

## Exam Questions 300-810

Implementing Cisco Collaboration Applications (CLICA)

<https://www.2passeasy.com/dumps/300-810/>



### NEW QUESTION 1

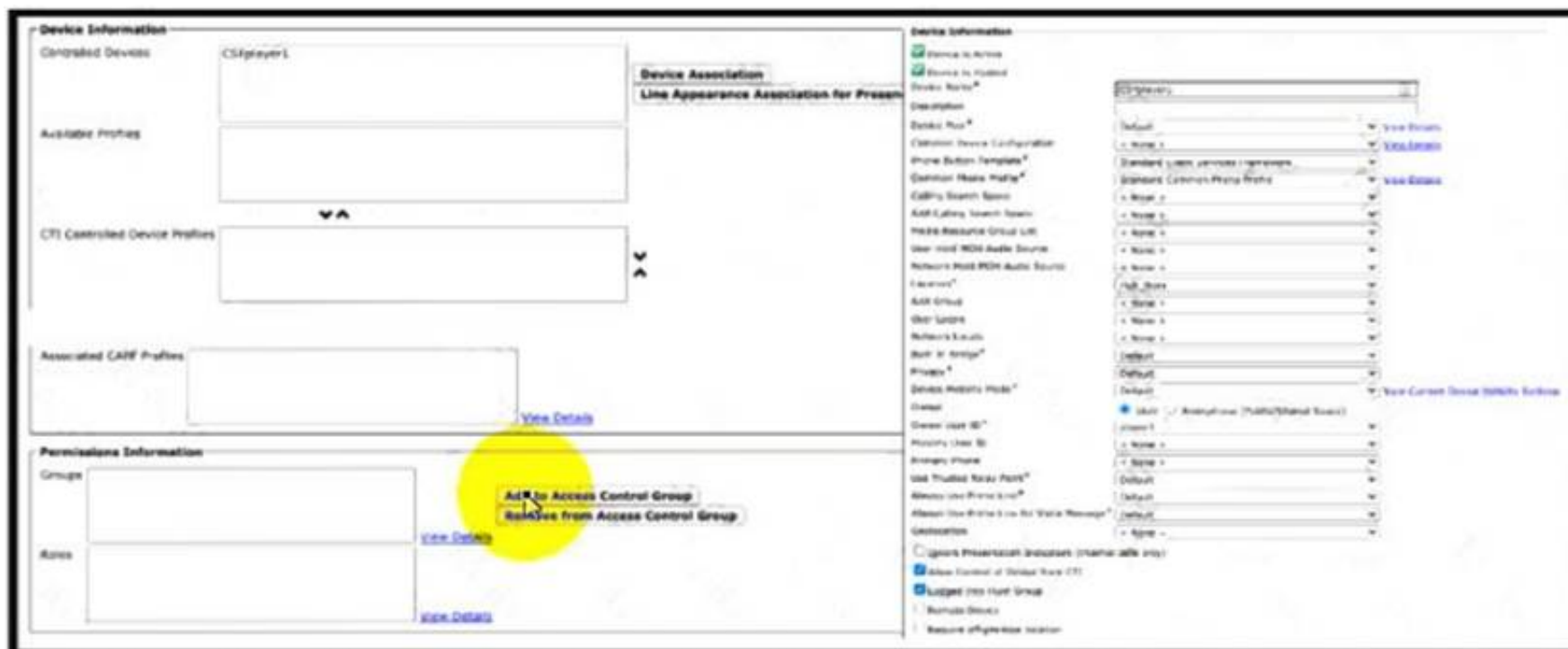
Which two protocols does the Cisco IM Presence service use to federate with external domains? (Choose two.)

- A. XMPP
- B. SNMP
- C. SIP
- D. SCCP
- E. SMPP

Answer: AC

### NEW QUESTION 2

Refer to the exhibit.



A Cisco Jabber for windows users is reporting an issue with phone control. Which action will resolve this issue?

- A. Change the privacy setting on the CSF device to "Off".
- B. Uncheck "logged into hunt group" on the user's CSF device.
- C. Create a device profile for the phone.
- D. Add the standard CCM end users and standard CTI enabled permission groups for the user.

