

# Cisco

## Exam Questions 300-810

Implementing Cisco Collaboration Applications (CLICA)



**NEW QUESTION 1**

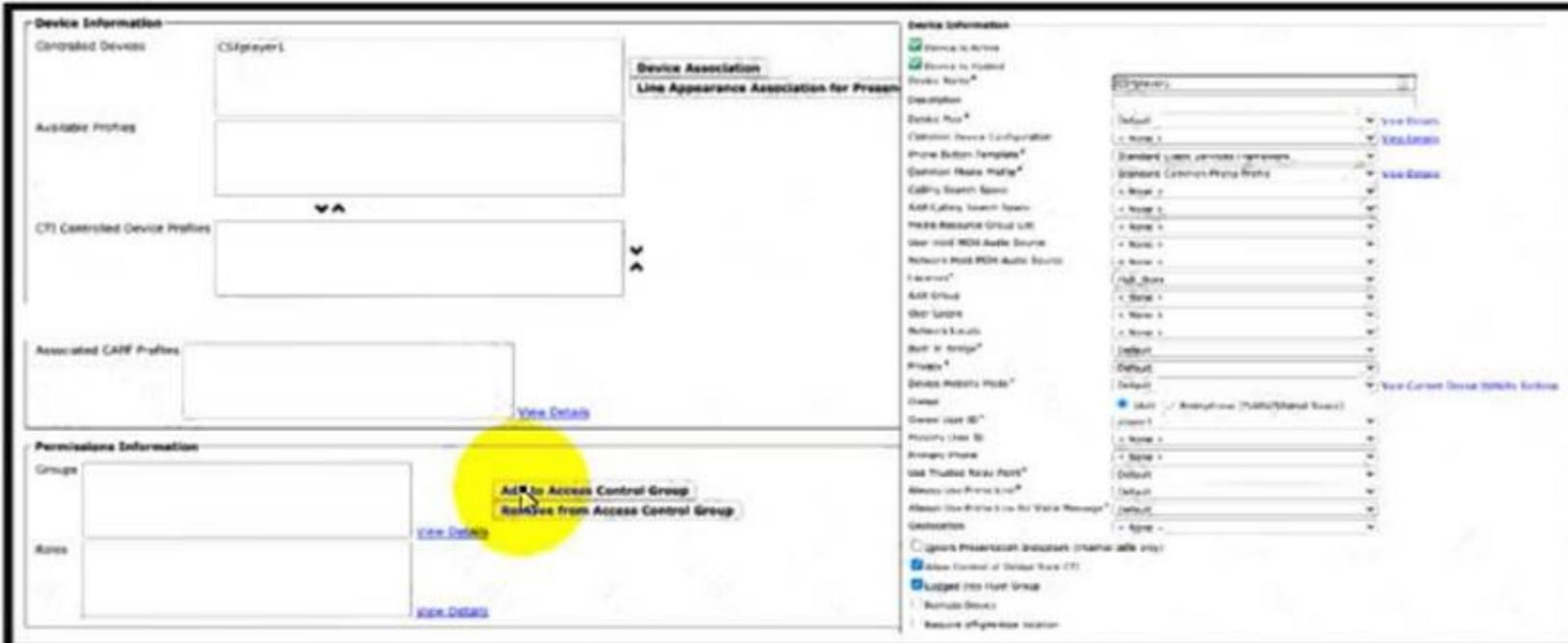
To redirect calls from the phone extension for user A to the voicemail greeting, which call routing rule should be used in Cisco Unity Connection?

- A. Attempt Forward forwarded routing rule
- B. Opening Greeting direct routing rule
- C. Attempt Sign-In direct routing rule
- D. Opening Greeting forwarded routing rule

**Answer: A**

**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**

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. <ftp server FQDN> A record

**Answer: C**

**NEW QUESTION 4**

An engineer is asked to configure cisco jabber for windows on-premises, in phone-only mode and later with cisco IM and presence. In the configuration steps, which two DNS records will be needed, assuming the jabber client is in "domain.com?" (Choose two.)

- \_cuplogin.\_tcp domain.com
- cuplogin tcp.cisco-internal.domain.com
- collab-edge.\_tcp.domain.com
- cisco-uds.tcp.cisco-internal.domain.com
- \_cisco-uds.\_tcp.domain.com

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

**Answer: AE**

**NEW QUESTION 5**

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 6**

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 7**

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

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

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

SSO Mode Discovery
IDP Authentication
Service Provider Authentication
Service Provider Authorization request

**NEW QUESTION 8**

An engineer is checking the Cisco Unified Communications Manager and Cisco Unity Connection integration and presses the Message button on a phone to check the voicemail. Which action does Cisco Unified CM take?

