



Cisco

Exam Questions 300-810

Implementing Cisco Collaboration Applications (CLICA)

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NEW QUESTION 1

Drag and drop the SAML components from the left onto the descriptions on the right.

binding	Security information packets and statements sent to service providers by the IdP.
assertion	The mapping between SAML messages and protocols such as HTTP POST.
profile	Detailed descriptions of SAML component combinations for specific use cases.
protocol	Rules for how SAML sends requests for and gets responses of security information.

- A. Mastered
- B. Not Mastered

Answer: A

Explanation:

Graphical user interface Description automatically generated with medium confidence

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

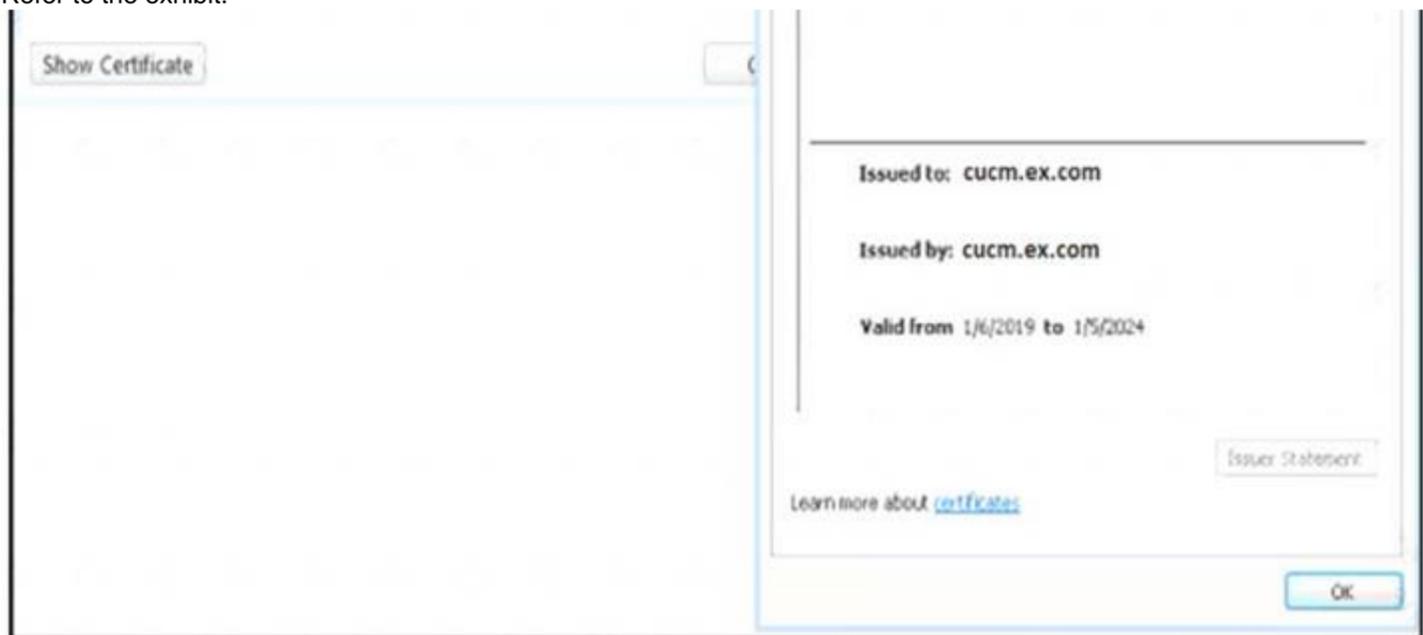
Users report that they are unable to check voicemail, and an engineer discovers that the voicemail system is not routing calls between Cisco Unity Connection and Cisco UCM via SCCP Which action should be taken to resolve this issue?

- A. Verify registration of the CTI ports.
- B. Verify OPTIONS Ping in the SIP trunk profile.
- C. Verify voicemail SIP trunk in the route list.
- D. Verify Calling Search Space in the Directory Number setting.

Answer: D

NEW QUESTION 4

Refer to the exhibit.



When troubleshooting an internal Jabber login problem, there is a pop-up about a certificate error, and then the login fails The FQDN of Cisco UCM is cucm.ex.com. and the FODN of the IM and Presence Server is imp.ex.com. Which two actions should be taken to fix this issue? (Choose two.)

