Cisco 642-426

CISCO 642-426 Troubleshooting Unified Communications (TUC)

Practice Test

Version 2.1

CERTKILL

QUESTION NO: 1

LSC validation is failing on a new SCCP IP phone that you have just added to the Cisco Unified CallManager 5.0 cluster. No other IP phones are experiencing any problems with LSC validation. What can you do to help pinpoint the problem?

A. Check for security alarms
B. Verify that the authentication string is correct in the Cisco Unified CallManager device configuration screen
C. View the SDI trace output
D. Use the Security configuration menu on the IP phone to verify that an LSC has been downloaded to the IP phone

Answer: D

QUESTION NO: 2

Which three capabilities can't be configured if the default dial peer is matched? (Choose three.)

A. Set preference to 1
B. Invoke a Tcl application
C. Enable dtmf-relay
D. Set codec to G.711
E. Disable DID
F. Disable VAD

Answer: B,C,F

QUESTION NO: 3

.When using trace output to troubleshooting a Cisco Unified CallManager 5.0 problem, how can you collect and view the trace files?

A. Configure the proper trace settings on the Cisco Unified CallManager Serviceability page and then use the embedded RTMT tool to view the trace files
B. Configure the proper trace settings on the Cisco Unified CallManager Serviceability page and download the RTMT plug-in from the CallManager Administration page to view the trace output
C. Download the RTMT plug-in from the Cisco Unified CallManager Serviceability page to view the preconfigured trace files
D. Configure the proper alarms and traces on the Cisco Unified CallManager Administration page and view the output with the RTMT plug-in

Answer: B

QUESTION NO: 4

You are troubleshooting why a user can't make calls to the PSTN. You are reviewing trace files and you found where the user's IP phone initiates the call but you never see the call go out the gateway. What is the next step in troubleshooting this issue?

A. Look in the SDL trace file to see if there is a signal to another Cisco Unified CallManager node with the same time-stamp
B. Look in the MGCP trace file to determine which MGCP gateway the call was sent to
C. Look in the IP Voice Media Streaming APP trace file to see if an MTP was invoked
D. Look in the SDL trace file to see if there is a signal to anther Cisco Unified CallManager node with the same TCP handle

Answer: A

QUESTION NO: 5

Exhibit:

```
mls qos map cos-dscp 08 12 16 28 32 40 46
mls qos
!
spanning-tree mode pvst
spanning-tree extend system-id
!
interface FastEthernet0/1
switchport trunk encapsulation dot1q
switchport mode trunk
no ip address
wrr-queue cos-map 1 6 7
wrr-queue cos-map 2 5
wrr-queue cos-map 3 2 3 4
wrr-queue cos-map 4 0 1
spanning-tree portfast
!
interface FastEthernet0/2
switchport access vlan 20
switchport trunk encapsulation dot1q
switchport mode dynamic desirable
switchport voice vlan 120
no ip address
mls qos trust device cisco-phone
mls qos trust cos
wrr-queue cos-map 1 6 7
wrr-queue cos-map 2 5
wrr-queue cos-map 3 2 3 4
wrr-queue cos-map 4 0 1
spanning-tree portfast
!
```

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Your work as a network engineer at Certkiller .com. Please study the exhibit carefully. Voice bearer traffic is mapped to which queue in FastEthernet0/2?

A. Queue 2
B. Queue 3
C. Queue 1
D. Queue 4

Answer: A

QUESTION NO: 6

Exhibit:

```
CertKiller2#deb isdn q931
    debug isdn q931 is          ON.
CertKiller2#
    *Apr 23 05:41:07.828: ISDN Se1/0:23 Q931: TX -> RELEASE pd = 8  callref = 0x0003
    *Apr 23 05:41:07.828: ISDN Se1/0:23 Q931: RX <- RELEASE_COMP pd = 8  callref = 0
x8003[oK]
    *Apr 23 05:41:16.368: ISDN Se1/0:23 Q931: TX -> SETUP pd = 8  callref = 0x0004
            Bearer Capability i = 0x8090A2
                    Standard = CCITT
                    Transfer Capability = Speech
                    Transfer Mode = Circuit
                    Transfer Rate = 64 kbit/s
            Channel ID i = 0xA98381
                    Exclusive, Channel 1
            Calling Party Number i = 0x0181, '3002'
                    Plan:ISDN, Type:Unknown
            Called Party Number i = 0x80, '01133205551234'
                    Plan:Unknown, Type:Unknown
    *Apr 23 05:41:16 116: ISDN Se1/0:23 0931: RX <- CALL_PROC pd = 8  callref = 0x80
04
            Channel ID i = 0XA98381
                    Exclusive, Channel 1
    *Apr 23 05:41:16.428: ISDN Se1/0:23 Q931: RX <- DISCONNECT pd = 8  callref = 0x8
004
            Cause i = 0x82BE - Service not allowed
    *Apr 23 05:41:16.468: ISDN Se1/0:23 Q931: TX -> RELEASE pd = 8  callref = 0x0004
    *Apr 23 05:41:16.484: ISDN Se1/0:23 Q931: RX <- RELEASE_COMP pd = 8  callref = 0
x8004
```

