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Exam : 642-424

Title : IP Telephony Troubleshooting

Ver : 04.03.06

QUESTION 1

You are a network engineer at Certkiller . Certkiller has a CallManager environment. In this environment, what does a media stream between devices use as its transport protocol?

- A. SDL
- B. RTP
- C. SCCP
- D. OSPF
- E. MGCP

Answer: B

Reference: Troubleshooting Cisco IP Telephony, ISBN: 1-58705-075-7, pages 56, 57

QUESTION 2

You are a network engineer at Certkiller . Your newly appointed Certkiller trainee wants to know what the recommended maximum number of CDR records in ART is. What would your reply be?

- A. 1.5Million
- B. 2 Million
- C. 5 Million
- D. 10 Million
- E. 25 Million

Answer: B

QUESTION 3

You are a network engineer at Certkiller . You are trying to isolate a problem using CMRs. Which of the following spreadsheet function would be most helpful in this task?

- A. sort
- B. edit
- C. insert
- D. format
- E. calculate

Answer: A

QUESTION 4

In a Cisco Unity system, which troubleshooting tools can be used? (Select all that apply.)

- A. AA
- B. SA
- C. Maestro

- D. Event Viewer
- E. Status Monitor

Answer: A,B, D

Reference:

http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_tech_note09186a00801040be.shtml

QUESTION 5

You are a network engineer at Certkiller . The Finance Manager reports that longdistance charges have increased dramatically in the past month while total calls have NOT increased.

What is a likely cause of this increase?

- A. Calls are routing to the PSTN instead of the WAN link.
- B. Local calls are being sent over long distance by the route plan.
- C. Off-net calls are being routed first to another cluster, causing higher costs.
- D. Telephones at the local site are using the long distance lines for local calls.
- E. Telephones at the remote site are using the long distance lines for local calls.

Answer: A

QUESTION 6

You are a network engineer at Certkiller . Your newly appointed Certkiller trainee wants to know how CallManager knows that a user has finished dialing a number. What would your reply be?

- A. It waits for the dialer to match a pattern or a route.
- B. It waits for the inter-digit timeout and then begins call processing.
- C. The IP phone sends an "end of string" to the CallManager indicating dialing is complete.
- D. The IP phone counts the number of digits dialed then begins call processing when a specified number of digits has been met.

Answer: B

QUESTION 7

The Graceful and Immediate switchover algorithms determine when a telephony device will failover.

Place a "G" for Graceful switchover algorithm and an "I" for Immediate switchover algorithm next to the appropriate algorithm property.

Place here	Registration occurs with any available CCM node after all active streaming sessions end.	Labels to me moved	
Place here	Switches over to an available CCM node and communicates the status of preserved connections to this new CCM mode.		G
Place here	Is supported by Cisco phones.		I
Place here	Is supported by media resource devices.		
Place here	Is supported by gateways.		

Answer:

G	Registration occurs with any available CCM node after all active streaming sessions end.	Labels to me moved	
I	Switches over to an available CCM node and communicates the status of preserved connections to this new CCM mode.		G
G	Is supported by Cisco phones.		I
I	Is supported by media resource devices.		
I	Is supported by gateways.		

QUESTION 8

You are a network engineer at Certkiller . Your newly appointed Certkiller trainee wants to know what the most widely available 911 PBX PSTN interface is. What would your reply be?

- A. CLID with ESN and ALI.
- B. POTS with ESN and ALI.
- C. CLID with CAM conversion.
- D. A gateway used for handling call setup and call clearing.
- E. A gateway to handle the media-negotiations of the RTP streams between station devices.

Answer: B

QUESTION 9

With regard to the H.323 protocol, what is used to establish media capabilities?

- A. H.225
- B. H.245
- C. H.261
- D. G.263
- E. G.711
- F. G.723
- G. G.726

Answer: A

Explanation. The H.225 call signaling is used to establish a connection between two H.323 endpoints. The H.245 is used to exchange end to end control messages governing the operation of the h.323 endpoint.

QUESTION 10

Place an "M" next to Multiple site deployment issues and an "I" next to Individual Campus deployment issues.

Place here	Users are concentrated within a single building.	Labels to me moved
Place here	Users may share the same gateway association for 911 calls.	
Place here	Each site may be a unique entity that you must configure separately for processing 911 calls.	
Place here	Configuring is usually straightforward	
Place here	It shares the challenge of correctly associating telephones with gateways.	
Place here	LEC POTS lines may be the only type of interfacing required to satisfy 911 call requirements.	

M

I

Answer:

I	Users are concentrated within a single building.	Labels to me moved
I	Users may share the same gateway association for 911 calls.	
M	Each site may be a unique entity that you must configure separately for processing 911 calls.	
I	Configuring is usually straightforward	
M	It shares the challenge of correctly associating telephones with gateways.	
I	LEC POTS lines may be the only type of interfacing required to satisfy 911 call requirements.	

M

I

QUESTION 11

Certkiller's long distance access code is 95922. Certkiller has a branch office in Seattle that has the number 959-20xx.

How can the Certkiller branch office avoid the Cisco CallManager (CCM) second dial tone from playing too early?

- Enter 95920xx in the dial plan.
- Enter 95920xxxxxxxx in the dial plan.
- Enter 95922xxxxxxxx in the dial plan.
- Uncheck "Provide Outside Dial Tone" for the pattern 9592.
- Check the "Provide Outside Dial Tone" for the pattern 95922.

Answer: D

QUESTION 12

You are troubleshooting an IP telephony issue. You want to digits to be displayed as they are collected. Which of the following commands should you use?

- debug vtsp dsp
- debug vtsp error
- debug vtsp session
- show dialplan digit
- show dialplan number

Answer: A

QUESTION 13

You are a network engineer at Certkiller . Certkiller is using non-DID numbers in Cisco CallManager (CCM). Which method can Certkiller implement to provide E911 calling line identification that is sometimes legally required?

- A. Use a third-party calling line identification (CLID)-ANI translator box.
- B. Rely on the listed directory number of the trunk connected to the PSTN.
- C. Mask all outgoing numbers to match a DID phone kept just for that purpose.
- D. Route 911 calls through special gateways with known E.164 numbers on the PSTN trunk.

Answer: A

Explanation. You can also use a third party calling line identification-automatic number identification (CLID-ANI) translator box. This may be required in some states. Page 4-46 CIPT troubleshooting.

QUESTION 14

You are a network engineer at Certkiller . Your newly appointed Certkiller trainee wants to know what a trunk port configured for auxiliary VLAN capability does. What would your reply be?

- A. It tags all packets using the 802.1Q protocol.
- B. It supports the native VLAN as well as multiple auxiliary VLANs.
- C. It has the appearance of a trunk port supporting only two VLANs.
- D. It does not participate in the spanning-tree process for the auxiliary VLAN.

Answer: C

QUESTION 15

What information is used to link a Call Detail Record (CDR) with its corresponding Call Management Record (CMR)?

- A. The ID of IP phone.
- B. The ID of the gateway.
- C. The ID of CallManager server.
- D. The number of packets sent in call.
- E. The directory number of the source.

Answer: A, C, E

QUESTION 16

You are a network engineer at Certkiller . You want to export only one Call Detail Record (CDR) table at a time. In what format should the file be?

- A. raw file
- B. text file
- C. csv file
- D. tab file
- E. spreadsheet

Answer: C

QUESTION 17

You are a network engineer at Certkiller . You identify a toll fraud caller. You want to look at the call detail data.

Where would you find the call detail data?

- A. In the CallManager Call Detail Record (CDR) table
- B. In the Subscriber CallManager Call Detail Record (CDR) table
- C. In the Publisher CallManager application Call Detail Record (CDR) log
- D. In the Subscriber CallManager application Call Detail Record (CDR) log

Answer: A

QUESTION 18

You are a network engineer at Certkiller . Certkiller has a Frame Relay circuit. At the one end of the Certkiller Frame Relay circuit is the CallManager (CCM) server. All of the phones connected to a router at the other end of the circuit can register calls but cannot connect calls.

What is the probable cause of this problem?

- A. The Frame Relay interface is not set to full duplex.
- B. The router is not passing packets toward the CCM server.
- C. An ACL is blocking either voice IP port or protocol access.
- D. The subnet mask on the router located on the CCM side is incorrect.
- E. The subnet mask on the router located on the remote side is incorrect.

Answer: C

QUESTION 19

On the Certkiller IP Telephony system, all the necessary digits on an incoming call are contained in the setup message. The voice gateway does not perform subsequent digital collection and does not use digit-by-digit matching.

With regard to this system, which of the following statements is true?

- A. The call is DID.
- B. The call is non-DID.
- C. The call is not properly formed.
- D. There is not enough information to determine if the call is DID.

E. None of the above.

Answer: A

Explanation:

On DID calls (also referred to as one-stage dialing), the setup message contains all the digits necessary to route the call and the router/gateway should not do subsequent digit collection. When the router/gateway searches for an outbound dial-peer, it uses the entire incoming dial string. This matching is by default variable-length. It is not done digit-by-digit because by DID definition, all digits have been received.

Source: http://www.cisco.com/warp/public/788/voip/in_dial_peer_match.html#topic8

QUESTION 20

You are a network engineer at Certkiller . The current running-config on the Certkiller Router is as follows:

```
interface Serial0/0
ip address 216.128.148.124 255.255.254.0
ip nat outside
!
interface FastEthernet0/0
ip address 172.16.0.1 255.255.0.0
ip nat inside
full-duplex
!
ip nat pool NATPOOL 216.128.148.135 216.128.148.135
215.58.148.195 prefix-length 23
!
ip nat inside source list NAT_INSIDE pool NATPOOL
!
```

An IP phone on the LAN connected to FE0/0 has an address 172.16.1.5. The NAT translated address is 216.58.148.171. You are at an office on the WAN side of the Router. You want to check connectivity to the IP phone. What ping command should you issue?

- A. ping 172.16.1.5
- B. ping 216.128.148.171
- C. ping 216.128.148.134
- D. None of the above.

Answer: D

Explanation:

The IP phone cannot be reached using ping.

QUESTION 21

Exhibit:


```
dial-peer voice 101 voip
 destination-pattern 1111
 session target ipv4:10.1.1.101
 preference 0
 dtmf-relay h245-alphanumeric
ip route 0.0.0.0 0.0.0.0 FastEthernet 0/0
!
ngcp
ngcp call-agent 172.20.71.30
ngcp dtmf-relay codec all mode out-of-band
ngcp sdp simple
!
ccm-manager switchback immediate
ccm-manager redundant-host 172.20.71.26 172.20.71.47
ccm-manager ngcp
!
voice-port 1/1/1
!
dial-peer voice 4 pots
 application MGCPAPP
 port 1/1/1
```

With regard to the above exhibit, for which gateways is DTMF relay configured? (Select all that apply.)

- A. Catalyst 6000 FXS
- B. Catalyst 6000 T1/PRI
- C. Cisco IOS software-based
- D. Non-Cisco IOS software-based

Answer: C

Explanation : The catalyst 6000 T1 and FXS gateways enable DTMF relay by default and do not need additional configuration to enable this feature.

Page 10-26 CIPT troubleshooting.

http://www.cisco.com/en/US/products/hw/switches/ps708/prod_module_installation_guide09186a00801787ab.html

QUESTION 22

You are a network engineer at Certkiller . You want to perform backup recovery on a Cisco Unity Server. Which two settings do you need to verify on the IIS server's virtual web directory? (Choose all that apply.)

- A. The default web site is configured as an application.
- B. Directory browsing is enabled in the Virtual Directory tab.
- C. Anonymous Access is unchecked in the Directory Security tab.
- D. Script Only permissions are selected under the execute permissions section.
- E. Read and Execute permissions are selected under the execute permissions section.

Answer: C, D

Explanation: The Cisco unity sever cannot be accessed from internet explorer.

Verify internet information server permissions.

