



# Cisco

## Exam Questions 300-810

Implementing Cisco Collaboration Applications (CLICA)

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#### 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

An engineer is configuring a Jabber client installation switch for a phone system using Cisco UCM as the registration server, with a softphone control address of 10.0.1.200. and configuration files received from 10.11.20.201 after all previous configurations are cleared. Drag and drop the snippets from the bottom of the image onto the blanks in the image to complete this configuration. Not all options are used.

```
msiexec.exe /i CiscoJabberSetup.msi /quiet CLEAR= PRODUCT_MODE=
AUTHENTICATOR= TFTP= CTI=
```

10.11.20.201

Registration

Phone\_Mode

1

Jabber

10.0.1.200

Clear

Softphone

2

CUCM

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

```
msiexec.exe /i CiscoJabberSetup.msi /quiet CLEAR=1 PRODUCT_MODE=Phone_Mode
AUTHENTICATOR=CUCM TFTP=10.11.20.201 CTI=10.0.1.200
```

10.11.20.201

Registration

Phone\_Mode

1

Jabber

10.0.1.200

Clear

Softphone

2

CUCM

#### NEW QUESTION 3

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 4

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 5

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 6**

Refer to the exhibit.

High Availability			
<input checked="" type="checkbox"/> Enable High Availability			
Monitored Server	Assigned Users	Active Users	Server State
IMPPub.CiscoLiveUS.net	4	0	Failed Over
IMPSub.CiscoLiveUS.net	0	0	Running in Backup Mode

A customer reports that after a network failure, all of the Cisco Jabber clients are not switched back to their home nodes. An engineer determines that the primary Cisco IM&P server is in Failed Over state. Which two actions should be performed to bring the system back to operational state and to prevent future occurrences? (Choose two.)

- A. Advise all users to re-login to their Jabber clients.
- B. Confirm that both IM&P servers are configured in the Presence Redundancy Group configuration pane.
- C. Perform a restart of the IM&P primary server to force fallback.
- D. Click the Fallback button in the Server Action pane.
- E. Set the Automatic Failover parameter in the Server Recovery Manager Service Parameters to the value True.

**Answer:** BD

**NEW QUESTION 7**

Refer to the exhibit.

```
<iq from='example.com' type='error' id='sess_1'>
  <session xmlns='urn:ietf:params:xml:ns:xmpp-session'/>
    <error type='wait'>
      <internal-server-error
        xmlns='urn:ietf:params:xml:ns:xmpp-stanzas'/>
    </error>
</iq>
```

User A tries to log in to the Cisco Jabber client, the login works fine, but the user cannot see their self-presence or other users' presence in their contact list. The administrator checks the Cisco IM and Presence Server logs and sees an issue. What is the issue, and how does it get resolved?

- A. The user credentials are incorrect; ask the user to change the credentials.
- B. The user is duplicated in another Cisco IM and Presence cluster; unassign the user from the duplicate IM and Presence cluster.
- C. Presence has stopped working for the user; unassign and reassign the end-user to Cisco IM and Presence.
- D. The Cisco IM and Presence Server has CPU/memory issues; restart the IM and Presence Server.

