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642-427

Cisco

*Troubleshooting Cisco Unified Communications v8.0
(TVOICE v8.0)*

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QUESTION: 1

Partition A contains four route patterns. The calling search space assigned to Device B contains only Partition A. When Device B dials 1136, which of the route patterns will be selected?

- A. 1[14]XX
- B. 11X!
- C. 1[^2-8]XX
- D. 1[1-4]XX

Answer: B

QUESTION: 2

Which two methods can be used to correct database replication issues in a cluster running Cisco Unified CallManager 4.1? (Choose two.)

- A. Enter the `utils dbreplication repair` command at the command-line prompt.
- B. Execute the `dbhelper` utility on the publisher.
- C. Use the SQL Server Enterprise Manager application to recreate the database subscription.
- D. Run the Cisco Unified CallManager BARS utility to restore the database to the subscriber.
- E. Use the Informix database utility to recreate the database subscription.

Answer: B, C

QUESTION: 3

Your customer has implemented a multipoint control unit to allow conferencing between existing Cisco Unified Video Advantage users. The multipoint control unit appears to be properly configured, but users are complaining that when they conference they get audio but no video. What is the most likely cause?

- A. The region configuration is selecting an incorrect codec.
- B. The partition or CSS configuration configuration is preventing video setup.
- C. The QoS policy is placing video packets in the default queue.
- D. The MRGL configuration is selecting the incorrect conference resource.

Answer: D

QUESTION: 4

You are troubleshooting why a user cannot make calls to the PSTN. You are reviewing trace files and you have found where the user's IP phone initiates the call but you never see the call go out the gateway. What is the next step in troubleshooting this issue?

- A. Look in the SDL trace file to see if there is a signal to another Cisco Unified CallManager node with the same time-stamp.
- B. Look in the SDL trace file to see if there is a signal to another Cisco Unified CallManager node with the same TCP handle.
- C. Look in the IP Voice Media Streaming App trace file to see if an MTP was invoked.
- D. Look in the MGCP trace file to determine which MGCP gateway the call was sent to.

Answer: A

QUESTION: 5

You have two Cisco Unified CallManager clusters each using endpoint authentication. You have moved a small group of users from Cluster 1 to Cluster 2 and now their phones are failing to register with Cluster 2. Each phone displays the error message "failure to authenticate on the CTL file". Which step should be taken to resolve this issue?

- A. Restart the Cisco CTL Provider and the Cisco Certificate Authority Proxy Function.
- B. Reset each IP phone so the correct CTL file can be downloaded.
- C. Perform a factory reset on each IP phone so the correct CTL file can be downloaded.
- D. Press the Settings button on each IP phone, select the Security Configuration menu, and reset the trust list.

Answer: C

QUESTION: 6

Your company has recently installed a Cisco Unified CallManager cluster and a Cisco Unity voice mail platform. You have received complaints from users that the red MWI light never comes on, even when there are new voice-mail messages in the voice mailboxes. Which two steps must be taken to resolve this issue? (Choose two.)

- A. Verify, using the Port Usage tool, that the ports dedicated to MWI on/off are not over-utilized. Add another dedicated port if the current port is over-utilized.
- B. Verify that the MWI on/off numbers are unique within the Cisco Unified CallManager cluster dial plan. If they are not, change the MWI on/off numbers in the Cisco Unified CallManager cluster so they are unique and configure the Cisco Unity server so they match.
- C. Ensure that the number of ports licensed for the Cisco Unity server is greater than or equal to the number of configured ports.

D. Verify that the calls are being sent to the correct ports on the Cisco Unity server. If they are being sent to the incorrect ones by the Cisco Unified CallManager cluster, correct the values in the cluster.

E. Verify that the same numbers are being used for MWI on/off in both the Cisco Unified CallManager cluster and Cisco Unity server. If they are different, change the Cisco Unity server to match the Cisco Unified CallManager cluster.

Answer: B, E

QUESTION: 7

You have developed a dial plan for a Cisco Unified CallManager 5.0 solution. All the route patterns, partitions, calling search spaces, and translation rules have been configured. Before starting up the system you wish to test the dial plan for errors. Which Cisco Unified CallManager tool will simplify this testing?

- A. Dial Plan Installer
- B. RTMT Traces and Alarms
- C. Route Plan Report
- D. Dialed Number Analyzer

Answer: D

QUESTION: 8

In order for a third-party SIP phone to register with a Cisco Unified CallManager cluster, which three configuration parameters must match between the phone and the cluster? (Choose three.)

- A. device pool
- B. DN
- C. username
- D. password
- E. MAC address
- F. SIP profile

Answer: B, C, E

QUESTION: 9

You have configured an ISR at a branch office to register as an Enhanced IOS media resource providing transcoding services. The transcoder has not been placed into a media resource group. Which statement best describes which devices will be able to utilize this transcoder?

- A. No devices will be able to utilize the transcoder until it is placed in a media resource group.
- B. Only devices at the branch office will be able to utilize the transcoder.
- C. Only devices configured to use G.729 will be able to utilize the transcoder.
- D. Only devices that have not been assigned an MRGL will be able to utilize the transcoder.
- E. All devices will be able to utilize the transcoder.

Answer: E

QUESTION: 10

You have configured the Enable Keep Alive check box under Trace Filter Settings. How does this change the trace output?

- A. It adds TCP socket numbers between the endpoint and Cisco Unified CallManager for the session.
- B. It maps the unique TCP handle for the endpoint to the MAC address of the endpoint in the trace output.
- C. It adds the IP address of the endpoint in hex.
- D. It adds the SCCP messages and all fields sent as part of that message.

Answer: D

Explanation:

Enable Keep Alive Trace Activates trace for keepalive trace information in the Cisco CallManager traces. Because each SCCP device reports keepalive messages every 30 seconds, and each keepalive message creates 3 lines of trace data.

QUESTION: 11

You have just obtained a list of the following options:

- All Patterns
- Unassigned DN
- Call Park
- Conference
- Directory Number
- Translation Pattern
- Call Pickup Group
- Route Pattern
- Message Waiting
- Voice Mail
- Attendant Console

What have you selected in order to produce this list?

- A. Control Center > Feature Services
- B. Dialed Number Analyzer
- C. Route Plan > Route Plan Report
- D. Route Plan > External Route Plan Wizard

Answer: C

Explanation:

Route Plan Report

The route plan report lists all assigned and unassigned directory numbers (DN), call park numbers, call pickup numbers, conference numbers, route patterns, translation patterns, message-waiting indicators, voice mail ports, and Cisco CallManager Attendant Console pilot numbers in the system. The route plan report allows you to view either a partial or full list and to go directly to the associated configuration windows by clicking the Pattern/Directory Number, Partition, or Route Detail fields. In addition, the route plan report allows you to save report data into a .csv file that you can import into other applications. The .csv file contains more detailed information than the web pages, including directory numbers for phones, route patterns, pattern usage, device name, and device description. Viewing Route Plan Records This section describes how to view route plan records. Because you might have several records in your network, Cisco CallManager Administration lets you locate specific route plan records on the basis of specific criteria. Use the following procedure to generate customized route plan reports.

Procedure Step 1 Choose Route Plan > Route Plan Report. The Route Plan Report window displays. Use the three drop-down list boxes to specify a route plan report that meets your requirements. Step 2 From the first Find drop-down list box, choose one of the following criteria:

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/admin/4_1_3/ccmcfg/b03rtrep.html

QUESTION: 12

Refer to the exhibit. You have received a trouble ticket that two engineers at the HQ site tried to conference at a user location at the Branch site and the ad-hoc conference failed.



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and many others.. See complete list [Here](#)