Under execute permissions, Click Script only.

Under Anonymous Access and Authentication control click edit. Confirm that

the Anonymous Access box is unchecked.
Page 10-40 CIPT troubleshooting.

QUESTION 23

You are a network engineer at Certkiller . Your newly appointed Certkiller trainee wants to know what will happen when a serious problem occurs that Cisco Unity does not handle. What would your reply be?

- A. Windows 2000 starts the Dr. Watson program.
- B. Cisco Unity notifies the IIS service, which begins to record all SNMP traps.
- C. The Windows 2000 Event Viewer becomes your primary source of information.
- D. The IIS service stops, which means that the only way to proceed is to restore your most recent backup.

Answer: A

QUESTION 24

In which of the following formats can the Cisco CallManager (CCM) trace file be generated? (Choose all that apply.)

- A. .csv
- B. .doc
- C. .htm
- D. .rtf
- E. .txt
- F. .xml

Answer: E, F

QUESTION 25

You are a network engineer at Certkiller . Your newly appointed Certkiller trainee wants to know what Cisco Unity uses as a database caching mechanism. What would your reply be?

- A. Exchange 5.5
- B. Windows 2000
- C. Exchange 2000
- D. SQL Server 2000

Answer: D

QUESTION 26

You are a network engineer at Certkiller . A Certkiller subscriber complains that they hear a recorder tone when answering a call from Cisco Unity.
What is the probable cause of this problem?

- A. The third parameter on the ring notification page is set to wait.
- B. The wait-to-ring parameter on the message notification page is less than three.
- C. On the message notification page, the rings-to-wait parameter is set to less than three.
- D. The wait-to-ring parameter is incorrectly set to less than tree on the subscriber notification page.

Answer: C

Explanation:

NOT D - no subscriber notification page in unity.

NOT A - no ring notification page in unity.

NOT B - no wait-to-ring parameter

Subscriber Hears a Reorder Tone When Answering a Call from Cisco Unity

A possible cause for this problem is that the Rings to Wait For settings are incorrect.

Cisco Unity requires a minimum setting of three rings to wait to properly transfer a call or to make a message notification call. If the number of rings to wait is set to less than three, a subscriber may hear the reorder tone instead of the Cisco Unity conversation.

source:

http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_troubleshooting_guide_chapter09186a008011a5b9.html#1020617

QUESTION 27

You are a network engineer at Certkiller . You want to open a case on your Cisco Unity Server. Which report must you provide to the Cisco Technical Assistance Center (TAC)?

- A. Port Usage
- B. System Configuration
- C. Unresolved References
- D. Subscriber Configuration
- E. Administrative Access Activity

Answer: B

QUESTION 28

What is the maximum number of private lists per subscriber that Cisco Utility supports?

- A. 5
- B. 10
- C. 20
- D. 25
- E. 50

Answer: C

Explanation: Private lists can also be set for the subscriber in the Cisco unity administrator. Each subscriber account comes with 20 private lists.
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QUESTION 29

You are troubleshooting a Cisco Unity system. You want to view all logs generated by the Unity system. In which event log would you look?

- A. Unity
- B. Events
- C. System
- D. Security
- E. Application
enthusiasm

Answer: E

Explanation: A report can be generated for all application events on the Cisco unity server or for the events that apply only to Cisco unity. Cisco unity writes events only to the Windows application log. Page 10-32 CIPT

QUESTION 30

You make configuration changes to the registry on a Cisco Unity system. When will these changes be applied to the system?

- A. Immediately.
- B. Once you reboot the system.
- C. Once you reload the registry.
- D. Once you refresh the registry.
- E. Once you press the Apply button.

Answer: A

QUESTION 31

You are a network engineer at Certkiller . Your newly appointed Certkiller trainee wants to know what type of replication the SQL publisher's database uses. What would your reply be?

- A. Two-way
- B. Push/Pull
- C. Full duplex
- D. Asymmetrical
- E. Uni-directional

Answer: D

QUESTION 32

What is the maximum end-to-end delay allowed for voice traffic?

- A. 100 ms
- B. 200 ms
- C. 250 ms
- D. 300 ms
- E. 400 ms

Answer: B

QUESTION 33

Which of the following accounts supports the Cisco Call Detail Record (CDR) insert service, the Cisco Tomcat service, and the CR Analysis and Reporting tool?

- A. CCMCDR
- B. CCMSservice
- C. CCMCDRInsert
- D. CCMSserviceRD
- E. CCMSserviceDR

Answer: A

QUESTION 34

What must the Calling Party Number must be when a phone is calling 911?

- A. Encrypted
- B. E.164 compliant
- C. At least 4 digits long
- D. Exactly 10 digits long
- E. Not more than 7 digits long

Answer: B

QUESTION 35

You are a network engineer at Certkiller . You notice that the fans on the Certkiller Cisco ICS 7750 runs fast for approximately 10 seconds when you power up the Cisco ICS 7750 and when a code upgrade completes.

What is the cause of this?

- A. The fan tray is improperly seated.
- B. There is no problem. This is normal operation.
- C. A shorted voltage filter on the power supply causes a voltage surge.
- D. There are version conflicts between the SAP card and the fan assembly unit control software.

Answer: B

Explanation:

http://www.cisco.com/en/US/products/hw/voiceapp/ps967/products_administration_guide_chapter09186a0080080bb6.html

QUESTION 36

You are a network engineer at Certkiller . Your newly appointed Certkiller trainee wants to know what information is contained in the Cisco CallManager (CCM) Component Versions page. What would your reply be?

- A. The CCM software versions that are running on the server.
- B. The operating system version that is running on the server.
- C. Hardware version information for the media convergence server.
- D. The component version number of all currently connected RTP streams.

Answer: A

QUESTION 37

You want to create Metalink ODBC agreements for the DC Directory. On the command line of CallManager (C:\dcdsrvr\bin), which command should you use?

- A. avvid_cfg
- B. avvid_imp
- C. avvid_inf
- D. avvid_scfg
- E. avvid_restore

Answer: A

Explanation: AVVID_CFG - is invoked by setup on primary server, initializes and configures DC Directory, Configures Metalink ODCB import Agreements, Page 5-27 CIPT

QUESTION 38

You are a network engineer at Certkiller . You want to view information about specific gateways (such as registrations or re-registrations) to pinpoint a particular problem. Where will you find this information?

- A. Gateway Event log
- B. Windows 2000 Event Viewer
- C. Cisco CallManager Event Viewer
- D. Cisco CallManager Registration log

Answer: B (?)

QUESTION 39

You want to replace a system switch processor (SSP) card for the Cisco ICS 7750. In which must you place SSP card?

- A. Slot 1
- B. Slot 3
- C. Slot 4
- D. Slot 5
- E. Slot 7

Answer: E

Explanation Replacing the SSP Card

Step 1 Put on an ESD-preventive wrist strap, and attach it to an unpainted chassis surface.

Step 2 Align the SSP card with the upper and lower card guides in slot 7 of the chassis, and make sure that the ejection levers are in the open position (pointing outward).

http://www.cisco.com/en/US/products/hw/voiceapp/ps967/prod_maintenance_guide09186a0080087163.html#77870

QUESTION 40

In the show db tables command, which switch instructs command to return the configuration database?

- A. db
- B. dbcfg
- C. config
- D. configdb
- E. db tables

Answer: A

QUESTION 41

You are a network Administrator at Certkiller . You use SQL Server Enterprise Manager to expand the folders to the database level.

Which folder indicates that your server is a publisher?

- A. The Publisher folder.
- B. The Databases folder.
- C. The Publications folder.
- D. The Management folder.
- E. The Replication Master folder.

Answer: C

QUESTION 42

You are a network Administrator at Certkiller . You view a system error message on a log server outside of the Cisco ICS system manager.

Which Cisco severity code indicates the severity of "emergency: system unusable"?

- A. 0
- B. 1
- C. 4
- D. 7
- E. 9

Answer: A

QUESTION 43

You want to use the Admin Serviceability Tool (AST) to monitor device status, system performance, and device discovery? Which two protocols does the AST use to perform this function? (Choose all that apply.)

- A. CDP
- B. UDP
- C. RTP
- D. TCP
- E. HTTP

Answer: D, E

Explanation: The AST uses the HTTP and TCP protocols to monitor device status, system performance, and device discovery. It also connects directly to devices using HTTP for troubleshooting system problems. page 5-35 CIPT

QUESTION 44

You are a network engineer at Certkiller . Your newly appointed Certkiller trainee wants to know what capabilities network monitoring tools provide. What will your reply be? (Choose all that apply.)

- A. Traffic counts by station.
- B. Percent broadcast traffic
- C. Protocol distribution by the Layer 2 protocol.
- D. Protocol distribution by the Layer 3 protocol.

Answer: A, B, D

Reference: Page 6-6 CIPT

QUESTION 45

You are a network engineer at Certkiller . The company suffers a power outage. You want to provide emergency contact service until the power is returned. What is a standard method of providing emergency contact service during power outages?

- A. Power provisioned from an alternate grid.
- B. Cellular phones available in emergency closets.
- C. Power provisioned from a backup power generator.
- D. A general alarm bell connected directly to emergency service provides.
- E. Standard handsets on LEC loop-start lines scattered throughout the facility.

Answer: E

QUESTION 46

You are a network engineer at Certkiller . You are installing an SPE card installed in a Cisco ISC 7750. Your newly appointed Certkiller trainee wants to know which of the following host names he can use on the SPE card. What will your reply be? (Choose all that apply.)

- A. CertK 01
- B. CertK :01
- C. CertK -01
- D. CertK 01
- E. CertK (01)

Answer: A, C

Explanation: Host names should be no more than 15 characters long. Host names should contain only the numbers 0 through 9, the letters A through Z, the letters a through z, and hyphens (-). Using other characters might prevent other users from finding your device on the network

http://www.cisco.com/en/US/products/hw/voiceapp/ps967/products_installation_and_configuration_guide_chapter09186a00800ab735.html#1150708

QUESTION 47

You are a network administrator at Certkiller . You want to perform a standard SQL query. What utility can you use to perform this query?

- A. Cisco SQL Query Analyzer
- B. Cisco SQL Runtime Analyzer
- C. Microsoft SQL Query Analyzer
- D. Microsoft SQL Runtime Analyzer
- E. CallManager SQL Query Analyzer

Answer: C

QUESTION 48

You are an assistant technician at Certkiller . You are troubleshooting an network problem. You want to make a clear problem statement. What must you define?

- A. The network topology.
- B. A set of causes and their associated effects.
- C. A set of symptoms and their associated causes.
- D. How it relates to past known and definitively resolved network issues.
- E. The comparison of your baseline network to your testing environment.

Answer: C

Explanation: A systematic approach to troubleshooting consists of a sequence of steps. To make a clear problem statement, define the problem in terms of a set of symptoms and associated causes. Page 2-7 CIPT.

QUESTION 49

What should you do when implementing an action plan? (Choose all that apply.)

- A. Do not remove access lists so as to maintain security.
- B. Make sure you notify all users of the impact of the changes.
- C. Make sure that the changes you make do not make the problem worse.
- D. Maintain backup configurations of the most important routers and switches in your network.

Answer: A, C, D

Explanation: When developing and executing the action plan be specific. Make sure changes do not make the problem worse, if so reverse the changes. Limit the impact of the changes you make from other users. Minimize the extent or duration of potential security lapses. Page 2-20 CIPT

QUESTION 50

You are an assistant technician at Certkiller . You are troubleshooting a network problem. You want to isolate the problem. What would be an important step in accomplishing this goal?

- A. Listening carefully to expert Cisco TAC support.
- B. Brainstorming with colleagues while considering the gathered facts.
- C. Eliminating facts that are not supported when brainstorming with experts.
- D. Carefully considering the facts you have gathered from listening to expert Cisco TAC support.

