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**Exam** : **300-080**

**Title** : Troubleshooting Cisco IP  
Telephony & Video v1.0

**Vendor** : Cisco

**Version** : DEMO

**NO.1** You recently configured a system for B2B SIP URI calls, and users confirmed that they could make calls. You are receiving multiple reports that inbound calls are failing and that users are not receiving calls to their URI.

You confirm that all zones between expressways are active, and the trunk between Cisco Unified Communications Manager and Cisco VCS Expressway is active. You also see that the inbound call is sent from Cisco VCS Expressway C to Cisco Unified Communications Manager. Why are the calls failing?

- A. The certificate is not valid.
- B. The cluster FQDN was not set in Enterprise Parameters.
- C. The Cisco Unified Communications Manager FQDN was not set.
- D. The FQDN was not registered in DNS.
- E. The cluster FQDN was not set in Service Parameters.

**Answer:** B

**NO.2** Users of your local Cisco Unified Communications Manager cluster report that they receive error "Login is unavailable (23)" when they try to log in to Extension Mobility. Which reason for this error is true?

- A. User provided the wrong UserID or PIN
- B. User has no Extension Mobility profiles assigned.
- C. Phone is not subscribed to Extension Mobility phone service.
- D. The given user ID is not found in any of the remote clusters.

**Answer:** D

**NO.3** You have installed a Cisco Unified IP 8831 Conference Phone that is failing to register. Which two actions must you take to troubleshoot the problem? (Choose two)

- A. Disable HSRP on the access layer switch.
- B. Verify that the RJ-11 cable is plugged into the PC port.
- C. Verify that the phone's network can access the option 150 server.
- D. Check the RJ-65 cable.
- E. Verify that the switch port of the phone is enabled.
- F. Verify that the correct drivers are installed on the switch port of the phone.

**Answer:** C,E

**NO.4** Refer to the exhibit.

RTP Phone Device Configuration	Partitions	RTP Phone DN Configuration	Partitions
Device CSS	RTP_Emergency ALL_Phones	Line CSS	RTP_Local RTP_LongDistance RTP_International
AAR CSS	RTP_LongDistance	AAR Group	AAR

  

U.K. User Device Profile	Partitions	Partition	Route Pattern
Line CSS	U.K_Emergency ALL_Phones	RTP_Emergency	9.911
AAR Group	AAR	RTP_Local	9.[2-9]XXXXXX
		RTP_LongDistance	9.1[2-9]XX[2-9]XXXXXX
		RTP_International	9.011!#
		U.K_Emergency	0.000
		U.K_PSTN	9.!

Assume a centralized Cisco Unified Communications Manager topology with the headquarters at RTP and remote located at the U.K. All route patterns are assigned a route list that contains a route group pointing to the local gateway. RTP route patterns use the RTP gateway, and U.K. route patterns use the U.K. gateway.

When a U.K. user logs into an RTP phone using the Cisco Extension Mobility feature and places an emergency call to 0000, which statement about the emergency call is true?

- A. The call will match the RTP\_Emergency route pattern partition and will egress at the RTP gateway.
- B. The call will match the U.K\_Emergency route pattern partition and will egress at the U.K. gateway.
- C. The call will match the RTP\_Emergency route pattern partition and will egress at the U.K. gateway.
- D. The call will fail.
- E. The call will match the U.K\_Emergency route pattern partition and will egress at the RTP gateway.

**Answer:** B

**NO.5** Which meaning does the universal keyword have in this dspfarm profile configuration?

dspfarm profile 1 transcode universal

codec g711alaw

codec g711ulaw

codec g722-64

codec g729r8

codec g729ar8

maximum sessions 4

associate application SCCP

- A. No special meaning, this is the default setting.
- B. The profile can be used not only as transcoder but also as MTP.
- C. The profile allows transcoding between any configured codecs.
- D. The profile allocates DSP resources in flexible mode.

**Answer:** C

**NO.6** When MTP is running in software on Cisco Unified Communication Manager, how many MTP session does the resource support?

- A. 68
- B. 58
- C. 48
- D. 38

**Answer:** C

**NO.7** System A at Company 1 is calling System B at Company 2. The call completes, but only audio and video are present on System A from System B.

What are three possible causes? (Choose three.)

- A. System A has turned off the camera and the microphone.
- B. The firewall at Company 1 is blocking outgoing traffic.
- C. System A cannot call System B because it is at a different company.
- D. There is a firewall in the path that is blocking audio and video traffic from Company 1 to Company 2.
- E. An access list is blocking video and audio somewhere in the video and audio path between System A and System B.

