

300-810^{Q&As}

Implementing Cisco Collaboration Applications (CLICA)

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QUESTION 1

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 2

A collaboration engineer is troubleshooting MWI issues with Cisco Unity Connection and Cisco UCM. Users report that MWI lights do not work when a new message is received. After doing a packet capture, the engineer notices that Unity Connection sends a SIP Notify to Cisco UCM for MWI. Cisco UCM responds with a SIP 503 Service Unavailable message.

Which action resolves the issue?

- A. Configure the SIP server list on the Cisco Unity Connection port group to match the Cisco UCM device pool settings on the SIP trunk.
- B. Assign the proper voicemail profile to the directory numbers on Cisco UCM.
- C. Uncheck "Send Message Counts" on the phone system settings on Cisco Unity Connection.
- D. Uncheck "Accept unsolicited notifications" on the SIP trunk security profile.

Correct Answer: A

This option is the correct action to resolve the issue of MWI not working when a new message is received. The SIP server list on the Cisco Unity Connection port group defines the destination addresses for SIP messages, such as MWI notifications, that Unity Connection sends to Cisco UCM. If the SIP server list does not match the device pool settings on the SIP trunk, Cisco UCM may not be able to route the MWI notifications to the correct devices, and may respond with a SIP 503 Service Unavailable message. References:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/10x/integration/

[guide/cucm_sip/cucintcucmsip100x.pdf](https://www.cisco.com/c/en/us/support/docs/unified-communications/unity-connection/200453-Configure-MWI-for-SIP-Integration-Betwee.html) <https://www.cisco.com/c/en/us/support/docs/unified-communications/unity-connection/200453-Configure-MWI-for-SIP-Integration-Betwee.html>

QUESTION 3

Refer to the exhibit.

```
<iq from='example.com' type='error' id='sess_1'>
  <session xmlns='urn:ietf:params:xml:ns:xmpp-session'/>
  <error type='wait'>
    <internal-server-error
      xmlns='urn:ietf:params:xml:ns:xmpp-stanzas'/>
  </error>
</iq>
```

User A tries to log in to the Cisco Jabber client, the login works fine, but the user cannot see their self-presence or other users' presence in their contact list. The administrator checks the Cisco IM and Presence Server logs and sees an issue. What is the issue, and how does it get resolved?

- A. The user credentials are incorrect; ask the user to change the credentials.
- B. The user is duplicated in another Cisco IM and Presence cluster; unassign the user from the duplicate IM and Presence cluster.
- C. Presence has stopped working for the user; unassign and reassign the end-user to Cisco IM and Presence.
- D. The Cisco IM and Presence Server has CPU/memory issues; restart the IM and Presence Server.

Correct Answer: B

QUESTION 4

Refer to the exhibit.



An engineer assists a user who reports that the voicemail notifications show correctly on the desk phone are not available in the Jabber client. Which action resolves this issue?

- A. Reset the Jabber client and have the user sign in again
- B. Set the voicemail profile on the user's line on the CSF device.
- C. Configure the voicemail profile on the user's service profile
- D. Ensure that the voicemail server is listed in the user's CTI profile

Correct Answer: C

QUESTION 5

A collaboration engineer troubleshoots an Issue with Cisco IM and Presence federated with Microsoft Skype for Business. A Cisco Jabber user reports being unable to see the presence status of a user on Microsoft Skype for Business when searching for the Microsoft user.

Which action resolves this issue?

- A. Disable TLS for the federation.
- B. Configure the federation to use the XMPP protocol.
- C. Add a static route on Cisco IM and Presence to the Skype for Business domain.
- D. Have the Jabber user add the Skype for Business user to the Jabber contact list.

Correct Answer: C

QUESTION 6

Which description of an IdP server is true?

- A. authenticates user credentials
- B. provides user authorization
- C. is an authentication request that is generated by a Cisco Unified Communications application
- D. consists of pieces of security information that are transferred to the service provider for user authentication

Correct Answer: A

SSO uses Security Assertion Markup Language (SAML) to exchange authentication details between an Identity Provider (IdP) and a service provider. The identity provider authenticates user credentials and issues SAML assertions, which are pieces of security information transferred from the identity provider to the service provider for user authentication. Each assertion is an XML document that contains trusted statements about a subject including, for example, username and privileges. SAML assertions are usually digitally signed to ensure their authenticity. Reference: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/exp_ress_11_6_2/features/guide/uccx_b_features-guide-1162/uccx_b_features-guide1162_chapter_010.html#concept_D4C0DDEE975FE5C9416479AB5D778237

QUESTION 7

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 8

Which SIP request type is used by Cisco Unity Connection to inform Cisco Unified Communications manager that the Message Waiting Indicator must be turned on or off for a specific line?