**Answer:** B

**NEW QUESTION 8**

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 9**

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

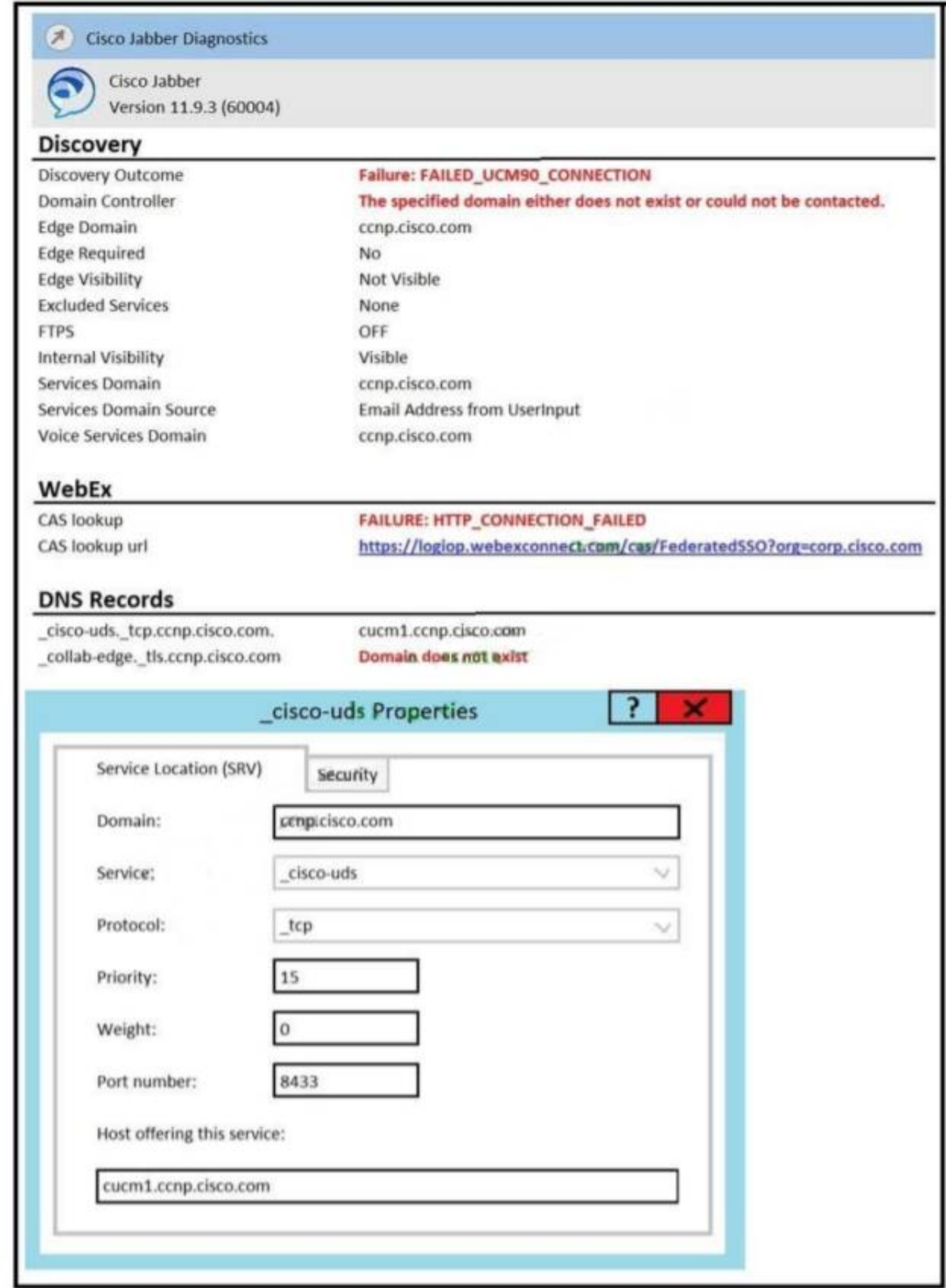
The persistent chat feature is configured in a Cisco Jabber deployment that is running Cisco Unified IM and Presence 11.5 SU6 Desktop clients are working but mobile clients are not displaying persistent chats. Which configuration is necessary to enable the Jabber persistent chat feature on mobile devices?

- A. while logged into IM and Presence server Administration, go to 'Messaging', then Settings", and check the checkbox for the 'Enable persistent chat for mobile' field
- B. add the <Persistent\_Chat\_Mobile\_Enabled>>false</Persistent\_Chat\_Mobile\_Enabled> line to the Jabber configuration file that is used by all Jabber devices
- C. add the <Persistent\_Chat\_Enable>>true</Persistent\_Chat\_Enable> line to the Jabber configuration rule that is used by mobile devices
- D. add "Enable\_Persistent\_Chat" in the "Cisco Support Field" on the Jabber for mobile device configuration page on Cisco UCM

Answer: B

NEW QUESTION 10

Refer to the exhibit.



The screenshot displays the Cisco Jabber Diagnostics interface. The top section shows 'Cisco Jabber Version 11.9.3 (60004)'. Below this, the 'Discovery' section lists various parameters and their values, including 'Discovery Outcome' (Failure: FAILED\_UCM90\_CONNECTION), 'Domain Controller' (The specified domain either does not exist or could not be contacted), '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), and 'Voice Services Domain' (ccnp.cisco.com). The 'WebEx' section shows 'CAS lookup' (FAILURE: HTTP\_CONNECTION\_FAILED) and 'CAS lookup url' (https://logiop.webexconnect.com/cas/FederatedSSO?org=corp.cisco.com). The 'DNS Records' section shows two records: '\_cisco-uds.\_tcp.ccnpcisco.com' (cucm1.ccnpcisco.com) and '\_collab-edge.\_tls.ccnpcisco.com' (Domain does not exist). A separate window titled '\_cisco-uds Properties' shows the configuration for the SRV record: Service Location (SRV), Security, Domain: ccnp.cisco.com, Service: \_cisco-uds, Protocol: \_tcp, Priority: 15, Weight: 0, Port number: 8433, and Host offering this service: cucm1.ccnpcisco.com.

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.ccnpcisco.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 14

An administrator is troubleshooting a Cisco Jabber Deskphone Control Issue. Which CTI event from the logs denotes that the request from Jabber to CTI Manager must the administrator check?