Answer: D

### NEW QUESTION 3

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 4

An engineer is configuring DNS for service discovery in a jabber deployment for On-premises Clients. Which snippet will complete the SRV record name \_tcp.example.com?

- A. \_cisco\_uds
- B. \_collab\_edge
- C. \_xmp
- D. server
- E. \_xmpp-client

Answer: A

### NEW QUESTION 5

Which SAML component specifies the mapping of SAML assertion protocol message exchanges with standard messaging formats or communication protocols such as SOAP exchanges?

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

Answer: A

#### NEW QUESTION 6

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 7

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 8

Which two Cisco Unity Connection logs are used to troubleshoot issues with Message Waiting Indicators? (Choose two.)

- A. Connection IMAP Server
- B. Connection Mailbox Sync
- C. Connection Notifier
- D. Connection Message Transfer Agent
- E. Connection Conversation Manager

**Answer:** CE

#### Explanation:

[https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/connection/11x/troubleshooting/guide/b\\_11xcuctsg/b\\_1](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/troubleshooting/guide/b_11xcuctsg/b_1)

#### NEW QUESTION 9

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 10

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 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 14

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 15

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 18

An engineer needs to configure the cisco unity connection Auto-attendant feature to transfer calls to a specific destination, maintain control of the transfer, and take a defined administrative action upon failure. How is this accomplished?

- A. Consult Transfer
- B. Supervised Transfer
- C. Release to Switch
- D. HookFlash Transfer

**Answer:** A

#### NEW QUESTION 23

Which type of SRV record provides the location of Cisco Expressway-E?

- A. \_collab-edge.\_tls.example.com
- B. \_cisco-uds.\_tcp.example.com
- C. \_cuplogin.\_tcp.example.com
- D. \_http.\_tcp.example.com