- A. Cisco Unified CM looks up the voicemail pilot configured to dial.
- B. Cisco Unified CM routes the configured hunt pilot to Unity Connection.
- C. Cisco Unified CM looks up the hunt pilot configured to dial.
- D. Cisco Unified CM sends an AXL query to Unity Connection.

**Answer:** A

**NEW QUESTION 9**

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 10**

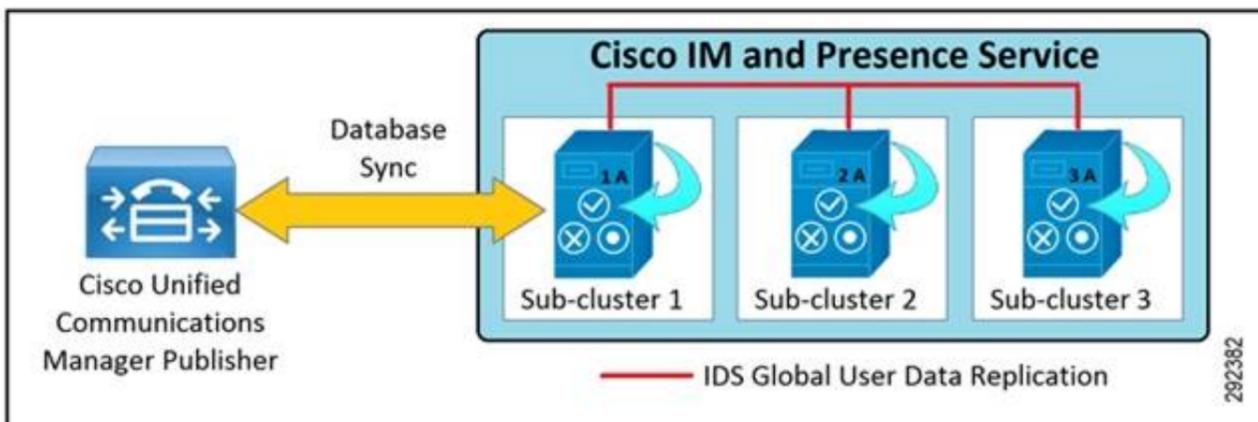
An engineer is troubleshooting an MWI issue between Unity Express and CallManager Express. In the debug SIP logs, the engineer can see CallManager Express responding to Unity Express with a 488 Not Acceptable Media message. Which action resolves the issue?

- 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**

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 11**

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 16**

Refer to the exhibit.

**Cisco Jabber Diagnostics**

Cisco Jabber  
Version 11.9.3 (60004)

**Discovery**

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

**WebEx**

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

**DNS Records**

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

**\_cisco-uds Properties**

Service Location (SRV) Security

Domain: ccnp.cisco.com

Service: \_cisco-uds

Protocol: \_tcp

Priority: 15

Weight: 0

Port number: 8433

Host offering this service: cucm1.ccnp.cisco.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.ccnp.cisco.com is correctly resolved by the user desktops with the Cisco Unified Communications Manager IP address. Why is the user not able to log in?

- A. SRV protocol is not set up correctl
- B. It should be \_tls instead of \_tcp.
- C. Marking weight as 0 on the SRV record makes it inactive, so Jabber cannot discover the Cisco Unified CM.
- D. The port specified on the SRV record is wrong.
- E. The domain ccnp.cisco.com does not exist on the DNS server.