- A. CTI ProviderOpenRequest
- B. CTI ProviderRequest
- C. CTI OpenRequest
- D. CTI AvailableRequest

**Answer:** A

#### NEW QUESTION 15

An engineer is configuring a remote Cisco IM and Presence Service and needs to ensure that users can communicate across clusters in the same domain and receive presence status. Which protocol should be used to accomplish this task?

- A. XMPP
- B. DNS
- C. LDAP
- D. AXL/SOAP

**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 19

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 20

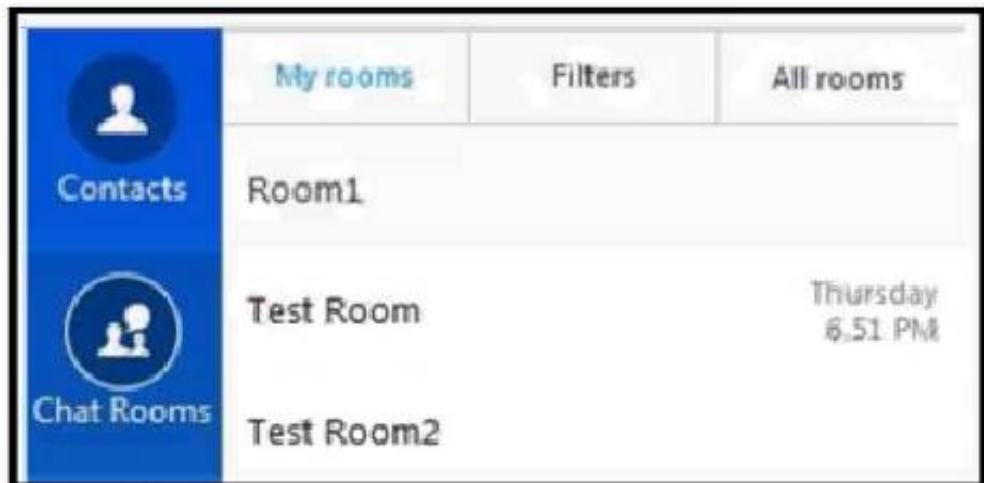
Which two steps are needed to configure high availability in Cisco IM and presence? (choose two.)

- 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 24

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 25

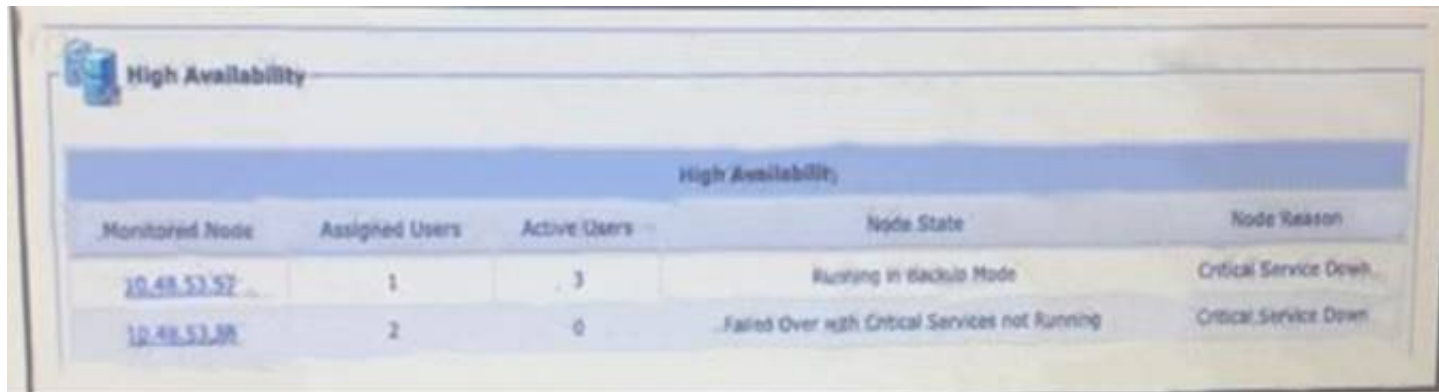
A collaboration engineer is configuring SIP interdomain federation for Cisco IM and Presence. The external domain cannot be discovered using DNS SRV. If the external enterprise domain is ciscocollab.com, what destination pattern should the engineer use for a static route?

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

**Answer:** B

#### NEW QUESTION 30

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 34

A customer is using Cisco Unified IM and Presence with high availability and has reported that their primary node is not providing any IM and Presence services. What is causing this issue?

- A. The presence redundancy group node state of the primary node is 'idle'.
- B. The presence redundancy group node state of the peer node is "normal".
- C. The presence redundancy group node state of the primary node is 'initializing'.
- D. The presence redundancy group node state of the peer node is 'running in backup mode'.