- A. Sign the Cisco Untried IM and Presence server certificate with trusted a trusted
- B. Import the certificate of cucm.ex.com into the Trusted Certificate Authorities on the PC running Jabber.
- C. Import the Cisco UCM CallManager certificate into the Trusted Certificate Authorities on the PC running Jabber
- D. Sign the Cisco UCM CallManager certificate with a trusted certificate authority.
- E. Sign the Cisco UCM tomcat certificate with a trusted certificate authority.

Answer: BD

NEW QUESTION 5

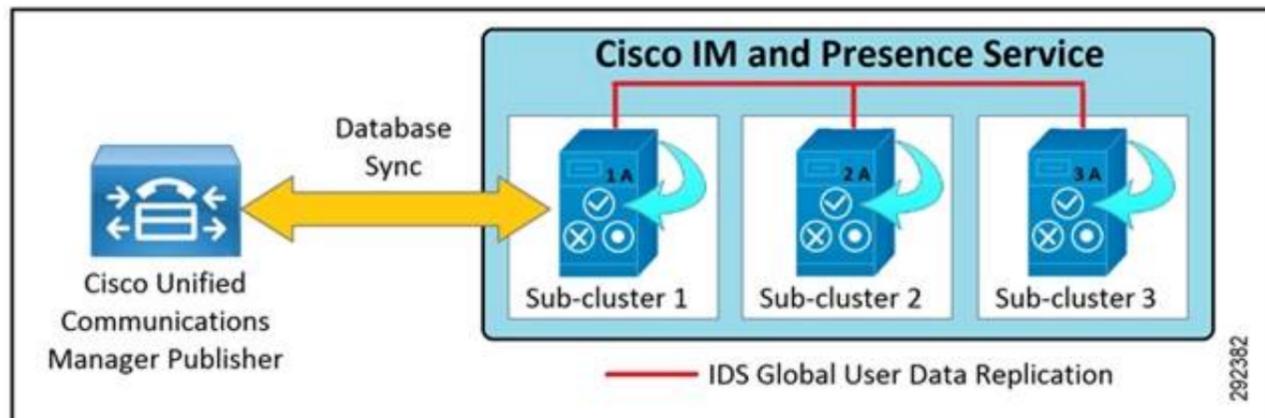
An engineer is troubleshooting an MWI issue between Unity Express and CallManager Express. In the debug SIP logs, the engineer can see CallManager Express responding to Unity Express with a 488 Not Acceptable Media message. Which action resolves the issue?

- 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 6

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 7

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 8

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 9

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 10

Which two SSO features are true? (Choose two.)

- A. allows Jabber to use LDAP directory services for contact imports
- B. allows LDAP user import on Cisco Unified Communications Manager
- C. improves productivity by reducing time spent re-entering credentials for the same identity
- D. transfers the authentication from the system that hosts the applications to a third-party system

E. reduces costs by decreasing the number of help calls that are made for voicemail PIN resets

Answer: CD

NEW QUESTION 10

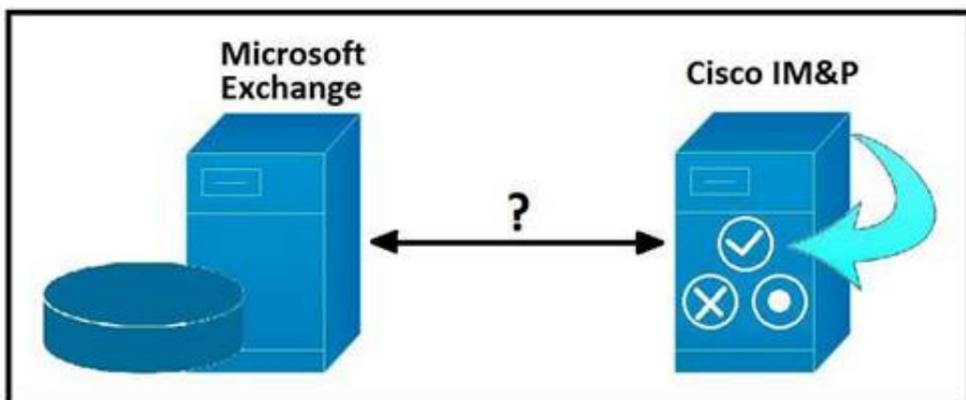
Which component of SAML SSO defines the transport mechanism that is used to deliver the SAML messages between entities?

