

642-426

Cisco

Troubleshooting Unified Communications (TUC)

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QUESTION 1:

LSC validation is failing on a new SCCP IP phone that you have just added to the Cisco Unified CallManager 5.0 cluster. No other IP phones are experiencing any problems with LSC validation. What can you do to help pinpoint the problem?

- A. Check for security alarms
- B. Verify that the authentication string is correct in the Cisco Unified CallManager device configuration screen
- C. View the SDI trace output
- D. Use the Security configuration menu on the IP phone to verify that an LSC has been downloaded to the IP phone

Answer: D

QUESTION 2:

Which three capabilities can't be configured if the default dial peer is matched? (Choose three.)

- A. Set preference to 1
- B. Invoke a Tcl application
- C. Enable dtmf-relay
- D. Set codec to G.711
- E. Disable DID
- F. Disable VAD

Answer: B,C,F

QUESTION 3:

.When using trace output to troubleshooting a Cisco Unified CallManager 5.0 problem, how can you collect and view the trace files?

- A. Configure the proper trace settings on the Cisco Unified CallManager Serviceability page and then use the embedded RTMT tool to view the trace files
- B. Configure the proper trace settings on the Cisco Unified CallManager Serviceability page and download the RTMT plug-in from the CallManager Administration page to view the trace output
- C. Download the RTMT plug-in from the Cisco Unified CallManager Serviceability page to view the preconfigured trace files
- D. Configure the proper alarms and traces on the Cisco Unified CallManager Administration page and view the output with the RTMT plug-in

Answer: B

QUESTION 4:

You are troubleshooting why a user can't make calls to the PSTN. You are reviewing trace files and you found where the user's IP phone initiates the call but you never see the call go out the gateway. What is the next step in troubleshooting this issue?

- A. Look in the SDL trace file to see if there is a signal to another Cisco Unified CallManager node with the same time-stamp
- B. Look in the MGCP trace file to determine which MGCP gateway the call was sent to
- C. Look in the IP Voice Media Streaming APP trace file to see if an MTP was invoked
- D. Look in the SDL trace file to see if there is a signal to anther Cisco Unified CallManager node with the same TCP handle

Answer: A

QUESTION 5:

Exhibit:

```
mls qos map cos-dscp 08 12 16 28 32 40 46
mls qos
spanning-tree mode pyst
spanning-tree extend system-id
interface FastEthernet0/1
switchport trunk encapsulation dot1g
switchport mode trunk
no ip address
wrr-queue cos-map 1 6 7
wrr-queue cos-map 2 5
wrr-queue cos-map 3 2 3 4
wrr-queue cos-map 4 0 1
spanning-tree portfast
interface FastEthernet0/2
switchport access vlan 20
switchport trunk encapsulation dot1q
switchport mode dynamic desirable
switchport voice vlan 120
no ip address
mls gos trust device cisco-phone
mls gos trust cos
wrr-queue cos-map 1 6 7
wrr-queue cos-map 2 5
wrr-queue cos-map 3 2 3 4
wrr-queue cos-map 4 0 1
spanning-tree portfast
```

Your work as a network engineer at Certkiller .com. Please study the exhibit carefully. Voice bearer traffic is mapped to which queue in FastEthernet0/2?

- A. Queue 2
- B. Queue 3
- C. Queue 1
- D. Queue 4

Answer: A

QUESTION 6:

Exhibit:

Your work as a network engineer at Certkiller .com. Please study the exhibit carefully. You have received a trouble ticket stating that calls to international numbers are failing. To place an international call, users dial the access code, "9," followed by "011", the country code and the destination number. After entering the debug isdn 1931 command on the MGCP gateway, you have the user attempt the call again.

Base on the debug output, what is the most likely cause of this problem?

- A. The TON in incorrect
- B. The circuit is not configured correctly or has a physical layer issue
- C. Cisco Unified CallManaager is not stripping the access code before sending the call to the gateway
- D. The gateway dial peer needs to prefix "011" to the called number so the PSTN knows this is an internation call
- E. The user's CSS does not permit international calls

Answer: A

. You have developed a dial plan for Cisco Unified CallManager 5.0 solution. All the route patterns, partitions, calling search spaces and translation rules have been configured. Before starting up the system you wish to test the dial plan for errors. Which Cisco Unified CallManager tool will simplify this testing?

- A. Route Plan Report
- B. Dial Plan Installer
- C. Dialed Number Analyzer
- D. RTMT Traces and Alarms

Answer: C

QUESTION 8:

You have just obtained a list of the following options:

all patterns

unassigned DN

Call Park

Conference

Directory Number

Translation Pattern

Call pickup group

Route pattern

Message waiting

Voice mail

Attendant console

What have you selected in order to produce this list?

- A. Route Plan > External Route Plan Wizard
- B. Control Center > Feature Services
- C. Route Plan > Route Plan Report
- D. Dialed Number Analyzer

Answer: C

QUESTION 9:

You have configured the Enable Keep Alive check under Trace Filter settings. How does this change the trace output?

- A. It adds the IP address of the endpoint in hex
- B. It maps the unique TCP handle for the endpoint to the MAC address of the endpoint in the trace output
- C. It adds the SCCP messages and all fields sent as part of that message
- D. It adds TCP socket numbers between the endpoint and Cisco Unified CallManager for the session

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CheckPoint	Enterasys	Hitachi	ISM	Network-General	SASInstitute	TruSecure
Cisco	ExamExpress	HP	Juniper	Nokia	SCP	Veritas
Citrix	Exin	Huawei	Legato	Nortel	See-Beyond	Vmware
CIW	ExtremeNetworks	Hyperion	Lotus	Novell	SNIA	