**Answer:** D

#### NEW QUESTION 38

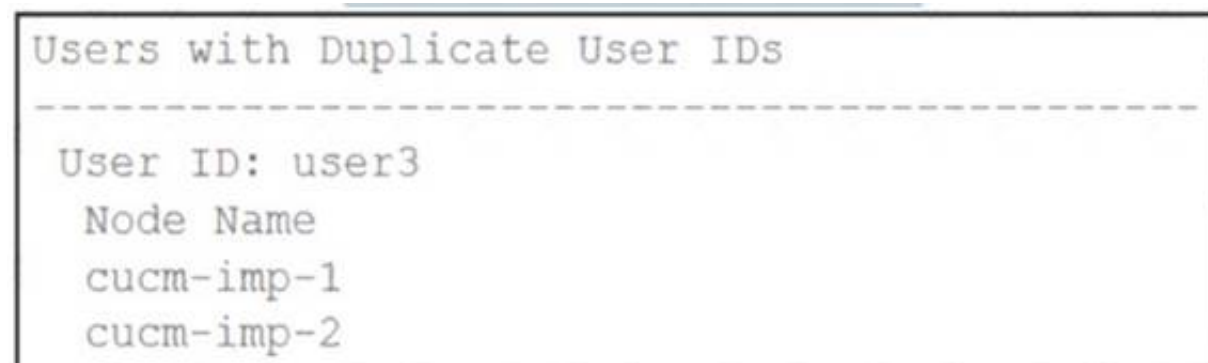
Which SAML 2.0 profile is supported by Cisco UCM, Cisco Unified IM and Presence, and Unity Connection version 10.x and above?

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

**Answer:** B

#### NEW QUESTION 43

Refer to the exhibit.



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

A collaboration engineer is troubleshooting an alarm that indicates that there are duplicate user IDs. Which two actions resolve this issue? (Choose two.)

- A. Rename the user ID value for one user if different users on different clusters have the same user ID assigned

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

**Answer:** AC

#### NEW QUESTION 48

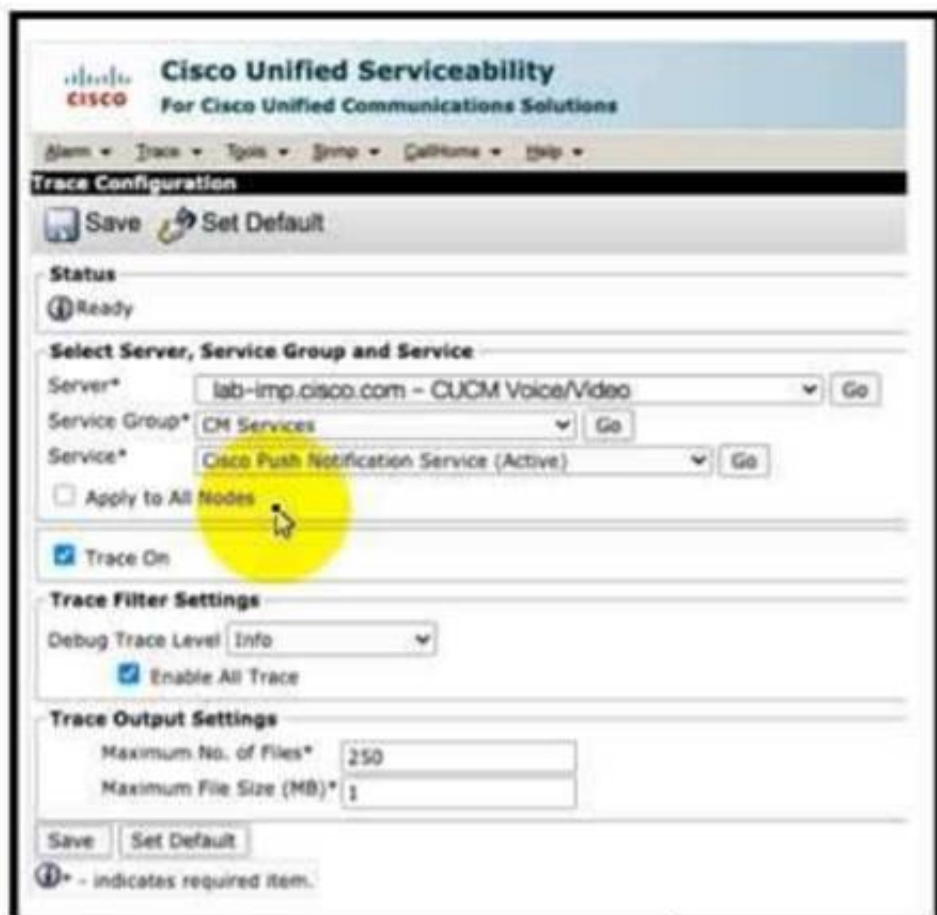
An administrator must Implement toll-fraud prevention on Cisco Unity Connection by using restricted tables. Which action accomplishes this task?

