

Exam Questions 300-810

Implementing Cisco Collaboration Applications (CLICA)

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NEW QUESTION 1

When Cisco IM and Presence is configured to use automatic fallback, how long does the Server Recovery Manager service wait for a failed service/server to remain active before an automatic fallback is initiated?

- A. 10 minutes
- B. 20 minutes
- C. 30 minutes
- D. 1 hour

Answer: C

Explanation:

Reference: <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>

NEW QUESTION 2

Which entity is a standard component used for authentication by SAML 2.0?

- A. identity provider
- B. session broker
- C. Internet service provider
- D. client access server

Answer: A

NEW QUESTION 3

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

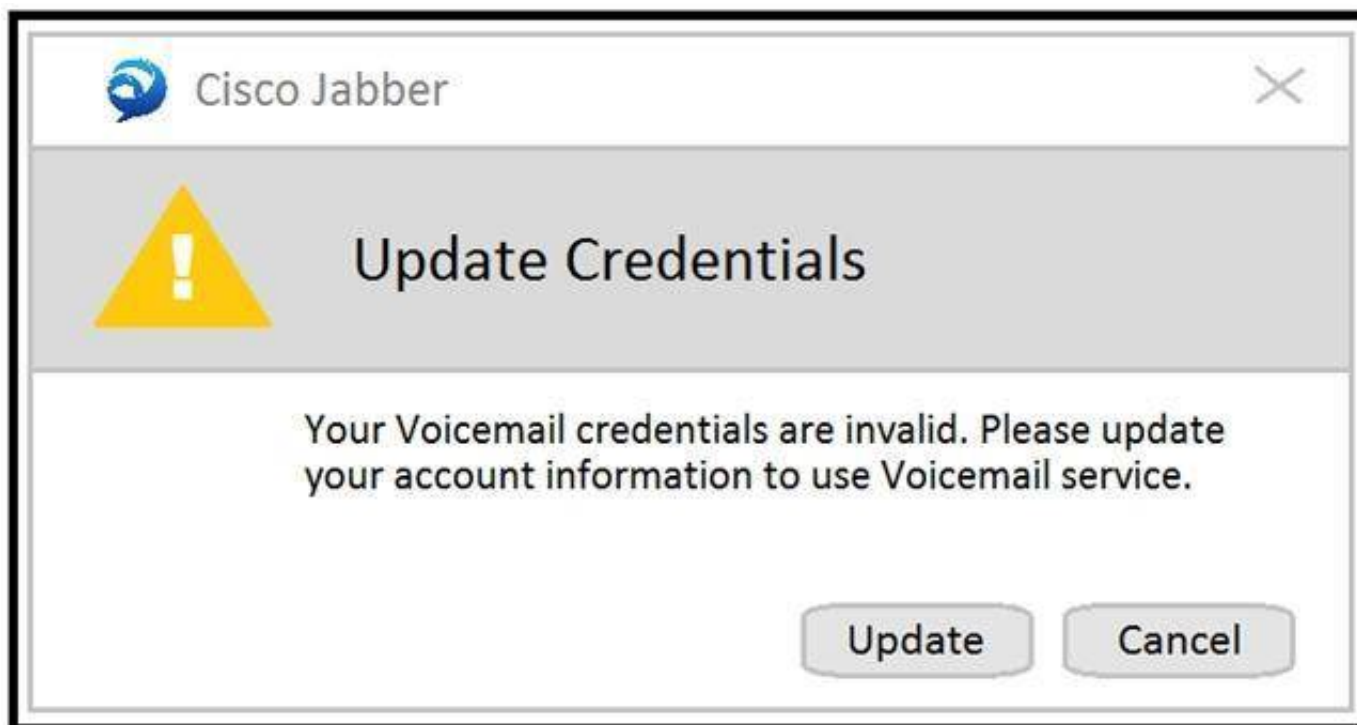
Answer: D

Explanation:

Reference: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_12_5/features/guide/uccx_b_125features-guide/uccx_b_125features-guide_chapter_01.html

NEW QUESTION 4

Refer to the exhibit.



