

300-810^{Q&As}

Implementing Cisco Collaboration Applications (CLICA)

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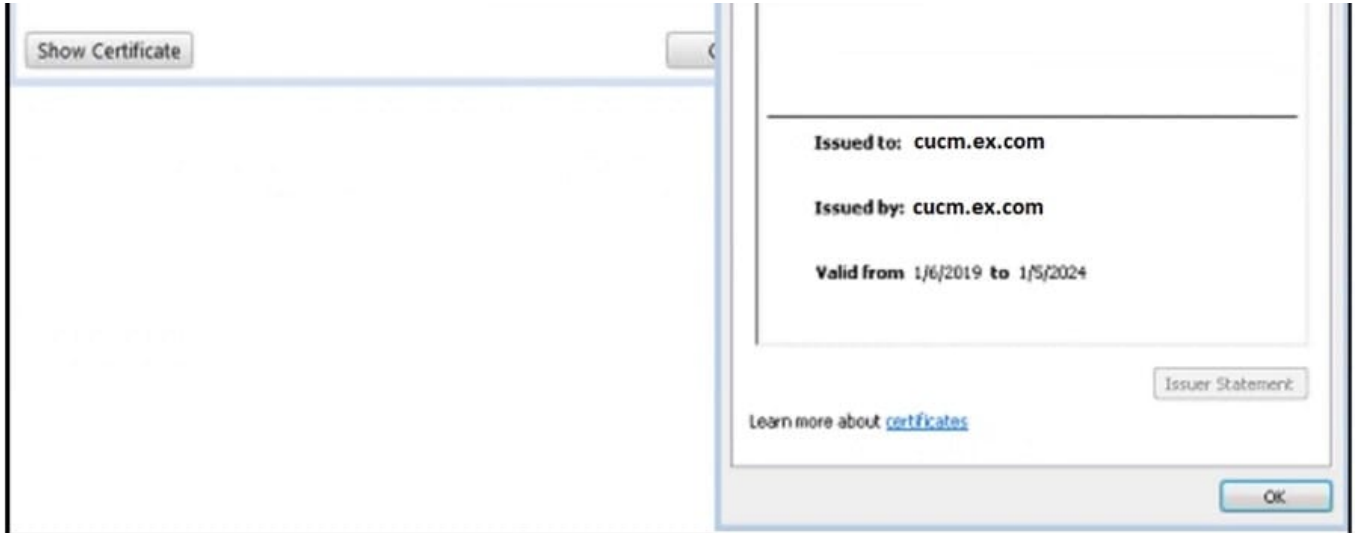
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QUESTION 1

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 FQDN 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.

Correct Answer: BD

QUESTION 2

A customer is using Cisco Unified IM and Presence with high availability and has reported that their primary node is not providing any IM and Presence services. What is causing this issue?

- A. The presence redundancy group node state of the primary node is "idle".
- B. The presence redundancy group node state of the peer node is "normal".
- C. The presence redundancy group node state of the primary node is "initializing".
- D. The presence redundancy group node state of the peer node is "running in backup mode".

Correct Answer: D

QUESTION 3

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. `_xmpp.server`
- D. `_xmpp-client`

Correct Answer: A

QUESTION 4

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.

Correct Answer: D

QUESTION 5

Fraudulent calls are being made from Cisco Unity Connection. Which action prevents the calls from reaching the PSTN using SCCP integration?

- A. Change the configuration of the routing rule.
- B. Change the CSS of the voicemail port.
- C. Change the Rerouting CSS on the trunk to Cisco Unity Connection.
- D. Remove values from restriction table.

Correct Answer: B

Reference: <https://www.cisco.com/c/en/us/support/docs/unified-communications/unity-connection/119337-technote-cuc-00.html>

QUESTION 6

Refer to the exhibit.

Monitored Server	Assigned Users	Active Users	Server State
IMPPub.CiscoLiveUS.net	4	0	Initializing
IMPSub.CiscoLiveUS.net	0	0	Initializing

After configuration of the Cisco IMandP cluster in high-availability mode, both IMandP servers remain in the initializing state. Which two actions ensure normal operations of this IMandP high-availability cluster? (Choose two.)

