- B. assertion
- C. binding
- D. profiles

Answer: B

NEW QUESTION 2

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 3

Refer to the exhibit.



When troubleshooting an internal Jabber login problem, there is a pop-up about a certificate error, and then the login fails The FQDN of Cisco UCM is cucm.ex.com. and the FODN of the IM and Presence Server is imp.ex.com. Which two actions should be taken to fix this issue? (Choose two.)

- A. Sign the Cisco Untried IM and Presence server certificate with trusted a trusted
- B. Import the certificate of cucm.ex.com into the Trusted Certificate Authorities on the PC running Jabber.
- C. Import the Cisco UCM CallManager certificate into the Trusted Certificate Authorities on the PC running Jabber
- D. Sign the Cisco UCM CallManager certificate with a trusted certificate authority.
- E. Sign the Cisco UCM tomcat certificate with a trusted certificate authority.

Answer: BD

NEW QUESTION 4

Drag and drop the events for an on-premises Jabber SAML SSO flow from the left into the correct order on the right.

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

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:



#### NEW QUESTION 5

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 6

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.

**Answer: A**

#### NEW QUESTION 7

SAML SSO is enabled in Cisco Unified Communications Manager. What happens when a browser-based 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.

**Answer: C**

#### NEW QUESTION 8

An administrator is configuring Cisco Jabber 12.8 to work with Cisco UCM and Cisco IM and Presence 12.5 using an encrypted SIP profile. Which record should be configured for Jabber to work when logging into the corporate network with the domain "domain.com"?

- A. DNS SRV query \_sip.\_tcp.domain.com
- B. DNS SRV query \_cisco-uds.\_tls.domain.com
- C. DNS SRV query \_cisco-uds.\_tcp.domain.com
- D. DNS SRV query \_sip.\_tls.domain.com

**Answer: C**

#### NEW QUESTION 9

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://logiop.webexconnect.com/cas/FederatedSSO?org=corp.cisco.com">https://logiop.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 10

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)

**Answer: B**

#### NEW QUESTION 10

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

**Answer:** CD

#### NEW QUESTION 11

An engineer is configuring Cisco Unity Connection to provide messaging services and needs to designate a set of phone numbers to be used for transferring calls within the organization to prevent toll fraud. Which mechanism in Cisco Unity Connection should be modified to accomplish this goal?

- A. restriction tables
- B. calling search spaces
- C. transfer rules
- D. fraud tables

**Answer:** A

#### NEW QUESTION 15

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 20

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

**Answer:** A

#### NEW QUESTION 24

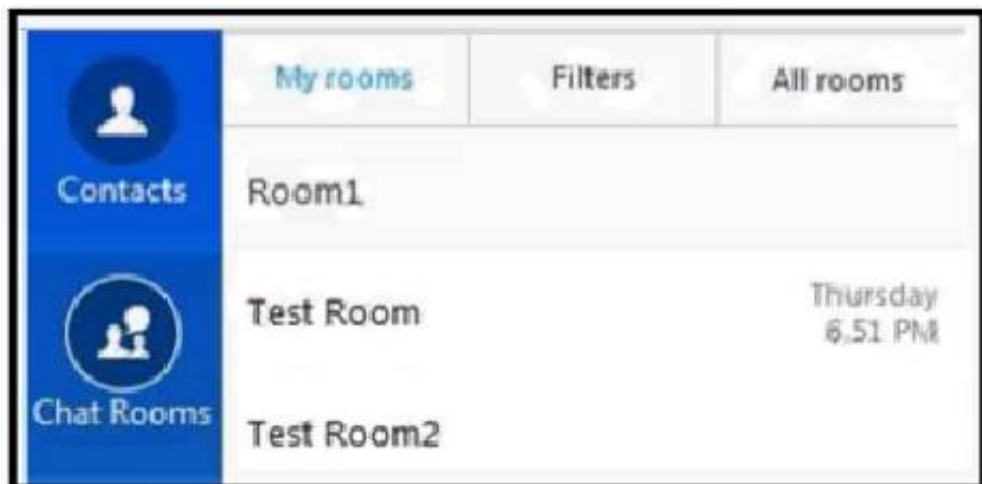
Which two steps are needed to configure high availability in Cisco IM and presence? (choose two.)

