

300-810^{Q&As}

Implementing Cisco Collaboration Applications (CLICA)

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QUESTION 1

A collaboration engineer is troubleshooting an issue with Cisco Jabber for Windows clients. Users in a new branch location report that "\\cannot locate server" is displayed when they launch the client. When the engineer manually configures the server settings on a client, the client logs in successfully. The Cisco IM and Presence servers are located across the WAN at the corporate HQ.

Which action resolves the issue?

- A. Reinstall the Jabber clients with `UPN_DISCOVERY_ENABLED=false`
- B. Add a firewall rule to allow TCP/8443 from the branch to HQ
- C. Add a `_collab-edge_Us.company.com` SRV record to the branch DNS server
- D. Add a `_cisco-uds_tcp.company.com` SRV record to the branch DNS server

Correct Answer: D

QUESTION 2

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>

QUESTION 3

What are two characteristics of Smart Card Authentication for Cisco UC Applications? (Choose two.)

- A. requires a PIN, password, or passphrase
- B. requires a card reader
- C. is supported on all devices and operating systems

- D. uses single-factor authentication
- E. is less secure than form-based authentication

Correct Answer: AB

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

An engineer is configuring SAML SSO for a Cisco Unified Communications Manager. After completing all required steps, the engineer wants to verify the status. Which CLI command provides the status of SAML SSO?

- A. utils sso status
- B. show sso status
- C. show saml status
- D. utils saml status

Correct Answer: A

Reference: <https://www.cisco.com/c/en/us/support/docs/unified-communications/unified-communications-manager-callmanager/213293-troubleshoot-sso-in-cucm.html>

QUESTION 6

Refer to the exhibit.

```
Users with Duplicate User IDs
```

```
-----  
User ID: user3  
Node Name  
cucm-imp-1  
cucm-imp-2
```

A collaboration engineer is troubleshooting an alarm that indicates that there are duplicate user IDs. Which two actions resolve this issue? (Choose two.)

- A. Rename the user ID value for one user if different users on different clusters have the same user ID assigned
- B. Delete the user ID for the duplicate user ID
- C. Rename the directory URI value for one of the users to ensure that there is no duplication.
- D. Assign the duplicate user to the secondary Cisco IM and Presence node
- E. Unassign a user from one of the dusters when the same user is assigned to two different dusters

Correct Answer: AC

QUESTION 7

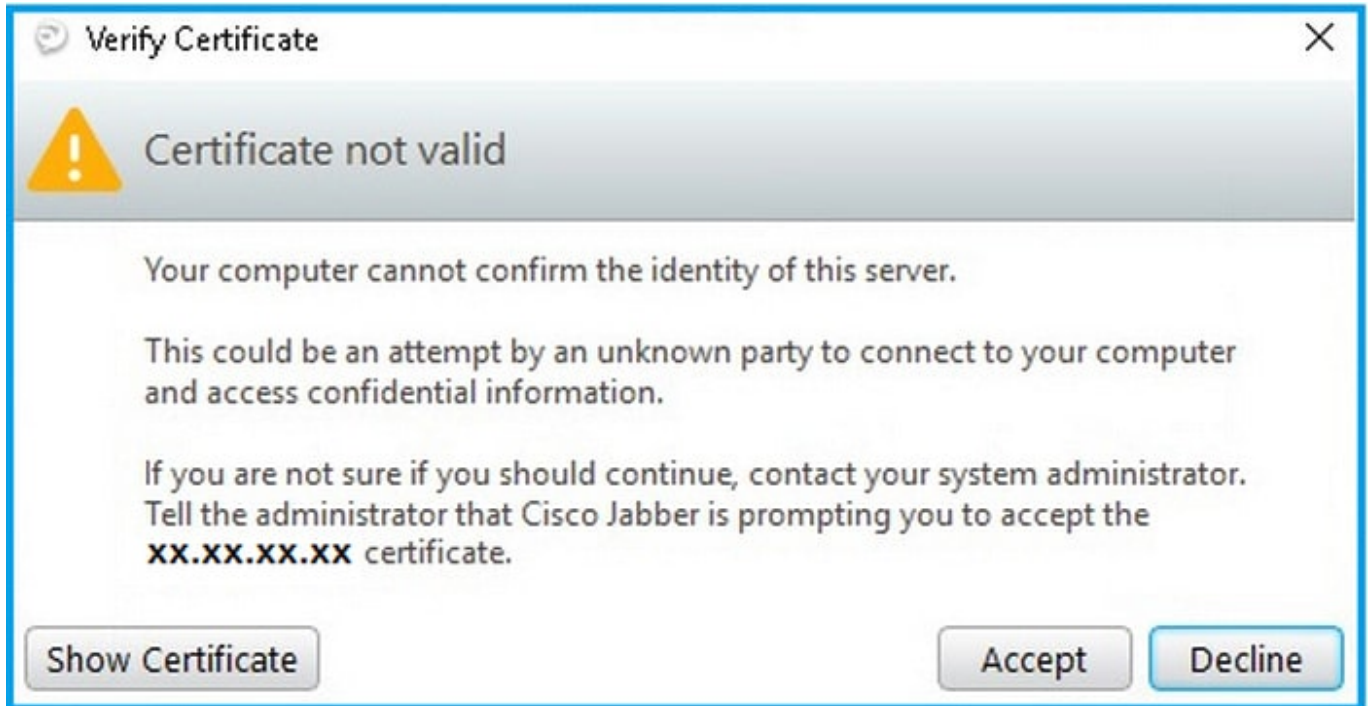
AN administrator must configure a federation between company A and company B using the SIP/simple protocol. What are the configuration items that are available?