Which action allows a remote Cisco Jabber user utilizing Mobile and Remote Access to automatically log in to a Cisco Unity Connection voicemail box via OAuth?

- A. Add CUCM under System Settings > Authz Servers in Cisco Expressway-E.
- B. Add CUCM under System Settings > Authz Servers in Cisco Expressway-C.
- C. Add CUCM under System Settings > Authz Servers in Cisco Unity.
- D. Add CUCM under System Settings > Authz Servers in Cisco Unity Connection.

Answer: D

Explanation:

Reference: <https://community.cisco.com/t5/unified-communications/jabber-mra-unity-voice-mail-integration-issue/td-p/3195653>

NEW QUESTION 5

Refer to the exhibit.

Voice Mail Port Information

Voice Mail Pilot Number 4000
Calling Search Space < None >
Description Default
☒ Make this the default Voice Mail Pilot for the system

Hunt Pilot Configuration

Save

Status
i Status: Ready

Pattern Definition
Hunt Pilot*
Route Partition
Description

Call Forward and Call Pickup Settings

	Voice Mail	Destination	Calling Search Space
Calling Search Space Activation Policy			<input type="text" value="Use System Default"/>
Forward All <input checked="" type="checkbox"/> or <input type="text" value="4000"/>			<input type="text" value="< None >"/>

Cisco Unity Connection and Cisco Unified Communications Manager are integrated by using SCCP. The Voice Mail Ports are registered. Users report that calls fail when forwarded to voicemail. Which is a cause of the issue?

- A. The call forward and call pickup settings do not have a CSS on Forward All.
- B. The Voice Mail Port partition on the CSS of the phone is missing.
- C. The Voice Mail Pilot is not configured with a CSS that contains the INTERNAL_PT.
- D. The CSS on the Voice Mail Pilot is missing partitions for user phones.

Answer: D

NEW QUESTION 6

Refer to the exhibit.

```
2014-11-07 09:39:53, 855 ERROR [0X00000298] [ice\TelephonyAdapterPhoneDevice.cpp(178)] [TelephonyAdppter]
[TelephonyAdapter::selectDeviceImpl] – switchMode to device [SEP84802D7698D6] failed with error
[eDeviceRegCouldNotOpenDevice]
```

Which end-user option can resolve this issue?

- A. Standard CTI Reception of SRTP Key Material
- B. Standard CTI Allow Calling Number Modification
- C. Standard CTI Allow Control of Phones Supporting Rollover Mode
- D. Standard CTI Allow Call Monitoring

Answer: A

NEW QUESTION 7

Which function of the Cisco IM and Presence high availability solution is true?

- A. When the server has been restored to a normal state, user sessions remain on the backup server.
- B. When an event takes place, the end user sessions are not moved from the failed server to the backup.
- C. When the server has been restored, the server automatically fails back.
- D. When a high availability event takes place, the end user sessions are moved from the failed server to the backup.

Answer: D

Explanation:

Reference: <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>

NEW QUESTION 8

Which Cisco IM and Presence service must be activated and running for IM Presence to successfully integrate with Cisco Unified Communications Manager?

- A. Cisco DHCP Monitor Service
- B. Cisco AXL Web Service
- C. Self-Provisioning IVR

D. Cisco XCP Authentication Service

Answer: A

NEW QUESTION 9

SAML SSO is enabled in Cisco Unified Communications Manager. What happens when a browser-based client attempts to access a protected resource on a service provider?

- A. The browser follows the redirect and issues an HTTPS GET request to the IdP.
- B. The IdP checks for a valid browser session.
- C. The service provider generates a SAML authentication request.
- D. The SAML request is maintained as a query parameter in the GET request.

Answer: C

Explanation:

Reference: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/SAML_SSO_deployment_guide/12_5_1/cucm_b_saml-ss0-deployment-guide-12_5/cucm_b_saml-ss0-deployment-guide-12_5_chapter_01.html

NEW QUESTION 10

Which Cisco Unified Connections Manager service is required for users to control their desk phones using Cisco Jabber?