- A. NOTIFY

B. UPDATE

C. SUBSCRIBE

D. PUBLISH

Correct Answer: A

QUESTION 9

Refer to the exhibit.

```
Response:
HTTP/1.1 400 Bad Request
Strict-Transport-Security: max-age=31536000
X-Frame-Options: DENY
X-Content-Type-Options: nosniff
Set-Cookie: JSESSIONID=1233ADC137E591GE144792F38123AB09; Patch=/idb/; Secure; HttpOnly
TrackingID: FOS_d0ac0d7b-f4e4-4d83-ba27-d4252e310b88
Cache-Control: no-store
Date: Mon, 06 Jan 2018 10:30:00 GMT
Accept-Ranges: bytes
Server:
Vary: Accept Charset, Accept Encoding, Accept Language, Accept
Access-Control-Allow-Credentials: true
Access-Control-Allow-Headers: Accept, Authorization, Content-Type, TrackingID
Access-Control-Allow-Methods: POST, PUT, PATCH, HEAD, GET, TRACE, CONNECT, OPTIONS, DELETE
Pragma: no-cache
Content-Type: application/json; charset=UTF-8
Connection: close
Content-Length: 176

{"error description": "The refresh token provided is expired, revoked, malformed, or invalid.", "error": "invalid_request", "trackingID": "FOS_a12b123c-d123-e123-a127-b420be310188"}
```

Apple Push Notification integration is configured in a Cisco Unified IM and Presence deployment and has been working property. Administrators now report the error "Push notification settings cannot be configured. 400 Bad Request." in the GUI, and HTTP logs are displaying the errors that are shown in the exhibit.

Which action solves this issue?

- A. Fix the network connectivity to Apple iCloud.
- B. Reboot the IMandP cluster.
- C. Change the HTTP proxy settings to remove errors in request syntax.
- D. Update Refresh Token Manually.

Correct Answer: D

Reference:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/push_notifications/cucm_b_p_ussh-notifications-deployment-guide.pdf

QUESTION 10

In the integration of Cisco Unity Connection using SIP, which SIP trunk security profile option is required for MWI to work correctly?

- A. Accept out-of-dialog refer
- B. Accept replaces header
- C. Accept unsolicited notification
- D. Accept presence subscription

Correct Answer: C

Reference: <https://community.cisco.com/t5/collaboration-voice-and-video/understanding-troubleshooting-mwi-on-unity-connection/ta-p/3162948> https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/security/9_0_1/secugd/CUCM_BK_CCB00C40_00_cucm-security-guide-90/CUCM_BK_CCB00C40_00_cucm-security-guide_chapter_011001.pdf

QUESTION 11

An engineer needs to configure calendar integration between Microsoft Exchange and a Cisco IM and Presence server.

The engineer created the resource mailboxes and now needs to add impersonation.

Which command accomplishes this task using the Exchange Management Shell from Microsoft Exchange?

- A. Add-ADPermission -Identity (Get-OrganizationConfig) .DistinguishedName -Group (Get-User -Identity User | select-Group) .identity -ExtendedRights Receive-As
- B. Add-ADPermission -Identity (Get-OrganizationConfig) .DistinguishedName -Group (Get-User -Identity User | select-object) .identity -ExtendedRights Receive-As
- C. Add-ADPermission -Identity (Get-OrganizationConfig) .DistinguishedName -Policy (Get-User -Identity User | select-object) .identity -ExtendedRights Receive-As
- D. Add-ADPermission -Identity (Get-OrganizationConfig) .DistinguishedName -User (Get-User -Identity User | select-object) .identity -ExtendedRights Receive-As

Correct Answer: D

QUESTION 12

DRAG DROP

Drag and drop the events for an on-premises Jabber SAML SSO flow from the left into the correct order on the right.

Select and Place:

Service Provider Authorization request	Step 1
SSO Mode Discovery	Step 2
IDP Authentication	Step 3
Service Provider Authentication	Step 4

Correct Answer:

	SSO Mode Discovery
	IDP Authentication
	Service Provider Authentication
	Service Provider Authorization request

QUESTION 13

Refer to the exhibit.

High Availability			
<input checked="" type="checkbox"/> Enable High Availability			
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 IManP cluster in high-availability mode, both IManP servers remain in the initializing state. Which two actions ensure normal operations of this IManP 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 IManP

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 14

Refer to the exhibit.

	Order	Blocked	Pattern
<input type="checkbox"/>	0	<input type="checkbox"/>	+*
<input type="checkbox"/>	1	<input checked="" type="checkbox"/>	9+*
<input type="checkbox"/>	2	<input checked="" type="checkbox"/>	91??????*
<input type="checkbox"/>	3	<input checked="" type="checkbox"/>	900
<input type="checkbox"/>	4	<input type="checkbox"/>	*

An engineer discovers that many international calls were made from Cisco Unity Connection. The engineer examines the default transfer Restriction Patterns.

Which action prevents a voicemail user from transferring calls to international destinations?

A. Click Add New, enter the 9011* pattern in a new field, and click Save.

B. For the +* pattern, select Blocked and click Save.

C. Click Add New and enter the 9011* pattern in a new field. Select Blocked and click Save.

D. Modify the 9+* pattern by using the 9011* pattern and click Save.

Correct Answer: C

QUESTION 15

Which dial-peer configuration routes calls from SIP-based phones on Cisco Unified Communications Manager Express to Cisco Unity Express?

- A. dial-peer voice 7000 voip destination-pattern 7000 session protocol sipv2 session target ipv4: 10.3.6.127 codec g711alaw
- B. dial-peer voice 7000 voip destination-pattern 7000 session protocol sipv2 session target ipv4: 10.3.6.127 codec ilbc
- C. dial-peer voice 7000 voip destination-pattern 7000 session protocol sipv2 session target ipv4: 10.3.6.127 codec g711ulaw
- D. dial-peer voice 7000 voip destination-pattern 7000 session protocol sipv2 session target ipv4: 10.3.6.127 codec g729r6

Correct Answer: C

Reference: <https://www.cisco.com/c/en/us/support/docs/voice-unified-communications/unity-express/62609-tdcmecue.html>

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