**Answer: C**

**NEW QUESTION 20**

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**

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 26**

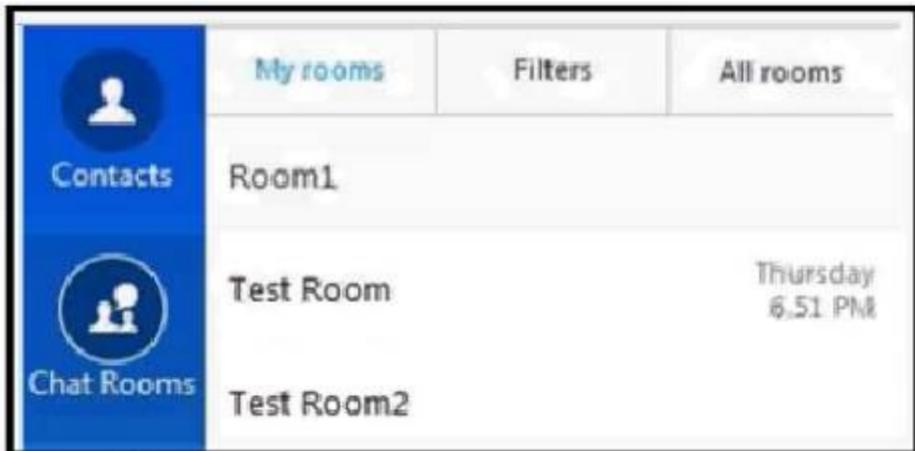
Which two steps are needed to configure high availability in Cisco IM and presence? (choose two.)

- 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 28**

Refer to the exhibit.



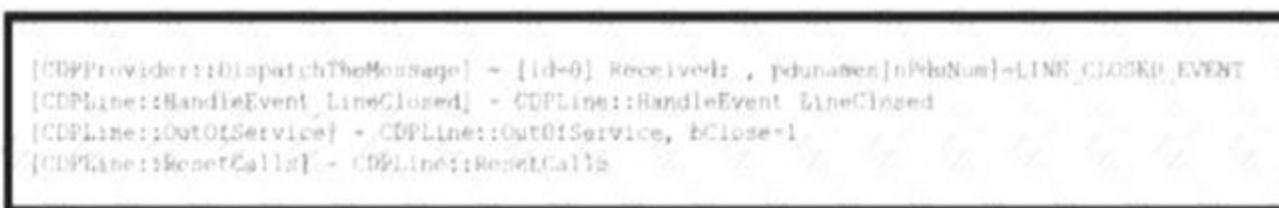
Persistent Chat is configured in the Cisco IM and Presence server using PostgreSQL as the back-end database. Users report that the Chat Rooms icon is missing from their Cisco Jabber clients. Which action should the administrator take to resolve this issue?

- 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 33**

Refer to the exhibit.



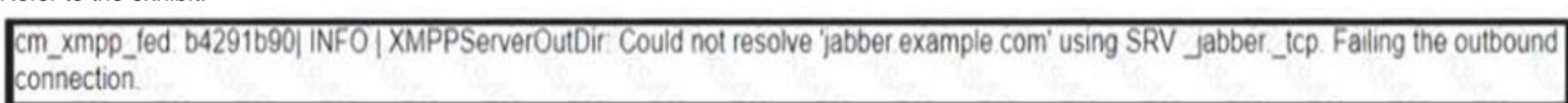
After receiving a new desk phone, the Jabber user can no longer make calls via phone control. The help desk collected the user's Jabber problem report and verified that they the correct Cisco UCM CTI permissions. Which configuration must be changed to correct this issue?

- 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 34**

Refer to the exhibit.



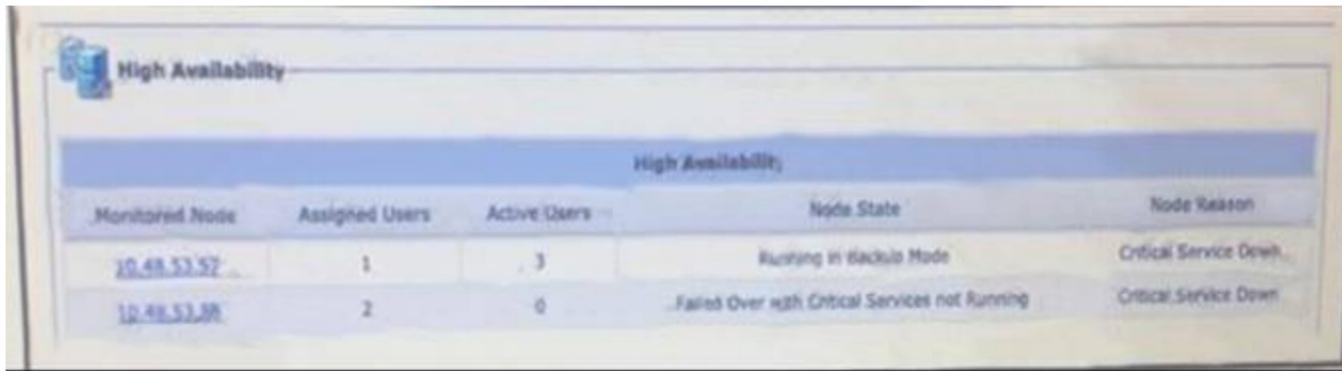
An administrator is troubleshooting an issue with XMPP Federation between two, eight-node IM and Presence clusters. After looking at the logs, the administrator finds this message and must publish one or more DNS SRV records containing one or more addresses of the IM and Presence node(s). How many nodes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

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

**Answer: A**

**NEW QUESTION 38**

Refer to Exhibit.