Answer: C

QUESTION 51

You want to perform some IP telephony troubleshooting. Which of the following steps is part of the IPTT model action plan recommended by Cisco for troubleshooting IP telephony?

- A. Split troubleshooting possibilities into logical domains.
- B. The first step is to consider the least likely possibilities and eliminate them.
- C. Collaborate with other TAC centers that may have a greater concentration of voice expertise.
- D. Break the problem into small steps and assign each one to small steps and assign each one to a separate expert so you can maximize the use of your existing knowledge base.

Answer: A

Explanation: Use the partitioning effect. Split the troubleshooting possibilities into logical domains that are isolated from each other.

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QUESTION 52

With regard to IP telephony network infrastructures, which two of the following statements are true? (Choose all that apply.)

- A. It supports the existing data network.
- B. It replaced obsolete data network benefits.
- C. It supports the new data features and traffic patterns.
- D. The infrastructure can be a common source of troubleshooting.
- E. The existing data network carries less risk and also less reward.

Answer: A, C

QUESTION 53

Troubleshooting IP telephony networks is more than just understanding Legacy networking equipment and new voice functional equipment.

What other factor must you also understand?

- A. Customer service issues such as QoS.
- B. IT management issues such as unreliable service.
- C. The progression and history of why VoIP technology is being adopted.
- D. Customer service issues such as determining agent workspace satisfaction.

Answer: A

QUESTION 54

You are a network Administrator at Certkiller . You want to gather information about IP telephony-related problems. Which two tools can you use? (Choose all that apply.)

- A. CTI Server Performance Monitor
- B. Unity Server Performance Monitor
- C. Router show and debug commands
- D. CatOS switch show and debug commands
- E. Voice Gateway or Gatekeeper bandwidth monitor

Answer: C, D

QUESTION 55

With regard to Cisco CallManager (CCM), which of the following statements is true?

- A. CCM is relatively easy to configure.
- B. CCM provides the same functionality as Legacy ACD systems.
- C. CCM is the first place to look when troubleshooting VoIP issues.
- D. CCM keeps most of the common voice troubleshooting issues from being attributed to a configuration problem.

Answer: C

Not D: You could very easily have common voice problems from a misconfigured CallManager. ex. invalid css and partition setup.

QUESTION 56

You are a network engineer at Certkiller . Your newly appointed Certkiller trainee wants to know what Q.931 provides. What will your reply be?

- A. It provides connection control for gateway connections.
- B. It provides connection flow control for ISDN connections.
- C. It provides connection flow control for gateway connections.
- D. It provides connection control and flow control for ISDN connections.
- E. It provides connection control and flow control for H.323 connections.

Answer: B

Explanation:

NOT D,E - both say 'flow control'

NOT A,C - q.931 deals specifically with ISDN, not gateways in general.

Q.931 is ISDN's connection control protocol, roughly comparable to TCP in the Internet protocol stack. Q.931 doesn't provide flow control or perform retransmission.

source: <http://www.freesoft.org/CIE/Topics/126.htm>

QUESTION 57

Which of the following troubleshooting issues is related to Cisco Unity?

- A. Automatic call transfers
- B. Voice response verification
- C. Advanced customization issues
- D. Voicemail agent response levels

Answer: C

QUESTION 58

You are a network engineer at Certkiller . Certkiller has a Frame Relay circuit that is clocked at 65 Kbps. You want to ensure voice quality? What is the largest fragment size that you can use?

- A. 32k
- B. 56k
- C. 64k
- D. 128k
- E. 256k

Answer: D

QUESTION 59

In troubleshooting situations where too many calls are causing voice quality issues, three categories of Call Admission Control (CAC) tools are available. Match the tools with their descriptions.

Category	Descriptions	
Place here	Gauges the state of the network to determine whether to allow a new call	Local
Place here	Monitors the use of certain resources and calculates a value that drives the CAC decision.	Resource-based
Place here	Router bases the CAC decision on nodal information, such as the state of the outgoing WAN link or the number of available outgoing trunks	Measurement-based

Answer:

Category	Descriptions
Measurement-based	Gauges the state of the network to determine whether to allow a new call
Resource-based	Monitors the use of certain resources and calculates a value that drives the CAC decision.
Local	Router bases the CAC decision on nodal information, such as the state of the outgoing WAN link or the number of available outgoing trunks

QUESTION 60

With regard to Layer 2 VoIP bottlenecks, which of the following statements is true?

- A. Buffers are the issue within the enterprise campus.
- B. Bandwidth is the issue within the enterprise campus.
- C. Buffers fill slowly so they can be relied upon to smooth router traffic.
- D. More Gigabit Ethernet feeding Ethernet connections corrects oversubscription problems.
- E. QoS is not an enterprise issue because data traffic is bursty and withstands buffer overflow.

Answer: A

QUESTION 61

Match the routing command with the tool that enables it to give Layer 3 troubleshooting information.

Tool	Routing Command
Place here	show interfaces
Place here	show class-map
Place here	show queuing
Place here	show policy-map
Place here	show interfaces random-detect
Place here	show frame-relay fragment

WRED
LLQ
MLP
FRF.12

Answer:

Tool	Routing Command
MLP	show interfaces
LLQ	show class-map
WRED	show queuing
LLQ	show policy-map
WRED	show interfaces random-detect
FRF.12	show frame-relay fragment

WRED
LLQ
MLP
FRF.12

QUESTION 62

Which of the following data characteristics classify traffic? (Choose all that apply)

- A. DLIC address
- B. MAC addresses
- C. Layer 7 application
- D. Range of port numbers
- E. Layer 1 Class of Service (CoS)
- F. Layer 2 Class of Service (CoS)

Answer: B, C, D, F

QUESTION 63

You are a network engineer at Certkiller . Your newly appointed Certkiller trainee wants to know what the disadvantages of queuing are. What will your reply be?

- A. It increased jitter
- B. It increased latency

- C. It increased packet loss
D. It increased complexity of the router configuration

Answer: D

Note: Possibly B.

QUESTION 64

There are three major impacts on voice quality: packet loss, jitter, and latency.
Place a "P" in the box next to the problems caused by packet loss.
Place a "J" in the box next to issues effecting jitter.
Place and "L" next to latency concerns.

Place here	Traffic classification statements in queuing could be the cause	Labels to be moved
Place here	You use an extended ping operation to check for this problem	
Place here	Low latency queuing (LLQ) can stop the congestion that causes this	
Place here	If the delay is constant but too long, there may be either a Frame Relay issue or a suboptimal routing issue	
Place here	It can be caused by a router with a buffer problem.	
Place here	Cyclic Redundancy Check (CRC) errors on the receiving interface	
Place here	Benchmarking the network and then periodically monitoring the response time can reduce the potential for this condition	
Place here	Routing tables may allow voice packets to use alternating paths	

Answer:

J	Traffic classification statements in queuing could be the cause	Labels to be moved
P	You use an extended ping operation to check for this problem	
J	Low latency queuing (LLQ) can stop the congestion that causes this	
L	If the delay is constant but too long, there may be either a Frame Relay issue or a suboptimal routing issue	
P	It can be caused by a router with a buffer problem.	
P	Cyclic Redundancy Check (CRC) errors on the receiving interface	
L	Benchmarking the network and then periodically monitoring the response time can reduce the potential for this condition	
J	Routing tables may allow voice packets to use alternating paths	

QUESTION 65

You are a network engineer at Certkiller . Your newly appointed Certkiller trainee wants to know what jitter is. What will your reply be?

- A. It is the variability in the interpacket arrival time.
B. It is the variable delay caused by the use of the wrong codec.
C. It is the variability in the playout of signal at the receiving end.
D. It is the variable delay caused by the serialization of the bits on the interface.

Answer: A

QUESTION 66

You are a network engineer at Certkiller . Your newly appointed Certkiller trainee wants to know what the default value of Bc on a Cisco router is. What will your reply be?

- A. 1/16 of CIR
- B. 1/12 of CIR
- C. 1/10 of CIR
- D. 1/8 of CIR
- E. 1/3 of CIR

Answer: D

QUESTION 67

Match each command with its function.

Place here	Creates a connection that terminates in an endpoint inside the gateway	RQNT
Place here	Changes the parameters associated with a previously established connection	NTFY
Place here	Requests that a gateway applies a specific signal to and endpoint (such as dial tone)	CRCX
Place here	Deletes an existing connection	MDCX
Place here	Audits the status of any connection associated with it	DLCX
Place here	Notifies CCM that the service status has changed for the gateway	AUEP
Place here	Notifies CCM when requested events occur	AUCX
Place here	Audits the status of an associated endpoint	RSIP

Answer:

CRCX	Creates a connection that terminates in an endpoint inside the gateway
MDCX	Changes the parameters associated with a previously established connection
RSIP	Requests that a gateway applies a specific signal to and endpoint (such as dial tone)
DLCX	Deletes an existing connection
AUCX	Audits the status of any connection associated with it
RQNT	Notifies CCM that the service status has changed for the gateway
NTFY	Notifies CCM when requested events occur
AUEP	Audits the status of an associated endpoint

QUESTION 68

Match the priority levels to their descriptions.

		Priority Levels
Place here	Your production network is down, with the potential of causing critical impact to business operations if service is not restored quickly. You are willing to commit resources around the clock to resolve the situation.	P4
Place here	Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.	P3
Place here	You need information concerning Cisco product capabilities, installation advice, or basic product configuration data.	P2
Place here	Your production network is severely degraded and affects significant aspects of your business operations. You are willing to commit full-time resources during business hours to resolve the situation.	P1

Answer:

P1	Your production network is down, with the potential of causing critical impact to business operations if service is not restored quickly. You are willing to commit resources around the clock to resolve the situation.
P3	Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
P4	You need information concerning Cisco product capabilities, installation advice, or basic product configuration data.
P2	Your production network is severely degraded and affects significant aspects of your business operations. You are willing to commit full-time resources during business hours to resolve the situation.

QUESTION 69

Place the steps to escalate telephone service provider-related problems in the correct order.

1	Place step one here	You provide service representative all necessary information, including exact description of the problem and contact
2	Place step two here	If you are not satisfied with the service or turnaround time, you may want to escalate the call to a supervisor
3	Place step three here	After the problem is resolved, you have the service representative leave the ticket open until you can verify the problem has been
4	Place step four here	You test all equipment (CSU/DSU), WAN interface card (WICS), router, etc.) thoroughly to rule out problems with the network
5	Place step five here	You collect all the necessary information (i.e., circuit ID, contact telephone numbers) before calling the telephone service provider.
6	Place step six here	You document the problem, including the resolution.

Answer:

1	You test all equipment (CSU/DSU), WAN interface card (WICS), router, etc.) thoroughly to rule out problems with the network.
2	You collect all the necessary information (i.e., circuit ID, contact telephone numbers) before calling the telephone service provider.
3	You provide service representative all necessary information, including exact description of the problem and contact.
4	If you are not satisfied with the service or turnaround time, you may want to escalate the call to a supervisor.
5	After the problem is resolved, you have the service representative leave the ticket open until you can verify the problem has been.
6	You document the problem, including the resolution.

QUESTION 70

You want to report an issue to a telephone service provider.

What are the three most important principles to remember when doing this? (Choose all that apply.)

- A. You should sufficiently test the problem.
- B. You should call the main repair number for business.
- C. You make sure you have your Cisco Service Contract Number available when you call.
- D. You make sure they know you are a Cisco partner, reseller, or channel representative.
- E. Your service provider may not be able to troubleshoot your issue without documentation.
- F. You should be aware that your service ticket is not the only ticket that the service center is working.

Answer: A, E, F

QUESTION 71

You are a network engineer at Certkiller . Your newly appointed Certkiller trainee wants to know why documentation is necessary. What will your reply be? (Choose all that apply.)

- A. Documentation can be used to assign responsibility for issues.
- B. Documentation is necessary to assign liability for issues if needed.
- C. If the problem returns, then the fix that was used may not have been the actual fix.
- D. Documentation can be used to assign responsibility and liability for issues if needed.