- A. Clear the Enable High Availability check box in the Presence Redundancy Group configuration.
- B. Confirm that Cisco Presence Engine, Cisco XCP Router, and Cisco DB services are up and running on both IMandP servers.
- C. Restart the Server Recovery Manager service in Cisco Unified Serviceability ?Network Services on both IMandP servers.
- D. Verify that the Cisco XCP SIP Federation Connection Manager service is running.
- E. Ensure that an equal number of users are assigned to each IMandP server.

Correct Answer: BC

<https://www.cisco.com/c/en/us/support/docs/unified-communications/unified-communications-manager-im-presence-service/200958-IM-and-Presence-Server-High-Availability.html>

QUESTION 7

A collaboration engineer is installing Jabber for Windows via the CLI Which two authentication command line arguments ensure that the client authenticates to a Cisco UCM server? (Choose two.)

- A. CCMCIP=10.10.10.99
- B. CUP_ADDRESS=10.10.10.98
- C. CTI=10.10.10.97
- D. REGISTRATION_SERVER=CUCM
- E. EXCLUDED_SERVICES=Webex

Correct Answer: BD

QUESTION 8

A collaboration engineer wants to stop fraudulent calls to the PSTN that are being made through Cisco Unity Connection. Cisco Unity Connection is integrated with Cisco UCM via the SCCP protocol. Which action accomplishes this goal?

- A. Change the Rerouting CSS on the trunk to Cisco Unity Connection
- B. Change the CSS of the voicemail port
- C. Change the configuration of the routing rule
- D. Remove values from the restriction table

Correct Answer: B

QUESTION 9

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

Correct Answer: AB

QUESTION 10

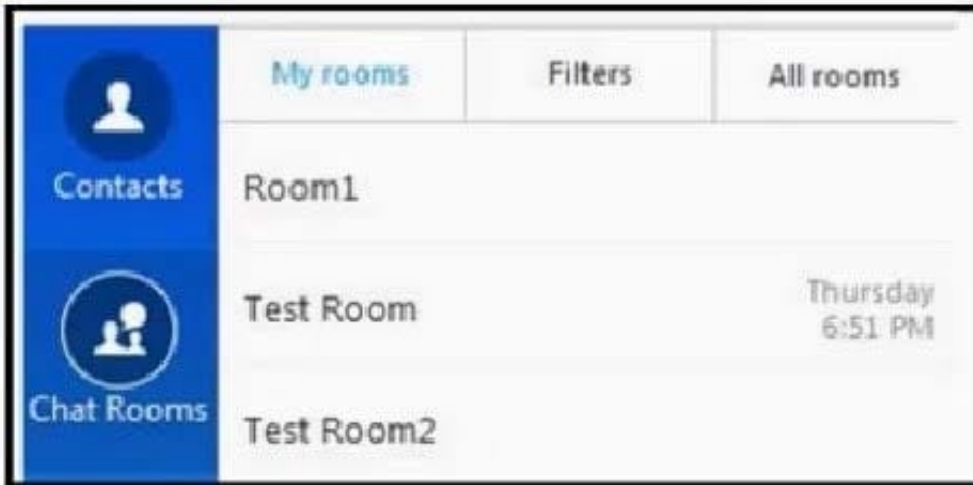
A Cisco Unified IM and Presence version 11.5.1 on-premises deployment of instant messaging with a capacity of 50,000 users includes the multiple device messaging feature. Each of the 30,000 users has 3 Jabber clients. The customer reports that messages are not being received on all 3 clients. What should 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.

Correct Answer: A

QUESTION 11

Refer to the exhibit.



