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**Exam** : **642-427**

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

**Vendor** : Cisco

**Version** : DEMO

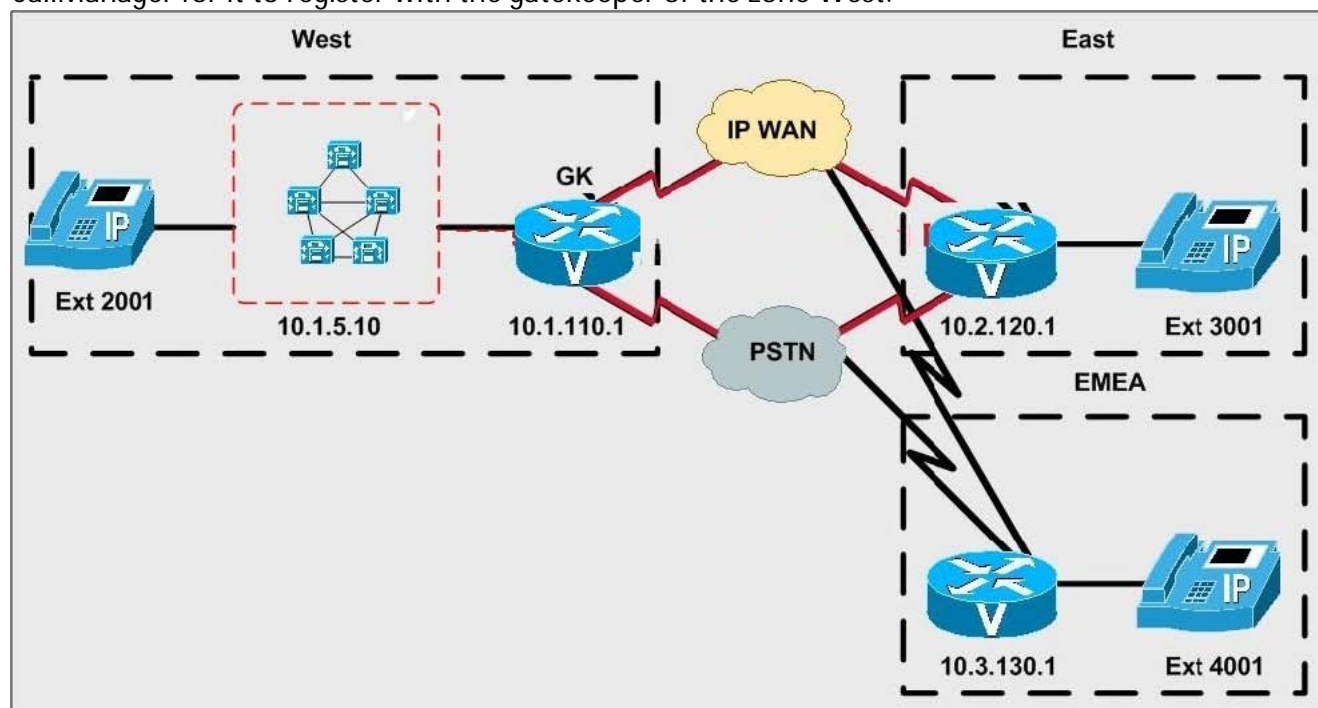
NO.1 The following statements describe the icons' functions displayed in the exhibit.

The GK icon can be clicked to view the output of the show gatekeeper endpoint command.

The CallManager cluster can be clicked to see the trunk configuration screens.

The X of each popup can be clicked to return to the item.

In order to support three local zones West, East and EMEA, the 10.1.110.1 router is configured with a gatekeeper. After issuing the show gatekeeper endpoints command, you find that the West zone device is lost. Please choose the proper measure that should be taken to the configuration in the CallManager for it to register with the gatekeeper of the zone West.



- A. Restart the callmanger so it can register with the gatekeeper
- B. Change the Device Name to be the IP address of the gatekeeper in the CallManager Trunk Configuration page
- C. Set the Terminal Type to terminal in the Gatekeeper Information field of the Trunk Configuration
- D. Configure a zone name on the CallManager trunk

**Answer:** D

NO.2 Nine users in a branch office frequently have audio conferences with each other and their clients who call in from the PSTN. They frequently report poor audio quality during conference calls. A 500 kb/s WAN link connects the branch office and headquarters, which hosts the Cisco Unified Communications Manager cluster.

Which troubleshooting solution most directly improves their audio quality during conference calls?