E. If the problem occurs in a different part of the network, the documentation can be used to repair the problem quickly.

F. Another underlying problem might pop up and documentation allows you to start where the previous troubleshooting ended.

Answer: C, E, F

QUESTION 72

The Bug Navigator shows the status on bugs you are investigating. A few of those status names are listed in the table.

Match the status with its description.

Status	Description
Place here	Problem described in bug report is fixed in all release versions targeted to be fixed and all changes have been successfully.
Place here	Bug report is valid, but a conscious decision has been made not to fix it all or in all releases.
Place here	The evaluating or test engineer cannot reproduce the problem.
Place here	The assigned engineer is actively working on the bug report.
Place here	Awaiting additional easily retrieved information needed to determine the cause of the problem.
Place here	Development-engineering work is pending information from an outside source to verify the fix.
Place here	Bug report is discarded because it does not describe a problem that requires changes to hardware, software, or documentation.

Closed
Held
Information required
Junked
Open
Resolved
Irreproducible

Answer:

Status	Description
Resolved	Problem described in bug report is fixed in all release versions targeted to be fixed and all changes have been successfully.
Closed	Bug report is valid, but a conscious decision has been made not to fix it all or in all releases.
Irreproducible	The evaluating or test engineer cannot reproduce the problem.
Open	The assigned engineer is actively working on the bug report.
Information required	Awaiting additional easily retrieved information needed to determine the cause of the problem.
Held	Development-engineering work is pending information from an outside source to verify the fix.
Junked	Bug report is discarded because it does not describe a problem that requires changes to hardware, software, or documentation.

QUESTION 73

You are troubleshooting IP telephony problems. You want to escalate the problems. Which two of the following methods are NOT recommended? (Choose all that apply.)

A. You assign a priority of P3 to the problem to get the information you need for a Cisco product in a more timely manner.

B. You need information concerning Cisco product capabilities, installation advice, or basic product configuration data.

You assign P4.

C. You assign P3 if your network performance is degraded.

Network functionality is noticeably impaired, but most business operations continue.

D. Your production network is severely degraded and affects insignificant aspects of your business operations.

You are not willing to commit full-time resources during business hours to resolve the situation.

You assign P2.

E. Your production network is down, with the potential of causing critical impact to business operations if service is not restored quickly.

You are willing to commit substantial resources around the clock to resolve the situation.

You assign P1.

Answer: A, D

QUESTION 74

You are a network engineer at Certkiller . Your newly appointed Certkiller trainee wants to know when it would be appropriate to open a case via telephone?

A. When a P1 or P2 situation occurs.

B. When a P3 or P4 situation occurs.

C. As soon as you see any degradation in your network.

D. When the problem happens for the second time and the first case has not been resolved yet.

E. When a P3 or P4 situation occurs and you are closer to a telephone than your Internetready desktop.

Answer: A

QUESTION 75

Which of the following are allowed to access the Cisco Technical Assistance Center (TAC) home page? (Choose all that apply)

A. Cisco resellers.

B. Cisco employees.

C. Any Cisco customer.

D. Customers who are registered with Cisco.com and hold a valid Cisco Service Agreement.

E. Partners who are registered with Cisco.com and hold a valid Cisco Partner Service Agreement.

Answer: A, D, E

QUESTION 76

May valuable, time-saving tools are available in the Tools and Utilities module.

Match the tool to its task.

Tool	Task	Task
Place here	Identifies, evaluates, categories, and tracks defects that have real or potential impact to network operations or planning.	Voice Codec Bandwidth Calculator
Place here	Simulates the steps in TAC engineer takes to diagnose problems and provides a technical solution or recommendation.	Compatibility Advisor, Catalyst 5000 and 6000
Place here	Determines the compatibility between specific product numbers and software releases.	Hardware/Software Compatibility Matrix
Place here	Identifies valid hardware configurations for Catalyst operating system (OS) for the Supervisor Engine software.	Software Bug Toolkit
Place here	Determines the amount of bandwidth needed for different numbers of calls using various codecs.	Troubleshooting Assistant

Answer:

Tool	Task
Software Bug Toolkit	Identifies, evaluates, categories, and tracks defects that have real or potential impact to network operations or planning.
Troubleshooting Assistant	Simulates the steps in TAC engineer takes to diagnose problems and provides a technical solution or recommendation.
Hardware/Software Compatibility Matrix	Determines the compatibility between specific product numbers and software releases.
Compatibility Advisor, Catalyst 5000 and 6000	Identifies valid hardware configurations for Catalyst operating system (OS) for the Supervisor Engine software.
Voice Codec Bandwidth Calculator	Determines the amount of bandwidth needed for different numbers of calls using various codecs.

QUESTION 77

You are a network engineer at Certkiller . Your newly appointed Certkiller trainee wants to know how Cisco CallManager (CCM) performs digit analysis. What will your reply be?

- A. It searches all route lists in the route group and chooses the best possible match.
- B. It searches the route lists in the route group and selects the first possible match.
- C. It searches all partitions in the Calling Search Space and chooses the best possible match.
- D. It searches the partitions in the Calling Search Space and chooses the first possible match.

Answer: A

QUESTION 78

You are a network engineer at Certkiller . Certkiller 's main supplier is a long-distance phone call away. Certkiller users complain that sometimes when they dial the supplier's number they reach a local number.

What is the most likely cause of this problem?

- A. PSTN trunk saturation
- B. Overlapping dial plans
- C. Incorrectly defined gateway
- D. Overlapping gateway access lists
- E. Incorrectly defined Calling Search Spaces

Answer: B

QUESTION 79

As a VoIP network troubleshooter, what are two reasons it is important to be able to troubleshoot all current network issues? (Choose two)

- A. Timeless is very important when adding VoIP networking equipment.
- B. The voice network relies completely on the existing network foundation.
- C. Voice functionality depends primarily on maintaining your existing routers and switches.
- D. The voice network does not rely on the existing network but you need to be able to perform VoIP upgrades.
- E. Because increases bandwidth exists, timeliness is not important but convergence is what allows you to be able to take advantage of the new bandwidth.

Answer: A, B

QUESTION 80

Which protocol does Cisco CallManager (CCM) use to establish calls between station devices?

- A. SDL
- B. RTP
- C. SCCP
- D. MGCP
- E. H.450

Answer: C

QUESTION 81

You are adding a new subscriber to the database, but replication to the publisher is failing.

What can you do to restore replication?

- A. Change the sa password on the subscriber to match the publisher.
- B. Change the SQLSvc password on the subscriber to match the publisher.
- C. Change the CCMSvc account password on the subscriber to match the publisher.
- D. Change the Administrator account password on the subscriber to match the publisher.

Answer: A

QUESTION 82

Which statement is true about opening a P1 or P2 case via telephone?

- A. Technical Assistance Center (TAC) engineers handle the problems directly.
- B. You must make sure that you use the special priority card number whenever you call.
- C. Technical Assistance Center (TAC) engineers are available to customers and partners.
- D. If your service contract has lapsed, you can open a P2 case via telephone and then renew your contract.

Answer: A

QUESTION 83

The Cisco CallManager includes the Trace utility.

Which three features does the Trace utility provide? (Choose three)

- A. digit analysis
- B. detail of call processing
- C. in-depth troubleshooting
- D. flow chart of the entire dial plan
- E. listing of improperly routes calls

Answer: A, B, C

QUESTION 84

Which debug vpm command shows on/off hook states?

- A. debug vpm spi
- B. debug vpm dsp
- C. debug vpm status
- D. debug vpm signal

Answer: D

QUESTION 85

Why is it important to understand how Cisco CallManager (CCM) and Cisco Unity relate to each other?

- A. Cisco Unity integrated lightly with CCM.
- B. Problems always result from a configuration error between the two devices.
- C. Cisco Unity configuration and communication with CCM is critical to CCM functionality.
- D. Communication between CCM and Cisco Unity is the primary source of your IP telephony communication troubleshooting issues.

Answer:

QUESTION 86

When can you change the computer name of an SPE card, installed in a Cisco ICS 7750, that is running Cisco ICS System Manager?

- A. Before installing SQL
- B. Before installing CallManager
- C. Before installing new applications
- D. Before you install any application

Answer: D

QUESTION 87

Q.931 is the connection control protocol used for ISDN connections. It is roughly comparable to _____.

- A. FTP in the Application layer.
- B. TCP in the Internet protocol stack.
- C. UDP in the Transport layer of the OSI model.
- D. ISDN, the international telecommunications standard for providing a digital service.

Answer: B

QUESTION 88

Which tool would you use to run Skinny and TSP traces on a Cisco Unity Server?

- A. stsprtrace.exe
- B. skinnytrace.exe
- C. AV-CiscoTSP.exe
- D. Maestro Tools.exe

Answer: D

QUESTION 89

What is part of a successful implementation of an IPTT troubleshooting action plan?

- A. Fully backing up the IP telephone firmware.
- B. Limiting the impact of the changes on other users.
- C. Your ability to demonstrate your expertise in solving current issues.
- D. Making sure that you have notified Cisco TAC so they can help with the problem if needed.

Answer: B

QUESTION 90

What is an advantage of Low Latency Queuing (LLQ) over IP Real Time Transport

Protocol (RTP) Priority Queuing?

- A. LLQ ensures that excess bandwidth is assigned to the priority traffic.
- B. LLQ provides the ability to prioritize the call setup as well as the UDP/RTO flows.
- C. LLQ ensures that voice flows (i.e., UDP/RTP) have priority over all other UDP and TCP flows.
- D. LLQ uses map-class commands, which provide more configuration flexibility than the IP RTP Priority configuration.

Answer: C

QUESTION 91

Which condition prevents details from appearing on the Cisco CallManager (CCM) Component Versions page?

- A. The connection between the CCM and the SQL Server 2000 fails.
- B. The CCM administrator has turned Component Tracking off on the server.
- C. The current administrator has insufficient SQL SA permissions to view information.
- D. The hardware versions of the queried server are different than the local console's hardware version.

Answer: B

QUESTION 92

Which gateway interface presents 911 services with a different calling party number for each call?

- A. PRI
- B. FXS
- C. E&M
- D. POTS

Answer: D

QUESTION 93

Devices provide three disconnect supervision mechanisms for any media connections preserved during system failure.

What are the three mechanisms? (Choose three)

- A. timed
- B. switchover algorithm
- C. end-user timed release
- D. graceful switch over algorithm
- E. Media Streaming Failure (MSF)

Answer: A, C, E

QUESTION 94

Some Cisco Catalyst switches can make forwarding and dropping decisions. Which two statements are true? (Choose two)

- A. Layer 2 switches do not make forwarding or dropping decisions. This is a Layer 3 function.
- B. These decisions are based on marking approaches, such as CoS, DSCP, or IP precedence.
- C. Trying to configure a switch port to drop or forward a packet is considered "untrusted" and is not supported by Cisco.
- D. You can configure Ethernet ports with trust states that determine which markings the switch uses to make forwarding and dropping decisions.

Answer: B, D

QUESTION 95

Where will Cisco CallManager (CCM) typically record events in the Event Viewer?

- A. System log
- B. Security log
- C. Application log
- D. CallManager log

Answer: C

QUESTION 96

What command returns a Windows diagnostic report from the command line?

- A. show diag
- B. show windiag -v
- C. show dbtables Win
- D. show windiagnostics

Answer: C

QUESTION 97

Which statement is true about Calling Search Spaces?

- A. They are ordered lists of route groups.
- B. They are assigned to devices, phones, and gateways.
- C. They are assigned to directory numbers and route patterns.
- D. They pass emergency locations when 911 is called when searching for the caller's dialled number.

Answer: B

QUESTION 98

You use the Windows 2000 Event Viewer to generate a report for application events that apply only to Cisco Unity.