- A. Port 5061; TLS encryption; Instant Messaging, Presence, and VoIP support
- B. no encryption; Instant Messaging, Presence, and VoIP support
- C. port 5222; TLS encryption; Instant Messaging, Presence, and VoIP support
- D. no encryption; Instant Messaging support

Correct Answer: A

QUESTION 8

Refer to the exhibit.



A collaboration engineer is responding to user reports of certificate error messages when they attempt to log in to Cisco Jabber for Windows. The users are connected to the corporate LAN. The server certificates have been signed by the enterprise's private CA. Where must the engineer import the CA root certificate to resolve the issue?

- A. Intermediate Certification Authorities store
- B. Trusted Root Certification Authorities store
- C. Personal Certification store
- D. Trusted Publishers Certification store

Correct Answer: B

QUESTION 9

What is a step when integrating Cisco UACA with Cisco UCM?

- A. create a CTI route point template that will be used by Cisco UACA
- B. create a new end user account to be used by Cisco UACA
- C. create a CTI port template that will be used by Cisco UACA
- D. create a SIP trunk between Cisco UACA and Cisco UCM

Correct Answer: C

QUESTION 10

An engineer is working on a cisco unity Express system and notices that users that exist on the integrated cisco UCME are missing from Cisco Unity Express. Which two actions using the GUI resolve this discrepancy? (Choose two)

- A. Use the Synchronize task under the User ID field.
- B. Use the Synchronize System under MWI
- C. Use the Synchronize Information under Administration
- D. Import the users using a CSV file.
- E. Add the missing users manually to Cisco Unity Express

Correct Answer: BE

QUESTION 11

What is the maximum number of Cisco Unity Connection locations connected in a HTTPS network?

- B. 25
- C. 200
- D. 10

Correct Answer: B

Reference: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/10x/https_networking/guide/10xcuchttpsnet/10xcuchttpsnet010.html

QUESTION 12

Refer to the exhibit.

```
CUE# show ccn application
```

```
Name: aa2
Description: aa2
Application type: aa
Script: aa.aef
ID number: 6
Enabled: yes
Maximum number of sessions: 2
allowExternalTransfers: true
busClosedPrompt: AABusinessClosed.wav
businessSchedule: systemschedule
busOpenPrompt: AABusinessOpen.wav
dialByExtnAnytime: false
dialByExtnAnytimeInputLength: 4
dialByFirstName: false
disconnectAfterMenu: false
holidayPrompt: AAHolidayPrompt.wav
MaxRetry: 3
operExtn: 4445
welcomePrompt: AAWelcome.wav
```

```
CUE# show ccn trigger
```

```
Name: 3334
Type: Cisco SIP Trigger
Application: aa2
Locale: systemDefault
Idle Timeout: 18000
Enabled: yes
Maximum number of sessions: 2
```

```
CUE# show ccn prompts
```

```
Name: AAWelcome.wav
Language: en_GB
Last Modified Date: Sat Aug 13 17:25:37 EDT 2005
Length in Bytes: 0
```

A collaboration engineer is troubleshooting Cisco Unity Express integrated with Cisco UCME. Internal users and external callers report that calls to the auto-attendant are answered, but that greeting is not being played. Which two actions must the engineer take to resolve the issue? (Choose two.)

- A. Change the trigger number.
- B. Change the welcome prompt setting.
- C. Rerecord AAWelcome.wav.
- D. Increase the number of sessions on the aa2 application.
- E. Change the language setting on the prompt.

Correct Answer: BC

QUESTION 13

What are two benefits of deploying OAuth in a Cisco UCM environment that uses Cisco Jabber or Cisco Webex for on-premises calling? (Choose two.)

- A. Layers of security are added due to forced user password prompt.
- B. It removes the need for Jabber and Webex clients to re-authenticate frequently.
- C. Refresh tokens are encrypted.
- D. It provides seamless access to resources over the life of the refresh token.
- E. Token expiration can never take place, which ensures that users stay logged in.

Correct Answer: BD

These two options are the benefits of deploying OAuth in a Cisco UCM environment that uses Cisco Jabber or Cisco Webex for on-premises calling. OAuth is an authorization protocol that allows users to grant access to third-party applications without sharing their credentials. In a Cisco UCM environment, OAuth allows Jabber and Webex clients to obtain access tokens from UCM after authenticating with their credentials once. The access tokens can then be used to access various resources, such as call control, voicemail, directory, and presence. The access tokens have a limited lifetime, but they can be refreshed using refresh tokens, which have a longer lifetime. This way, the users do not need to re-authenticate frequently and can enjoy a seamless user experience. References:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/admin/12_5_1/systemConfig/cucm_b_system-configuration-guide-1251/cucm_b_system-configuration-guide-1251_chapter_0100110.html

https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/jabber/11_9/Unified-CM-OAuth-Whitepaper-v17-FINAL.pdf

QUESTION 14

Which SAML component describes the packaging of the SAML elements?

- A. bindings
- B. profiles

C. assertions

D. protocols

Correct Answer: D

QUESTION 15

An engineer is configuring a remote Cisco IM and Presence Service and needs to ensure that users can communicate across clusters in the same domain and receive presence status. Which protocol should be used to accomplish this task?

A. XMPP

B. DNS

C. LDAP

D. AXL/SOAP

Correct Answer: A

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