**Answer:** A

#### NEW QUESTION 28

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 29

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 34

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 36

Refer to the exhibit.

```
[CDPProvider::DispatchTheMessage] = [id=0] Received: , pduHeader[isPduNum]=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 40

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 44

Refer to Exhibit.

Monitored Node	Assigned Users	Active Users	Node State	Node Reason
10.48.53.52	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 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 45

An organization has two Cisco IM and Presence clusters: one in the Americas and one in EMEA. 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

An administrator must Implement toll-fraud prevention on Cisco Unity Connection by using restricted tables. Which action accomplishes this task?

- A. Block all numbers that start with 999\*.
- B. Allow calls to international operators and conference rooms only.
- C. Permit calls only to specific domestic long-distance area codes.
- D. Allow calls to the international operator only.

**Answer: C**

#### NEW QUESTION 50

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 51

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 56

What are two authentication mechanisms for identity provider authentication? (Choose two.)

- A. UID
- B. PKI/CAC
- C. ACS
- D. Password only
- E. Kerberos

**Answer:** BC

#### NEW QUESTION 57

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?

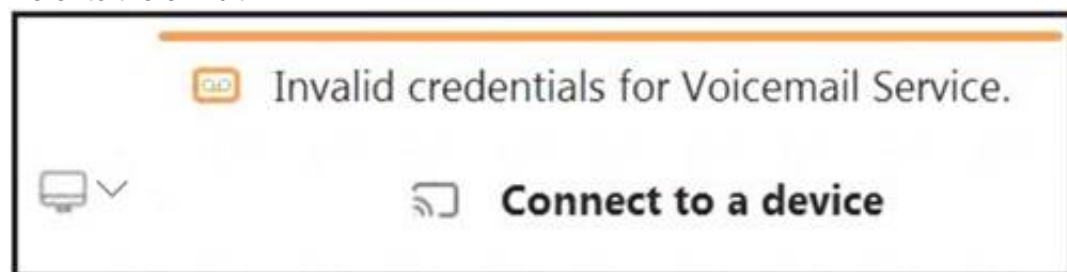
- ☐ `msiexec /i CiscoJabberSetup.msi CLEAR=1 SERVICES_DOMAIN=cisco.com`
- ☐ `msiexec /i CiscoJabberSetup.msi CLEAR=0 SERVICES_DOMAIN=cisco.com`
- ☒ `msiexec /i CiscoJabberSetup.msi /quiet CLEAR=1 SERVICES_DOMAIN=cisco.com`
- ☐ `msiexec.exe /i CiscoJabberSetup.msi /quiet CLEAR=1 SSO_ORG_DOMAIN=cisco.com`

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

**Answer:** C

#### NEW QUESTION 61

Refer to the exhibit.



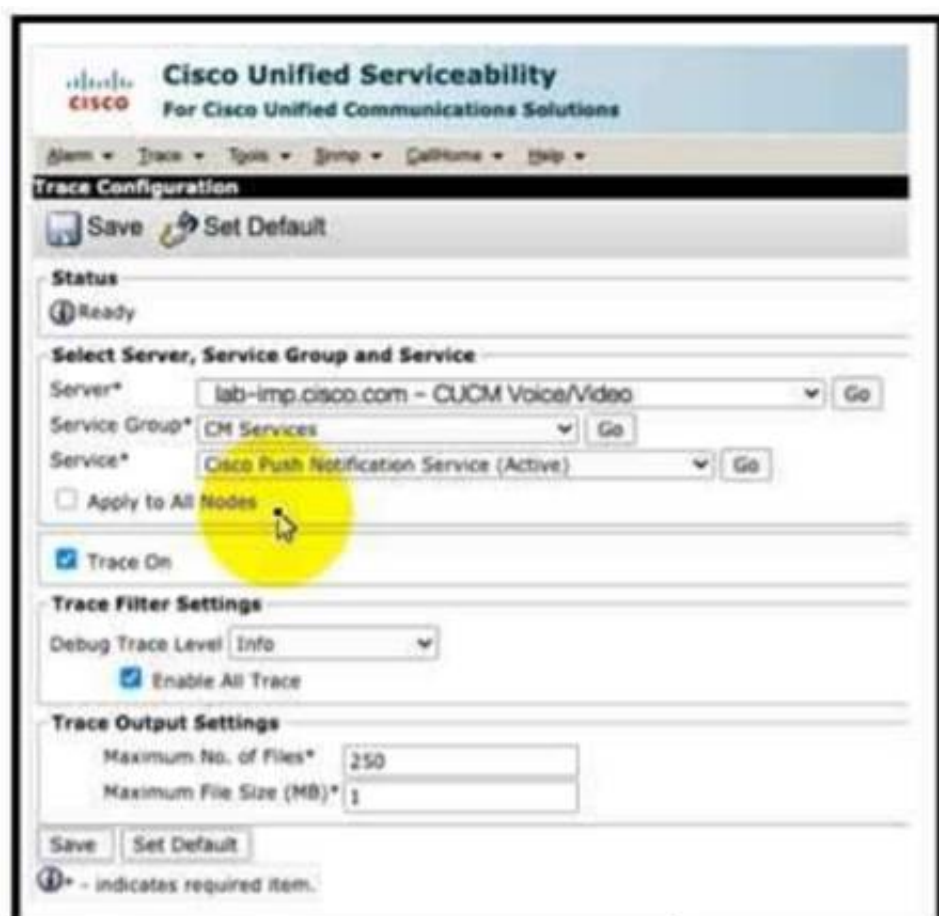
A Jabber user is unable to access voicemail. During troubleshooting, an administrator captures this screenshot. What are the two ways to resolve this issue? (Choose two.)

- 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 63

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 67

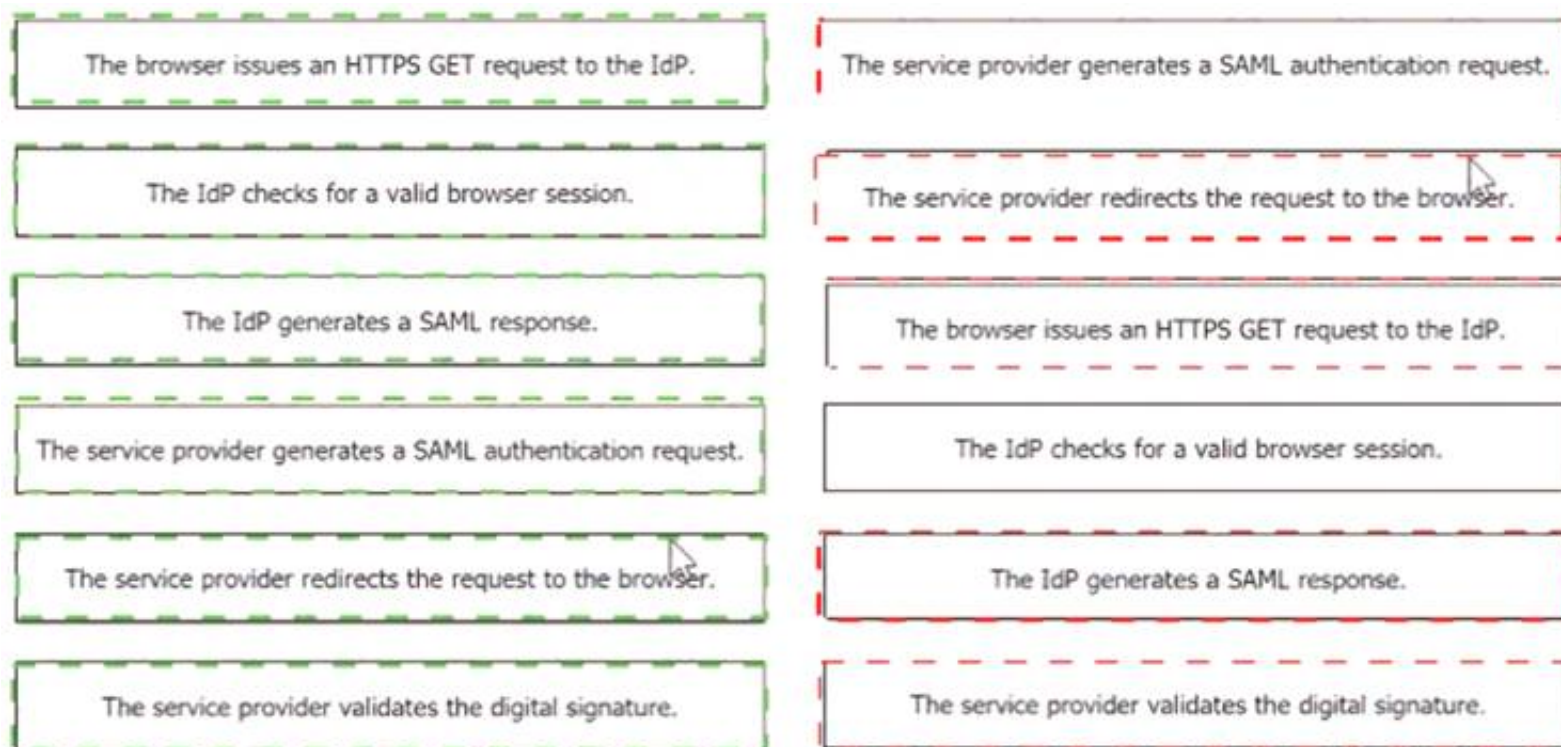
Drag and drop the steps of the SAML SSO process from the left into the order on the right.

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 69

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 71

Refer to the exhibit.

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 75

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 77