Your work as a network engineer at Certkiller .com. Please study the exhibit carefully. You have received a trouble ticket stating that calls to international numbers are failing. To place an international call, users dial the access code, "9," followed by "011", the country code and the destination number. After entering the debug isdn 1931 command on the MGCP gateway, you have the user attempt the call again. Base on the debug output, what is the most likely cause of this problem?

A. The TON in incorrect
B. The circuit is not configured correctly or has a physical layer issue
C. Cisco Unified CallManaager is not stripping the access code before sending the call to the gateway
D. The gateway dial peer needs to prefix "011" to the called number so the PSTN knows this is an international call
E. The user's CSS does not permit international calls

Answer: A

QUESTION NO: 7

.You have developed a dial plan for Cisco Unified CallManager 5.0 solution. All the route patterns, partitions, calling search spaces and translation rules have been configured. Before starting up the system you wish to test the dial plan for errors. Which Cisco Unified Call Manager tool will simplify this testing?

A. Route Plan Report
B. Dial Plan Installer
C. Dialed Number Analyzer
D. RTMT Traces and Alarms

Answer: C

QUESTION NO: 8

You have just obtained a list of the following options:

all patterns unassigned DN

Call Park

Conference

Directory Number

Translation Pattern

Call pickup group

Route pattern

Message waiting

Voice mail

Attendant console

What have you selected in order to produce this list?

A. Route Plan >External Route Plan Wizard

B. Control Center > Feature Services

C. Route Plan > Route Plan Report

D. Dialed Number Analyzer

Answer: C

QUESTION NO: 9

You have configured the Enable Keep Alive check under Trace Filter settings. How does this change the trace output?

A. It adds the IP address of the endpoint in hex

B. It maps the unique TCP handle for the endpoint to the MAC address of the endpoint in the trace output

C. It adds the SCCP messages and all fields sent as part of that message

D. It adds TCP socket numbers between the endpoint and Cisco Unified CallManager for the session

Answer: B

QUESTION NO: 10

When using trace output to troubleshooting a Cisco Unified CallManager 5.0 problem, how can you collect and view the trace files?

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B. Configure the proper alarms and traces on the Cisco Unified CallManager Administration page and view the output with the RTMT plug-in
C. Download the RTMT plug-in from the Cisco Unified CallManager Serviceability page to view the preconfigured trace files
D. Configure the proper trace settings on the Cisco Unified CallManager Serviceability page and then use the embedded RTMT tool to view the trace files
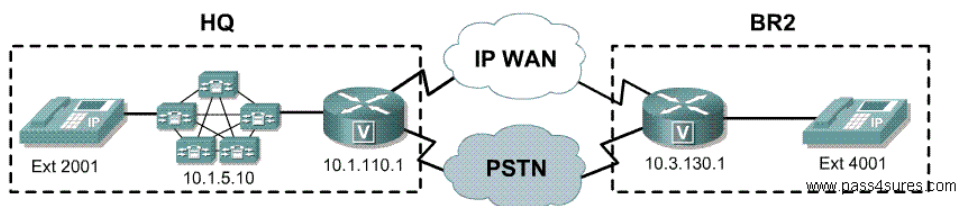
Answer: A

QUESTION NO: 11 HOTSPOT

Hotspot

1 Refer to the exhibit. Click the Voice Gateway for the BR2 location to view the output from the **debug voice ccapi inout** command and click on 10.1.5.10 to view and search the trace file output. Output can be searched by entering a string in the Search box and clicking the Find button. Click the X to return to the item.
A trunk has been configured between the Cisco Unified CallManager cluster 10.1.5.10 and a CME at 10.3.130.1. During testing you find that calls cannot be completed when dialing from ext. 2001 to ext. 4001 or from ext. 4001 to ext. 2001. What is the issue that is preventing calls from being completed in either direction?