- A. Enable hardware conferencing on the headquarters router and integrate with Cisco Unified CM.
- B. Enable hardware conferencing on the branch router and integrate with Cisco Unified CM.
- C. Enable software conferencing in headquarters internal to Cisco Unified CM.
- D. Enable LLQ on the branch router and the headquarters router.

**Answer:** B

NO.3 Refer to the exhibit. When a Cisco IP Communicator phone roams from San Jose (SJ) to RTP, the

Cisco IP Communicator physical location changes to RTP, and the device mobility group remains the same. All route patterns are assigned a route list that points to the local route group. All device pools are configured to use the local route group. Which statement is true when the roaming phone places a call to 90114989531212001#?

San Jose Phone Device Configuration		Partitions	
Device CSS		SJ_Emergency	
		All_Phones	
AAR CSS		SJ_PSTN	

San Jose Phone DN Configuration		Partitions	
Line CSS		SJ_Local	
		SJ_LongDistance	
		SJ_International	
AAR Group		AAR	

RTP Device Pool Configuration		Partitions	
Device Mobility CSS		RTP_Emergency	
		RTP_International	
AAR CSS		RTP_PSTN	
AAR Group		AAR	

Partition	Route pattern
SJ_Emergency	9.911
SJ_Local	9.[2-9]XXXXXX
SJ_LongDistance	9.1[2-9]XX[2-9]XXXXXX
SJ_International	9.011!#
RTP_Emergency	9.911
RTP_International	9.011!#
SJ_PSTN	9.1[2-9]XX[2-9]XXXXXX
RTP_PSTN	9.1[2-9]XX[2-9]XXXXXX

- A. The call will use the 9.011!# route pattern in the SJ\_International partition and egress at the RTP gateway.
- B. The call will use the 9.011!# route pattern in the RTP\_International partition and egress at the RTP gateway.
- C. The call will use the 9.011!# route pattern in the SJ\_International partition and egress at the SJ gateway.
- D. The call will use the 9.011!# route pattern in the RTP\_International partition and egress at the SJ gateway.
- E. Since globalized call routing is not configured, the SJ gateway will be used in this case.

**Answer: A**

NO.4 Which troubleshooting step do you take after you define that the problem is a failed call setup?

- A. Gather the facts about the situation.
- B. Consider all the possibilities.
- C. Create an action plan.
- D. Implement an action plan.

**Answer: A**

NO.5 In a Cisco UCM single-site deployment, please choose the maximum number of IP phones that can register with a UCM cluster.

- A. 2500
- B. 7500
- C. 10,000
- D. 30,000

**Answer:** D

NO.6 A network sniffer is implemented to troubleshoot call setup failures. Initially, the sniffer is able to see only traffic sent to and from the computer that is running the sniffer.

Which two solutions allow the sniffer to see H.323 call setup traffic to and from different devices other than the computer that is running the sniffer. (Choose two.)

A. Configure Cisco Unified Communications Manager to redirect the H.323 call setup packets to the computer that is running the sniffer.

B. Configure the ERSPAN to have an extra stream of the H.323 call setup packets sent over multiple hops to the computer that is running the sniffer.

C. Configure the SPAN to have an extra stream of the H.323 call setup packets sent to a different switch port to the computer that is running the sniffer.

D. Configure the H.323 gateway to have an extra stream of the H.323 call setup packets sent over multiple hops to the computer that is running the sniffer.

**Answer:** B,C

NO.7 When a user attempts to log out from Cisco Extension Mobility service by pressing the services button and selecting the Cisco Extension Mobility service, the user is not able to log out. What is causing this issue?

A. The Cisco Extension Mobility service has not been configured on the phone

B. The user device profile is not subscribed to the Cisco Extension Mobility service.

C. The CTI service is not running

D. The logout URL that is defined for the Cisco Extension Mobility service is incorrect or does not exist under the IP Phone Services configuration.

**Answer:** B

Explanation:

Explanation-

Cisco CallManager Extension Mobility looks up the URL in the Cisco CallManager Directory on the first instance only; the URL is then stored as a static variable.

Link

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/cucm/admin/4\\_0\\_1/ccmfeat/fsem.html#wp1105](http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/admin/4_0_1/ccmfeat/fsem.html#wp1105)

NO.8 Which issue would cause an MGCP gateway to fail to register with Cisco Unified Communications Manager?