- A. profiles
- B. metadata
- C. assertions
- D. bindings

Answer: D

NEW QUESTION 15

Refer to the exhibit.



Which protocol is used for communication between Cisco IM and Presence and Microsoft Exchange Server?

- A. POP3
- B. IMAP
- C. EWS
- D. XMPP

Answer: C

NEW QUESTION 20

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 25

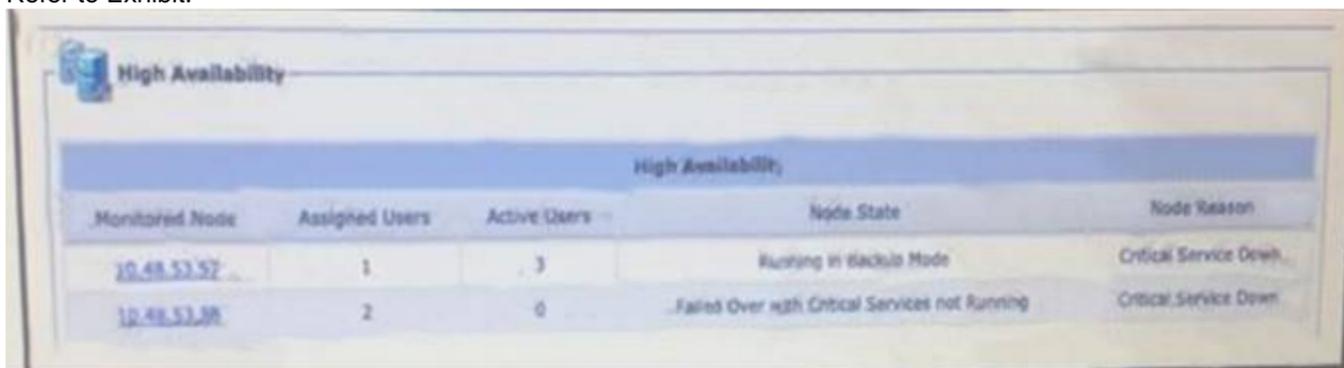
A collaboration engineer is configuring SIP interdomain federation for Cisco IM and Presence. The external domain cannot be discovered using DNS SRV. If the external enterprise domain is ciscocollab.com, what destination pattern should the engineer use for a static route?

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

Answer: B

NEW QUESTION 28

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?

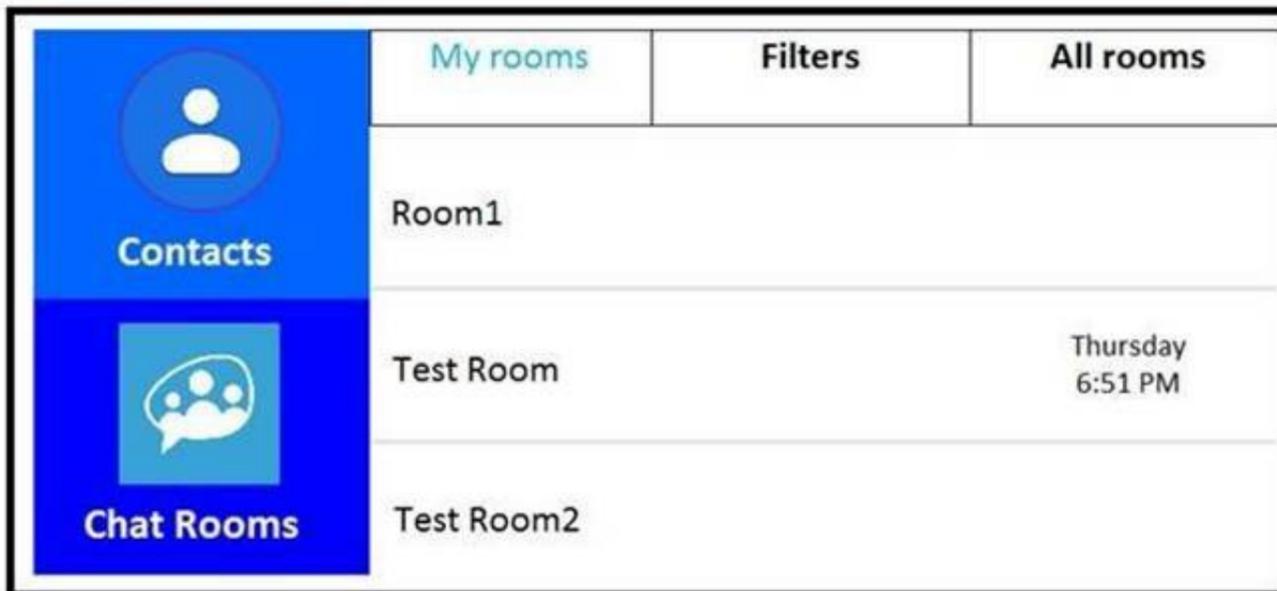
- A. Start all critical services on the second node, and select the Fallback button in the "Presence Redundancy Group Configuration"
- B. Go to "Presence Redundancy Group Configuration" on the Cisco UCM Administration page and select the Fallback button.
- C. Start all critical services on both nodes 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 33