- A. Cisco CTIManager
- B. Cisco CTL Provider
- C. Cisco Presence Engine
- D. Cisco Serviceability Reporter

Answer: A

Explanation:

Reference: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/jabber/11_5/CJAB_BK_D00D8CBD_00_deployment-installation-guide-cisco-jabber115/CJAB_BK_D00D8CBD_00_deployment-installation-guide-ciscojabber115_chapter_0111.html

NEW QUESTION 10

Refer to the exhibit.

```
[csf.cert.] [csf::cert::BaseCertVerifier:doVerifyCertificate] - About to verify the certificate.
[csf.cert.win32] [csf::cert::Win32CertVerifier:loadCertificateChain] - Certificate Chain status 0x20
[csf.cert.win32] [csf::cert::Win32CertVerifier:verifySslPolicy] - Ignoring errors due to Invalid CN
[csf.cert.win32] [csf::cert::Win32CertVerifier:verifyPolicies] - SSL Policy status 0x2148204809
[csf.cert.win32] [csf::cert::Win32CertVerifier:verifyPolicies] - Basic Constraints Policy status 0x0
[csf.cert.win32] [csf::cert::Win32CertVerifier:verifyCertificate] - Certificate validation response is 'invalid'
[csf.cert.] [csf::cert::BaseCertVerifier:doVerifyCertificate] - Result of platform cert verification: [UNTRUSTED_ROOT]
[csf.cert.] [csf::cert::BaseCertVerifier:checkIdentity] - About to check for an Identity Match.
[csf.cert.xmpp] [csf::cert::XmppCertVerifier:checkIdentifier] - Verifying XMPP Identity 'example.com'
[csf.cert.utils] [csf::cert::AltNameParserImpl:verifyXmpp] - Xmp match was not found for: 'example.com'
[csf.cert.utils] [csf::cert::AltNameParserImpl:verify] - Match for 'example.com' found in dnsNames index: 1
[csf.cert.] [csf::cert::BaseCertVerifier::checkIdentifiers] - Verification of identity succeeded. Matched identifier : 'example.com'
[csf.diagnostics] [CSFDiagnostics::DiagnosticsImpl::AddRecord] - Add record task enqueued: example.com
[csf.common.PolicySet] [csf::common:PolicySet::getPolicy] - Successfully found Policy with nature IGNORE_INVALID_CERT_CONDITION
[IGNORE_REVOCATION_INFO_UNAVAILABLE_ERRORS]
[csf.cert.] [csf::cert::BaseCertVerifier::applyIgnoreInvalidCertConditionPolicy] - About to enforce ignore invalid cert condition policy.
[csf.cert] [csf::cert::IgnoreInvalidCertConditionPolicy::removeIgnoredStatuses] - No statuses have been removed from the verification status.
[csf.cert] [csf::cert::IgnoreInvalidCertConditionPolicy::enforce] - Policy enforced
[csf.cert.] [csf::cert::BaseCertVerifier::verifyCertificateAsync] - Certificate initially verified, result: FAILURE
[csf.cert] [csf::cert::CertificateDataImpl::parseSubjectCNField] - size of Subject CN field : 16
[csf.cert] [csf::cert::CertificateDataImpl::parseSubjectCNField] - Subject CN field : impa.example.com
[csf.common.PolicySet] [csf::common:PolicySet::getPolicy] - Successfully found Policy with nature INVALID_CERT_MANAGEMENT [PROMPT_USER]
```

Users report that they are prompted to accept server certificates when they initially run Cisco Jabber. An engineer removes these prompts to prevent confusion. Which statement about this scenario is true?

- A. Presentation of the certificates can be disabled by setting up Cisco IM&P servers into nonsecure mode.
- B. Nothing can be done to resolve this issue because certificates must be accepted by each Jabber user, per Cisco policy.
- C. These certificates are self-signed certificates, so they must be added manually to the user OS certificate stores.
- D. The behavior is a security breach because certificates are considered untrusted and as not coming from Cisco Collaboration servers.