- A. Enable the Failover Check box
- B. Configure CUP administrator
- C. Assign the subscriber to the redundancy group
- D. Select the enable high availability checkbox and save the configuration change
- E. Configure the CUP AXL user.

**Answer:** CD

#### NEW QUESTION 25

Refer to the exhibit.



Persistent Chat is configured in the Cisco IM and Presence server using PostgreSQL as the back-end database. Users report that the Chat Rooms icon is missing from their Cisco Jabber clients. Which action should the administrator take to resolve this issue?

- A. Start the Cisco XCP Message Archiver.
- B. Start the Cisco XCP Text Conference Manager.
- C. Restart the Cisco XCP Directory Service
- D. Restart the Cisco XCP XMPP Federation Connection Manager.

**Answer:** B

#### NEW QUESTION 29

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 30

A collaboration engineer is configuring SIP interdomain federation for Cisco IM and Presence. The external domain cannot be discovered using DNS SRV. If the external enterprise domain is ciscocollab.com, what destination pattern should the engineer use for a static route?

- A. com.ciscocollab.\*
- B. \_sipfederationtls.\_tcp.ciscocollab.com
- C. \*.ciscocollab.com,\*
- D. .ciscocollab.com

**Answer: B**

#### NEW QUESTION 35

Refer to the exhibit.

```
cm_xmpp_fed: b4291b90| INFO | XMPPServerOutDir: Could not resolve 'jabber.example.com' using SRV _jabber._tcp. Failing the outbound connection.
```

An administrator is troubleshooting an issue with XMPP Federation between two, eight-node IM and Presence clusters. After looking at the logs, the administrator finds this message and must publish one or more DNS SRV records containing one or more addresses of the IM and Presence node(s). How many nodes must be selected to publish?

- A. 1
- B. 5
- C. 10
- D. 20

**Answer: A**

#### NEW QUESTION 40

Refer to Exhibit.

High Availability				
Monitored Node	Assigned Users	Active Users	Node State	Node Reason
10.48.33.52	1	3	Running in Backup Mode	Critical Service Down
10.48.33.58	2	0	Failed Over with Critical Services not Running	Critical Service Down

An engineer is troubleshooting operation performance in the network. Which account should be taken to restore high availability in the sub cluster?

- A. Start all critical services on the second node, and select the Fallback button in the "Presence Redundancy Group Configuration"
- B. Go to "Presence Redundancy Group Configuration" on the Cisco UCM Administration page and select the Fallback button.
- C. Start all critical services on both nodes and select "rebalance users" in the "Presence User Assignment"
- D. Go to "Presence User Agreement" on the Cisco UCM Administration page and select "rebalance users" for all users.

**Answer: A**

#### NEW QUESTION 44

Fraudulent calls are being made from Cisco Unity Connection. Which action prevents the calls from reaching the PSTN using SCCP integration?