Refer to the exhibit.



Users report that they cannot see the Chat Rooms icon on their Cisco Jabber clients. This feature works without issue in the lab. An engineer reviews the Cisco IM&P and Jabber configuration and finds that the jabber-config.xml file is configured properly to support this feature. Which activity should be performed on the IM&P server to resolve this issue?

- A. Activate Cisco XCP Connection Manager in Cisco Unified Serviceability > Tools > Service Activation.
- B. Restart Cisco XCP Message Archiver in Cisco Unified Serviceability > Tools > Control Center – Feature Services.
- C. Restart XCP Text Conference Manager in Cisco Unified Serviceability > Tools > Control Center – Network Services.
- D. Activate XCP Text Conference Manager in Cisco Unified Serviceability > Tools > Service Activation.

Answer: D

NEW QUESTION 38

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 39

Users on Cisco.com experience issues while using Cisco Jabber, and the error 'Cannot communicate with the server' appears. An engineer checks the logs for the Jabber client and discovers the error "LERR_JABBER_AUTH <17>: Authentication error with server e.g. resource bind, TLS, create a session or SASL error. What should be checked to resolve this issue?

- A. if the LDAP server is reachable and if port 443 is open
- B. if cup-xmpp certificates are valid and if port 8443 is open
- C. if the cup-xmpp certificates are valid and if port 5222 is open
- D. if the LDAP server is reachable and if port 5222 is open

Answer: C

NEW QUESTION 43

In Digital Network Cisco Unity Connection clusters, each site transmits and receives messages for the recipients based on which protocol?

- A. IMAP
- B. SMTP
- C. SIP
- D. SCCP

Answer: B

NEW QUESTION 44

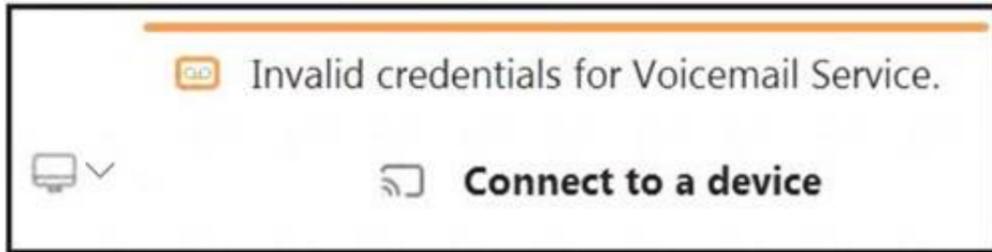
What are two authentication mechanisms for identity provider authentication? (Choose two.)

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

Answer: BC

NEW QUESTION 46

Refer to the exhibit.