- 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 51

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 56

Refer to the exhibit.

High Availability			
<input checked="" type="checkbox"/> Enable High Availability			
Monitored Server	Assigned Users	Active Users	Server State
IMPPub.CiscoLiveUS.net	4	0	Initializing
IMPSub.CiscoLiveUS.net	0	0	Initializing

After configuration of the Cisco IM&P cluster in high-availability mode, both IM&P servers remain in the initializing state. Which two actions ensure normal operations of this IM&P high-availability cluster? (Choose two.)

- A. Clear the Enable High Availability check box in the Presence Redundancy Group configuration.
- B. Confirm that Cisco Presence Engine, Cisco XCP Router, and Cisco DB services are up and running on both IM&P servers.



- C. Restart the Server Recovery Manager service in Cisco Unified Serviceability – Network Services on both IM&P servers.
- D. Verify that the Cisco XCP SIP Federation Connection Manager service is running.
- E. Ensure that an equal number of users are assigned to each IM&P server.

**Answer:** BC

**Explanation:**

<https://www.cisco.com/c/en/us/support/docs/unified-communications/unified-communications-manager-im-pres>

**NEW QUESTION 58**

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 61**

Cisco Unity connection ports on Cisco UCM are not registering. An engineer receives a packet capture of the link between the two servers to troubleshoot. In which port will this problem be resolved?

- A. TCP 1720
- B. TCP 2000
- C. TCP 5060
- D. TCP 2427

**Answer:** B

**NEW QUESTION 65**

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 66**

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 68**

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.)

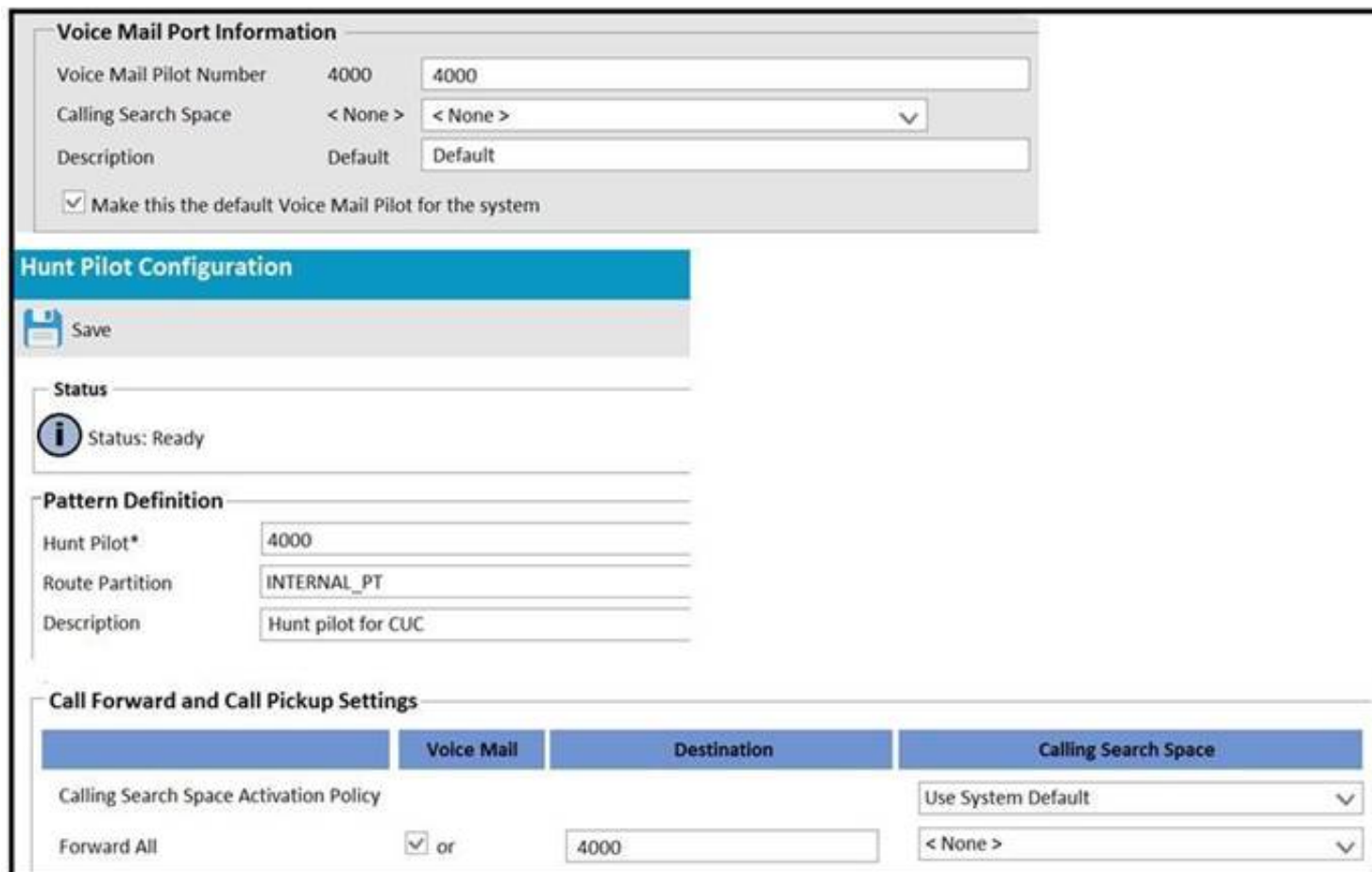
- A. cup-xmpp- trust
- B. xmpp-fed-trust
- C. cup-trust
- D. tomcat-trust