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

**Answer: B**

#### NEW QUESTION 48

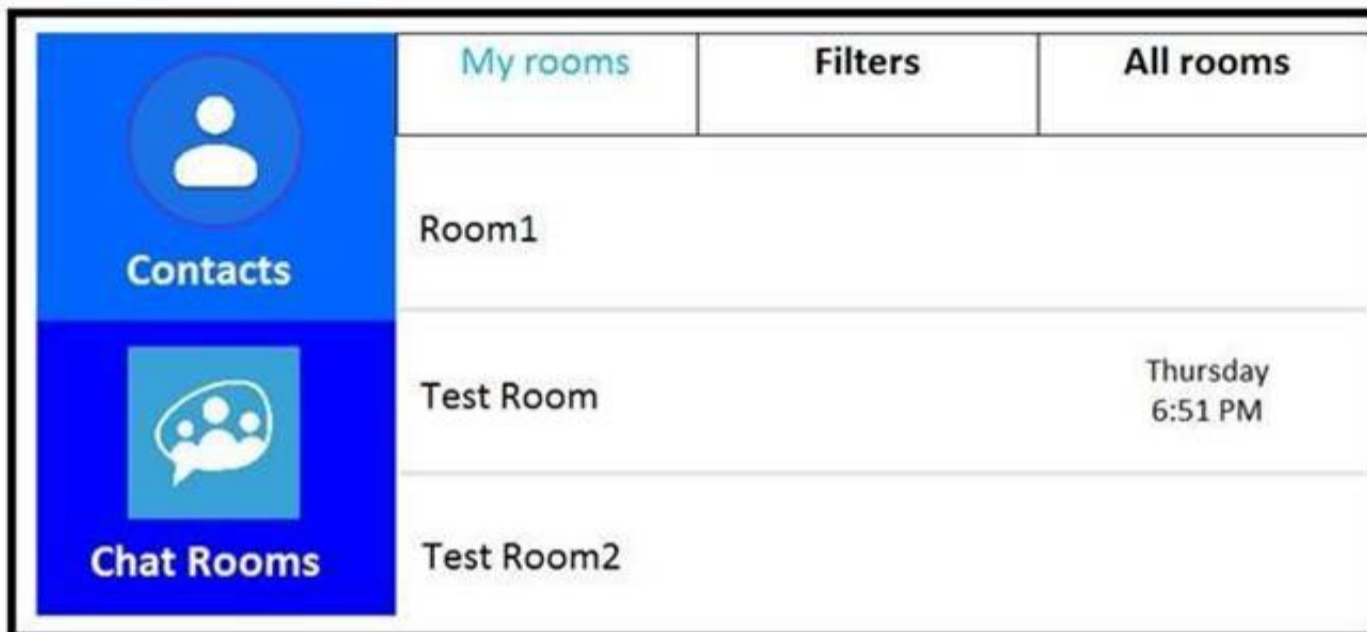
An organization has two Cisco IM and Presence clusters: one in the Americas and one in EMEAR. Both clusters connect via an intercluster peer. Each Cisco IM and Presence cluster has four nodes logically divided into two subclusters with high availability enabled with its local peers. When the Cisco IM and Presence publisher node in the Americas fails, to where are the users failed over?

- A. Cisco IM and Presence publisher in EMEA
- B. in the different logical group
- C. Cisco IM and Presence subscriber in the Americas, in the different logical group
- D. Cisco IM and Presence subscriber in EMEA
- E. in the same logical group with IM and Presence publisher
- F. Cisco IM and Presence subscriber in the Americas, in the same logical group with IM and Presence publisher

**Answer: D**

#### NEW QUESTION 49

Refer to the exhibit.



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.

**Answer: D**

#### NEW QUESTION 52

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 not 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.

**Answer: D**

#### NEW QUESTION 55

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

**Answer: C**

#### NEW QUESTION 56

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

**Answer:** A

#### NEW QUESTION 59

Which two command line arguments can you specify when installing Cisco Jabber for windows? (Choose two.)

- A. CISCO\_UDS\_DOMAIN
- B. TFTP\_ADDRESS
- C. VOICEMAIL\_SERVER\_ADDRESS
- D. SERVICES\_DOMAIN
- E. TFTP

**Answer:** DE

#### NEW QUESTION 62

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

**Answer:** CD

#### NEW QUESTION 65

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?

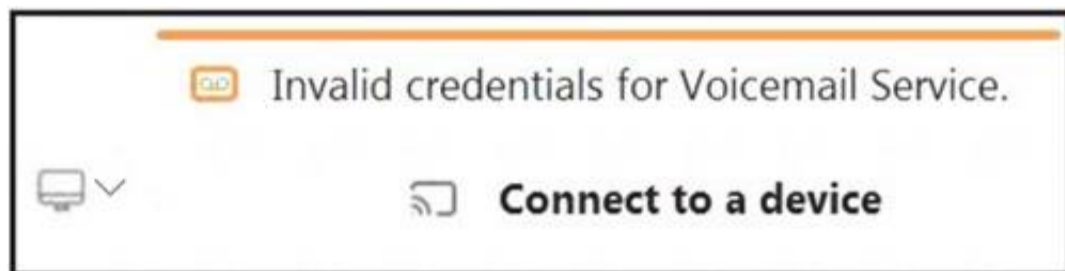
- ☐ `msiexec /i CiscoJabberSetup.msi CLEAR=1 SERVICES_DOMAIN=cisco.com`
- ☐ `msiexec /i CiscoJabberSetup.msi CLEAR=0 SERVICES_DOMAIN=cisco.com`
- ☒ `msiexec /i CiscoJabberSetup.msi /quiet CLEAR=1 SERVICES_DOMAIN=cisco.com`
- ☐ `msiexec.exe /i CiscoJabberSetup.msi /quiet CLEAR=1 SSO_ORG_DOMAIN=cisco.com`

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

**Answer:** C

#### NEW QUESTION 70

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.