Answer: C

Explanation:

Reference: <https://www.cisco.com/c/en/us/support/docs/unified-communications/jabber-windows/116637-trouble-jabber-00.html>

NEW QUESTION 13

Which service must be activated on Cisco Unity Connection to utilize LDAP synchronization?

- A. Cisco Tomcat
- B. Cisco Sync Agent
- C. Cisco DirSync
- D. Cisco RIS Data Collector

Answer: C

Explanation:

Reference: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx/10xcucsag120.html

NEW QUESTION 18

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 IM&P cluster in high-availability mode, both IM&P servers remain in the initializing state. Which two actions ensure normal operations of this IM&P 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 IM&P servers.
- C. Restart the Server Recovery Manager service in Cisco Unified Serviceability – Network Services on both IM&P 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 IM&P server.

Answer: CE

Explanation:

Reference: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/im_presence/configAdminGuide/10_5_1/CUP0_BK_CE43108E_00_config-admin-guide-imp-105/CUP0_BK_CE43108E_00_config-admin-guide-imp105_chapter_010010.html

NEW QUESTION 22

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

Answer: A

NEW QUESTION 27

Which SAML component specifies the mapping of SAML assertion protocol message exchanges with standard messaging formats or communication protocols such as SOAP exchanges?

- A. SAML binding
- B. SAML assertion
- C. SAML profiles
- D. SAML protocol

Answer: A

Explanation:

Reference: https://en.wikipedia.org/wiki/Security_Assertion_Markup_Language

NEW QUESTION 29

Which two Cisco Unity Connection logs are used to troubleshoot issues with Message Waiting Indicators? (Choose two.)

- A. Connection IMAP Server
- B. Connection Mailbox Sync
- C. Connection Notifier
- D. Connection Message Transfer Agent
- E. Connection Conversation Manager

Answer: DE

NEW QUESTION 30

When trying to send a call out of Cisco Unity Connection, what happens when enabling the transfer to an alternate contact number, located under caller input?

- A. The restriction table is checked when an administrator changes the extension number via the Cisco Unity Connection admin page.
- B. The restriction table is not checked when an administrator changes the extension number via the Cisco Unity Connection admin page.
- C. The restriction table is not checked when a user changes the extension number via a TUI conversation.
- D. The restriction table is not checked when a user changes extension number via the Cisco Unity Connection Cisco PCA page.

Answer: B

Explanation:

Reference: <https://www.cisco.com/c/en/us/support/docs/unified-communications/unity-connection/117559-probsol-transferfailure-00.html>

NEW QUESTION 31

Which statement about SIP federation between Cisco Unified Communications IM and Presence and Microsoft Skype for Business is true?

- A. Add the federated user as a contact in Jabber to view its presence status.
- B. The role of SIP Proxy service is to process the XMPP packet in from Jabber and convert it to SIP.
- C. TLS is optional.
- D. Use of directory URI as an IM addressing scheme is not supported.

Answer: A

Explanation:

Reference: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/im_presence/interdomain_federation/12_5_1/cup0_b_interdomain-federation-1251/cup0_b_interdomain-federation-1251_chapter_01000.html

NEW QUESTION 33

Refer to the exhibit.

The exhibit shows two screenshots from a Cisco Jabber diagnostic tool. The top screenshot is the 'Cisco Jabber Diagnostics' window, version 11.9.3 (60004). It displays the 'Discovery' section with the following details:

Discovery Outcome	Failure: FAILED_UCM90_CONNECTION
Domain Controller	The specified domain either does not exist or could not be contacted.
Edge Domain	ccnp.cisco.com
Edge Required	No
Edge Visibility	Not Visible
Excluded Services	None
FTPS	OFF
Internal Visibility	Visible
Services Domain	ccnp.cisco.com
Services Domain Source	Email Address from UserInput
Voice Services Domain	ccnp.cisco.com

The 'WebEx' section shows a 'CAS lookup' failure: 'FAILURE: HTTP_CONNECTION_FAILED' with the URL 'https://logiop.webexconnect.com/cas/FederatedSSO?org=corp.cisco.com'. The 'DNS Records' section shows two records: '_cisco-uds._tcp.ccnp.cisco.com' pointing to 'cucm1.ccnp.cisco.com' and '_collab-edge._tls.ccnp.cisco.com' with the status 'Domain does not exist'.

