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## Troubleshooting Cisco IP Telephony & Video v1.0

Cisco 300-080

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**QUESTION NO: 1**

After you upgrade a Cisco Unified Communications Manager cluster, users are unable to log in to their phones. Which two actions must you take to correct the problem?

(Choose two.)

- A. Reconfigure the Extension Mobility feature on the publisher and rebuild the publisher
- B. Restart the Tomcat services on all servers.
- C. Reboot all servers in the cluster.
- D. Regenerate the Tomcat.pem certificate on the publisher and each subscriber server.
- E. Regenerate the Tomcat.pem certificate on the publisher only.

**ANSWER: B D**

**QUESTION NO: 2**

Which of these reasons can cause intrasite calls within a Cisco Unified Communications Manager cluster to fail?

- A. The route partition that is configured in the CCD requesting service is not listed in the calling phone CSS.
- B. The trunk CSS does not include the partition for the called directory number.
- C. The MGCP gateway is not registered.
- D. The calling phone does not have the correct CSS configured.
- E. The calling phone does not have the correct partition configured.

**ANSWER: D**

**QUESTION NO: 3**

In a single-site deployment model, the internal endpoints are unable to dial from one to the other. What are two possible causes? (Choose two.)

- A. The PSTN gateway is not configured.
- B. The called endpoint does not have the SIP trunk enabled.
- C. The called endpoint is not registered.
- D. The calling endpoint is not in the CSS of the called endpoint.
- E. The called endpoint is not in the partition of the calling endpoint.
- F. The calling endpoint is not configured for the correct CoS.

**ANSWER: C F**

**QUESTION NO: 4**

Which configuration do you apply in Cisco Unified Communications Manager to enable intersite calls from a site in San Jose (extensions 3XXX) to Chicago (extensions 2XXX)?

- A.
  - Route pattern 707.3XXX
  - Translation pattern partition none
  - Discard digits PreDot
- B.
  - Translation pattern 707.2XXX
  - Translation pattern partition CHI\_PT
  - Discard digits PreDot
- C.
  - Translation pattern 707.2XXX
  - Translation pattern partition CHI\_PT
  - Discard digits none
- D.
  - Translation pattern 706.3XXX
  - Translation pattern partition SJ\_PT
  - Discard digits PreDot

A. Option A

B. Option B

C. Option C

D. Option D

**ANSWER: B**

#### QUESTION NO: 5

You must integrate a third-party H.323 system with your existing Cisco Unified Communications Manager cluster. When you create an H.323 trunk from the cluster, calls from the cluster to the third-party H.323 system are failing. The vendor of the third-party H.323 device has confirmed that the H.323 call setup time must be reduced. Which two approaches reduce the call setup time from Cisco Unified Communications Manager to the third-party H.323 device? (Choose two.)