**Answer:** AB

#### NEW QUESTION 75

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

Answer: B

#### NEW QUESTION 76

When Cisco IM and Presence is configured to use automatic fallback, how long does the Server Recovery Manager service wait for a failed service/server to remain active before an automatic fallback is initiated?

- A. 10 minutes
- B. 20 minutes
- C. 30 minutes
- D. 1 hour

Answer: C

#### NEW QUESTION 79

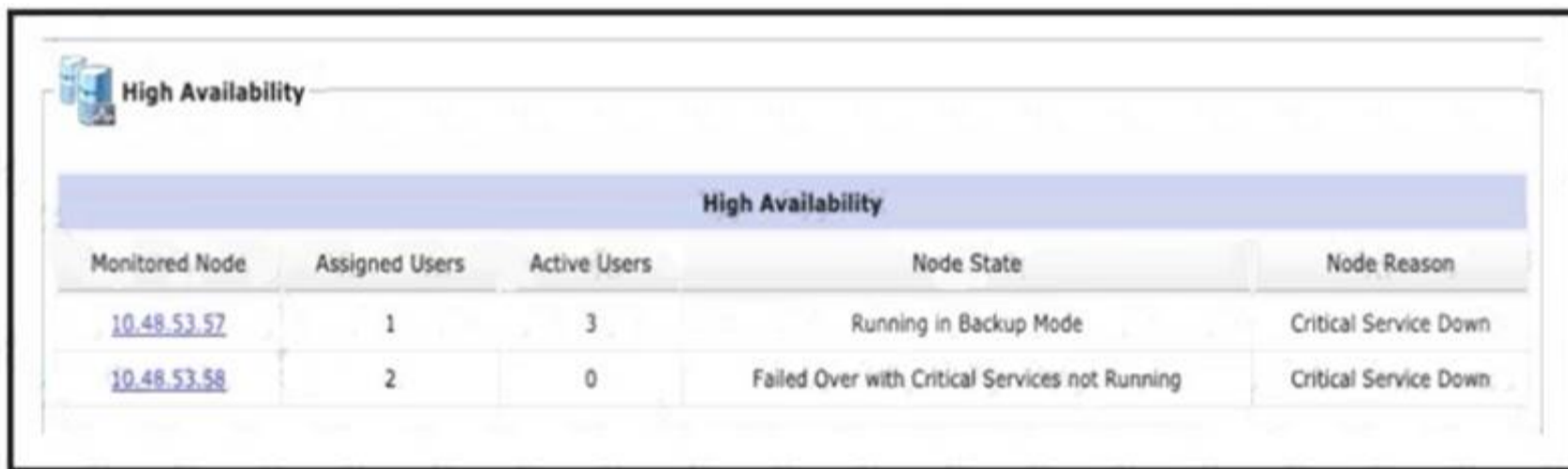
An engineer is configuring Cisco Unified IM and Presence on-premises SIP Federation. The IM and Presence Service node cannot find the external domain using DNS SRV. Assuming the DNS SRV configuration is Correct. what should the engineer configure next to resolve this issue?

- 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.

Answer: B

#### NEW QUESTION 83

Refer to the exhibit.