What can you use as a filter to ensure that you receive only Unity events?

- A. _MC
- B. _Unity
- C. _AVVID
- D. _Activevoice

Answer: A

QUESTION 99

What is the first thing you should do when you encounter any Cisco-related problem?

- A. Open a case with a Technical Assistance Center (TAC) engineer.
- B. Call and have your Account Manager escalate the problem at P1.
- C. Open a case with Technical Assistance Center (TAC) via the TAC website or email.
- D. Try to resolve a problem using the tools and resources that are available on the Cisco Technical Assistance Center (TAC) website.

Answer: D

QUESTION 100

Which utility allows you to change the default Unity Call Handlers?

- A. Syscheck.exe
- B. Dohproptest.exe
- C. AvRulerEditor.exe
- D. Unity SA>Call Handlers

Answer: D

QUESTION 101

When a networking problem is finally resolved, steps should be taken to document the problem and its resolution.

What should the documentation include?

- A. cause, effects, and fix for the problem only
- B. symptoms, cause, and fix for the problem only
- C. cause, symptoms, corrective steps, and fix for the problem only
- D. cause, symptoms, corrective steps, effect, and fix for the problem

Answer: D

QUESTION 102

What is the outcome of dialling 92552121 with the following route patterns in the dial plan: 9.[2-9]XXXXXX or 9.XXX[2-9]XXXXXXX?

- A. The caller heard the re-order tone.
- B. The call routes immediately to pattern #1.
- C. The call routes immediately to pattern #2.
- D. The call waits for the inter-digit timeout and routes to pattern #1.
- E. The call waits for the inter-digit timeout and routes to pattern #2.

Answer: D

QUESTION 103

How does a Call Management Record (CMR) differ from a Call Detail Record (CDR)?

- A. CMRs are rollups of CDRs.
- B. CMRs track call quality data while CDRs track usage data.
- C. CMRs track calls per cluster while CDRs track calls per server.
- D. CMRs are recorded only when a call is transferred, while CDRs are recorded on every call.

Answer: B

QUESTION 104

Which three statements are true? (Choose three)

- A. Applying a combination of Call Admission Control (CAC) tools throughout the network is not recommended.
- B. If the terminating POTS side is most susceptible to oversubscription, you could use GateKeeper Resource availability indicator.
- C. Max Connections or GK Zone Bandwidth tools do not allow you to limit traffic within a site but do allow you to limit the traffic between sites.
- D. If it is important to keep the originating PBX from attempting to place a call onto the network when the network is incapable of completing the call, you should consider the busyout Call Admission Control (CAC) features.

Answer: B, C, D

QUESTION 105

You see the following system error message:

```
%SPE-Fan 3 failure-FMM-0-411000
```

Which element represents the Cisco subfacility?

- A. SPE
- B. FMM
- C. FAN 3

D. 411000

Answer: B

QUESTION 106

The CEO of Certkiller .com complains that calls from his 7960 phone have very poor voice quality.

Where is the first place to gather troubleshooting data?

- A. The I button on the CEO's 7960 phone.
- B. The running-config on the connected gateway.
- C. The CDR tables on the publisher CallManager server.
- D. The Call Management Record (CMR) tables on the registered CallManager server.

Answer: A

QUESTION 107

During a call, which tool shows the gateway being used for that call?

- A. SQL query
- B. Event Viewer
- C. Show ip route
- D. Performance Minitor

Answer: B

QUESTION 108

E911 deployments in IP telephony environments require that phones be correctly associated with what?

- A. gateways
- B. gatekeepers
- C. Central Offices (COs)
- D. File CallManager servers

Answer: A

QUESTION 109

The output of a network monitoring tool indicates that the average traffic bandwidth utilization is 50% and peak utilization is 85%

When can VoIP applications be added to this network?

- A. There is insufficient information to answer this question.
- B. They can be added now because this utilization meets the required capacity.
- C. They can be added when redesigning the network drops the peak utilization below 85%.

D. They can be added when redesigning the network drops the average utilization below 45%.

Answer: D

QUESTION 110

When are configuration changes to the registry applied to the Cisco Unity system?

- A. After it is configured.
- B. After reload of all registry.
- C. After reboot of all the system
- D. After the Apply button is pushed

Answer: A

QUESTION 111

What command can you use to check the fans for proper operation in a Cisco ICS 7750?

- A. show fan
- B. check fan
- C. get fan-speed
- D. show fan-speed

Answer: C

QUESTION 112

What is the first thing you should do to contact the service provider?

- A. Call the number listed in your telephone book for business repair.
- B. Call the customer service department and begin the escalation process.
- C. Call your own service provider account manager to ask the best way to proceed.
- D. Call Cisco Technical Assistance Center (TAC) and have them connect you with the correct service provider.

Answer: B

QUESTION 113

What increases the probability that E911 services remain up at a remote site?

- A. A UPS
- B. More gatekeepers
- C. Alternate route lists
- D. Additional WAN lines

Answer: D

QUESTION 114

A Cisco Unity subscriber calling in to check voicemail complains of being transferred to the opening greeting instead of the subscriber sign-in.

What is a possible cause of this problem?

- A. call routing
- B. call handlers
- C. class of service
- D. subscriber settings

Answer: B

QUESTION 115

Which statement is true about the use of tools?

- A. The choice of an internal tool versus an external tool should be based on the individual's experience.
- B. The choice of an internal tool versus and external tool should be based on the symptoms of the problem.
- C. Generally, external tools are better for identifying the source of IP telephony-related problems than internal tools.
- D. Generally, internal tools are better for identifying the source of IP telephony-related problems than external tools.

Answer: B

QUESTION 116

Which command initialized and configures the DC Directory and DC Directory replication agreements on the secondary server?

- A. `ccm_scfg<publisher server name> <subscriber server name>`
- B. `avvid_scfg<publisher server name> <subscriber server name>`
- C. `ccm_cfg <publisher server name> <Cisco CallManager DB name>`
- D. `avvid_cfg <publisher server name> <Cisco CallManager DB name>`

Answer: D

QUESTION 117

What undesirable voice characteristic is typically caused by compression, decompression, packet loss, and echo cancellation?

- A. jitter
- B. noise
- C. latency

D. serialization

Answer: C

QUESTION 118

What has the greatest negative effect on Cisco Unity performance?

- A. order of call routing rules
- B. type of calls being routed
- C. order of call routing tables
- D. number of call routing rules

Answer: A

QUESTION 119

You are assigned a trouble ticket. It states that a customer cannot call from Phone A to Phone B, but Phone B can call to Phone A.

What is the most likely cause?

- A. Phone B is the Null partition.
- B. Phone A is the Null Calling Search Space.
- C. Phone A's partition is not in Phone B's Calling Search Space.
- D. Phone B's partition is not in Phone A's Calling Search Space.

Answer: D

QUESTION 120

The bandwidth available to router son the WAN boundary may be insufficient to transport packets in a timely fashion. Match the problems to their causes.

Cause	Problem
Delay	The cause of delay introduce litter Place here
Variable Delay	Packets temporarily remain in queue while the router sends other packets. Place here
Buffer Overflow	Insufficient bandwidth exists for a router to send traffic out on the wire and discards ***MISSING*** Place here

Answer:

Cause	Problem
The cause of delay introduce jitter	Variable Delay
Packets temporarily remain in queue while the router sends other packets.	Delay
Insufficient bandwidth exists for a router to send traffic out on the wire and discards ***MISSING***	Buffer Overflow

QUESTION 121

Which statement about the Cisco Technical Assistance Center (TAC) Software Center is true?

- A. To access the Software Center, click Software Center on the Cisco home page.
- B. The Software Center is a gateway to all of the newest training devices that Cisco provides.
- C. You can search, access, and download software and firmware upgrades from the Software Center.
- D. The Software Center contains links to other software-related online auto configuration utilities such as the CCM Auto Config (CAC) and VoIP Solution Search (VoSS).

Answer: C

QUESTION 122

Within the H.323 protocol, what is used for call alerting and connect messages?

- A. H.225
- B. H.245
- C. H.261
- D. G.263
- E. G.711
- F. G.723
- G. G.726

Answer: B

QUESTION 123

What is the best method to handle calling line identification to E911 when using DID numbers in Cisco CallManager (CCM)?

- A. Deploy a CLID-ANI conversion box.
- B. Rely on the listed directory number of the outgoing trunk.
- C. Use transformation masks to change the extension to full E.164 number.

D. Route through a particular gateway with a known PSTN connection and number.

Answer: A

QUESTION 124

What is the default location used to store system reports generated with the Cisco Unity System Administration tool on a Cisco Unity Server?

- A. C:\Cisco Unity\Reports
- B. C:\CommServer\Reports
- C. C:\winnt\system32\Reports
- D. C:\Program Files\Cisco Unity\Reports

Answer: B

QUESTION 125

Which statement about the Cisco Technical Assistance Center (TAC) Software Center is true?

- A. To access the Software Center, click Software Center on the Cisco home page.
- B. The Software Center is a gateway to all of the newest training devices that Cisco provides.
- C. You can search, access, and download software and firmware upgrades from the Software Center.
- D. The Software Center contains links to other software-related online auto configuration utilities such as the CCM Auto Config (CAC) and VoIP Solution Search (VoSS).

Answer: C

QUESTION 126

What affects latency?

- A. enablement of VAD
- B. serialization of the bits
- C. inbound interface queuing
- D. error-handling characteristics of the media

Answer: B

QUESTION 127

Which priority level indicates that if you do not get help right away you are in a very serious trouble?

- A. P1
- B. P3
- C. P4

D. Both P1 and P4 because a case must progress through each step of the escalation process in order to get to the highest level.

Answer: A

QUESTION 128

When escalating a Cisco-related problem, the following steps are recommended. Place the steps in the correct order.

Steps	Steps in order
Use the appropriate telephone number to contact a TAC engineer handling **MISSING**	Place 1st step here
Research the problem using the resources available on the Cisco **MISSING**	Place 2nd step here
Document the problem, as well as the resolution	Place 3rd step here
Use the Bug Navigator tool in the Software Bug toolkit	Place 4th step here
Use the Case Open tool available on the Cisco TAC home page if the problem is a P3 or P4 level	Place 5th step here

Answer:

Steps	Steps in order
	Research the problem using the resources available on the Cisco **MISSING**
	Use the Bug Navigator tool in the Software Bug toolkit
	Use the Case Open tool available on the Cisco TAC home page if the problem is a P3 or P4 level
	Use the appropriate telephone number to contact a TAC engineer handling **MISSING**
	Document the problem, as well as the resolution

QUESTION 129

What must be placed in each remote office in a Centralized Call Processing environment?

- A. PBXs
- B. Gateways
- C. File servers
- D. Only one CallManager

Answer: B

QUESTION 130

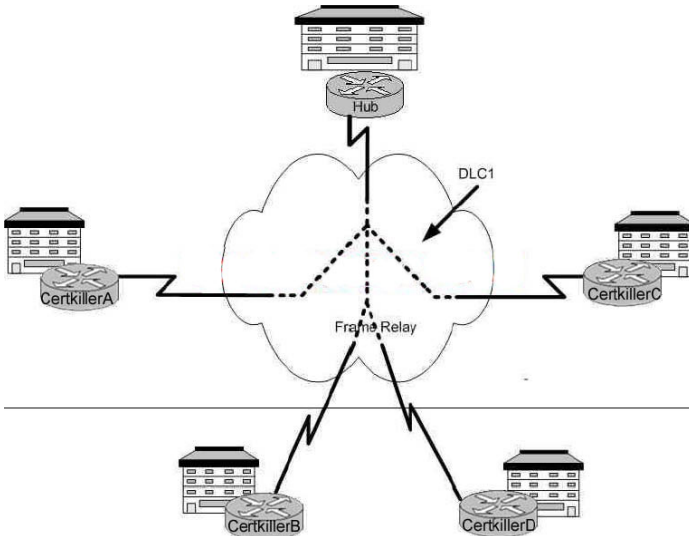
What is the default login and password when first logging into the ART tool?