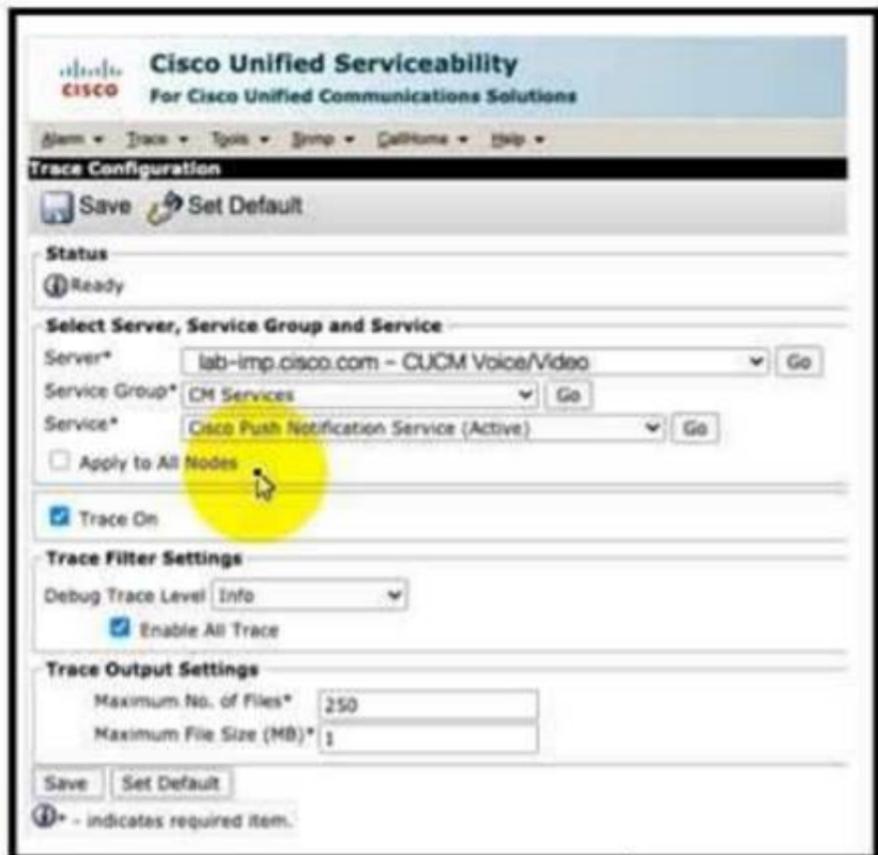
A Jabber user is unable to access voicemail. During troubleshooting, an administrator captures this screenshot. What are the two ways to resolve this issue? (Choose two.)

- 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 49

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?

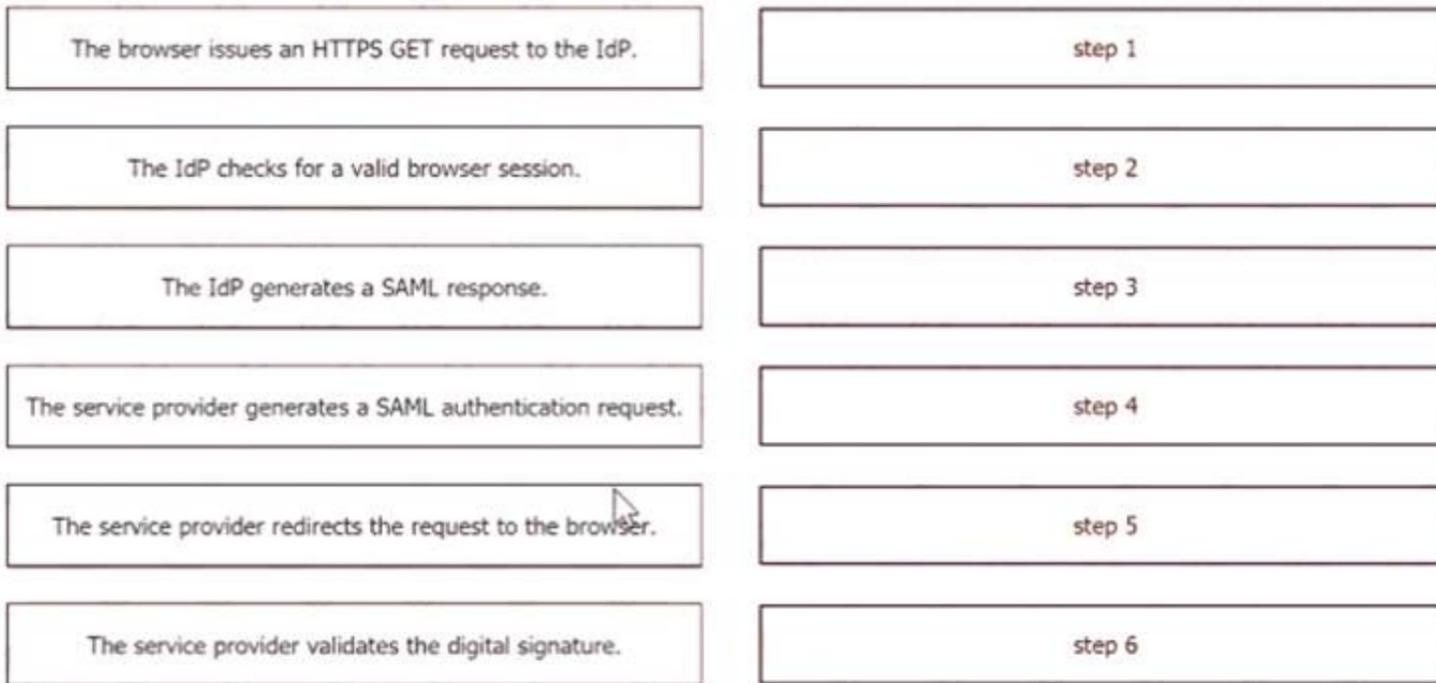
- /var/log/active/imp/trace/cmas/log4j/
- /var/log/active/cm/trace/ccmpns/log4j/
- /var/log/active/cm/trace/cmas/log4j/
- /var/log/active/cm/trace/ccm/log4j/

