



Exam : 9E0-421

Title : IP Telephony Troubleshooting

Version : V-12

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QUESTION .1 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 .2 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 .3 The ART tool is capable of looking for information from one week prior to its installation?

- A. False
- B. True

Answer: A

QUESTION .4 Which of the following fields can be found in a CMR?

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

Answer: B, C, D, E

QUESTION .5 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 .6 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 .7 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 .8 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 .9 Cisco CallManager uses which protocol for inter-cluster communications?

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

Answer: D

QUESTION .10 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 .11 The Cisco CallManager Trace Gathering Tool can be run within the Unity System Administrator.

- A. True
- B. False

Answer: B

QUESTION .12 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 .13 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 .14 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 .15 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 .16 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 .17 Which of the following are valid route pattern wild cards?

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

Answer: B, C, D, E

QUESTION .18 ART must be installed on the server running the Publisher database for Cisco CallManager:

- A. False
- B. True

Answer: B

QUESTION .19 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 .20 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 .21 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 .22 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 .23 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 .24 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 .25 Low latency queuing (LLQ) is also known as:

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

Answer: C

QUESTION .26 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. administrator, administrator
- C. Cisco, Avvid
- D. Cisco, Cisco
- E. admin, admin

Answer: E

QUESTION .27 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 .28 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 : \Commserver\TechTools>StatusMonitor.exe

Answer: D

QUESTION .29 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 .30 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 .31 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 .32 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 .33 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 .34 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 .35 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 .36 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 .37 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 .38 What protocols does the Admin Serviceability Tool (AST) utilize to monitor devices?

- F. XML
- G. TCP
- H. FTP
- I. HTTP

J. RTP

Answer: B, D

QUESTION .39 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 .40 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 .41 Admin Serviceability Tool (AST) utilizes TCP and HTTP to monitor devices.

- A. True
- B. False

Answer: A

QUESTION .42 What is the peak size of the ART database?

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

Answer: B

QUESTION .43 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 .44 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 .45 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 .46 CDR record creation is enabled by default when the system is installed.

- A. True
- B. False

Answer: B

QUESTION .47 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 .48 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 .49 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 .50 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 .51 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 .52 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 .53 Which of the following fields are not available in a CMR?

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

Answer: B

QUESTION .54 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 .55 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 .56 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 .57 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 .58 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 .59 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 .60 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 .61 The CallDetailRecord table contains information about the voice quality of calls in CDR/CMR.

- A. False
- B. True

Answer: A

QUESTION .62 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 .63 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 .64 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 .65 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 .66 The default directory for unity installation is:

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

Answer: C

QUESTION .67 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 .68 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 .69 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 .70 Which of the following is not a valid route pattern wild card?

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

Answer: D

QUESTION .71 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 .72 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 .73 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 .74 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 .75 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

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

QUESTION .76 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 .77 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 .78 Q931 provides connect control and flow control for ISDN connections.

- A. true
- B. false

Answer: B

QUESTION .79 What is a command of MGCP? (Select all that apply)

- A. RSIP
- B. AUPE
- 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 .80 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 .81 What is used for identifying frames coding resource problem?

- A. Buffset
- B. Breakout Box
- C. Network Monitor

D. Protocol Analyzer

Answer: D

QUESTION .82 Which two commands are internal tools that should be used during the F..Gagteway Stage?
(Select two.)

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

QUESTION .83 What is your next step if you removes 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 .84 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 .85 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 .86 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 .87 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 .88 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 .89 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 .90 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 .91 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 .92 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 .93 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 .94 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 .95 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 .96 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 .97 What is the maximum recommended number of CDR records in ART?

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

Answer: B

QUESTION .98 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 .99 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

QUESTION .100 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 .101 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 .102 Which troubleshooting tools can be used with unity? (Select all that apply.)

A. AA

B. SA

C. Maestro

D. Status Monitor

Answer: A,B, D

Reference:

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

QUESTION .103 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_cha

pter09186a00800c2f5c.html#77809
Under "Overview" Section

QUESTION .104 What does a media stream between devices with the callmanager environment utilize for its transport protocol?

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

Answer: B

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

QUESTION .105 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 .106 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 .107 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 .108 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 .109 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_chapter09186a008008758a.html#1019887

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

QUESTION .110 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 .111 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 .112 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 .113 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 .114 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 .115 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 .116 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 .117 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 .118 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 .119 In trying to isolate a problem using CMRs which spreadsheet function is most helpful?

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

Answer: A

QUESTION .120 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/gui/de/artch5.htm#xtocid12

QUESTION .121 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 .122 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 .123 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 .124 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