

300-810^{Q&As}

Implementing Cisco Collaboration Applications (CLICA)

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QUESTION 1

An engineer is configuring Cisco Unity Connection to provide messaging services and needs to designate a set of phone numbers to be used for transferring calls within the organization to prevent toll fraud. Which mechanism in Cisco Unity Connection should be modified to accomplish this goal?

- A. restriction tables
- B. calling search spaces
- C. transfer rules
- D. fraud tables

Correct Answer: A

QUESTION 2

Which statement about SIP federation between Cisco Unified Communications IM and Presence and Microsoft Skype for Business is true?

- A. Add the federated user as a contact in Jabber to view its presence status.
- B. The role of SIP Proxy service is to process the XMPP packet in from Jabber and convert it to SIP.
- C. TLS is optional.
- D. Use of directory URI as an IM addressing scheme is not supported.

Correct Answer: A

Reference: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/im_presence/interdomain_federation/12_5_1/cup0_b_interdomain-federation-1251/cup0_b_interdomain-federation-1251_chapter_01000.html

QUESTION 3

Which Cisco IM and Presence service must be activated and running for IM Presence to successfully integrate with Cisco Unified Communications Manager?

- A. Cisco DHCP Monitor Service
- B. Cisco AXL Web Service
- C. Self-Provisioning IVR
- D. Cisco XCP Authentication Service

Correct Answer: B

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/im_presence/configAdminGuide/12_0_1/cup0_b_config-admin-guide-imp-1201/cup0_b_config-admin-guide-imp-1201_chapter_0100.html

QUESTION 4

What are two Cisco Jabber 12.6 on-premises deployment types that can be run on a Windows-enabled PC? (Choose two.)

- A. Contact Center Agent
- B. IM-only
- C. multicloud-based
- D. Full UC
- E. cloud-based

Correct Answer: BD

Reference: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/jabber/12_6/cjab_b_on-prem-deployment-cisco-jabber_12-6.pdf

QUESTION 5

A collaboration engineer configures Cisco UCM and Cisco IM and Presence to support Cisco Jabber clients. The base configuration is complete. The engineer successfully used all the Jabber features on a test client but received certificate alerts when signing in. The engineer now wants to ensure that end users do not receive certificate alerts at login. Which self-signed certificate must be replaced with a CA-signed certificate to achieve this goal? (Choose two.)

- A. IPsec
- B. cup-xmpp-s2s
- C. cup
- D. cup-xmpp
- E. Tomcat

Correct Answer: DE

QUESTION 6

What provides device monitoring when integrating Cisco UACA and Cisco UCM?

- A. SIP
- B. XMPP
- C. CTI/TAPI

D. AXL

Correct Answer: C

This option is the correct protocol that provides device monitoring when integrating Cisco UACA and Cisco UCM. CTI/TAPI stands for Computer Telephony Integration/Telephony Application Programming Interface, and it allows Cisco UACA to monitor and control the devices registered to Cisco UCM. CTI/TAPI is also used for call control, call park, call pickup, and other features on Cisco UACA.

QUESTION 7

An end user opened a ticket, stating that though he can log in to Jabber for Windows, and presence and chat works, he cannot place phone calls using the desktop client. You investigate the user and find that no phone device is associated with the user account in Cisco Unified Communications Manager.

Which device type must you create for this user to enable calling services from the Jabber for Windows desktop client?

- A. Cisco Unified Personal Communicator
- B. Cisco Jabber for Tablet
- C. Cisco Unified Client Services Framework
- D. third-party SIP device (advanced)

Correct Answer: C

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/jabber/11_5/CJAB_BK_D00D8CBD_00_deployment-installation-guide-cisco-jabber115/CJAB_BK_D00D8CBD_00_deployment-installation-guide-cisco-jabber115_chapter_01000.html

QUESTION 8

Refer to the exhibit.