A. Implement a software MTP.

B. Implement a hardware MTP.

C. Implement transcoding with the router DSP resources.

D. Implement transcoding with the Cisco Unified Communications Manager resources.

**ANSWER: A B**

#### QUESTION NO: 6

Refer to the exhibit. What does this trace indicate?

```

17:12:38.525 |StationInit: (0003212) OpenReceiveChannelAck
Status=0, IpAddr=IpAddr.type=0
ipAddr.Oxacc6450770000000000000000000000000000(172.100.80.119), Port=29458,
PartyID=33712903 |2,100,50,1.41500934
17:12:38.529 |StationD: (003212) CallState callState=3 lineInstance=1
callReference=35181381 privacy=0 sccp_precedenceLw=4
precedenceDm=0|2,100,50,1.41500715
17:12:38.529 |StationD: (0003212) SelectSoftKeys instance=1
reference=35181381 softKeySetIndex=8 validKeyMask=ffffff:|
2,100,50,1.41500715
17:12:38.529 |StationD: (0003212) DisplayPromptStatus timeOut=0
Status='Tr' content='Ring Out' line=1C|=35181381 ver=85720014.|
2,100,50,1.41500715
17:12:38.529 |StationD: (0003212) DEBUG_star_DSetCallState(7) State of
cdpc(156589) is 6.|2,100,50,1.41500715
17:12:43.029 |StationD: (0003212) restart0_CoSetupRes:
updateACall=35181381, new cm_prec=5|2,100,50,1.41500715
17:12:43.029 | StationCpdc: ReceivedCcSetupRes-CallSecurityStatus=1
|2,100,50,1.41500715
17:12:43.029 | StationCpdc: star_CcNotifyReq- CallSecurityStatus=1
|2,100,50,1.41500715
17:12:43.029 |StationD: (0003212) CallState callState=5 lineInstance=1
callReference=35181381 privacy=0 sccp_precedenceLw=4
precedenceDm=0|2,100,50,1.41500715
17:12:43.029 |StationD: (0003212) SelectSoftKeys instance=1
reference=35181381 softKeySetIndex=1 validKeyMask=ffffbfff.|
2,100,50,1.41500715
17:12:43.029 |StationD: (0003212) DisplayPromptStatus timeOut=0
Status='Tr' content='Connected' line=1 C|=35181381 ver=85720014.|
2,100,50,1.41500715
17:12:43.029 |StationD: (003212) StopTone. |2,100,50,1.41500715
17:12:43.029 |StationD: (003212) DEBUG_star_DSetCallPhase
updateACall=35181381 fromPhase=0 to callPhase=1.|2,100,50,1.41500715
17:12:43.029 |StationD: (003212) DEBUG_star_DSetCallState(10) State of
cdpc(156589) is 7.|2,100,50,1.41500715
17:12:54.031 |StationInit: (003212) StationMediaPathEvt
Handset(2)=Off(2)|2,100,50,1.4150 1251
17:12:54.039 |StationInit: (003212) OnHook.|2,100,50,1.41501252
17:12:54.039 |StationD: (003212) StopTone.|2,100,50,1.41501252
17:12:54.039 |StationD: (003212) CloseReceiveChannel
conferenceID=35181381 passThruPartyID=33712903. myIP: IpAddr.type:0
ipV4Addr:Oxacc645077(172.100.80.119) |2,100,50,1.41501252
17:12:54.039 |StationD: (003212) StopMediaTransmission
conferenceID=35181381 passThruPartyID=33712903. myIP: IpAddr.type:0
ipV4Addr:Oxacc645077(172.100.80.119) |2,100,50,1.41501252

```

- A. a failed call setup
- B. a completed call setup
- C. a disconnected call
- D. an interrupted call setup

**ANSWER: B**

#### QUESTION NO: 7

After you deploy a hardware transcoder, users without a common codec are unable to complete calls to one another. Which two actions must you take to troubleshoot the problem? (Choose two.)

- A. Use RTMT to verify that transcoder resources are available.
- B. Verify that all SIP trunks are registered within Cisco Unified Communications Manager.
- C. Verify that media resources are assigned to the transcoder.
- D. Verify that the transcoder is registered with Cisco Unified Communications Manager.

E. Verify that the transcoder is running the latest firmware and flash NVRAM.

**ANSWER: A D**

#### QUESTION NO: 8

Users on your network report fast busy signals when they attempt to place calls. While troubleshooting, you verify that the codecs are configured correctly and determine that the network carries up to 200 concurrent calls at different times of the day. Which two actions correct the problem? (Choose two.)

- A. Add more Cisco Unified Communications Managers to the cluster.
- B. Add more DSPs to the NM-HD.
- C. Increase the number of sessions to the maximum allowed by system resources.
- D. Implement an SRST-CME gateway to improve resource allocation.
- E. Add a Cisco Catalyst switch to the environment to increase port density.
- F. Bind the network PRIs to add additional bandwidth.

