



**Vendor:** Cisco

**Exam Code:** 300-080

**Exam Name:** Troubleshooting Cisco IP Telephony and Video

**Version:** DEMO

#### QUESTION 1

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

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

**Answer:** ACD

#### QUESTION 2

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

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

**Answer:** BE

#### QUESTION 3

Which command is used on an IOS Router that is acting as a SAF Forwarder to confirm its registration status with a SAF Client?

- A. show ip asf-forwarder status details
- B. show ospf neighbor details
- C. show ip interface details
- D. show cdp neighbor details
- E. show eigrp service-family ipv4 clients details
- F. show service-family asf-forwarder details

**Answer:** E

#### QUESTION 4

In a SAF deployment, the registration status looks correct and the learned patterns appear reachable, but calls are not routed. What is causing this issue?

- A. network connection failure between the SAF Forwarder and Cisco Unified Communications Manager
- B. network connection failure between the primary and backup SAF Forwarders
- C. TCP connection failure with the primary SAF Forwarder
- D. TCP connection failure with the backup SAF Forwarder

**Answer:** A

### QUESTION 5

Refer to the exhibits. Assume that all learned SAF routes are placed in the SAF\_Pt partition. An IP phone CSS contains the following partitions in this order: Internal\_Pt, SAF\_Pt. When the IP phone places a call to 3001, what will occur?

| Learned Pattern |                     |           |          |               |                  |            |
|-----------------|---------------------|-----------|----------|---------------|------------------|------------|
|                 |                     |           |          | Select a Node | CUCM801Pub1 ▼    |            |
| Pattern         | TimeStamp           | Status    | Protocol | AgentId       | IP Address       | ToDID      |
| 3XXX            | 2010/04/03 13:55:55 | Reachable | SIP      | CID10.1.5.11  | 10.1.5.11(5060)  | 0+44228822 |
| 3XXX            | 2010/04/03 13:55:55 | Reachable | H323     | CID10.1.5.11  | 10.1.5.11(54532) | 0+44228822 |

| Pattern Definition                                                                                                                                                                                   |                                                                                                            |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|
| Route Pattern*                                                                                                                                                                                       | 3XXX                                                                                                       |
| Route Partition                                                                                                                                                                                      | Internal_Pt ▼                                                                                              |
| Description                                                                                                                                                                                          |                                                                                                            |
| Numbering Plan                                                                                                                                                                                       | -- Not Selected -- ▼                                                                                       |
| Route Filter                                                                                                                                                                                         | < None > ▼                                                                                                 |
| MLPP Precedence*                                                                                                                                                                                     | Default ▼                                                                                                  |
| Resource Priority Namespace Network Domain                                                                                                                                                           | < None > ▼                                                                                                 |
| Route Class*                                                                                                                                                                                         | Default ▼                                                                                                  |
| Gateway/Route List*                                                                                                                                                                                  | SIP_Trunk ▼ (Edit)                                                                                         |
| Route Option                                                                                                                                                                                         | <input type="radio"/> Route this pattern<br><input checked="" type="radio"/> Block this pattern No Error ▼ |
| Call Classification*                                                                                                                                                                                 | OffNet ▼                                                                                                   |
| <input type="checkbox"/> Allow Device Override <input checked="" type="checkbox"/> Provide Outside Dial Tone <input type="checkbox"/> Allow Overlap Sending <input type="checkbox"/> Urgent Priority |                                                                                                            |
| <input type="checkbox"/> Require Forced Authorization Code                                                                                                                                           |                                                                                                            |
| Authorization Level*                                                                                                                                                                                 | 0                                                                                                          |

- A. The call will succeed and will be placed via the SAF network. SAF-learned routes always take precedence.
- B. The call will fail because it will be blocked by the route pattern.
- C. The call will be placed in a round-robin fashion between the SAF network and SIP\_Trunk.
- D. The call will be placed in a round-robin fashion between the SAF network and SIP\_Trunk. Every other call will fail.

**Answer: B**

### QUESTION 6

Refer to the exhibits. Assume that all learned SAF routes are placed in the SAF\_Pt partition. The 3XXX directory number pattern is being advertised by a remote cluster and is also being blocked by the local cluster that is shown in the exhibit. An IP phone is attached to the local cluster and is configured with a CSS that contains the following partitions: SAF\_Pt and Internal\_Pt in this order.

When the IP phone places a call to 3001, what will occur?

**Pattern Definition**

Route Pattern\* 3XXX

Route Partition Internal\_Pt

Description

Numbering Plan -- Not Selected --

Route Filter < None >

MLPP Precedence\* Default

Resource Priority Namespace Network Domain < None >

Route Class\* Default

Gateway/Route List\* SIP\_Trunk (Edit)

Route Option

☒ Route this pattern

☐ Block this pattern No Error

Call Classification\* OffNet

☐ Allow Device Override ☒ Provide Outside Dial Tone ☐ Allow Overlap Sending ☐ Urgent Priority

  

**Purge and Block SAF CCD Learned Routes Information**

Learned Pattern 3XXX

Learned Pattern Prefix

Remote Call Control Identity

Remote IP

- A. The call will succeed and will be placed via the SIP\_Trunk.
- B. The call will fail because it will be blocked by the CCD Blocked Learned Route configuration.
- C. The call will be placed in a round-robin fashion between the SAF network and SIP\_Trunk.
- D. The call will be placed in a round-robin fashion between the SAF network and SIP\_Trunk. Every other call will fail.