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 82

Refer to the exhibit.

Direct Routing Rules in Descending Order of Precedence					
<input type="checkbox"/>	Display Name	Status	Dialed Number	Calling Number	Phone System
<input type="checkbox"/>	NewYork_AA	Active	11112222		
<input type="checkbox"/>	Attempt Sign In	Active			
<input type="checkbox"/>	Chicago_AA	Active	22221111		
<input type="checkbox"/>	Opening Greeting	Active			
<input type="checkbox"/>	Display Name	Status	Dialed Number	Calling Number	Phone System
<input type="checkbox"/>	NewYork_AA	Active	11112222		
<input type="checkbox"/>	Attempt Sign In	Active			
<input type="checkbox"/>	Chicago_AA	Active	22221111		
<input type="checkbox"/>	Opening Greeting	Active			
Forwarded Routing Rules in Descending Order of Precedence					
<input type="checkbox"/>	Display Name	Status	Dialed Number	Calling Number	Forwarding Station
<input type="checkbox"/>	Attempt Forward	Active			
<input type="checkbox"/>	Dallas_AA	Active	2222		
<input type="checkbox"/>	Arizona_AA	Active	11112222		
<input type="checkbox"/>	Opening Greeting	Active			
<input type="checkbox"/>	Display Name	Status	Dialed Number	Calling Number	Forwarding Station
<input type="checkbox"/>	Attempt Forward	Active			
<input type="checkbox"/>	Dallas_AA	Active	2222		
<input type="checkbox"/>	Arizona_AA	Active	11112222		
<input type="checkbox"/>	Opening Greeting	Active			

Calls that are not answered by the user are for the location. If the user at extension 11112222 does not have a voice mailbox, which rule is utilized when Cisco Unity Communication receives the forwarded call?

- A. NewYork\_AA
- B. Attempt Sign In
- C. Arizona\_AA
- D. Opening\_Greeting

Answer: C

#### Explanation:

"When Unity Connection receives a call, it first determines if it is a direct or forwarded call based on the call information that is sent by the phone system, and then applies the applicable call routing table. If the call information matches all of the conditions for the first rule, the call is routed as specified in the rule. If any of the conditions specified in the first rule are not met, the call information is then compared to the conditions of the second rule, and so on, until a rule is found that matches all the characteristics of the call." [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/connection/10x/administration/guide/10xcucsagx/10xcu](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx/10xcu)

#### NEW QUESTION 84

Which operating system is supported for smart card-based authentication on Jabber and Cisco UCM platforms?

- A. Mac OS
- B. Linux
- C. Chrome OS
- D. Windows

Answer: D

#### NEW QUESTION 87

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 89

Refer to the exhibit.