High Availability				
Monitored Node	Assigned Users	Active Users	Node State	Node Reason
<a href="#">10.48.53.57</a>	1	3	Running in Backup Mode	Critical Service Down
<a href="#">10.48.53.58</a>	2	0	Failed Over with Critical Services not Running	Critical Service Down

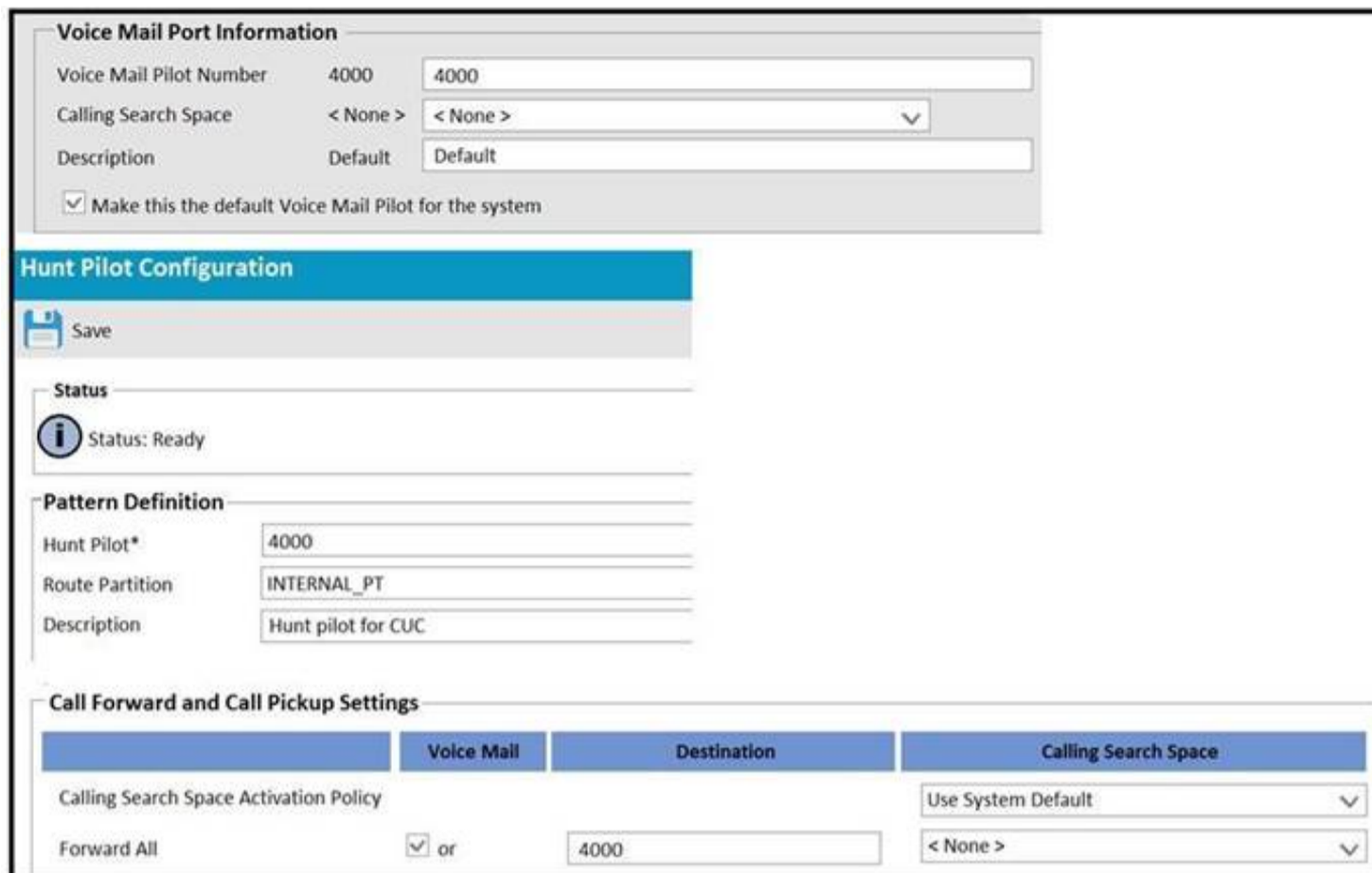
An organization is moving from on-premise Exchange to Microsoft Office 365 for email and calendaring. The administrator would like to maintain meeting presence functionality in Jabber clients connected to Cisco IM and Presence after this move. Office 365 certificates must be installed to accomplish this.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

Answer: AD

#### NEW QUESTION 88

Refer to the exhibit.