Parameter Name	Parameter Value	Suggested Value
General Server Recovery Manager Parameters (Clusterwide)		
Service Port *	22001	22001
Admin RPC Port *	20075	20075
Critical Service Down Delay *	90	90
Enable Automatic Failback *	True	False
Initialization Keep Alive (Heartbeat) Timeout *	120	120
Keep Alive (Heartbeat) Timeout *	60	60
Keep Alive (Heartbeat) Interval *	10	15
CUPC 8.5 And Higher - Re-Login Limits (Parameters that apply to this server only)		
Client Re-Login Lower Limit *	40	40
Client Re-Login Upper Limit *	207	207

A collaboration engineer restored a failed primary node of an active/standby IM and Presence subcluster. The engineer notices that user fallback to the primary node has not occurred. Which action resolves this issue?

- A. Reboot the primary node
- B. Wait for the primary node to establish 30 minutes of uptime
- C. Modify the Client Re-Login Limits
- D. Set the Keep-Alive (Heartbeat) interval to 15.

Correct Answer: B

QUESTION 9

An engineer is configuring a customer's environment for Jabber user over mobile and remote access. The customer's internal domain. Which Jabber parameter defines the external service discovery domain statistically?

- A. UPN discovery enabled
- B. exclude services
- C. services domain
- D. voice services domain

Correct Answer: D

QUESTION 10


Which SSO authentication method requires no action from the user when the session token times out?


- A. web form
- B. smart card
- C. external database
- D. local authentication

Correct Answer: A

QUESTION 11

Refer to the exhibit.

 Cisco Jabber Diagnostics

 Cisco Jabber
Version 11.9.3 (60004)

Discovery

Discovery Outcome	Failure: FAILED_UCM90_CONNECTION
Domain Controller	The specified domain either does not exist or could not be contacted.
Edge Domain	ccnp.cisco.com
Edge Required	No
Edge Visibility	Not Visible
Excluded Services	None
FTPS	OFF
Internal Visibility	Visible
Services Domain	ccnp.cisco.com
Services Domain Source	Email Address from UserInput
Voice Services Domain	ccnp.cisco.com

WebEx

CAS lookup	FAILURE: HTTP_CONNECTION_FAILED
CAS lookup url	https://logiop.webexconnect.com/cas/FederatedSSO?org=corp.cisco.com

DNS Records

_cisco-uds._tcp.ccnp.cisco.com.	cucm1.ccnp.cisco.com
_collab-edge._tls.ccnp.cisco.com	Domain does not exist

_cisco-uds Properties

Service Location (SRV)

Security

Domain:

Service:

Protocol:

Priority:

Weight:

Port number:

Host offering this service:

Users connected to the internal network report a "Cannot communicate with the server" error while trying to log in to Cisco Jabber using auto service discovery. The Jabber diagnostics and the SRV record configuration are as shown in the exhibit. The host cucm1.ccnr.cisco.com is correctly resolved by the user desktops with the Cisco Unified Communications Manager IP address. Why is the user not able to log in?

- A. SRV protocol is not set up correctly. It should be _tls instead of _tcp.
- B. Marking weight as 0 on the SRV record makes it inactive, so Jabber cannot discover the Cisco Unified CM.
- C. The port specified on the SRV record is wrong.
- D. The domain ccnr.cisco.com does not exist on the DNS server.

Correct Answer: C

Reference: <https://community.cisco.com/t5/collaboration-voice-and-video/jabber-client-login-and-login-issues/tac-3143446> https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/jabber/Windows/9_7/CJAB_BK_C606D8A9_00_cisco-jabber-dns-configuration-guide/CJAB_BK_C606D8A9_00_cisco-jabber-dns-configuration-guide_chapter_010.html

QUESTION 12

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. add the true line to the Jabber configuration file that is used by mobile devices
- B. add "Enable_Persistent_Chat" in the "Cisco Support Field" on the Jabber for mobile device configuration page on Cisco UCM
- C. add the false line to the Jabber configuration file that is used by all Jabber devices
- D. 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

Correct Answer: A

QUESTION 13

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.

Correct Answer: C

QUESTION 14

Which option is a prerequisite for selecting a third-party IdP for Cisco Collaboration?

- A. SAML1.1
- B. SAML2.0
- C. SAML1.0
- D. LDAP

Correct Answer: B

QUESTION 15

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

Correct Answer: A

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