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

Answer: B

NEW QUESTION 52

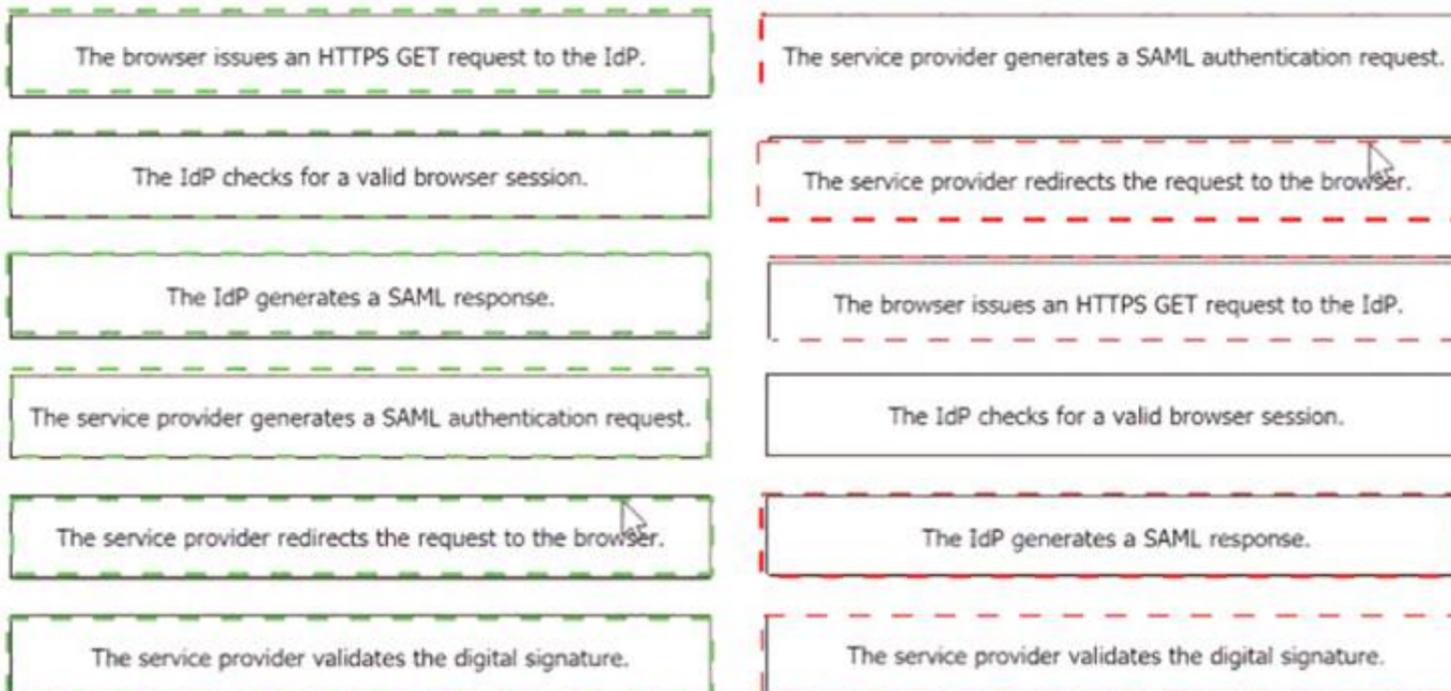
Drag and drop the steps of the SAML SSO process from the left into the order on the right.