```
2014-11-07 09:39:53, 855 ERROR [0X00000298] [ice\TelephonyAdapterPhoneDevice.cpp(178)] [TelephonyAdppter]
[TelephonyAdapter::selectDeviceImpl] - switchMode to device [SEP84802D7698D6] failed with error
[eDeviceRegCouldNotOpenDevice]
```

Which end-user option can resolve this issue?

- A. Standard CTI Reception of SRTP Key Material
- B. Standard CTI Allow Calling Number Modification
- C. Standard CTI Allow Control of Phones Supporting Rollover Mode
- D. Standard CTI Allow Call Monitoring

**Answer:** C

#### Explanation:

<https://community.cisco.com/t5/collaboration-applications/jabber-for-windows-cannot-control-8841-desk-phone>

#### NEW QUESTION 91

Refer to the exhibit.

```
Users with Duplicate User IDs
-----
User ID : user3
Node Name
cucm-imp-1
cucm-imp-2
```

Which two steps resolve the “Users with Duplicate User IDs” message? (Choose two.)

- A. Rename the directory URI value for one of the users to ensure that there is no duplication.
- B. Rename the User ID value for one user if different users on different clusters have the same User ID assigned.
- C. Unassign a user from one of the clusters when the same user is assigned to two different clusters.
- D. Assign the duplicate user to the secondary Cisco IM and Presence node.
- E. Delete the user ID for the duplicate user ID.

**Answer:** BC

#### NEW QUESTION 95

Refer to the exhibit.

The associated directory number is configured with Call Forward All to voicemail in Cisco UCM. When users call the directory number they hear the opening greeting. Which action should be taken to correct this issue?

- A. Modify the rule to a Forward Routing Rule.
- B. Modify the Calling Number to 3005.
- C. Modify the Dialed Number condition from "Equals" to "In".
- D. Modify the Call Forward All to the voicemail pilot.

**Answer:** A

#### NEW QUESTION 99

Refer to the exhibit.



An engineer assists a user who reports that the voicemail notifications show correctly on the desk phone are not available in the jabber client. Which action resolves this issue?

- A. Reset the Jabber client and have the user sign in again
- B. Set the voicemail profile on the user's line on the CSF device.
- C. Configure the voicemail profile on the user's service profile
- D. Ensure that the voicemail server is listed in the user's CTI profile

**Answer: C**

#### NEW QUESTION 100

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 102

Refer to the exhibit.