**Answer: A**

#### QUESTION 7

When dialing any external SIP URI for a business-to-business call, an endpoint that is registered to the Cisco VCS Control fails to locate the remote endpoint. The same endpoint can successfully call another endpoint that is registered to the Cisco VCS Expressway. How do you resolve this issue?

- A. Add traversal call licensing on the Cisco VCS Expressway.
- B. Add traversal call licensing on the Cisco VCS Control.
- C. Add a multisite option to the endpoint.
- D. Configure a proper DNS zone on the Cisco VCS Expressway.
- E. Configure a traversal zone between the Cisco VCS Control and the Cisco VCS Expressway.
- F. Configure a SIP route pattern in Cisco Unified Communications Manager.

**Answer: D**

#### QUESTION 8

Which CLI command monitors ILS replication progress?

- A. utils ils findxnode
- B. utils ils show peer info
- C. utils ils showpeerinfo
- D. utils ils lookup

**Answer: C**

#### QUESTION 9

When parsing trace output after the call routing decision and path selection have been made, which two records can be found in the CCM|RouteList? (Choose two.)

- A. PretransfromDigitString
- B. CallingPartyNumber
- C. PretransformCallingPartyNumber
- D. RouteListName
- E. findLocalDevice
- F. RouteListCdr :

**Answer: DF**

#### QUESTION 10

Refer to the exhibit. The exhibit shows the output of debug isdn q931. An inbound PSTN call was received by a SIP gateway that is reachable via a SIP trunk that is configured in Cisco Unified Communications Manager. The call failed to ring extension 3001. If the phone at extension 3001 is registered and reachable through the gateway inbound CSS, which three actions can resolve this issue? (Choose three.)

```
*Mar 24 16:17:54.190: ISDN Se0/0/0:15 Q931: RX <- SETUP pd = 8  callref = 0x00AA
  Bearer Capability i = 0x8090A3
    Standard = CCITT
    Transfer Capability = Speech
    Transfer Mode = Circuit
    Transfer Rate = 64 kbit/s
  Channel ID i = 0xA98381
    Exclusive, Channel 1
  Progress Ind i = 0x8183 - Origination address is non-ISDN
  Calling Party Number i = 0x1180, '4940302156001'
    Plan:ISDN, Type:International
  Called Party Number i = 0x81, '2288223001'
    Plan:ISDN, Type:Unknown
*Mar 24 16:17:54.210: ISDN Se0/0/0:15 Q931: TX -> RELEASE_COMP pd = 8  callref =
  0x80AA
  Cause i = 0x8081 - Unallocated/unassigned number
```

- A. Change the significant digits for inbound calls to 4 on the SIP trunk configuration in Cisco Unified Communications Manager.
- B. Configure the digit strip 4 on the SIP trunk under Incoming Called Party Settings in Cisco Unified Communications Manager.

- C. Configure a translation pattern in Cisco Unified Communications Manager that can be accessed by the trunk CSS to truncate the called number to four digits.
- D. Configure a called-party transformation CSS on the gateway in Cisco Unified Communications Manager that includes a pattern that transforms the number from ten digits to four digits.
- E. Configure a voice translation profile in the SIP Cisco IOS gateway with a voice translation rule that truncates the number from ten digits to four digits.
- F. Configure the Cisco IOS command num-exp 2288223001 3001 on the gateway ISDN interface.

**Answer:** ACE

#### **QUESTION 11**

Which step in the problem-solving model is important to accurately interview end users to get all the pertinent details of the problem?

- A. Implement Action Plan
- B. Define the Problem
- C. Consider the Possibilities
- D. Create Action Plan
- E. Gather Facts
- F. Observe Results
- G. Restart Problem-Solving Process
- H. Problem Resolved

**Answer:** E

#### **QUESTION 12**

You are a network technician working in the Network Company. Recently, users complain that they cannot call the PSTN. With the help of testing, you find that the gateway is not switching to the secondary call agent when the primary call agent is unreachable. In order to permit the MGCP gateway to take use of a different call agent once the primary fails, which configuration should you make?

- A. Add ccm-manager fallback-mgcp command to the gateway.
- B. Add ccm-manager redundant-host command to the gateway
- C. Assign a Cisco Unified CallManager group including the secondary call agent to the gateway
- D. Define gateway as a non-gatekeeper-controlled intercluster trunk with the secondary Cisco Unified CallManager defined.

**Answer:** B

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