- A. Mastered
- B. Not Mastered

Answer: A

Explanation:



NEW QUESTION 55

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 administrator must connect multiple Unity Connection clusters using Digital Networking. Which service is required for the administrator to achieve Digital Networking between the clusters?

- A. Connection Digital Networking Replication Agent
- B. Connection Digital Networking Service
- C. Connection Digital Networking Replication Service
- D. Connection Digital Networking Agent

Answer: A

NEW QUESTION 62

Refer to the exhibit.

High Availability				
Monitored Node	Assigned Users	Active Users	Node State	Node Reason
10.48.53.57	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 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 66

An administrator needs to prevent toll fraud on Cisco unity connection. Which action should be taken to accomplish this task?

- A. modify the class of restriction
- B. set up class of restriction in the Cisco IOS Voice Gateway
- C. set up all restriction tables to prevent calls to the operator
- D. assign a CSS that does not have calling rights to the caller extension.

Answer: C

NEW QUESTION 71

Which Cisco Unified Connections Manager service is required for users to control their desk phones using Cisco Jabber?

- A. Cisco CTIManager
- B. Cisco CTL Provider
- C. Cisco Presence Engine
- D. Cisco Serviceability Reporter

Answer: A

NEW QUESTION 75

What is the maximum number of Cisco Unity Connection locations connected in a HTTPS network?

- A. 50
- B. 25
- C. 200
- D. 10

Answer: B

NEW QUESTION 77

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 81

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 84

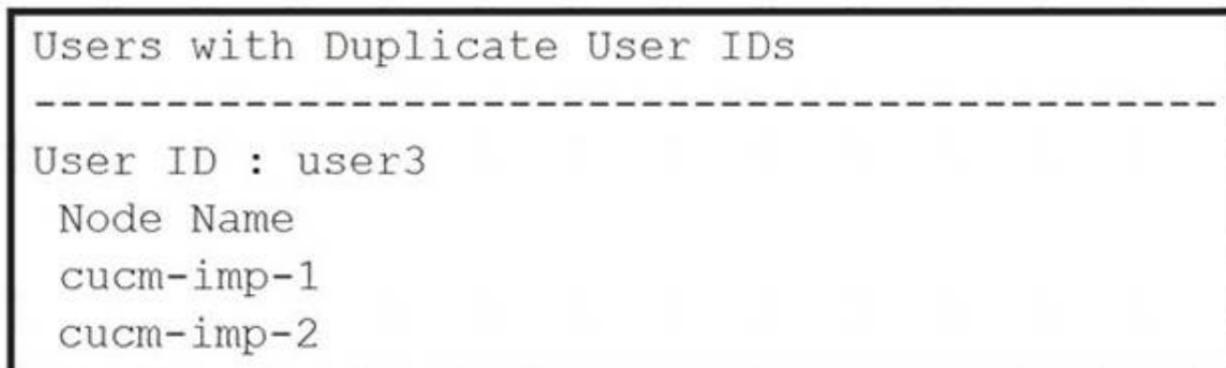
Which dial-peer configuration routes calls from SIP-based phones on Cisco Unified Communications Manager Express to Cisco Unity Express?

- A. dial-peer voice 7000 voip destination-pattern 7000 session protocol sipv2session target ipv4: 10.3.6.127 codec g711alaw
- B. dial-peer voice 7000 voip destination-pattern 7000 session protocol sipv2session target ipv4: 10.3.6.127 codec ilbc
- C. dial-peer voice 7000 voip destination-pattern 7000 session protocol sipv2session target ipv4: 10.3.6.127 codec g711ulaw
- D. dial-peer voice 7000 voip destination-pattern 7000 session protocol sipv2session target ipv4: 10.3.6.127 codec g729r6

Answer: C

NEW QUESTION 85

Refer to the exhibit.



