

300-810 Dumps

Implementing Cisco Collaboration Applications (CLICA)

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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

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 3

A collaboration engineer configured high availability for Cisco IM and Presence service. The engineer wants to ensure that client failovers do not disrupt other users on the secondary node. What must the engineer configure to accomplish this goal?

- A. "Maximum Requests Per Child" on the SIP Proxy service
- B. "Maximum database requests to allow" on the XCP Router service
- C. "EWS Status Frequency" on the Presence Engine service
- D. "CUPC 8.5 And Higher - Re-Login Limits" on the Server Recovery Manager service

Answer: D

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

In the integration of Cisco Unity Connection using SIP, which SIP trunk security profile option is required for MWI to work correctly?

- A. Accept out-of-dialog refer
- B. Accept replaces header
- C. Accept unsolicited notification
- D. Accept presence subscription

Answer: C

NEW QUESTION 6

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 7

A collaboration engineer is installing Jabber for Windows via the CLI. Which two authentication command line arguments ensure that the client authenticates to a Cisco UCM server? (Choose two.)

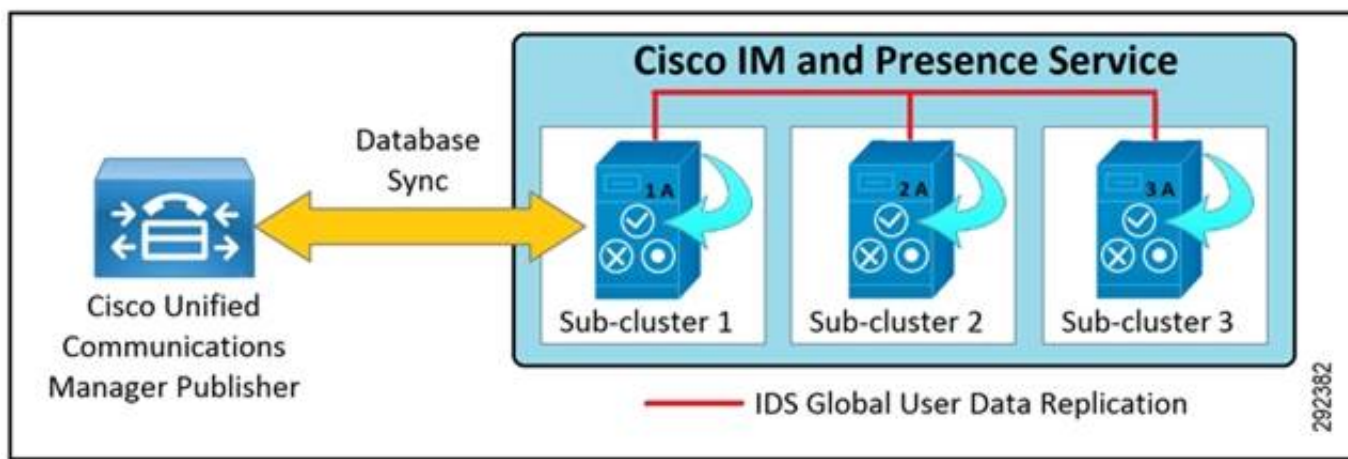
- A. CCMCIP=10.10.10.99
- B. CUP_ADDRESS=10.10.10.98
- C. CTI=10.10.10.97
- D. REGISTRATION_SERVER=CUCM
- E. EXCLUDED_SERVICES=Webex

Answer:

BD

NEW QUESTION 8

Refer to the exhibit.



Which statement is true?

- A. If the IM&P node in sub-cluster-1 goes down, then users assigned to it are randomly split between the two remaining subclusters.
- B. The administrator must add one node to each subcluster for high availability.
- C. IM&P nodes in each subcluster must be configured from the same OVA template.
- D. Each Cisco IM&P subcluster must have the same number of nodes.

Answer: B

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

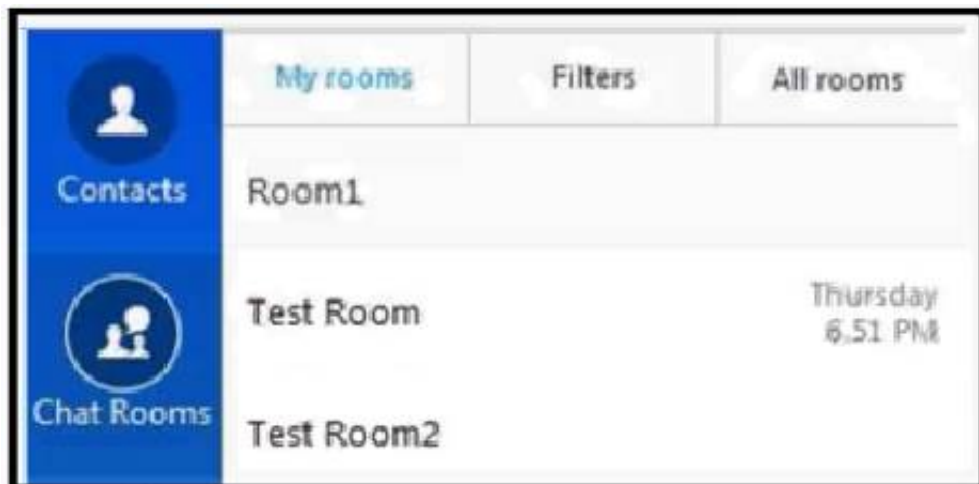
What submits credentials to the LDAP server during a call that uses SAML SSO?