- A. Avvid, Avvid
- B. Cisco, Cisco
- C. Cisco, Avvid
- D. Admin, Admin
- E. Admin, Password

Answer: D

QUESTION 131

Exhibit:



What, if anything, is wrong with the configuration shown in the exhibit?

- A. Nothing is wrong. It is correct as shown.
- B. Frame Relay traffic shaping should not be used in this configuration.
- C. Frame Relay adaptive traffic shaping should be enabled in map-class FRG22.
- D. Priority Queuing must be enabled on the serial interface if voice traffic is to be prioritized.

Answer: B

QUESTION 132

You use the SQL Enterprise Manager to expand the folders to the database level.

What identifies your server as a publisher?

- A. Roles
- B. Tables
- C. Stored Procedures
- D. Replication Monitor

Answer: D

QUESTION 133

When does a Cisco router set the discard eligible (DE) bit?

- A. When transmission exceeds CIR.
- B. When the interface is oversubscribed.
- C. If retransmission exceeds 20% of CIR.
- D. If Frame Relay network experiences congestion.

Answer: A

QUESTION 134

Match each E911 services acronym to its definition or function.

	Definition or Function	Acronym
CAMA	A database at the LEC that looks up an address as soon as a call is made	Place here
CAS	Emergency service number	Place here
ALI	A trunk used by all 911 networks in either analog or digital form	Place here
ESN	Digital signing over a T1	Place here

Answer:

Definition or Function	Acronym
A database at the LEC that looks up an address as soon as a call is made	ALI
Emergency service number	ESN
A trunk used by all 911 networks in either analog or digital form	CAMA
Digital signing over a T1	CAS

QUESTION 135

When you use the CLI on Cisco CallManager (CCM), what is it possible to display?

- A. RTP packets
- B. The active phone calls
- C. Intercluster communication
- D. The configured route pattern

Answer: A

QUESTION 136

The Bug Navigator allows you to search for known bugs based on which two parameters? (Choose two)

- A. feature set
- B. product name
- C. operating system
- D. bug pervasiveness
- E. enhancement bugs

Answer: A, B

QUESTION 137

Which two statements are true about fragmentation and compression? (Choose two)

- A. Voice packets are typically larger than data packets and need to be limited to 128 bytes.
- B. Cisco recommends that you not perform fragmentation on link speeds greater than 768 kbps.
- C. Compression is important because a voice packet header may be twice the size of the payload.
- D. To improve QoS it is extremely important that you keep the serialization delay for any

packet in the range of 10 ms to 20 ms.

E. The key to effective compression is to compress larger packets while letting the smaller packets pass through without compression.

Answer: B, C

QUESTION 138

In certain situations, DTMP digits are not recognized when processed through VoIP dial-peer gateways.

To avoid this problem, what should you do?

- A. Configure certain gateways to enable DTMF relay.
- B. Use in-band signalling between PBX systems and Cisco Unity.
- C. Use Cisco IOS software-based gateways that use H.245 out-of-band signalling.
- D. Multiplex voice traffic with control codes to instruct Cisco Unity how to direct a particular call.

Answer: A

QUESTION 139

A running-config shows the following:

```
access-list 101 permit tcp any any eq 23
access-list 101 permit tcp any any eq 2000
access-list 101 permit tcp any any eq 1720
Which communication is blocked?
```

- A. telnet
- B. voice packets
- C. H.245 call setup
- D. Skinny Client Control Protocol (SCCP)

Answer: B

QUESTION 140

How do changes replicate between publisher and subscriber servers?

- A. bi-directionally
- B. multiple-master
- C. incremental processes
- D. transactional processes

Answer: D

QUESTION 141

Where should you change the IP address of an ASI card installed in a Cisco ICS 7750?

- A. ISConfig utility
- B. WINIPCFG utility
- C. IPCONFIG command line utility
- D. Windows 2000 network properties

Answer: A

QUESTION 142

Why is troubleshooting voice networks complex?

- A. New technology and equipment are required to allow VoIP to occur on an existing network infrastructure.
- B. The older technology is more difficult to understand because education is becoming less available.
- C. It takes a great deal of education to have a thorough understanding of existing and upgraded systems and equipment.
- D. Some downtime can be tolerated because if the increase in network efficiency, but anything over 7.5% is unacceptable.

Answer: D

QUESTION 143

You receive a startup message saying that "At least one service or driver failed during startup"
What should you check?

- A. Call Viewer
- B. Event Viewer
- C. Status Monitor
- D. Cisco Unity SA

Answer: B

QUESTION 144

When using Call Detail Record (CDR) to troubleshoot the IP telephony network, what must you be able to do to use these tools effectively?

- A. Determine what a successful call looks like in the CDR.
- B. Understand CDR and Call Management Record (CMR) information interacts.
- C. Understand how CDR information relates to the partitions and Calling Search Spaces in the CallManager.
- D. Understand when to use the CDR information and when to use the Call Management Record (CMR) information for troubleshooting.

Answer: B

QUESTION 145

Where are Call Detail Record (CDR) and Call Management Record (CMR) data initially recorded?

- A. Database of the publisher CallManager server.
- B. Database of the registered CallManager server.
- C. Application log of the publisher CallManager server.
- D. Application log of the registered CallManager server.

Answer: A

QUESTION 146

Which two statements about TAC website are true? (Select two.)

- A. The Location is <http://www.cisco.com/tac>
- B. The contact TAC module includes all of the information you must have to open or manage a TAC case.

Answer: A, B

QUESTION 147

Which two are commands primitives of MGCP? (Select two.)

- A. NTFY
- B. AUEP

Answer: A, B

QUESTION 148

Which three switch configuration parameters have an effect on ip phone operation? (Select three.)

- A. portfast
- B. Portspeed
- C. Jitter buffer size

Answers: A, B, C

QUESTION 149

In Cisco Unity, a set of instructions that specify what to do when a call reaches a certain point is called call a handler.

- A. True
- B. False

Answer: A

QUESTION 150

Which of the following client operating systems are supported by the Administrative Reporting Tool?

- A. Windows 98
- B. Windows 2000
- C. Unix
- D. MAC OS 10.2

Answer: A, B, C

QUESTION 151

The ART tool is capable of looking for information from one week prior to its installation?

- A. False
- B. True

Answer: A

QUESTION 152

Which of the following fields can be found in a CMR?

- A. dateTimeConnect
- B. directoryNum
- C. deviceName
- D. dateTimeStamp
- E. callIdentifier

Answer: B, C, D, E

QUESTION 153

In Cisco Unity, a set of instructions that specify what to do when a call reaches a certain point is called a(n):

- A. Routing Agent
- B. Instruction Agent
- C. Processing Agent
- D. Call Handler

Answer: D

QUESTION 154

The 1 byte QoS classification field in the IP packet header is referred to as:

- A. ToS

- B. 802.1d
- C. ISL
- D. CoS

Answer: A

QUESTION 155

A user is checking messages and receives an error " That e-mail cannot be played at this time ". What should you check?

- A. Class of service
- B. Hard Drive has crashed
- C. Licensing
- D. Voice ports

Answer: C

QUESTION 156

Which of the following web browsers are not supported by the Administrative Reporting Tool?

- A. Opera 2.5
- B. Internet Explorer 5.0
- C. Netscape 4.5
- D. Mosaic 6.1

Answer: A, D

QUESTION 157

Cisco CallManager uses which protocol for inter-cluster communications?

- A. SMDI
- B. SCCP
- C. MGCP
- D. H.323 v2

Answer: D

QUESTION 158

Which of the following is not used to rate Quality of Service in the ART tool?

- A. MTU
- B. Jitter
- C. Latency
- D. Lost packets

Answer: A

QUESTION 159

The Cisco CallManager Trace Gathering Tool can be run within the Unity System Administrator.

- A. True
- B. False

Answer: B

QUESTION 160

What standard signaling protocol is used within H.323 for call signaling and call setup?

- A. RTP
- B. Q.Sig
- C. H.225
- D. H.245

Answer: C

QUESTION 161

In CallManager route plan, route patterns can be manipulated in which entities?

- A. Route lists
- B. Route groups
- C. Route patterns
- D. Gateways

Answer: A, D

QUESTION 162

Which of the following gateways does not support SRST?

- A. Cisco 7200
- B. Cisco 2620
- C. Cisco 3640
- D. WS-X6608-T1

Answer: D

QUESTION 163

Which of the following patterns are valid for E-911 dialing?

- A. 9.11

- B. 911
- C. 9.@ where (SERVICE == 911)
- D. 9.911

Answer: B, C, D

QUESTION 164

Which of the following call handlers are installed by default in Cisco Unity?

- A. Welcome greeting
- B. Attendant
- C. Operator
- D. Goodbye
- E. Opening greeting

Answer: C, D, E

QUESTION 165

Which of the following are valid route pattern wild cards?

- A. &
- B. @
- C. +
- D. X
- E. !

Answer: B, C, D, E

QUESTION 166

ART must be installed on the server running the Publisher database for Cisco CallManager:

- A. False
- B. True

Answer: B

QUESTION 167

The Administrative Reporting Tool can be loaded on which server operating systems?

- A. Unix
- B. Windows 2000
- C. Windows NT 4.0
- D. MAC OS 10

Answer: A, B, C

QUESTION 168

Which of the following are true regarding a trunk configured for voice VLAN?

- A. Can only carry voice traffic
- B. Supports the native VLAN as well as the voice VLAN configured
- C. Must tag all packets using the ISL protocol
- D. The Port Fast feature is automatically enabled when voice VLAN is configured

Answer: B, D

QUESTION 169

How many CDR records can the ART tool handle?

- A. 1 million
- B. 1.5 million
- C. 2 million
- D. 3 million

Answer: C

QUESTION 170

Which of the following is true regarding the Administrative Reporting Tool (ART)?

- A. ART must be installed on the server running the Publisher database for Cisco CallManager
- B. ART can be installed on either the Publisher or Subscriber
- C. ART can be installed on any server running Cisco CallManager
- D. ART can be installed on any server running Windows 2000

Answer: A

QUESTION 171

A user is checking their messages and they receive an error "All Ports Busy notification". What should you check?

- A. Licensing
- B. Voice ports
- C. Class of service
- D. Hard Drive has crashed

Answer: B

QUESTION 172

Which of the following CDR/CMR table contains information about the voice quality of calls?

- A. CMRVersion
- B. CallDetailRecord
- C. CallDetailRecordDiagnostics
- D. CDRVersion

Answer: C

QUESTION 173

Low latency queuing (LLQ) is also known as:

- A. PQ/WFQ
- B. CQ and CBWFQ
- C. PQ/CBWFQ
- D. CBWFQ

Answer: C

QUESTION 174

What are the values of the default User ID and password when logging in to ART version 1.1(1) for the first time?

- A. avvid, avvid
- B. administator, administator
- C. Cisco, Avvid
- D. Cisco, Cisco
- E. admin, admin

Answer: E

QUESTION 175

What protocols does the Admin Serviceability Tool (AST) utilize to monitor devices?

- A. XML
- B. TCP
- C. FTP
- D. HTTP
- E. RTP

Answer: B, D

QUESTION 176

By default, status monitor can be found in which of the following directory?

- A. C:\CommServer\documentation.doc
- B. C:\UnityAdministration\StatusMonitor.exe

- C. C:\Unity\Reports\StatusMonitor.exe
- D. C :\Commsrver\TechTools\StatusMonitor.exe

Answer: D

QUESTION 177

Which of the following tools is used to observe serial or DTMF integration?

- A. Edit Switch utility
- B. Integration Monitor
- C. SysCheck
- D. Call Viewer utility

Answer: B

QUESTION 178

What types of intra-cluster communications take place in Cisco CallManager architecture?

