

# **CCNP Collaboration 300-080**

## **Troubleshooting Cisco IP Telephony and Video (CTCOLLAB)**

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# Version: 10.0

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## Question: 1

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An IP phone that is connected through a Cisco Catalyst 3750 Series Switch is failing to register with the subscriber as a backup server. When the user presses the settings button on the phone, only the Cisco Unified Communications Manager publisher shows as registered. What is the most likely cause for this issue?

- A. The phone does not have the correct Cisco Unified Communications Manager group in the device configuration page.
- B. The Cisco Unified Communications Manager group that is applied through the device pool is misconfigured.
- C. The ip-helper address command for the subscriber is not configured on the switch port.
- D. The subscriber does not have the correct device pool configured.
- E. The enterprise phone configuration does not have the call control redundancy enabled.

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**Answer: B**

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## Question: 2

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Refer to the exhibit.

```
interface GigabitEthernet1/0/4
description HQ Phone 1
switchport access vlan 10
switchport voice vlan 110
spanning-tree portfast
```

An IP phone that is connected through a Cisco Catalyst 3750 Series Switch is failing to register with Cisco Unified Communications Manager. When the user presses the settings button on the phone, the Operational VLAN ID shows a blank entry. What is the most likely cause for this issue?

- A. The switch may not be supplying inline power.
- B. The spanning tree portfast command needs to be removed.
- C. The trunk encapsulation is missing. The trunk must be configured for dot1Q.
- D. Cisco Discovery Protocol is disabled on the switch.
- E. The Operational VLAN ID of the phone always shows as blank. The Admin. VLAN ID should be 110.

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**Answer: D**

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**Question: 3**

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You configured a Cisco ISR G2 as a SIP gateway, but the gateway does not show that it is registered with Cisco Unified Communications Manager. What is causing this issue?

- A. Cisco Unified Communications Manager does not support SIP gateways.
- B. The gateway does not have the UC license installed.
- C. The gateway does not have Cisco Unified Border Element session licensing.
- D. Cisco Unified Communications Manager does not show a SIP gateway as registered if it is not properly configured.
- E. Cisco Unified Communications Manager never shows a SIP gateway as registered even when it is properly configured.
- F. The Cisco ISR G2 cannot be a SIP gateway.

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**Answer: E**

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**Question: 4**

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Which issue would cause an MGCP gateway to fail to register with Cisco Unified Communications Manager?

- A. missing the configuration command `isdn bind-l3 ccm-manager` under the ISDN interface
- B. mismatched domain name on the MGCP gateway and Cisco Unified Communications Manager gateway configuration
- C. misconfigured route group in Cisco Unified Communications Manager
- D. incorrect MGCP IP address specified in the gateway configuration in Cisco Unified Communications Manager

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**Answer: B**

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**Question: 5**

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Endpoints are configured for both H.323 and SIP using the same URI and Cisco VCS settings, but the endpoints register only as H.323 endpoints. What is causing this issue?

- A. A firewall is blocking all traffic from the endpoints to the Cisco VCS.
- B. The Cisco VCS has no SIP domains configured.
- C. The Cisco VCS is blocking the endpoints because of duplicate ID entries.
- D. The endpoints do not have the SIP option key installed.
- E. SIP does not work, because SIP is used for Cisco Unified Communications Manager registration only.

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**Answer: B**

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**Question: 6**

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You are trying to register an H.323-based Cisco TelePresence system to Cisco Unified Communications Manager and a Cisco DX70 system to the Cisco VCS Control. Why do neither of the units want to register?

- A. The H.323-based system needs an E164 number to register to Cisco Unified Communications Manager, and the Cisco DX70 needs to have the MAC address configured first on the Cisco VCS Control.
- B. The H.323-based system needs to register to the Cisco VCS Control with an E.164 number, and the Cisco DX70 needs the TFTP address to register on the Cisco Unified Communications Manager.
- C. Both systems need to register to the Cisco VCS Control, but the H.323-based system needs to have the gatekeeper setting set to "Direct."
- D. Both systems need to register to the Cisco Unified Communications Manager, as the Cisco VCS Control is used only for firewall traversal.
- E. You need Cisco TelePresence Management Suite to register Cisco TelePresence systems.
- F. You need Cisco TelePresence Server to register Cisco TelePresence systems.

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**Answer: B**

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**Question: 7**

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To maintain proper database integrity, what is the recommended maximum round-trip delay between multiple Cisco VCS appliances in a cluster?

- A. 10 ms
- B. 15 ms
- C. 25 ms
- D. 30 ms
- E. 50 ms
- F. 80 ms

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**Answer: D**

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**Question: 8**

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When a database replication issue is suspected, which three tools can be used to check the database replication status? (Choose three.)