**Answer:** A,D,E

**NO.8** Refer to the exhibit. In a multicluster environment using Call Control Discovery to advertise patterns between clusters, advertisements from one cluster are not propagating to other clusters. The output in the exhibit comes from the Cisco SAF Forwarder configured on this cluster. Why are advertisements failing?

```
SAFFWDR#sh service-routing xmcp clients
% No XMCP clients
```

```
SAFFWDR#debug service-routing xmcp message
SAFFWDR#debug service-routing xmcp protocol
SAFFWDR#debug service-routing xmcp transport
```

```
SR-XMCP: New client connection, got socket 2
SR-XMCP: Read socket 2, not yet registered
SR-XMCP: Received 144 byte message from fd 2
Class: (Request) Method: 0x0001 (Register)
Length: 124 bytes plus 20-byte XMCP header
Magic Cookie: 0x7F5A9BC7      Transaction ID:
595A5A42534B4343C444456
(0x0006) Username           : Len: 7      Data:vnt-saf
(0x0014) Realm              : Len: 5      Data: "SAF"
(0x1001) Client Name        : Len: 40
Data: UCM/CM_VNT-CM1B/NodeId=2/11.0.1.21900-11
(0x1003) Protocol Version   : Len: 4      Data:1.0
(0x1004) Page Size          : Len: 4      Data:7
(0x1005) Client Label       : Len: 9      Data:vnt-saf@2
(0x0008) Message Integrity  : Len: 20
Data:82C486E6E6A022A460ECB18ADFA425EB565C4E52
SR-XMCP: Found client username "vnt-saf"
SR-XMCP: Start message validation
SR-XMCP: Message Integrity failure
SR-XMCP: Vers:1 Class: 0x0 Method: 0x1
MsgAttrBits: 0x00401607
SR-XMCP: --msg invalid or error found during
validation --
SR-XMCP: Start keepalive timer 30000
SR-XMCP: Build error msg. method: 0x1
SR-XMCP: Sending 64 byte message on socket 2
Class: (Error Response) Method: 0x0001 (Register)
```

- A. The SAF advertising service is not enabled
- B. The message integrity key is incorrect
- C. The SAF client label is incorrect
- D. The SAF security profile password is incorrect

**Answer:** D

**NO.9** Which two tasks are performed by the RAS signaling function of H.225.0? (Select two.)

- A. Allows endpoints to create connections between call agents.
- B. Performs disengage procedures between endpoints and a gatekeeper.
- C. Performs bandwidth changes.
- D. Transports audio messages between endpoints.

**Answer:** B,C

**NO.10** Which action can you take to prevent users from transferring external calls to external devices?

- A. Enable the Block OffNet to OffNet Transfer feature in Cisco Unified Communications Manager
- B. Block the National route pattern.
- C. Create a new translation pattern to block external call transfer.
- D. Remove the route pattern to prevent inbound calls from matching the gateway.

**Answer:** A

**NO.11** Which Cisco Unified Communications Manager troubleshooting tool can be used to determine the digit manipulation path a call takes within the Cisco Unified Communications Manager system from the perspective of a specific directory number, without having the actual device at hand?

- A. Cisco Unified Syslog Viewer
- B. Cisco Unified Communications Manager Serviceability
- C. Cisco IOS debugs
- D. Cisco Unified Communications Manager Dialed Number Analyzer
- E. Cisco Unified Communications Manager Real Time Monitoring Tool

**Answer:** D

**NO.12** Refer to the exhibit.



Phone URL Parameters	
URL Authentication	<input type="text" value="http://cucm.cisco.com:8080/ccmciip/authenticate.jsp"/>
URL Directories	<input type="text" value="http://cucm.cisco.com:8080/ccmciip/xmldirectory.jsp"/>
URL Idle	<input type="text"/>
URL Idle Time	<input type="text" value="0"/> 0
URL Information	<input type="text" value="http://cucm.cisco.com:8080/ccmciip/GetTelecasterHelpText."/>
URL Messages	<input type="text"/>
IP Phone Proxy Address	<input type="text"/>
URL Services	<input type="text" value="http://cucm.cisco.com:8080/ccmciip/getservicesmenu.jsp"/>

A new phone was installed and currently has issues registering with Cisco Unified Communications Manager.

The phone received its IP address via DHCP, with options 3 and 150.

Which two actions would enable the phone to download its configuration automatically? (Choose two.)