E. xmpp-trust

**Answer:** AD

#### NEW QUESTION 70

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 71

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 75

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 76

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 77**

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 82**

Refer to the exhibit.

```
2014-11-07 09:39:53.855 ERROR [0x00000298] [ice\TelephonyAdapterPhoneDevice.cpp(178)] [TelephonyAdapter]
[TelephonyAdapter selectDeviceImpl] - switchMode to device [SEP84802D7698D6] failed with error
[eDeviceRegCouldNotOpenDevice]
```

An engineer is troubleshooting an issue with Cisco Jabber for Windows The end-user reports that Cisco Jabber cannot be used to control a Cisco 8841 IP Phone The phone appears in the Jabber client, but there is a red x on the icon for the phone Which end-user option resolves the issue?

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

**Answer:** D

**NEW QUESTION 84**

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 85**

Which Cisco IM and Presence service must be activated and running for IM Presence to successfully integrate with Cisco Unified Communications Manager?

- A. Cisco DHCP Monitor Service
- B. Cisco AXL Web Service
- C. Self-Provisioning IVR
- D. Cisco XCP Authentication Service

**Answer:** B

**Explanation:**

[https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cucm/im\\_presence/configAdminGuide/12\\_0\\_1/cup0\\_b\\_](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/im_presence/configAdminGuide/12_0_1/cup0_b_)

**NEW QUESTION 90**

The calendaring integration on the Cisco IM and Presence server has not been functioning, which results in the “in a meeting” status not working in Cisco Jabber. Which service log should the engineer use to troubleshoot this issue?

- A. Cisco XCP Connection Manager
- B. Cisco Jabber Problem Report
- C. Cisco Presence Engine
- D. Cisco SIP Proxy

**Answer:** B

**NEW QUESTION 95**

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 99

A jabber user reports that they receive pop-up windows warring 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 101