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 90

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 95

Refer to the exhibit.



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

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

Answer: A

NEW QUESTION 96

Refer to the exhibit.



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

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

Answer: C

NEW QUESTION 98

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

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

Answer: CD

NEW QUESTION 99

What are two characteristics of HTTPS networking for Cisco Unity Connection? (Choose two)

- A. HTTPS single-site networks are joined via an intersite link
- B. HTTPS networking uses a ring topology
- C. HTTPS networking supports a maximum of 25 locations
- D. HTTPS networking uses the SMTP protocol
- E. HTTPS networking supports multisite networks

Answer: CD

NEW QUESTION 100

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 102

Which Cisco Unified Communications Manager menu path is used to configure Cisco IM and Presence Server High Availability?

- A. System > LDAP > LDAP Directory
- B. System > Geolocation Configuration
- C. System > Presence Redundancy Groups
- D. System > Server

Answer: C

NEW QUESTION 107

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 111

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

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 117

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 122

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 123

A collaboration engineer is configuring service discovery for Cisco Jabber clients with an on-premises Cisco IM and Presence deployment Clients on the corporate

network are working Clients on the public internet cannot locate the corporate services What must the engineer configure to enable service discovery for these clients?

- _collab-edge._tls.example.com external DNS SRV record
- _collab-edge._tcp.example.com external DNS SRV record
- _cisco-uds._tls.example.com external DNS SRV record
- _cisco-uds._tcp.example.com external DNS SRV record

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

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 125

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 toll 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 128

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 130

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 132

Refer to the exhibit

```

10325fb70| info| deliver.c:1184 DELIVER: type:8, host:pecm.imp-pub-cll-collab-internal,
pool:0x8e9d1c0, packet:<route from='jwhite@jms-1.imp-pub-cll-collab-internal/F6C18128'
to='pecm.imp-pub-cll-collab-internal/AgAAA00Le1w'><message from='jdoe@c11-collab.internal/
jabber_27369' id='4d0beb90:aaaa:42e9:90d3:b8b7fc0bb6c5' to='jwhite@c11-collab.internal'
type='chat' xml:lang='en'><body> Hi JaXXXXXXXXXXXXXXXXXX</body><thread>
connect21611</thread><html xmlns='http://jabber.org/protocol/xhtml-im'><body
xmlns='http://www.w3.org/1999/xhtml'>XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
XXXXXXXXXXXX</body></html><active xmlns='http://jabber.org/protocol/
chatstates' /></message></route>
    
```

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

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

Answer: A

NEW QUESTION 136

An end user opened a ticket, stating that before logging in to Jabber for Windows, a warning is displayed that a server certificate has expired. Which two certificates must be verified on the Cisco Unified Communications Manager and IM&P deployment? (Choose two.)

- A. capf on Cisco Unified CM
- B. cup-xmpp on IM&P
- C. callmanager on Cisco Unified CM
- D. tomcat on Cisco Unified CM
- E. cup on IM&P

Answer: BD

Explanation:

<https://www.cisco.com/c/en/us/support/docs/unified-communications/unified-presence/116917-technote-certific>

NEW QUESTION 138

A collaboration engineer is troubleshooting Apple push notification Issues and calls Cisco TAC for assistance. The Cisco TAC Engineer indicates that diagnostic information has not been received for the cluster. Which action resolves this issue?

- A. Temporarily enable manual downloads of log files from the Cisco Cloud Onboarding page on Cisco UCM.
- B. Temporarily disable push notifications so that Cisco UCM can generate the diagnostics log files.
- C. Enable "Send encrypted PII to the Cisco Cloud for troubleshooting" on the Cisco Cloud Onboarding Configuration page.
- D. Enable "Send Troubleshooting Information to the Cisco Cloud" on the Cisco Cloud Onboarding Configuration page.

Answer: D

NEW QUESTION 139

Refer to the exhibit.

High Availability				
Monitored Node	Assigned Users	Active Users	Node State	Node Reason
10.48.53.57	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 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 140

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 142

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