- A. Reboot the phone.
- B. Provide DHCP option 15 to the phone via DHCP.
- C. Change the VLAN that the phone is assigned to.

- D. Provide DHCP option 6 to the phone via DHCP.
- E. Manually assign the phone settings.
- F. Change the phone URL parameters to IP addresses.

**Answer:** D,F

**NO.13** A company has a headquarters site and a remote site. Cisco Unified Communications Manager acts as a DHCP server. Both sites use their local voice gateways for PSTN calls. At the headquarters site, the PSTN prefix is 9, and the emergency number is 911. At the remote site, the PSTN prefix is 0, and the emergency number is 112. Here are the deployment policies for roaming devices:

- \* Softphones can roam between two sites.
- \* A roaming softphone uses the local gateway for all PSTN calls.
- \* The user keeps home dial habits on a roaming softphone, with the exception of the emergency number.

When a headquarters user uses a softphone at the remote site, the administrator notices that the PSTN calls are still going via voice gateway in the headquarters. The administrator enabled Device Mobility in the system parameters and on all phones. What are the next two components that the administrator must check, according to the flow of Device Mobility operation? (Choose two.)

- A. Device Mobility Info
- B. Physical Location
- C. IP address of the softphone
- D. Cisco Unified CM Group
- E. Device Mobility Group

**Answer:** C,E

**NO.14** As a Voice Administrator, you have configured the Service Advertisement Call Control Discovery (CCD) feature. When you encounter CCD issues, which command would you use on the IOS interface to check all the learned routes on the IOS device?

- A. show voice saf dial-peer outbound
- B. show eigrp service-family ipv4 interfaces
- C. show voice safdndb all
- D. show ccm-manager
- E. show eigrp service-family ipv4 topology
- F. show voice saf client

**Answer:** C

**NO.15** An external call is dropped as soon as it is picked up by the SCCP IP phone. The PSTN gateway is integrated with Cisco Unified Communication Manager using a SIP trunk. What is a cause of the issue?

- A. There is a missing MTP source for the SCCP IP phone
- B. The phone number is in the incorrect partition
- C. The incorrect CSS is on the SIP trunk to the PSTN gateway
- D. There are insufficient DSP resources on the PSTN gateways

**Answer:** D

**NO.16** Refer to the exhibit.

```
RTR1# eigrp service-family ipv4 nei det
EIGRP-SFv4 VR(SAF) Service-Family Neighbors for AS(100)
H   Address   Interface   Hold Uptime   SRTT   RTO     Q       Seq
      (sec)      (ms)
1  172.17.0.2  Lo0        12 00:00:07    24    300     0       20
Static neighbor
Version 6.0/3.0, Retrans: 1, Retries: 0
Topology-ids from peer - 0
0  1.1.1.2    Se0/1/0.103  14 00:00:10  1593  5000    0       21
   Version 6.0/3.0, Retrans: 0, Retries: 0
   Topology-ids from peer - 0
```

An engineer is troubleshooting a SAF forwarder adjacency in which two interfaces from the same router are being advertised to all other neighbors. Which set of IOS commands successfully stops the router from advertising the Loopback0 interface?

- A.** route eigrp SAF  
service-family ipv4 autonomous-system 100  
sf-interface Loopback0  
no dampening-change
- B.** router eigrp SAF  
service-family ipv4 autonomous-system 100  
sf-interface Loopback0  
exit-sf-interface
- C.** router eigrp SAF  
service-family ipv4 autonomous-system 100  
sf-interface Loopback0  
no split-horizon
- D.** router eigrp SAF  
service-family ipv4 autonomous-system 100  
sf-interface Loopback0  
shutdown

**Answer:** D

**NO.17** After you install the Cisco Jabber client, it fails to register with the Cisco Unified Communications Manager server. Which two actions can you take to troubleshoot the problem? (Choose two.)

- A.** Verify that the corporate firewall allows connections to and from the Jabber client.
- B.** Verify that the LMHOST file is installed on the PC.
- C.** Verify that the DNS SRV record is correctly configured.
- D.** Reboot the Cisco Unified Border Element Gateway.
- E.** Verify Layer 3 connectivity on the gateway.

**Answer:** A,C

**NO.18** Which three items are displayed on the endpoint registration verification page in Cisco VCS?  
(Choose three.)

- A. E.164 address
- B. device description
- C. endpoint name
- D. device type
- E. endpoint MAC address
- F. endpoint registration status
- G. device pool

**Answer:** A,C,D