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 106

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 109

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 112

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 113

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 114

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]
```

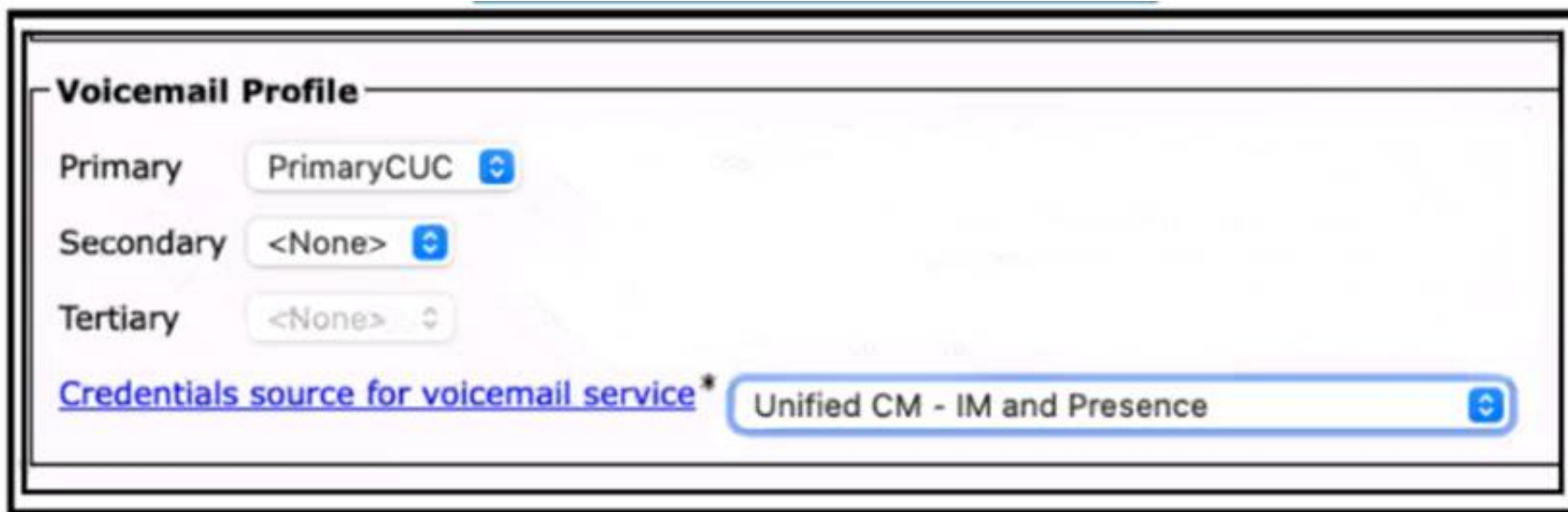
Users report that they are prompted to accept server certificates when they initially run Cisco Jabber. An engineer removes these prompts to prevent confusion. Which statement about this scenario is true?

- 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 115

Refer to the exhibit



A collaboration engineer is troubleshooting an issue with Cisco Jabber for Windows deployed in phone-only mode. The users are reporting that they cannot access voicemail services via the Cisco Jabber for Windows client on the corporate LAN. Which steps resolve this issue?

- A. Add a secondary voicemail service to Cisco UCM to allow Cisco Jabber users to receive voice messages
- B. Apply the voicemail service to a service profile so that the client can retrieve the settings
- C. Update the jabber-config.xml file with the correct voicemail parameters and restart the appropriate services
- D. Add a primary voicemail service to Cisco UCM to allow Cisco Jabber users to receive voice messages

**Answer: D**

#### NEW QUESTION 118

Which two child elements can be in an XMPP message stanza? (Choose two.)

- A. <server/>
- B. <error/>
- C. <client/>
- D. <body/>
- E. <subject/>

**Answer: DE**

#### Explanation:

As described under extended namespaces, a message stanza MAY contain any properly-namespaced child element.



In accordance with the default namespace declaration, by default a message stanza is qualified by the 'jabber:client' or 'jabber:server' namespace, which defines certain allowable children of message stanzas. If the message stanza is of type "error", it MUST include an <error/> child; for details, see [XMPPCORE]. Otherwise, the message stanza MAY contain any of the following child elements without an explicit namespace declaration:

<subject/>  
<body/>  
<thread/>

**NEW QUESTION 123**

An engineer is assisting a user who is reporting Jabber Presence Issues. Whenever the user is on an active call, Cisco Jabber does not show the user as active when on a call. However, the user can set the presence status manually, and that status shows correctly. Which action resolves the issue?

A. Assign the user to a different Presence Redundancy Group.  
B. Restart the XCP Router service.  
C. Set the Owner ID on the user's desk phone.  
D. Associate the user to the line on the Directory Number Configuration page.

**Answer:** D

**NEW QUESTION 124**

Drag and drop the steps for SAML SSO authentication from the left into the order on the right.

The client attempts to access a resource.	step 1
The client sends an authentication request to an IdP.	step 2
The client sends a signed response to the service provider.	step 3
The IdP authenticates the client by using a signed response.	step 4
The service provider redirects the client to the IdP.	step 5

- A. Mastered  
B. Not Mastered

**Answer:** A

**Explanation:**

The client attempts to access a resource.	The client attempts to access a resource.
The client sends an authentication request to an IdP.	The service provider redirects the client to the IdP.
The client sends a signed response to the service provider.	The client sends an authentication request to an IdP.
The IdP authenticates the client by using a signed response.	The IdP authenticates the client by using a signed response.
The service provider redirects the client to the IdP.	The client sends a signed response to the service provider.

**NEW QUESTION 129**

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 132

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
```