- A. Cisco UCM server
- B. Service provider
- C. Browser-based Client
- D. IdP

Answer: D

NEW QUESTION 10

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 12

Refer to the exhibit.

```
[CDPProvider::DispatchTheMessage] ~ [id=0] Received: , pduHeader[0PduNum]=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 17

An administrator is configuring auto-attendant with basic IVR applications on Cisco Unity Express and needs to ensure that a specific telephone number initiates the application. Which setting should be configured to accomplish this task?

- A. trigger
- B. call control group
- C. script
- D. prompt

Answer: A

NEW QUESTION 20

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 24

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 26

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 28

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 30

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 32

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 37

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

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

Answer: C

Explanation:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/jabber/11_5/CJAB_BK_D00D8CBD_00_deployment-in

NEW QUESTION 42

When trying to send a call out of Cisco Unity Connection, what happens when enabling the transfer to an alternate contact number, located under caller input?

- A. The restriction table is checked when an administrator changes the extension number via the Cisco Unity Connection admin page.
- B. The restriction table is not checked when an administrator changes the extension number via the Cisco Unity Connection admin page.
- C. The restriction table is not checked when a user changes the extension number via a TUI conversation.
- D. The restriction table is not checked when a user changes extension number via the Cisco Unity Connection Cisco PCA page.

Answer: B

NEW QUESTION 45

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 49

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 51

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 55

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 58

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 61

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 65

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 68

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 73

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 74

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 76

Refer to the exhibit



```
Mar 11 10:09:13.767 EST: //-1/xxxxxxxxxxxx/SIP/Msg/ccsipDisplayMsg:
Sent:
SIP/2.0 488 Not Acceptable Media
Via: SIP/2.0/UDP 172.18.106.88:5060
From: "Cisco SIP Channell" <sip:outbound-0@172.18.106.66>;tag=75b5194d-133
To: <sip:1109811043@172.18.106.66;user=phone>;tag=23F1578C-252
Date: Fri, 11 Mar 2005 15:09:13 GMT
Call-ID: e34bafcc-131@172.18.106.88:5060
Server: Cisco-SIPGateway/IOS-12.x
CSeq: 51 INVITE
Allow-Events: telephone-event
Content-Length: 0
```

Users complain that the message waiting light on the IP phone does not light up when receiving a new voicemail. With which codec must the engineer configure a dial peer on Cisco UCME for MW1 traffic to resolve this issue?

- A. G.729r8
- B. G.729ar8
- C. G.711ulaw
- D. G.711alaw

Answer: C

NEW QUESTION 81

Refer to the exhibit.

---Log snippet---

```
2018-12-27 11:02:05, 430 INFO [0x0000015c]
[re\dnsutils\win32\win32DnsUtils.cpp(343)] [csf.dns]
[csf::dns::DnsUtils::executeSRVRecordQuery] – About to make DNS SRV record query
'_cisco-uds._tcp.example.com.'
2018-12-27 11:02:05, 430 WARN [0x0000015c]
[src\dnsutils\win32\win32DnsUtils.cpp(52)] [csf.dns]
[csf::dns::mapFromWindowsDNSResult] - *-----* DNS query _cisco-
uds._tcp.example.com. has failed: DNS name does not exist.
(9003).
2018-12-27 11:02:05, 430 INFO [0x0000015c]
[rc\dnsutils\win32\win32DnsUtils.cpp(343)] [csf.dns]
[csf::dns::DnsUtils::executeSRVRecordQuery] – About to make DNS SRV record query
'_cuplogin._tcp.example.com.'
2018-12-27 11:02:05, 435 WARN [0x0000015c]
[src\dnsutils\win32\win32DnsUtils.cpp(52)] [csf.dns]
[csf::dns::mapFromWindowsDNSResult] - *-----* DNS query
_cuplogin._tcp.example.com. has failed: DNS name does not exist.
(9003).
```

Troubleshooting an internal Jabber login issue and you see this logging snippet from the Jabber PRT file. You already checked that the Jabber client has a connection to the correct DNS server. Which DNS record is missing for service discovery of Cisco Unified Communications Manager for the login process to proceed further?

- A. A record for the Cisco Unified Communications Manager
- B. SRV record _cisco-uds._tcp.example.com
- C. A record _cuplogin._tcp.example.com
- D. SRV record _cuplogin._tcp.example.com

Answer: B

NEW QUESTION 82

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