A. missing the configuration command `isdn bind-13 ccm-manager` under the ISDN interface

B. mismatched domain name on the MGCP gateway and Cisco Unified Communications Manager gateway configuration

C. misconfigured route group in Cisco Unified Communications Manager

D. incorrect MGCP IP address specified in the gateway configuration in Cisco Unified Communications Manager

**Answer:** B

Explanation:

Explanation- This problem is a domain name issue. If a domain name is configured on the MGCP gateway, the domain name for the gateway configuration on Cisco CallManager must be the same.

Link

[http://www.cisco.com/en/US/products/sw/voicesw/ps556/products\\_tech\\_note09186a00805a316c.shtml](http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_tech_note09186a00805a316c.shtml)

NO.9 Refer to the exhibit.

```
(output omitted)

controller T1 0/0/1
 framing esf
 linecode b8zs
 cablelength short 133
 pri-group timeslots 1-24
 description PRI to 3rd Party PBX

interface Serial0/0/1:23
 description PSTN
 no ip address
 encapsulation hdlc
 isdn switch-type primary-ni
 isdn incoming-voice voice
 isdn negotiate-bchan
 no cdp enable

dial-peer voice 1 pots
 destination-pattern 456
 port 0/0/1:23
 prefix 456

dial-peer voice 2 voip
 destination-pattern 4565000
 session target ipv4:10.10.10.100

(output omitted)
```

All calls to 4565000 must be routed to the Cisco Unified Communications Manager server 10.10.10.100. All other 7-digit numbers that start with 456 must be routed to the third-party PBX. Which change is needed to route calls to 4565000 to the Cisco Unified CM server 10.10.10.100 and route all other 7-digit numbers that start with 456 to the third-party PBX?

- A. Remove prefix 456 from dial peer 1.
- B. Change dial peer 1 to destination-pattern 456....
- C. Change dial peer voice 1 pots to dial peer voice 100 pots.
- D. Change dial peer 2 to session target 10.10.10.100.

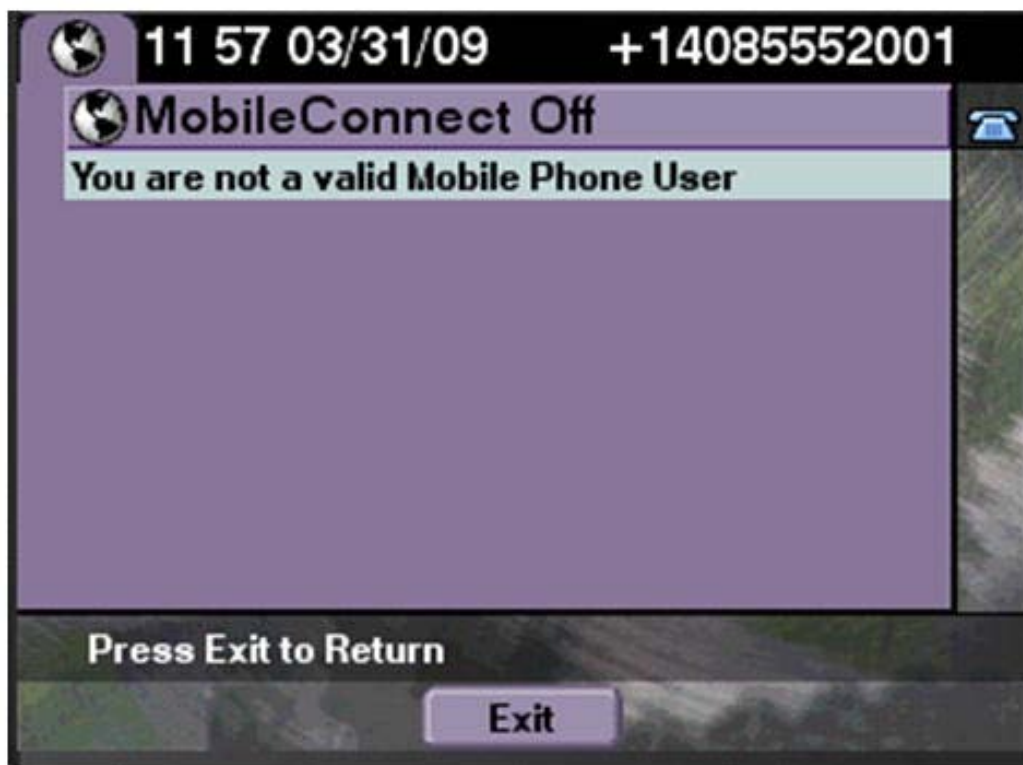
**Answer:** B

NO.10 Your company has a centralized IP Telephony system and branch offices in eight major cities. The manager of your company help desk recently published local access numbers for external customers to reduce the costs associated with your company's toll-free 800 service. However, when customers call the new local numbers they hear a reorder tone instead of your centralized IVR. What is the best solution to this issue?