High Availability				
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 43**

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

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

**Answer: D**

**NEW QUESTION 47**

An administrator is configuring Cisco Unity Connection call handlers. The administrator wants to ensure that all outside callers are played a welcome message and then are transferred to a live operator. The administrator wants to restrict the callers from interrupting the welcome message with key presses. Under which call handler menu is this task accomplished?

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

**Answer: C**

**NEW QUESTION 49**

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 50**

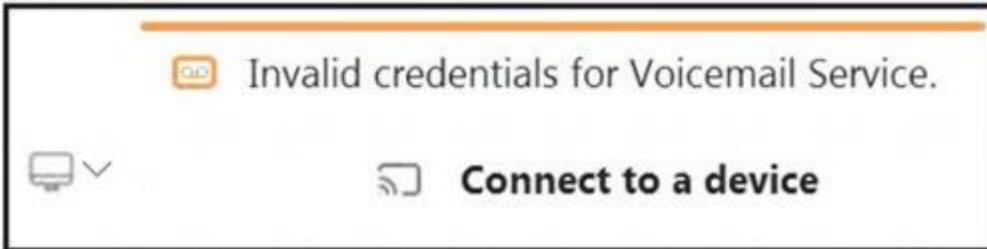
An administrator is configuring digital networking between Cisco Unity Connection clusters. What are two requirements for the configuration? (Choose two.)

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

**Answer: CD**

**NEW QUESTION 53**

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 56**

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 57**

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 58**

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 60**

Refer to the exhibit.

Direct Routing Rules in Descending Order of Precedence					
<input type="button" value="Delete Selected"/> <input type="button" value="Add New"/> <input type="button" value="Change Order"/>					
<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="button" value="Delete Selected"/> <input type="button" value="Add New"/> <input type="button" value="Change Order"/>					
Forwarded Routing Rules in Descending Order of Precedence					
<input type="button" value="Delete Selected"/> <input type="button" value="Add New"/> <input type="button" value="Change Order"/>					
<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="button" value="Delete Selected"/> <input type="button" value="Add New"/> <input type="button" value="Change Order"/>					

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 63**

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 68**

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

- A. 

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

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

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

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

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

**Answer:** A

**NEW QUESTION 73**

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

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

**Answer:** D

**NEW QUESTION 74**

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 79**

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 84**

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 86**

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 90**

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 92**

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 95

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 100

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 103

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 107

The external database used for the persistent chat feature has been running out of space, and users are having issues with persistent chat rooms and messages. Which external database tool must be used in the Cisco IM and Presence server to fix this issue?

- A. Cleanup Utility
- B. High Availability Utility
- C. Merge Utility
- D. FreeSpace Utility

**Answer: A**

#### NEW QUESTION 112

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 114

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 119

Refer to the exhibit



A collaboration engineer is configuring Jabber for Windows in softphone mode inside the corporate firewall. The engineer initially tests the client by manually setting the account type and the login server domain name. Everything works as expected. Next, the engineer resets Jabber and attempts to log in using automatic settings and receives an error.

Which two items must be modified to resolve the issue? (Choose two.)

- A. DNS A record for \_cisco-uds
- B. DNS SRV record for \_collab-edge
- C. username portion of the login email
- D. domain portion of the login email
- E. DNS SRV record for \_cisco-uds

**Answer: AE**

**NEW QUESTION 122**

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 123**

How is automatic fallback enabled on a Cisco IM and Presence server?

- A. In IM and Presence Service Parameter Configuration > Cisco Server Recovery Manager, change the Failover parameter to True.
- B. In Communications Manager Service Parameter Configuration > Cisco Server Recovery Manager, change the Enable Automatic Fallback parameter to True.
- C. Automatic fallback is enabled by default.
- D. In the Presence Redundancy Group Configuration > Cisco Unified Communications Manager, check the Enable Automatic Fallback parameter.

**Answer: B**

**NEW QUESTION 126**

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