**Voice Mail Port Information**

Voice Mail Pilot Number: 4000 (text field)

Calling Search Space: < None > (dropdown menu)

Description: Default (text field)

☒ Make this the default Voice Mail Pilot for the system

---

**Hunt Pilot Configuration**

Save (button)

**Status**

Status: Ready (info icon)

**Pattern Definition**

Hunt Pilot\*: 4000 (text field)

Route Partition: INTERNAL\_PT (text field)

Description: Hunt pilot for CUC (text field)

---

**Call Forward and Call Pickup Settings**

	Voice Mail	Destination	Calling Search Space
Calling Search Space Activation Policy			Use System Default (dropdown)
Forward All	<input checked="" type="checkbox"/> or	4000 (text field)	< None > (dropdown)

Cisco Unity Connection and Cisco Unified Communications Manager are integrated by using SCCP. The Voice Mail Ports are registered. Users report that calls fail when forwarded to voicemail. Which is a cause of the issue?

- A. The call forward and call pickup settings do not have a CSS on Forward All.
- B. The Voice Mail Port partition on the CSS of the phone is missing.
- C. The Voice Mail Pilot is not configured with a CSS that contains the INTERNAL\_PT.
- D. The CSS on the Voice Mail Pilot is missing partitions for user phones.

**Answer: C**

#### NEW QUESTION 89

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

**Answer: BE**

#### NEW QUESTION 94

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-uano mwi-servermwi-server ipv4:172.16.1.254 expires 3600 port 5060 transport udp
- D. ccn subsystem sip mwi sub-notify
- E. sip-uano mwi-servermwi-server ipv4:172.16.1.253 expires 3600 port 5060 transport tcp notify
- F. sip-uano mwi-servermwi-server ipv4:172.16.1.253 expires 3600 port 5060 transport udp unsolicited

**Answer:** BC

#### NEW QUESTION 95

An engineer must configure a test user mailbox in a newly deployed Cisco Unity Express module. Which console command set reflects the correct configuration in this scenario?

- A. 

```
username testuser create
username testuser pin 12345
username testuser phonenumber 4001
voicemail mailbox owner testuser
```
- B. 

```
username testuser pin 12345
username testuser phonenumber 4001
voicemail mailbox owner testuser
```
- C. 

```
username testuser phonenumber 4001
username testuser pin 12345
voicemail mailbox owner testuser
```
- D. 

```
username testuser create
username testuser pin 12345
username testuser phonenumber 4001 testuser@labdomain.com
voicemail mailbox create testuser
```

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

**Answer:** A

#### NEW QUESTION 100

An engineer is importing users into Cisco Unity Connection using AXL and discovers that some users are not listed in the import view. Which action should be taken to resolve this issue?

- A. Configure the user primary extension to their directory number.
- B. Configure the user digest credentials to match the user password.
- C. Configure the user access control group assignment to Standard CTI Enabled.
- D. Configure the username and password in LDAP.

**Answer:** A

#### NEW QUESTION 104

Which function of the Cisco IM and Presence high availability solution is true?

- A. When the server has been restored to a normal state, user sessions remain on the backup server.
- B. When an event takes place, the end user sessions are not moved from the failed server to the backup.
- C. When the server has been restored, the server automatically fails back.
- D. When a high availability event takes place, the end user sessions are moved from the failed server to the backup.

**Answer:** D

#### NEW QUESTION 107

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 112

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=svr, and then enter the SRV record.
- H. Go to the command prompt and type nslookup
- I. Set the type=svr, and then enter the SRV record.

**Answer:** D

#### NEW QUESTION 115

A collaboration engineer is configuring LDAP integration for Cisco Unity Connection. The engineer has enabled the appropriate services and has completed the LDAP setup and LDAP directory configuration administrative pages in Cisco Unity Connection. The engineer has also completed a Full LDAP synchronization. What must the engineer do next to have the LDAP users appear in the Unity Connection Users page?

- A. Configure the LDAP authentication settings under LDA
- B. LDAP Authentication.
- C. Synchronize the user accounts under Users - Synch Users.
- D. Restart the Cisco DirSync service.
- E. Import the user accounts under Users - Import Users.