- A. Deploy transcoders at each remote location.
- B. Deploy transcoders at the central location.
- C. Deploy Cisco Unified IP IVRs at each remote location.
- D. Increase the number of ports in the centralized IVR.

**Answer:** B

NO.11 Refer to the exhibit.



Which course of action will resolve the Mobile Connect issues that are shown in the exhibit?

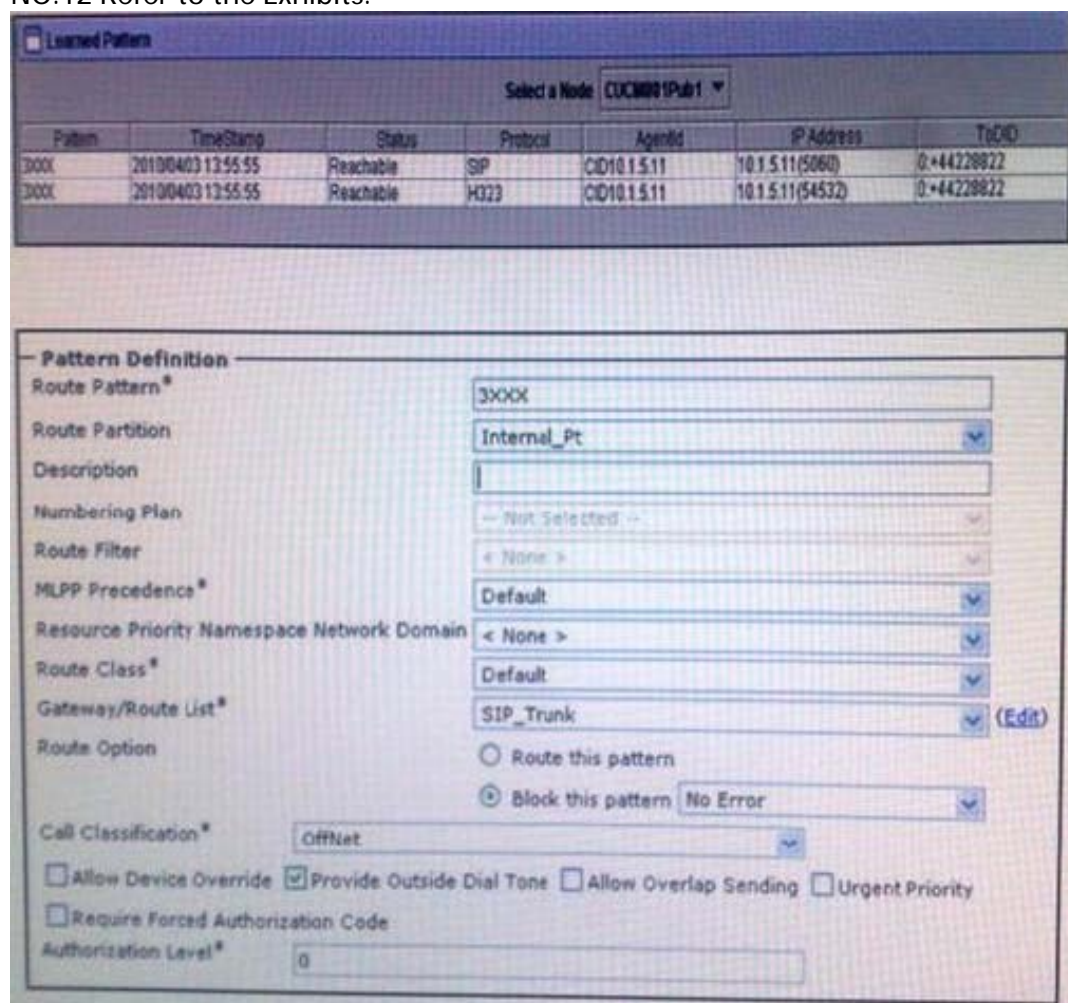
- A. Configure the Mobility softkey on the phone.
- B. Enable the user Cisco Mobile Connect
- C. Make the user an owner of the phone device in phone device configuration page.
- D. Enable the device mobility mode on the phone since it is disable.