```
Response:
HTTP/1.1 400 Bad Request
Strict-Transport-Security: max-age=31536000
X-Frame-Options: DENY
X-Content-Type-Options: nosniff
Set-Cookie: JSESSIONID=1233ADC137E591GE144792F38123AB09; Patch=/idb/; Secure; HttpOnly
TrackingID: FOS_d0ac0d7b-f4e4-4d83-ba27-d4252e310b88
Cache-Control: no-store
Date: Mon, 06 Jan 2018 10:30:00 GMT
Accept-Ranges: bytes
Server:
Vary: Accept-Charset, Accept-Encoding, Accept-Language, Accept
Access-Control-Allow-Credentials: true
Access-Control-Allow-Headers: Accept, Authorization, Content-Type, TrackingID
Access-Control-Allow-Methods: POST, PUT, PATCH, HEAD, GET, TRACE, CONNECT, OPTIONS, DELETE
Pragma: no-cache
Content-Type: application/json; charset=UTF-8
Connection: close
Content-Length: 176

{"error_description": "The refresh token provided is expired, revoked, malformed, or invalid.", "error": "invalid_request", "trackingID": "FOS_a12b123c-d123-e123-a127-b420be310188"}
```

Apple Push Notification integration is configured in a Cisco Unified IM and Presence deployment and has been working properly. Administrators now report the error "Push notification settings cannot be configured. 400 Bad Request." in the GUI, and HTTP logs are displaying the errors that are shown in the exhibit. Which action solves this issue?

- A. Fix the network connectivity to Apple iCloud.
- B. Reboot the IM&P cluster.
- C. Change the HTTP proxy settings to remove errors in request syntax.
- D. Update Refresh Token Manually.

**Answer: D**

#### NEW QUESTION 107

Which two methods does Cisco Jabber use for contact searching in an on-premises deployment model? (Choose two.)

- A. HTTP
- B. XMPP
- C. UDS
- D. LDAP
- E. SIP

**Answer:** CD

#### NEW QUESTION 109

Which HTTP response code does Cisco UCM use to redirect a client to the identity provider for authentication?

- A. 300
- B. 301
- C. 302
- D. 304

**Answer:** C

#### NEW QUESTION 111

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 113

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 114

Which entity is a standard component used for authentication by SAML 2.0?

- A. identity provider
- B. session broker
- C. Internet service provider
- D. client access server

**Answer:** A

#### NEW QUESTION 116

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 121

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 125

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 126

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?

- A. `utils sso status`
- B. `show sso status`
- C. `show saml status`
- D. `utils saml status`

**Answer: A**

#### NEW QUESTION 128

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 132

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 133

An engineer needs to configure calendar integration between Microsoft Exchange and a Cisco IM and Presence server. The engineer created the resource

mailboxes and now needs to add impersonation Which command accomplishes this task using the Exchange Management Shell from Microsoft Exchange?

- ☐ Add-ADPermission -Identity (Get-OrganizationConfig).DistinguishedName -Policy (Get-User -Identity User | select-object) .identity -ExtendedRights Receive-As
- ☐ Add-ADPermission -Identity (Get-OrganizationConfig).DistinguishedName -Group (Get-User -Identity User | select-object) .identity -ExtendedRights Receive-As
- ☐ Add-ADPermission -Identity (Get-OrganizationConfig).DistinguishedName -Group (Get-User -Identity User | select-Group) .identity -ExtendedRights Receive-As
- ☐ Add-ADPermission -Identity (Get-OrganizationConfig).DistinguishedName -User (Get-User -Identity User | select-object) .identity -ExtendedRights Receive-As

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

**Answer:** D

#### NEW QUESTION 134

A Cisco Unified IM and Presence version 11 .5.1 on-premises deployment of instant messaging with a capacity of 50.000 users includes the multiple device messaging feature. Each of the 30,000 users has 3 Jabber clients. The customer reports that messages are not being received on all 3 clients. What should the administrator do to resolve this issue?

- A. Increase capacity to 90.000 + to match the number of Jabber clients.
- B. Increase capacity to 60.000 users to service all Jabber clients.
- C. Increase capacity to 72.000 users to service all Jabber clients.
- D. Increase capacity to 30.000 users to match the number of Jabber clients.

**Answer:** A

#### NEW QUESTION 138

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 140

Secure XMPP communication is required for XMPP federation with external domains and the Cisco IM and Presence. Which certificate is used for XMPP interdomain federation when connecting to an externally federated domain?

- A. cup
- B. cup-xmpp
- C. cup-xmpp-s2s
- D. Tomcat

**Answer:** C

#### Explanation:

CUP-XMPP-S2S (Cisco Unified Presence - Extensible Messaging and Presence Protocol - Server to Server) Certificate • Used to validate secure connection for XMPP interdomain federation with externally federated XMPP system.

#### NEW QUESTION 143

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 146

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/AgAAAOOLelw'><message from='jdoe@c1l-collab.internal/
jabber_27369' id='4d0beb90:aaaa:42e9:90d3:b8b7fc0bb6c5' to='jwhite@c1l-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>
```