**Answer:** D

#### NEW QUESTION 120

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

**Answer:** CD

#### NEW QUESTION 125

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 128

A jabber user reports that they receive pop-up windows warning 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

**Answer:** AD

#### NEW QUESTION 132

A collaboration engineer Is troubleshooting an Issue with Jabber client logins on the Internal network. Users are receiving a certificate error message that Jabber cannot accept the certificate from the server. Users of phone-only mode Jabber clients do not have the same issue. Which two certificates must be regenerated in the initial steps of resolving this issue? (Choose two.)

- A. Cisco UCM tomcat certificate
- B. Cisco IM and Presence cup-xmpp certificate
- C. Cisco UCM CallManager certificate
- D. Cisco IM and Presence cup certificate
- E. Cisco IM and Presence tomcat certificate

**Answer:** AE

#### NEW QUESTION 133

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.

**Answer:** C

#### Explanation:

<https://www.cisco.com/c/en/us/support/docs/unified-communications/jabber-windows/116517-problem-jabber-0>

#### NEW QUESTION 137

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_)

#### NEW QUESTION 141

Which statement describes a role of AXL communications in the BLF Plug-in Service of the Cisco UAC?

- A. The AXL communications allow registered attendants to log in to Cisco UCM 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 UAC versions match.
- D. The AXL communications is required after installation to verify that the specified CTI manager or managers and Cisco UCM versions match.

**Answer:** D

#### NEW QUESTION 146

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.

**Answer:** A

#### NEW QUESTION 151

Refer to the exhibit.

```
[csf.cert.] [csf::cert::BaseCertVerifier:doVerifyCertificate] - About to verify the certificate.
[csf.cert.win32] [csf::cert::Win32CertVerifier:loadCertificateChain] - Certificate Chain status 0x20
[csf.cert.win32] [csf::cert::Win32CertVerifier:verifySslPolicy] - Ignoring errors due to Invalid CN
[csf.cert.win32] [csf::cert::Win32CertVerifier:verifyPolicies] - SSL Policy status 0x2148204809
[csf.cert.win32] [csf::cert::Win32CertVerifier:verifyPolicies] - Basic Constraints Policy status 0x0
[csf.cert.win32] [csf::cert::Win32CertVerifier:verifyCertificate] - Certificate validation response is 'invalid'
[csf.cert.] [csf::cert::BaseCertVerifier:doVerifyCertificate] - Result of platform cert verification: [UNTRUSTED_ROOT]
[csf.cert.] [csf::cert::BaseCertVerifier:checkIdentity] - About to check for an Identity Match.
[csf.cert.xmpp] [csf::cert::XmppCertVerifier:checkIdentifier] - Verifying XMPP Identity 'example.com'
[csf.cert.utils] [csf::cert::AltNameParserImpl:verifyXmpp] - Xmpp match was not found for: 'example.com'
[csf.cert.utils] [csf::cert::AltNameParserImpl:verify] - Match for 'example.com' found in dnsNames index: 1
[csf.cert.] [csf::cert::BaseCertVerifier::checkIdentifiers] - Verification of identity succeeded. Matched identifier : 'example.com'
[csf.diagnostics] [CSFDiagnostics::DiagnosticsImpl:AddRecord] - Add record task enqueued: example.com
[csf.common.PolicySet] [csf::common:PolicySet::getPolicy] - Successfully found Policy with nature IGNORE_INVALID_CERT_CONDITION
[IGNORE_REVOCATION_INFO_UNAVAILABLE_ERRORS]
[csf.cert.] [csf::cert::BaseCertVerifier::applyIgnoreInvalidCertConditionPolicy] - About to enforce ignore invalid cert condition policy.
[csf.cert.] [csf::cert::IgnoreInvalidCertConditionPolicy::removeIgnoredStatuses] - No statuses have been removed from the verification status.
[csf.cert.] [csf::cert::IgnoreInvalidCertConditionPolicy::enforce] - Policy enforced
[csf.cert.] [csf::cert::BaseCertVerifier::verifyCertificateAsync] - Certificate initially verified, result: FAILURE
[csf.cert.] [csf::cert::CertificateDataImpl::parseSubjectCNField] - size of Subject CN field : 16
[csf.cert.] [csf::cert::CertificateDataImpl::parseSubjectCNField] - Subject CN field : impa.example.com
[csf.common.PolicySet] [csf::common:PolicySet::getPolicy] - Successfully found Policy with nature INVALID_CERT_MANAGEMENT [PROMPT_USER]
```

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.