- A. Cisco Unified Communications Manager RTMT tool
- B. Cisco Unified Communications Manager Serviceability interface
- C. Cisco Unified Reporting
- D. Cisco Unified Communications Manager CLI interface
- E. Cisco IP Phone Device Stats from the Settings button
- F. Cisco Unified OS Administration interface

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**Answer: A, C, D**

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**Question: 9**

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Which two troubleshooting tools would initially be the best to use when troubleshooting the PSTN gateway side of a call routing issue while using Cisco Unified Communications Manager? (Choose two.)

- A. RTMT trace output
- B. Cisco IOS debug commands
- C. Dialed Number Analyzer output
- D. Cisco Unified Communications Manager alerts
- E. Cisco IOS show commands

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**Answer: B, E**

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**Question: 10**

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You must integrate a third-party H.323 system with your existing Cisco Unified Communications Manager cluster. When you create an H.323 trunk from the cluster, calls from the cluster to the third-party H.323 system are failing. The vendor of the third-party H.323 device has confirmed that the H.323 call setup time must be reduced. Which two approaches reduce the call setup time from Cisco Unified Communications Manager to the third-party H.323 device? (Choose two.)

- A. Implement a software MTP.
- B. Implement a hardware MTP.
- C. Implement transcoding with the router DSP resources.
- D. Implement transcoding with the Cisco Unified Communications Manager resources.

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**Answer: A, B**

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**Question: 11**

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Which of these reasons can cause intrasite calls within a Cisco Unified Communications Manager cluster to fail?

- A. The route partition that is configured in the CCD requesting service is not listed in the calling phone CSS.
- B. The trunk CSS does not include the partition for the called directory number.
- C. The MGCP gateway is not registered.
- D. The calling phone does not have the correct CSS configured.
- E. The calling phone does not have the correct partition configured.

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**Answer: D**

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**Question: 12**

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Refer to the exhibit.

| Pattern Definition                         |                                                                                                 |
|--------------------------------------------|-------------------------------------------------------------------------------------------------|
| Translation Pattern                        | 2XXX                                                                                            |
| Partition                                  | Internal_Pt                                                                                     |
| Description                                |                                                                                                 |
| Numbering Plan                             | < None >                                                                                        |
| Route Filter                               | < None >                                                                                        |
| MLPP Precedence*                           | Default                                                                                         |
| Resource Priority Namespace Network Domain | < None >                                                                                        |
| Route Class*                               | Default                                                                                         |
| Calling Search Space                       | Vml.CSS                                                                                         |
| External Call Control Profile              | < None >                                                                                        |
| Route Option                               | <input type="radio"/> Route this pattern<br><input checked="" type="radio"/> Block this pattern |
|                                            | No Error                                                                                        |

All phones are placed in the Internal\_Pt partition. The CSS for all phones contains the partition Internal\_Pt, and Vml.CSS contains the voicemail hunt pilot. When a call is placed from extension 2001 to 2002, which statement is true?

- A. Extension 2002 will ring.
- B. The call will be blocked.
- C. The call will be answered by voicemail.
- D. Extension 2002 will ring, and if the call is not answered, the call will match the translation pattern and then be blocked.
- E. Extension 2002 will ring, and if the call is not answered, the call will match the translation pattern and then be forwarded to voicemail.

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**Answer: A**

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### Question: 13

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When a remote endpoint dials in to join a conference that is configured on a Cisco TelePresence Server bridge, the endpoint receives only audio. Other users can successfully join the call with Voice and Video. What is causing this issue?

- A. The endpoint does not have the multisite option installed.
- B. The endpoint does not have the partition of the bridge in its CSS.
- C. The bridge is out of all licenses.
- D. The endpoint is assigned a region without enough configured bandwidth for video.
- E. The bridge is not able to host video calls.

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**Answer: D**

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### Question: 14

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Cisco TelePresence System EX90-A and EX90-B are in a call. EX90-A tries to call EX90-C. When the call is dialed, EX90-B is put on hold. EX90-A and EX90-C are connected, but there is no merge button on the touch panel. What is causing this issue?

- A. The multisite option key is missing.
- B. The multisite configuration is missing.
- C. The conference option key is missing.
- D. The conference configuration is missing.
- E. CiscoTelePresence systems cannot make multipoint calls without a Cisco TelePresence Server.
- F. The multipoint option key is missing.

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**Answer: A**

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**Question: 15**

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Which statement indicates something that can cause an inbound PSTN call to an H.323 gateway that is configured in Cisco Unified Communications Manager to fail to ring an IP phone?

- A. The gateway is not registered in Cisco Unified Communications Manager.
- B. The gateway IP address that is configured in Cisco Unified Communications Manager does not match the IP address that is configured at the gateway in the h323-gateway voip bind srcaddr command.
- C. The Cisco Unified Communications Manager does not have a matching route pattern to match the called number.
- D. The gateway is missing the command allow-connections h323 to h323 under the voice service voip configuration.

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**Answer: B**

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