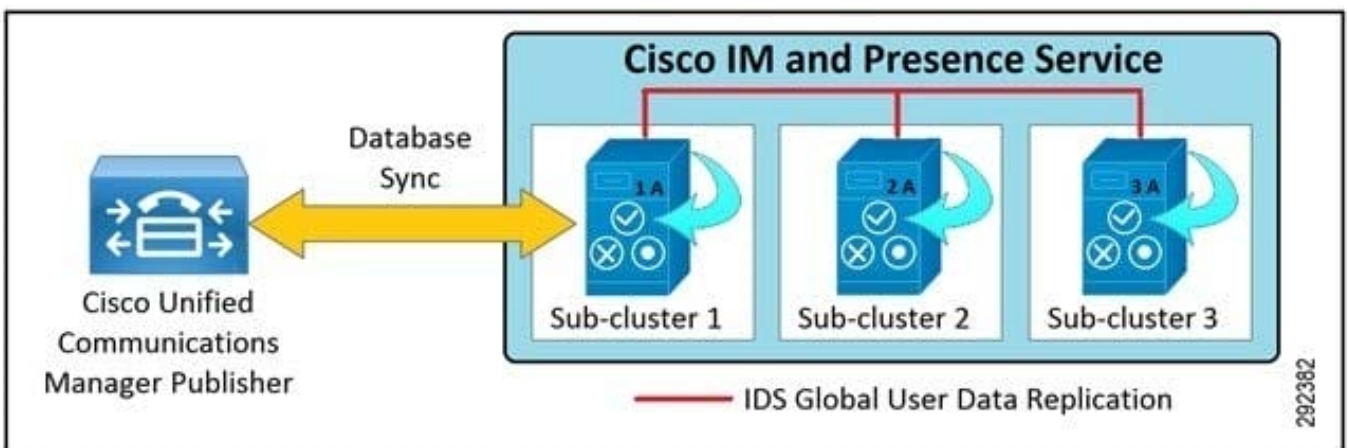
Persistent Chat is configured in the Cisco IM and Presence server using PostgreSQL as the back-end database. Users report that the Chat Rooms icon is missing from their Cisco Jabber clients. Which action should the administrator take to resolve this issue?

- 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.

Correct Answer: B

QUESTION 12

Refer to the exhibit.



Which statement is true?

- A. If the IMandP 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. IMandP nodes in each subcluster must be configured from the same OVA template.
- D. Each Cisco IMandP subcluster must have the same number of nodes.

Correct Answer: B

QUESTION 13

Which authentication method allows a user to log in to an SSO-enabled Cisco Unified Communications application by utilizing a Microsoft Windows login, thereby not requiring any credentials to be entered?

- A. Smart Card
- B. OAuth
- C. form-based
- D. Kerberos

Correct Answer: D

<https://www.cisco.com/c/en/us/support/docs/unified-communications/jabber-windows/118773-configure-kerberos-00.html> The main advantage of Kerberos authentication compared to the other authentication methods is that you do not need to provide your credentials when you log in to Cisco Jabber. If you use Kerberos, the client does not prompt users for credentials, because authentication was already provided to gain access to the Windows desktop. This authentication method allows you to log in to Cisco Jabber with your Microsoft Windows login.

QUESTION 14

DRAG DROP

Drag and drop the steps for SAML SSO authentication from the left into the order on the right.

Select and Place:

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

Correct Answer:

	The client attempts to access a resource.
	The service provider redirects the client to the IdP.
	The client sends an authentication request to an IdP.
	The IdP authenticates the client by using a signed response.
	The client sends a signed response to the service provider.

Reference: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/SAML_SSO_deployment_guide/12_5_1/cucm_b_saml-ss0-deployment-guide-12_5/cucm_b_saml-ss0-deployment-guide-12_5_chapter_01.html

QUESTION 15

An engineer is assisting a user who is reporting Jabber Presence Issues. Whenever the user is on an active call, Cisco Jabber does not show the user as active when on a call. However, the user can set the presence status manually, and that status shows correctly.

Which action resolves the issue?

A. Assign the user to a different Presence Redundancy Group.

- B. Restart the XCP Router service.
- C. Set the Owner ID on the users desk phone.
- D. Associate the user to the line on the Directory Number Configuration page.

Correct Answer: D

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