**ANSWER: C F**

#### QUESTION NO: 9

Refer to the exhibit, which displays the output of the debug ccsip messages command on a Cisco router.

```
036294: Jun 26 13:46:07.936: //92672/70DEC0B09D1A/SIP/Call/sipSPIMediaCallInfo:
Number of Media Streams: 1
Media Stream          : 1
Negotiated Codec      : g711ulaw
Negotiated Codec Bytes : 160
Nego. Codec payload   : 0 (tx), 0 (rx)
Negotiated Dtmf-relay  : 6
Dtmf-relay Payload    : 101 (tx), 101 (rx)
Source IP Address (Media): 192.168.84.5
Source IP Port (Media): 46540
Destn IP Address (Media): 192.168.84.12
Destn IP Port (Media): 31002
Orig Destn IP Address:Port (Media): [ - ]:0
```

What is the negotiated dual tone multifrequency on this call?

- A. h245-alphanumeric
- B. rtp-nte
- C. sip-kpml
- D. sip-notify
- E. cisco-rtp
- F. h245-signal

**ANSWER: B**

**QUESTION NO: 10**

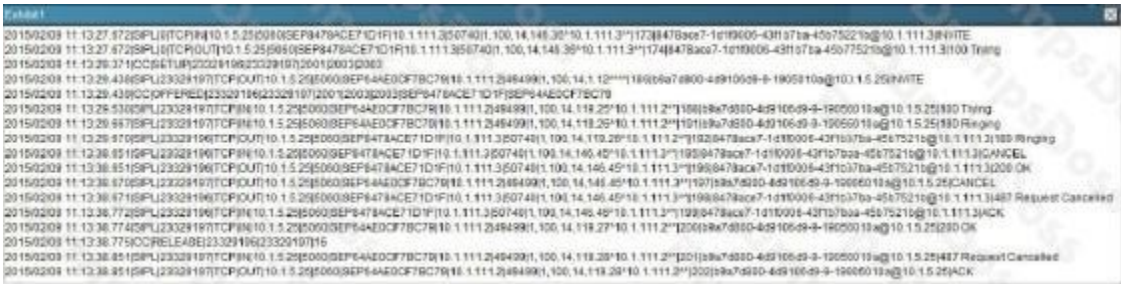
In a single-site deployment model, the internal endpoints are unable to dial from one to the other. What is a possible cause?

- A.** The PSTN gateway is not configured.
- B.** The called endpoint does not have the SIP trunk enabled.
- C.** The called endpoint is not registered.
- D.** The calling endpoint is not in the CSS of the called endpoint.

**ANSWER: C**

QUESTION NO: 11

Refer to Exhibit:



What protocol was used in this call?

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

**ANSWER: D**

**QUESTION NO: 12**

You are troubleshooting video quality issues on a Cisco TelePresence TX9000 Series system. Which CLI command shows the total number of lost video packets and the received jitter during a call in progress?

- A. show call statistics video
- B. show call statistics all
- C. show call statistics detail
- D. show call statistics video detail

**ANSWER: D**

### QUESTION NO: 13

Cisco Unified Communications Manager is deployed in a head office and also provides telephony services to remote regional offices. What is a possible cause of call setup issues with phones in the regional offices?

- A. remote office firmware for phones
- B. codec mismatch in region information settings
- C. end user roles and groups
- D. physical location configuration

**ANSWER: B**

### QUESTION NO: 14

You discover that a CCD client is failing to learn patterns with RTMT. Which two actions can you take to troubleshoot the problem? (Choose two.)

- A. Verify that the SIP trunk between Cisco Unified Communications Manager and the Cisco Unified Presence Server is configured correctly.
- B. Verify that the trunk is selected for the CCD advertising service.
- C. Verify that the trunk is selected for the CCD requesting service.
- D. Verify that EIGRP topology information is available to the SAF Forwarders
- E. Verify the SAF configuration

**ANSWER: C E**

### QUESTION NO: 15

Which three statements about SAF forwarding are true? (Choose three.)

- A. It supports DNS and IP addresses.
- B. The SAF Forwarder configuration can be updated without connecting to Cisco Unified Communications Manager
- C. It requires the SAF Forwarders to use the same configuration as the IOS switch
- D. It is supported on IPv4 only
- E. It is supported on IPv6 only
- F. It requires a unique IP address for each SAF Forwarder

**ANSWER: A B F**