**Answer: C**

#### NEW QUESTION 153

Refer to the exhibit.



Cisco UCM is integrated with Cisco Unity connection via a SIP truck and is configured using a globalized dial plan (directory number are configured with “+”). Using cisco best practices, which implementation allows call transfers to internal directory numbers but not to PSTN numbers?

- A. remove PSTN-PT from voicemail\_CSS
- B. change the order of partitions to put GLOBAL-INTERNAL-PT first in Voicemail\_CSS
- C. create a BLOCK-PSTN-PT partition and add it to Voicemail\_CSS
- D. block pattern +\* in the Cisco Unity restriction table

**Answer: D**

#### NEW QUESTION 157

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

**Answer: C**

#### NEW QUESTION 161

Refer to the exhibit.

```
CUE# show ccn application
Name: aa2
Description: aa2
Application type: aa
Script: aa.aef
ID number: 6
Enabled: yes
Maximum number of sessions: 2
allowExternalTransfers: true
busClosedPrompt: AABusinessClosed.wav
businessSchedule: systemschedule
busOpenPrompt: AABusinessOpen.wav
dialByExtnAnytime: false
dialByExtnAnytimeInputLength: 4
dialByFirstName: false
disconnectAfterMenu: false
holidayPrompt: AAHolidayPrompt.wav
MaxRetry: 3
operExtn: 4445
welcomePrompt: AAWelcome.wav

CUE# show ccn trigger
Name: 3334
Type: Cisco SIP Trigger
Application: aa2
Locale: systemDefault
Idle Timeout: 10000
Enabled: yes
Maximum number of sessions: 2

CUE# show ccn prompts
Name: AAWelcome.wav
Language: en_GB
Last Modified Date: Sat Aug 13 17:25:37 EDT 2005
Length in Bytes: 0
```

A collaboration engineer is troubleshooting Cisco Unity Express integrated with Cisco UCME. Internal users and external callers report that calls to the auto-attendant are answered, but that greeting is not being played. Which two actions must the engineer take to resolve the issue? (Choose two.)

- A. Change the trigger number.
- B. Change the welcome prompt setting.
- C. Rerecord AAWelcome.wav.
- D. Increase the number of sessions on the aa2 application.
- E. Change the language setting on the prompt.

**Answer: CD**

#### NEW QUESTION 162

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.

**Answer: B**

#### NEW QUESTION 164

Which authentication method allows a user to log in to an SSO-enabled Cisco Unified Communications application by utilizing a Microsoft Windows login, thereby not requiring any credentials to be entered?

- A. Smart Card
- B. OAuth
- C. form-based
- D. Kerberos

**Answer: D**

#### Explanation:

<https://www.cisco.com/c/en/us/support/docs/unified-communications/jabber-windows/118773-configure-kerber> The main advantage of Kerberos authentication compared to the other authentication methods is that you do not need to provide your credentials when you log in to Cisco Jabber. If you use Kerberos, the client does not prompt users for credentials, because authentication was already provided to gain access to the Windows desktop. This authentication method allows you to log in to Cisco Jabber with your Microsoft Windows login.

#### NEW QUESTION 166

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

Answer: A

#### NEW QUESTION 171

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.

Answer: BC

#### NEW QUESTION 172

A collaboration engineer troubleshoots an Issue with Cisco IM and Presence federated with Microsoft Skype for Business. A Cisco Jabber user reports being unable to see the presence status of a user on Microsoft Skype for Business when searching for the Microsoft user. Which action resolves this issue?

- A. Disable TLS for the federation.
- B. Configure the federation to use the XMPP protocol.
- C. Add a static route on Cisco IM and Presence to the Skype for Business domain.
- D. Have the Jabber user add the Skype for Business user to the Jabber contact list.

Answer: A

#### NEW QUESTION 174

Refer to the exhibit.



High Availability				
Monitored Node	Assigned Users	Active Users	Node State	Node Reason
<a href="#">10.48.53.57</a>	1	3	Running in Backup Mode	Critical Service Down
<a href="#">10.48.53.58</a>	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 179

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