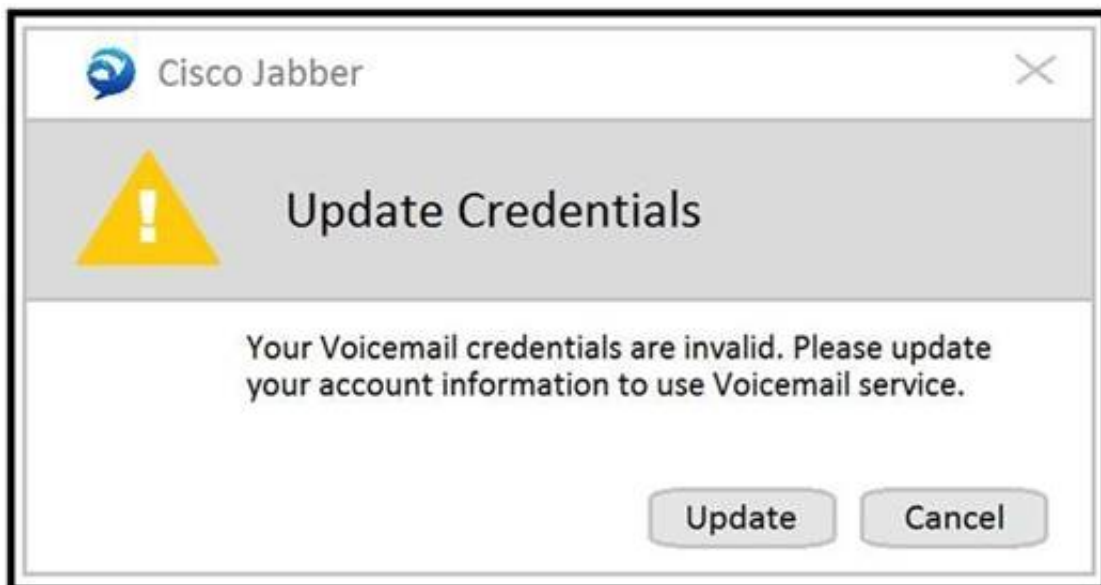
A collaboration engineer is troubleshooting an issue where a user is reporting that instant messages are not reaching the intended recipient. The engineer is unable to see the full instant message in the trace file. In which trace in the transaction must the engineer resolve this issue?

- A. XCP Router
- B. Client Profile Agent
- C. Presence Engine
- D. XCP Connection Manager

**Answer:** A

#### NEW QUESTION 151

Refer to the exhibit.