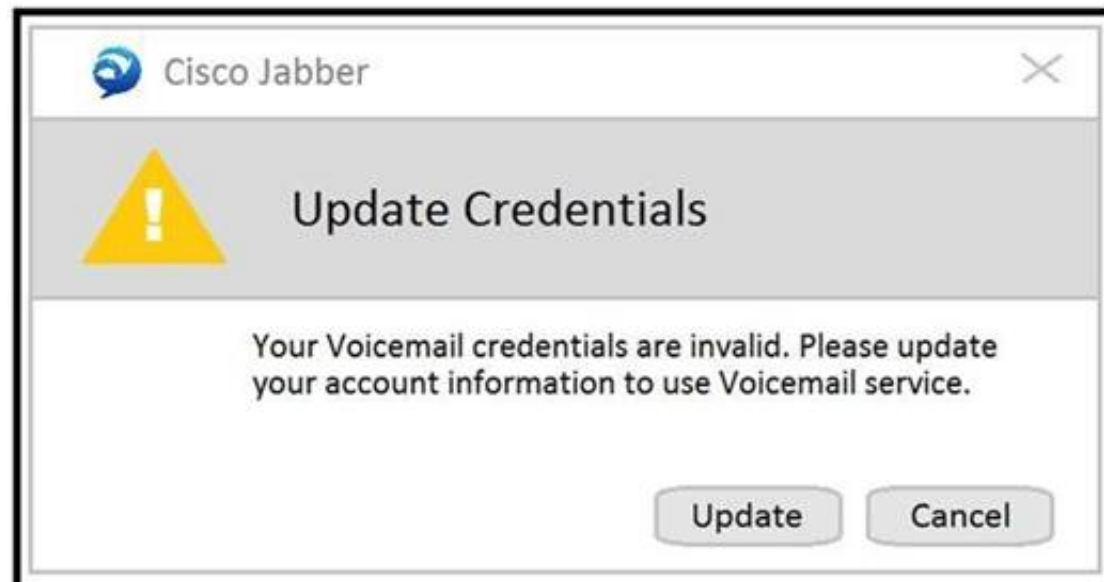
A collaboration engineer is troubleshooting Cisco Unity Express integrated with Cisco UCME. Internal users and external callers report that calls to the auto-attendant are answered, but that greeting is not being played. Which two actions must the engineer take to resolve the issue? (Choose two.)

- 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 134

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 137

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 140

An engineer is configuring a Cisco Voicemail organization. How many links be configured between two Cisco unity connection Clusters?

- A. One
- B. Two
- C. Three
- D. Four

**Answer:** A

#### NEW QUESTION 143

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 148

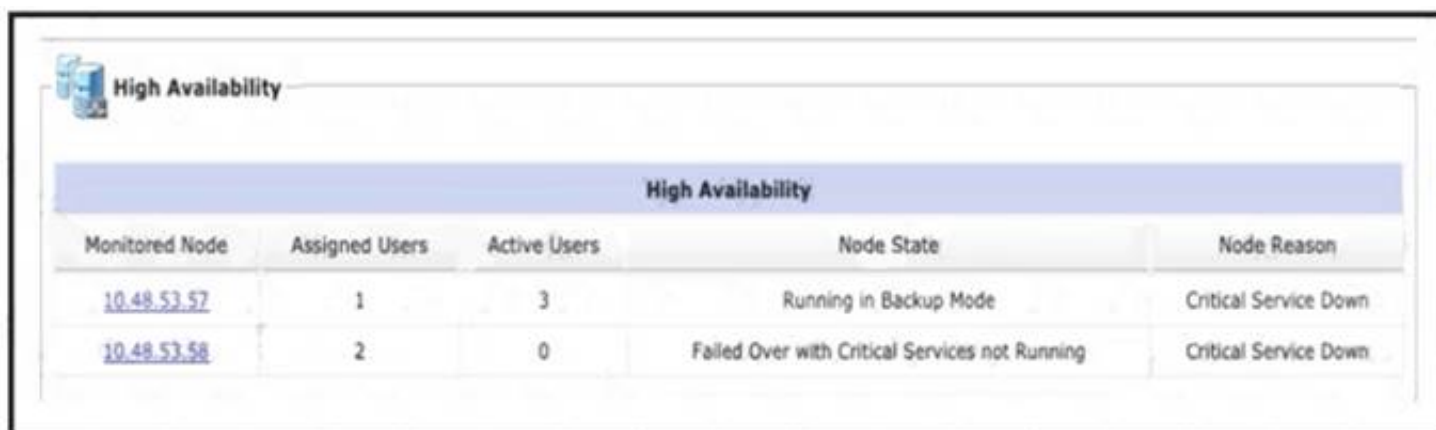
A collaboration engineer troubleshoots an Issue with Cisco IM and Presence federated with Microsoft Skype for Business. A Cisco Jabber user reports being unable to see the presence status of a user on Microsoft Skype for Business when searching for the Microsoft user. Which action resolves this issue?

- 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 153

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 154

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 156

Which CLI command is used to collect traces from the Cisco Presence engine for seven days?

- A. file build log cisco\_presence\_engine 7

- B. file build log cisco\_presence 168
- C. file build log presence\_engine 7
- D. file build log presence\_engine 168

**Answer:** A

#### NEW QUESTION 159

Refer to the exhibit



A collaboration engineer is troubleshooting a Cisco Jabber for Windows client issue. The end user is reporting that they cannot control the desk phone from the Cisco Jabber client. Which action must the engineer take to resolve this issue?

- A. Associate the User with the desk phone under the user configuration page on Cisco UCM
- B. Select "Primary Line" under the user configuration page on Cisco UCM
- C. Add the "Allow control of the device from the CTI" option under the client services profile configuration page
- D. Add the "Allow control of the device from the CTI" option under the desk phone configuration page

**Answer:** D

#### NEW QUESTION 164

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## Relate Links

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