**Answer:** C

Explanation:

Link- <https://learningnetwork.cisco.com/docs/DOC-4140>

NO.12 Refer to the Exhibits.



Refer to the exhibits Assume that all learned SAF routes are placed in the SAF\_Pt partition. An IP phone CSS contains the following partitions in this order Internal\_Pt, 3AF\_Pt When the IP phone places a call to 3001. What will occur?

- A. The call will succeed and will be placed via the SAF network SAF-learned routes always take precedence.
- B. The call will fail because it will be blocked by the route pattern.
- C. The call will be placed in a round-robin fashion between the SAF network and SIP\_Trunk.
- D. The call will be placed in a round-robin fashion between the SAF network and SIP\_Trunk. Every other call will fail.

**Answer:** B

Explanation:

Explanation:

If partition is listed first in CSS, it has priority for equal qualified matches.If no single best match exist, the call-routing entry with the partition that is listed first in the calling-device CSS is used.See CIPT II V II 5-61 and TVOICE V I 3-20

NO.13 In a SIP direct call setup, which message will be sent by the originating UAC to the UAS of the recipient?

- A. INVITE
- B. RINGING
- C. ACK
- D. OK

**Answer:** A

NO.14 You have received a trouble ticket stating that when callers dial the internal Help Desk queue at extension 2300, they hear a message that their calls cannot be completed as dialed. Which two issues could cause this problem? (Choose two.)

- A. There are no agents logged in to the Help Desk queue.
- B. The script associated with the Help Desk queue is corrupt.
- C. There is a connectivity issue between Cisco Unified CallManager and the Cisco Unified Contact Center Express server.
- D. The route point for 2300 has been modified or deleted in Cisco Unified CallManager, resulting in a synchronization issue.
- E. The CSS of the route point for 2300 is incorrect.

**Answer:** C,D

NO.15 As administrator replaced a faulty IP phone with a new one by replacing the hardware and editing the phone MAC address in the device configuration in Cisco Unified Communications Manager. When the administrator tries to save the configuration, the old MAC address still appears under the device configuration. What is the most likely cause of this issue?

- A. The administrator does not have full access privileges in Cisco Unified Communications Manager.
- B. The administrator must edit the new phone MAC address under the Phone Enterprise settings page.
- C. The Cisco Unified Communications Manager needs to be enabled for autoregistration.
- D. The subscriber the phone is registered to may have database replication issues.
- E. The MAC address for the new IP phone must be configured in the publisher instead of the subscriber.

**Answer:** D

NO.16 Which three Cisco IOS commands are required to configure a voice gateway as a DHCP server to support a data subnet with the IP address of 10.1.30.0/24 default gateway of 10.1.30.1/24? (Choose three)

- A. ip dhcp pool
- B. subnet 10.1.30.1 255.255.255.0
- C. ip dhcp pool data
- D. network 10.1.30.1/24
- E. network 10.1.30.0 255.255.255.0
- F. default-gw 10.1.30.1/24
- G. default-router 10.1.30.1

**Answer:** C,E,G

Explanation:

Explanation- Per question, CGE are required commands to configure a voice gateway.

Link[http://www.cisco.com/en/US/docs/routers/access/vg202\\_vg204/software/vg2\\_vg4\\_voip\\_ps2250\\_T SD\\_Products\\_Configuration\\_Guide\\_Chapter.html](http://www.cisco.com/en/US/docs/routers/access/vg202_vg204/software/vg2_vg4_voip_ps2250_T SD_Products_Configuration_Guide_Chapter.html)

NO.17 You have received a trouble ticket stating that an IP phone is not working. When asked, the user informs you the phone is displaying the message "Registration rejected." Which two issues are possible causes of this problem? (Choose two.)

- A. The IP phone is not getting an IP address.
- B. The IP phone's primary Cisco Unified CallManager has a database replication issue.
- C. The primary Cisco Unified CallManager is unavailable and the CallManager group assigned to the IP phone does not include a secondary CallManager.
- D. The IP phone has not been defined in Cisco Unified CallManager.
- E. The IP phone is not associated with a valid user profile.

**Answer:** B,D

NO.18 Which two of the following signaling protocols are peer-to-peer protocols? (Select two.)

- A. H.323
- B. MGCP
- C. SIP
- D. SCCP

**Answer:** A,C