- A. Run-Time Data
- B. Subscription Data
- C. SQL
- D. Exchange

Answer: A, C

QUESTION 179

Refer to the switch configuration in the exhibit. Which VLAN carries voice traffic?

- A. VLAN 155
- B. VLAN 100
- C. VLAN 10
- D. VLAN 0

Answer: A

QUESTION 180

When documenting a problem, Cisco recommends the following be included:

- A. How many people solved the problem
- B. Tools used to gather facts
- C. Date and time of the problem
- D. Location of problem

Answer: B, C, D

QUESTION 181

What is the maximum number of CDR records that can be stored?

- A. 5,000,000
- B. 20,000,000
- C. 1,000,000
- D. 10,000,000

Answer: D

QUESTION 182

Which of the following capabilities do monitor tools provide?

- A. Protocol distribution by Layer 3 protocol
- B. Percent broadcast traffic
- C. Detailed packet level tracing
- D. Protocol distribution by Layer 7 protocol
- E. Traffic counts by station

Answer: A, B, C, E

QUESTION 183

If some users are complaining that there is a delay in their MWI coming on, what could be the cause?

- A. Not enough ports are set for MWIs
- B. Ports are too busy to turn MWIs On and Off promptly
- C. Calls are sent to Cisco Unity ports that set for MWIs but not set to Answer Calls
- D. Too many ports are set for MWIs

Answer: A, B, C

QUESTION 184

The G.729 compression specification defines _____ codec rate.

- A. 8 kbps
- B. 5.3 kbps
- C. 64 kbps
- D. 6.3 kbps

Answer: A

QUESTION 185

Which of the following options are available from the Cisco Unity Port Usage report page?

- A. Percent Utilization
- B. Number of Calls
- C. Frequency of Subscriber access
- D. Length of Calls

Answer: A, B, D

QUESTION 186

What protocols does the Admin Serviceability Tool (AST) utilize to monitor devices?

- A. XML
- B. TCP
- C. FTP
- D. HTTP
- E. RTP

Answer: B, D

QUESTION 187

Which of the following web browsers does the Administrative Reporting Tool (ART) support?

- A. Mosaic 6.1
- B. Opera 2.5
- C. Netscape 4.5
- D. Internet Explorer 5.0

Answer: C, D

QUESTION 188

Which of the following call handlers are not installed by default in Cisco Unity?

- A. Opening greeting
- B. Welcome greeting
- C. Goodbye
- D. Operator
- E. Closing greeting

Answer: B, E

QUESTION 189

Admin Serviceability Tool (AST) utilizes TCP and HTTP to monitor devices.

- A. True
- B. False

Answer: A

QUESTION 190

What is the peak size of the ART database?

- A. 2.0GB
- B. 1.5GB
- C. 1.0GB
- D. 150MB

Answer: B

QUESTION 191

When ART is installed, how far into the past is it capable of looking for information?

- A. 1 year
- B. 1 month
- C. 1 day
- D. 1 week

Answer: C

QUESTION 192

What will happen if CDR records accumulate to a configured maximum?

- A. The oldest CDR records will be removed along with related CMR records once a week
- B. The oldest CDR records will be removed once a day, but the related CMR records will not be removed
- C. The oldest CDR records will be removed along with related CMR records once a day
- D. The newest CDR records will be removed along with related CMR records once a day

Answer: C

QUESTION 193

What standard signaling protocol is used within H.323 for control signaling?

- A. Q.Sig
- B. H.245
- C. H.225
- D. RTP

Answer: B

QUESTION 194

CDR record creation is enabled by default when the system is installed.

- A. True
- B. False

Answer: B

QUESTION 195

Which of the following are used to rate Quality of Service in the ART tool?

- A. MTU
- B. Lost packets
- C. Jitter
- D. Latency

Answer: B, C, D

QUESTION 196

What standard signaling protocol is used within H.323 for sequencing audio and video packets?

- A. MGCP
- B. RTP
- C. Q.Sig
- D. G.711

Answer: B

QUESTION 197

Which of the following are true regarding Enhanced 911?

- A. It is same as basic 911 service
- B. It is designed to eliminate the requirement for the caller to provide location information
- C. The caller's phone number is used to find the address of the telephone from which call is being made
- D. The Automatic Number Identification or ANI is not passed to the PSAP

Answer: B, C

QUESTION 198

The utility used to view licensed features on a Unity system is called:

- A. ConfigLic utility
- B. Key dump utility
- C. Upgrade License utility
- D. LearnTones utility

Answer: B

QUESTION 199

The 1 byte QoS classification field in the IP packet header is referred to as:

- A. ToS
- B. 802.1d
- C. ISL
- D. CoS

Answer: A

QUESTION 200

The Administrative Reporting Tool can be loaded on the following server operating systems, except:

- A. Unix
- B. Windows NT 4.0
- C. MAC OS 10
- D. Windows 2000

Answer: C

QUESTION 201

Which of the following fields are not available in a CMR?

- A. directoryNum
- B. dateTimeConnect
- C. callIdentifier
- D. dateTimeStamp
- E. deviceName

Answer: B

QUESTION 202

The H.323 standard includes which of the following components?

- A. Gateways
- B. Processor
- C. Gatekeepers
- D. Terminals
- E. Multipoint Control Units (MCUs)

Answer: A, C, D, E

QUESTION 203

After adding the G.729a recording and storage codec in Cisco Unity, what do you have to do?

- A. Re-install Unity
- B. Nothing
- C. Restart CallManager
- D. Restart Unity

Answer: D

QUESTION 204

Which of the following patterns would NOT be used for E-911 dialing?

- A. 911
- B. 9.11
- C. 9.@ where (SERVICE == 911)
- D. 9.911

Answer: B

QUESTION 205

What does RSVP stand for in IP Telephony?

- A. Resource Reservation Protocol
- B. Reliable Reservation Protocol
- C. Resource Routing Protocol
- D. Realtime Reservation Protocol

Answer: A

QUESTION 206

What does LFI stand for?

- A. Link Forecast and Interleaving
- B. Link Fragmentation and Interconnect
- C. Link Fragmentation and Interleaving
- D. Link Fragmentation Interconnect

Answer: C

QUESTION 207

Which of the following client operating systems is not supported by the Administrative Reporting Tool?

- A. MAC OS 10.2

- B. Windows 2000
- C. Windows NT 4.0
- D. Windows 98

Answer: A

QUESTION 208

Which of the following are false regarding the Administrative Reporting Tool (ART)?

- A. ART can be installed on any server running Windows 2000
- B. ART must be installed on the server running the Publisher database for Cisco CallManager
- C. ART can be installed on any server running Cisco CallManager
- D. ART can be installed on either the Publisher or Subscriber

Answer: A, C, D

QUESTION 209

The CallDetailRecord table contains information about the voice quality of calls in CDR/CMR.

- A. False
- B. True

Answer: A

QUESTION 210

Which of the following gateways support Media Gateway Control Protocol (MGCP)?

- A. Cisco 1751 Router
- B. Cisco 2621 Router
- C. VG248
- D. VG200

Answer: B, D

QUESTION 211

Refer to the router configuration in the exhibit. Which VLAN carries data traffic?

- A. VLAN 155
- B. VLAN 100
- C. VLAN 10
- D. VLAN 0

Answer: B

QUESTION 212

If some users are complaining that there is a delay in their MWI coming on, which of the following could not be the cause?

- A. Too many ports are set for MWIs
- B. Ports are too busy to turn MWIs On and Off promptly
- C. Calls are sent to Cisco Unity ports that set for MWIs but not set to Answer Calls
- D. Not enough ports are set for MWIs

Answer: A

QUESTION 213

When Cisco Unity _____, three tones play and a check mark appears in the Cisco Unity icon in the status area of the taskbar.

- A. reloads
- B. receives a voice message
- C. starts successfully
- D. fails to start

Answer: C

QUESTION 214

The default directory for unity installation is:

- A. C:\Unity
- B. C:\ProgramFiles\Unity
- C. C:\CommServer
- D. C:\Winnt\CommServer

Answer: C

QUESTION 215

Which of the following capabilities do monitor tools NOT provide?

- A. Detailed packet level tracing
- B. Percent broadcast traffic
- C. Protocol distribution by Layer 7 protocol
- D. Traffic count by station
- E. Protocol distribution by Layer 3 protocol

Answer: C

QUESTION 216

A Port Usage report will tell you how many times a subscriber used a certain port to login to Unity.

- A. False
- B. True

Answer: A

QUESTION 217

By default, voice packets (RTP stream) sent by Cisco IP Phones are marked at CoS/ToS value of:

- A. 5
- B. 3
- C. 1
- D. 7

Answer: A

QUESTION 218

Which of the following is not a valid route pattern wild card?

- A. +
- B. @
- C. X
- D. &
- E. !

Answer: D

QUESTION 219

Which menu option within the Admin Serviceability Tool (AST) allows you to add, edit, and delete Alert Notify settings?

- A. Monitor
- B. Preferences
- C. Options
- D. Tools

Answer: B

QUESTION 220

Which three acronyms are associated with E-911 services? (choose three)

- A. ALI
- B. ESN
- C. PSAP
- D. COPS

E. CAMA

Answer: A, C, E

Reference:

http://www.cisco.com/en/US/products/sw/iosswrel/ps1839/products_feature_guide09186a00800b5d63.html#wp1021949

QUESTION 221

Which statement is true about incoming patterns in a distributed call processing environment?

- A. They must include the prefix8
- B. They must not include the prefix9
- C. They must match a template that exist in the local
- D. They must match a template that exist in the remote

Answer: D

QUESTION 222

What are possible causes call is not inter-cluster call? (Select all that apply.)

- A. user error
- B. faulty gateway
- C. Telco
- D. Improper CM config

Answer: B, C, D

QUESTION 223

In order to accommodate small packet voice traffic in a low-speed FrameRelay network. what is 128byte packet an access rate of 64kbps?

- A. 8ms
- B. 16ms
- C. 24ms
- D. 32ms

Answer: B

$128 \times 8 = 1024 / 64 = 16 \text{ ms}$

Reference: Troubleshooting Cisco IP Telephony, ISBN: 1-58705-075-7, page 388, Table 7-2

QUESTION 224

Which of the switch configurations have an effect on IP Phone operation? (Select all that apply.)

- A. portfast

- B. portspeed
- C. auxiliary VLAN
- D. SCOIP address

Answer: A, B, C

QUESTION 225

Which statements is true about removing a gateway's access list?

- A. You should never remove it
- B. You should delete it before removing it
- C. You should rename it before removing it
- D. You should make it is not removed for too long of it

Answer: D

QUESTION 226

Q931 provides connect control and flow control for ISDN connections.

- A. true
- B. false

Answer: B

QUESTION 227

What is a command of MGCP? (Select all that apply)

- A. RSIP
- B. AUEP
- C. MDCX
- D. NTFY
- E. RQCX

Answer: A, B, C, D

Reference:

http://www.cisco.com/en/US/products/hw/gatecont/ps514/products_administration_guide_chapter09186a008015aae0.html

QUESTION 228

If an MGCP gateway supports disconnect supervision. A start media streaming Fail use signal is sent to the _____

- A. device for the preserved call
- B. Callmanager for the preserved call
- C. device for each preserved call
- D. Callmanager for each preserved call

Answer: C

QUESTION 229

What is used for identifying frames coding resource problem?

- A. Buffset
- B. Breakout Box
- C. Network Monitor
- D. Protocol Analyzer

Answer: D

QUESTION 230

Which two commands are internal tools that should be used during the F..Gagateway Stage? (Select two.)

- A. set
- B. show
- C. copy
- D. debug
- E. config

Answer: B, D

QUESTION 231

What is your next step if you remove an access-list but the problem is not solved?

- A. create a new action plan
- B. remove next in dB
- C. create a access list
- D. undo the access list ...