○ The **h323-gateway voip bind srcaddr 10.3.130.1** command has been omitted from the BR2 configuration
○ A translation rule has been applied that is keeping the call from being completed
○ The CSS has been omitted from the trunk configured to BR2
○ An incorrect CSS has been applied to the gateway at HQ
○ The trunk IP address in the Cisco Unified CallManager Information field is incorrect
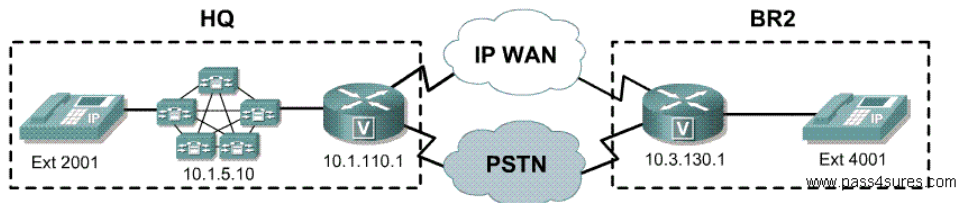

Answer:

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☐ The trunk IP address in the Cisco Unified CallManager Information field is incorrect
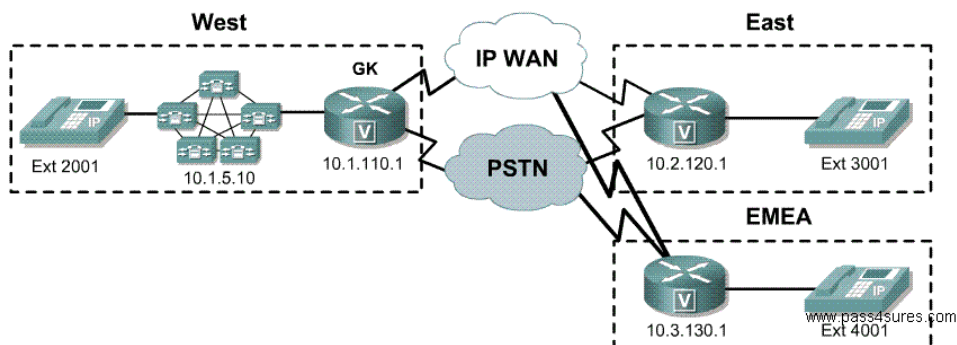
HQ   **IP WAN**   **BR2**

Ext 2001   10.1.5.10   10.1.110.1   **PSTN**   10.3.130.1   Ext 4001
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QUESTION NO: 12 HOTSPOT

Hotspot

1 Refer to the exhibit. Click on the GK icon to see the output of the **show gatekeeper endpoint** command. Click on CallManager cluster to view the trunk configuration screens. Click the X in each popup to return to the item.
A gatekeeper has been configured on the 10.1.110.1 router to support three local zones, West, East and EMEA. When you do a **show gatekeeper endpoints** command the West zone device is missing. What needs to be done to the configuration in the CallManager for it to register with the gatekeeper in zone West?
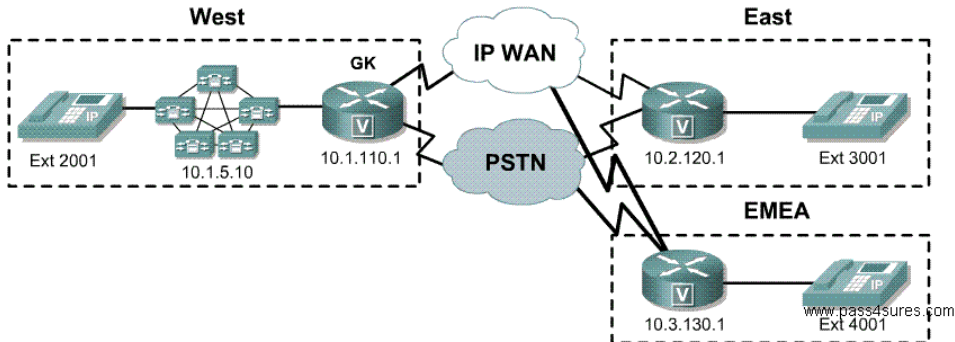
○ Restart the CallManager so it can register with the gatekeeper

○ Change the Device Name to be the IP address of the gatekeeper in the CallManager Trunk Configuration page

○ Set the Terminal Type to terminal in the Gatekeeper Information field of the Trunk Configuration

○ Configure a zone name on the CallManager trunk

West   GK   **IP WAN**   **East**

Ext 2001   10.1.5.10   10.1.110.1   **PSTN**   10.2.120.1   Ext 3001

EMEA

10.3.130.1   Ext 4001
www.pass4sures.com

Answer:

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○ Restart the CallManager so it can register with the gatekeeper

○ Change the Device Name to be the IP address of the gatekeeper in the CallManager Trunk Configuration page

○ Set the Terminal Type to terminal in the Gatekeeper Information field of the Trunk Configuration

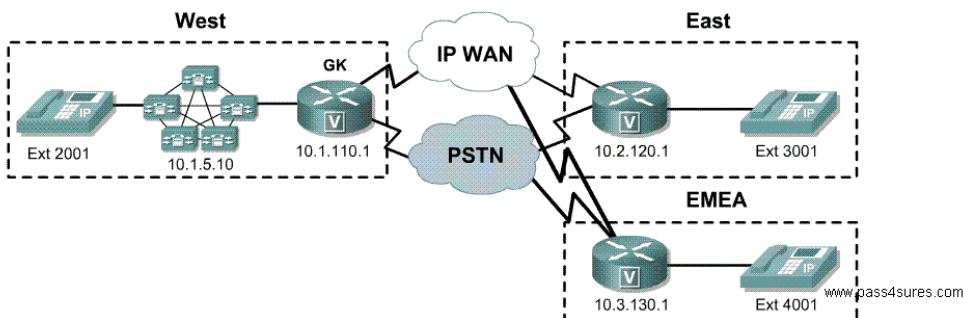☐ Configure a zone name on the CallManager trunk

QUESTION NO: 13 HOTSPOT

Hotspot

1 Refer to the exhibit. Click on the GK icon to see the output of the **show gatekeeper endpoint** command. Click on each of the voice gateways to see the configuration of the interfaces. Click the X in each popup to return to the item.
You have configured a gatekeeper with three local zones named East, West and EMEA. CallManager and the gateways in the East and EMEA zones are all registered in the West zone but they should each be registered in their own zone. What needs to be done to resolve this issue?

○ The gatekeeper needs to be stopped and restarted for the changes to take effect

○ The IP address in the gateway command **h323-gateway voip ID** needs to be changed to that of the individual gateways in both gateways

○ The zone name in the gateway command **h323-gateway voip ID** needs to be changed to the correct zone in both gateways

○ The gatekeeper can only support one zone and all registering endpoints are being placed correctly in the first configured zone
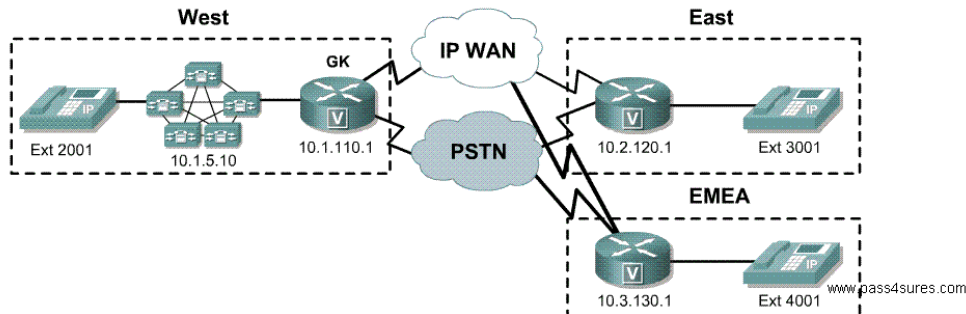

Answer:

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You have configured a gatekeeper with three local zones named East, West and EMEA. CallManager and the gateways in the East and EMEA zones are all registered in the West zone but they should each be registered in their own zone. What needs to be done to resolve this issue?

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☐ The zone name in the gateway command **h323-gateway voip ID** needs to be changed to the correct zone in both gateways
○ The gatekeeper can only support one zone and all registering endpoints are being placed correctly in the first configured zone

QUESTION NO: 14

The operation of an existing network is severely degraded,
Assign the appropriate severity level as defined by the TAC Case Severity Definition.

A. S2 upgraded to S1
B. S4 upgraded to S1
C. S1 downgraded to S2
D. S3 downgraded to S4
E. S3 upgraded to S2

Answer: E

Explanation:
Cisco IP Solution Center Documentation Guide, 3.2
TAC Case Priority Definitions To ensure that all cases are reported in a standard format, Cisco has established case priority definitions. Priority 1 (P1)-Your network is "down" or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation. Priority 2 (P2)-Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit fulltime resources during normal business hours to resolve the situation. Priority 3 (P3)-Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.
Priority 4 (P4)-You require information or assistance
http://www.cisco.com/en/US/partner/products/sw/netmgtsw/ps4748/products_documentation_road map09186a0