Which action allows a remote Cisco Jabber user utilizing Mobile and Remote Access to automatically log in to a Cisco Unity Connection voicemail box via OAuth?

- A. Add CUCM under System Settings > Authz Servers in Cisco Expressway-E.
- B. Add CUCM under System Settings > Authz Servers in Cisco Expressway-C.
- C. Add CUCM under System Settings > Authz Servers in Cisco Unity.
- D. Add CUCM under System Settings > Authz Servers in Cisco Unity Connection.

**Answer:** D

#### NEW QUESTION 155

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 158

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 and/or password of the application user that was provided for adding remote clusters 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 161

An engineer is configuring XMPP federation on the Cisco IM and Presence server and has changed the security settings to TLS Optional on one node in the cluster. What is the next step in the configuration process?

- A. Start the Cisco DB Replicator
- B. Start the Cisco Replication Watcher.
- C. Restart the Cisco XCP Router.
- D. Restart the Cisco Presence Engine

Answer: C

#### NEW QUESTION 166

Which service must be activated on Cisco Unity Connection to utilize LDAP synchronization?

- A. Cisco Tomcat
- B. Cisco Sync Agent
- C. Cisco DirSync
- D. Cisco RIS Data Collector

Answer: C

#### NEW QUESTION 167

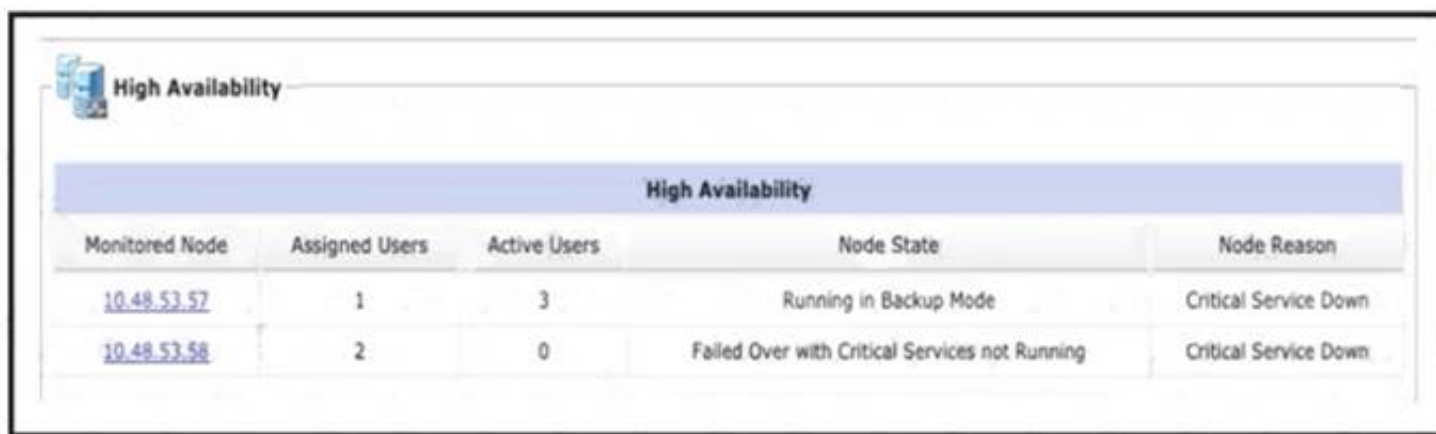
A collaboration engineer troubleshoots an Issue with Cisco IM and Presence federated with Microsoft Skype for Business. A Cisco Jabber user reports being unable to see the presence status of a user on Microsoft Skype for Business when searching for the Microsoft user. Which action resolves this issue?

- 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 169

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 173

An administrator is configuring call handlers in Cisco Unity Connection. The administrator must ensure that internal extensions are restricted so that callers must go through the company operator to reach employees, and so that callers hear an error message if they attempt to dial extensions directly. Which setting is configured to accomplish this task?

- A. Transfer Rules
- B. Caller Input
- C. Greetings
- D. Message Settings

Answer: B

#### NEW QUESTION 175

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