Answer: D

QUESTION 232

When a phone is calling 911, the CPN must be _____

- A. encrypted
- B. E.164 compliant
- C. At least 4digit long
- D. No more than 7 digits long

Answer: B

QUESTION 233

If a preferred E911 gateway is not available the most effective solution is to re-route the call the regular PSTN gateway.

- A. true
- B. false

Answer: A

QUESTION 234

E911 deployments in IP telephony environment require that phones be correctly associated with _____

- A. gateways
- B. gatekeepers
- C. file server
- D. central office

Answer: A

QUESTION 235

How can the CDR/CMR tools be viewed to look for the violate

- A. Use SQL view mode
- B. Use Windows 2000 performance
- C. Use event viewer
- D. Export to a third-party spreadsheet

Answer: A, D

QUESTION 236

Which three capabilities do not work monitoring tool provide (choose three)?

- A. traffic counts by stat..
- B. percent broadcast traffic
- C. percent broadcast traffic
- D. protocol distributed by L1 protocol
- E. protocol distributed by L3 protocol

Answer: A, B, D

QUESTION 237

When are trace capture filers helpful?

- A. when a WAN circuit is suspected
- B. when identifying groups of IP address

- C. when large amounts of traffic need to be captured
- D. when all device on a single lan exhibit the same problem

Answer: C

QUESTION 238

Which command used CLI of most appropriate resource for the use associated l.... of a device registered in Callmanager?

- A. SQL query
- B. Event viewer
- C. Network Management Tool
- D. AST

Answer: A

References:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_tech_note09186a00800e1529.shtml

QUESTION 239

When you use the CLI on Callmanager. It is possible to

- A. display the active phone calls
- B. display the configured remote patterns
- C. repair directory services for the pages
- D. display the TCP/IP properties of the call.

Answer: C

QUESTION 240

Which three ART reports are scheduled, by default to run automatically once per month?

- A. QoS summary
- B. Traffic
- C. Gateway
- D. Call Report
- E. Department bill
- F. System Overview

Answer: A, C, F

References:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_user_guide_chapter09186a00800c26df.html#1105819

Under Automatic Report Generation/Alert

QUESTION 241

For what are call management records used?

- A. to track roll fraud
- B. trace phone call originator
- C. calculate the cost of the usage
- D. main voice

Answer: D

Reference: Troubleshooting Cisco IP Telephony, ISBN: 1-58705-075-7, pages 89-90

CMRs contain data such as packets sent and received, packets lost, and jitter for the duration of a call.

QUESTION 242

Which are used to monitor QoS in the ART tools? (Select all that apply.)

- A. MTV
- B. Jitter
- C. Latency
- D. Lost packets

Answer: B,C,D

Reference:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_release_note09186a00800b7578.html

QUESTION 243

ART can be loaded on which three OS? (Select three)

- A. Unix
- B. Windows NT 4.0
- C. Windows 2000
- D. MAC OS 10

Answer: A, B, C

QUESTION 244

In which file format can Callmanager trace files be produced? (Select all that apply.)

- A. .txt
- B. .csv
- C. .doc
- D. .htm
- E. .xml

Answer: A, E

Reference: Troubleshooting Cisco IP Telephony, ISBN: 1-58705-075-7, page 47

QUESTION 245

Which three are true statements about Calling Search Space?

- A. Calling Search Space are ordered lists of partitions
- B. Calling Search Space are assigned to devices, phones, and gateways
- C. Calling Search Space are assigned to directory numbers and route patterns
- D. Callmanager looks through the caller's Calling Search Space when searching for the caller's detailed number.

Answer: A,B,D

Reference: Troubleshooting Cisco IP Telephony, ISBN: 1-58705-075-7, pages 469-473

QUESTION 246

With Callmanager V3.1 what is the maximum number of CDR records that can be stored?

- A. 1000000
- B. 1500000
- C. 2000000
- D. 10000000

Answer: D

Reference:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_1/trouble/trbld.htm

QUESTION 247

If no transcoding resources exist you should configure your entire network for G.711?

- A. Yes
- B. No

Answer: A

Explanation: Transcoding is only required between different codecs. Many Features and devices only support G.711.

Reference: Troubleshooting Cisco IP Telephony, ISBN: 1-58705-075-7, pages 855, 944, 570-590.

QUESTION 248

Which three affect latency? (Choose three.)

- A. enablement of VAD
- B. serialization of the hits
- C. outbound interface queuing
- D. propagation characteristics of the media

Answer: B,C,D

Reference: Troubleshooting Cisco IP Telephony, ISBN: 1-58705-075-7, Chapter 7, pages 385, 390, 402

QUESTION 249

Which Callmanager CLI commands are used to make metalink agreement of DC directory?

- A. avvid-cfg
- B. avvid-imp
- C. avvid-scfg
- D. avvid-restore

Answer: A

Reference: Cisco Course Curriculum - Cisco IP Telephony, Volume 2, page 6-43

QUESTION 250

In a centralized configuration. Callmanager is configured to send 911 calls out the central gateway for 911 calls from the central site. This is a FXO port into a 2600 router at the remote site for 911 calls, when the callers dial 911 at the remote site, they are routing out the central site's gateway.

Which of the following statements applies to this scenario?

- A. FXO ports are not supported in 2600 routers running H.323
- B. This configuration is not possible with current callmanager software
- C. The customer has not added additional Media Resource Groups for the remote site
- D. The customer need to add partitions and Calling Search Space to make this work

Answer: D

QUESTION 251

What does AST utilize to monitor device? (Select all that apply.)

- A. GSF
- B. RTP
- C. TCP
- D. XML
- E. HTTP

Answer: C,E

Reference:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_administration_guide_chapter09186a00800c2f5c.html#77809

Under "Overview" Section

QUESTION 252

Which statement is true?

- A. The bandwidth parameter on a cisco router are influence routing as well as queuing
- B. Digitized voice without VAD is an example of a network application with no queuing requirements
- C. The bandwidth parameter on a cisco router is derived directly from the clocking speed of the interface
- D. Interactive applications typically require large amounts of bandwidth in order to maintain good response times

Answer: A

References:

http://www.cisco.com/en/US/tech/CK543/CK757/technologies_tech_note09186a0080103eae.shtml

http://www.cisco.com/en/US/products/sw/iosswrel/ps1828/products_configuration_guide_chapter09186a00800ca56e.html

QUESTION 253

A Unity subscriber complains that the system does not notify him via his pager when he has an urgent voice mail. What are three possible causes for this problem?

- A. AV-Cisco TSP
- B. Class of Service
- C. Restriction Table
- D. Calling Search Space

Answer: A, C, D

References:

http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_administration_guide_chapter09186a0080080e94.html

http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_administration_guide_chapter09186a00800c4cb0.html

http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_troubleshooting_guide_chapter09186a0080098b37.html#67240

QUESTION 254

A caller calls a subscriber and is transferred to the greeting for the subscriber. The caller begins to learn a message, but gets cut off within 5 seconds. How might you correct the problem?

- A. use AV cisco TSP
- B. use WaveDBvolume
- C. use WaveDBGainPlayback
- D. increase the silence record timeout

Answer: D

References:

http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_administration_guide_chapter09186a008011897f.html#37305

QUESTION 255

You want to bypass creating a batchfile and run Regsvr32.exe. From where do you run this command?

- A. C:\Commsserver
- B. C:\winnt\system
- C. C:\winnt\system32
- D. C:\Commsserver\components

Answer: C

Reference: Troubleshooting Cisco IP Telephony, ISBN: 1-58705-075-7, page 840

Reference2: Windows 2000 Explorer - C:\winnt\system32\

QUESTION 256

You receive the following IIS error message on Unity
"Your class of service prohibits you from accessing the system Administration Web Pages."

What could be the explanation for this?

- A. IIS service stopped
- B. Unity is not running
- C. World Wide Publishing service stopped
- D. Class of service for the logon account was changed

Answer: D

Reference:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/tsg/tsg402/dom/tsg_0700.htm

QUESTION 257

An administrator creates a Call Handler that transfer to a certain phone number. When used, it transfers to the greeting of the handler instead of the phone number. What should you check to solve this problem? (Choose three.)

- A. restriction tables
- B. Calling Search Space
- C. Transfer rule applied to
- D. Transfer incoming calls

Answer: A, C, D

References:

http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_administration_guide_chapter09186a008011897f.html#37305

apter09186a008008758a.html#1019887

http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_administration_guide_chapter09186a0080080e94.html

QUESTION 258

What is one of the causes for a single unity subscriber not getting MWI when a message is left?

- A. The Unity Message store is down
- B. Callmanager has no MessageWaitingOnDN
- C. The AVciscoTSP has no MessageWaitingOnDN
- D. The Messages setting for the subscriber has not been set for MWI

Answer: D

QUESTION 259

Which three statements are true about displaying detailed records from a network monitoring? (Choose three).

- A. A detailed description of the IP header is always an option
- B. A detailed description of VOIP protocol is a always an option
- C. A detailed description of the TCP or UDP fields are always an option
- D. A detailed description of either the Ethernet II or 802.3 protocol

Answer: A, C, D

QUESTION 260

What should be measured when using a network monitoring tool to benchmark a network prior to implementing VOIP? (Select all that apply.)

- A. summary tracing
- B. percent broadcast traffic
- C. average bandwidth utilization
- D. protocol distribution by application

Answer: A, B, C

QUESTION 261

A user reports being cut off after leaving a message for five seconds which three questions provide useful information about the nature of the problem? (Choose three.)

- A. How often does this happen?
- B. What time of the day does this happen?
- C. What happens if the call is made from the PSTN
- D. Does it happen when you are trying to leave a message with other subscribers

Answer: A, C, D

QUESTION 262

Which three tools can be useful in gathering information about IP Telephony related problem? (Choose three)

- A. Unity Server Performance monitor
- B. Router show and debug commands
- C. Switch show and debug commands
- D. Callmanager Server Performance Monitor

Answer: B, C, D

QUESTION 263

A Trunk port configured for auxiliary VLAN capability _____

- A. must tag all packets using the 802.1Q protocol
- B. supports the native VLAN as well as multiple auxiliary VLANs
- C. has the appearance of a trunk port supporting only two VLANs
- D. does not participate in the process for the auxiliary VLAN

Answer: A

QUESTION 264

Which command shows all call routing options for the router's perspective if 2013 is dialed from a FXS attached phone?

- A. show voice call 2013
- B. show call active voice
- C. show dialplan number 2013
- D. show dialplan incall 1/0/0 num 2013

Answer: C

Reference:

http://www.cisco.com/univercd/cc/td/doc/product/software/ios122/122cgcr/fvvfax_r/vrf_r.htm#1024198

QUESTION 265

If a particular subnet appears in a routing table, all IP traffic can reach that subnet regardless of access-lists.

- A. Yes
- B. No

Answer: B

References: ICND, Access-lists

QUESTION 266

What is the most appropriate resource tool to use when determining the associated parameters of a device registered in Callmanager?

- A. SQL query
- B. Event viewer
- C. Network Monitoring Tool
- D. AST

Answer: A

References:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_tech_note09186a00800e1529.shtml

QUESTION 267

Which statement about CDRs is true relative to E-911 services?

- A. Callmanager can be configured to specifically record E911 calls
- B. E911 calls could be located in CDR records by exporting the records and parsing them.
- C. E-911 call can be located through the use of the CMR extension of the CDRs.
- D. Callmanager CDRs for E-911 calls can be located by searching on the "emergency services" marking bit in the record.

Answer: C

QUESTION 268

Which ART Report can be used to give a quick overview of the health of a system?

- A. QoS summary
- B. Gateway summary
- C. Department bill
- D. Traffic summary
- E. Gateway summary
- F. System Overview Report

Answer: F

Reference:

http://www.cisco.com/univercd/cc/td/doc/product/voice/sw_ap_to/admin/admin_rp/1_0_1/guide/artch5.htm#xtocid12