The bottom screenshot is the '_cisco-uds Properties' dialog box, showing the 'Security' tab. The configuration is as follows:

Field	Value
Domain:	ccnp.cisco.com
Service:	_cisco-uds
Protocol:	_tcp
Priority:	15
Weight:	0
Port number:	8433
Host offering this service:	cucm1.ccnp.cisco.com

Users connected to the internal network report a “Cannot communicate with the server” error while trying to log in to Cisco Jabber using auto service discovery. The Jabber diagnostics and the SRV record configuration are as shown in the exhibit. The host cucm1.ccnp.cisco.com is correctly resolved by the user desktops with the Cisco Unified Communications Manager IP address. Why is the user not able to log in?

- A. SRV protocol is not set up correctl
- B. It should be _tls instead of _tcp.
- C. Marking weight as 0 on the SRV record makes it inactive, so Jabber cannot discover the Cisco Unified CM.
- D. The port specified on the SRV record is wrong.
- E. The domain ccnp.cisco.com does not exist on the DNS server.

Answer: D

Explanation:

Reference: <https://community.cisco.com/t5/collaboration-voice-and-video/jabber-client-login-and-login-issues/ta-p/3143446>

NEW QUESTION 37

An end user opened a ticket, stating that before logging in to Jabber for Windows, a warning is displayed that a server certificate has expired. Which two certificates must be verified on the Cisco Unified Communications Manager and IM&P deployment? (Choose two.)

- A. capf on Cisco Unified CM
- B. cup-xmpp on IM&P
- C. callmanager on Cisco Unified CM
- D. tomcat on Cisco Unified CM
- E. cup on IM&P

Answer: AB

NEW QUESTION 39

What prevents toll fraud on voicemail ports?

- A. IP address trusted list on the PSTN gateway
- B. CSS
- C. Block OffNet to OffNet Transfer service parameter
- D. FAC

Answer: B

Explanation:

Reference: <https://www.cisco.com/c/en/us/support/docs/unified-communications/unity-connection/119337-technote-cuc-00.html>

NEW QUESTION 40

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

Answer: C

Explanation:

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

NEW QUESTION 45

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

Answer: BD

Explanation:

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

NEW QUESTION 47

Which step is the first for web-based single sign-on login?

- A. Authenticate.
- B. Redirect to IdP to get authenticated.
- C. Present authentication assertion.
- D. Request access to protected service.

Answer: D

NEW QUESTION 49

How is automatic fallback enabled on a Cisco IM and Presence server?

- A. In IM and Presence Service Parameter Configuration > Cisco Server Recovery Manager, change the Failover parameter to True.
- B. In Communications Manager Service Parameter Configuration > Cisco Server Recovery Manager, change the Enable Automatic Fallback parameter to True.
- C. Automatic fallback is enabled by default.
- D. In the Presence Redundancy Group Configuration > Cisco Unified Communications Manager, check the Enable Automatic Fallback parameter.

Answer: B

Explanation:

Reference: <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>

NEW QUESTION 53

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	Failed Over
IMPSub.CiscoLiveUS.net	0	0	Running in Backup Mode

A customer reports that after a network failure, all of the Cisco Jabber clients are not switched back to their home nodes. An engineer determines that the primary Cisco IM&P server is in Failed Over state. Which two actions should be performed to bring the system back to operational state and to prevent future occurrences? (Choose two.)

- A. Advise all users to re-login to their Jabber clients.
- B. Confirm that both IM&P servers are configured in the Presence Redundancy Group configuration pane.
- C. Perform a restart of the IM&P primary server to force fallback.
- D. Click the Fallback button in the Server Action pane.
- E. Set the Automatic Failover parameter in the Server Recovery Manager Service Parameters to the value True.

Answer: BD

NEW QUESTION 54

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