



Vendor: Cisco

Exam Code: 300-810

Exam Name: Implementing Cisco Collaboration Applications
(CLICA)

Version: DEMO

QUESTION 1

An engineer is working on a Cisco Unity Express system and notices that users that exist on the integrated Cisco Unified Communications Manager Express are missing from Cisco Unity Express. Which two actions using the GUI resolve this discrepancy? (Choose two)

- A. Use the Synchronize system under MWI.
- B. Use the Synchronize task under the User ID field.
- C. Use the Synchronize information under Administration.
- D. Add the missing users manually to Cisco Unity Express.
- E. Import the users using a CSV file.

Answer: BC

Explanation:

The screenshot shows a web browser displaying the Cisco Unity Express 9.0.x GUI help page. The address bar shows the URL: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/unity_exp/rel9_0/online_help/cue_gui/cmesynchcuecme.html. The page title is "Configuring Cisco Unity Express 9.0.x Using the GUI". The main content area is titled "Chapter: Synchronizing Cisco Unified Communications Manager Express with Cisco Unity Express". It explains that the procedure is to synchronize information stored in Cisco Unified Communications Manager Express (CME) with information stored in the Cisco Unity Express database. It lists two types of synchronization: Automatic synchronization (occurs without user input) and Manual synchronization (necessary to cause new users and user changes). It also lists fields that can be updated: User creation, Primary extension, Mailbox, Administrator, and CFNA/CFB. The "Manual Synchronization" section states: "Use this procedure to perform manual synchronization." It includes three steps: Step 1: Choose Administration > Synchronize Information. Step 2: Synchronize these databases by checking the box next to any number of User IDs and clicking Synchronize. Step 3: In the User ID field, create and synchronize users on Cisco Unity Express by checking the boxes of the selected users and clicking Synchronize.

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/unity_exp/rel9_0/online_help/cue_gui/cmesynchcuecme.html

QUESTION 2

A user is using Cisco Jabber as an IM & Presence client.

Which Cisco Unified Communication Manager contact source can an administrator configure?

- A. DHCP
- B. UDS
- C. XMPP
- D. JBOSS

Answer: B

Explanation:

What is a Contact Source?

A contact source is a collection of data for users. When users search for contacts or add contacts in the Cisco Jabber client, the contact information is read from a contact source.

Cisco Jabber retrieves the information from the contact source to populate contact lists, update contact cards in the client and other areas that display contact information. When the client receives any incoming communications, for example an instant message or a voice/video call, the contact source is used to resolve the contact information.

- [Contact Source Servers](#)

Contact Source Servers



Note

All Jabber clients support the LDAPv3 standard for directory integration. Any directory server that supports this standard is compatible with these clients.

You can use the following contact source servers with Cisco Jabber:

- Active Directory Domain Services for Windows Server 2012 R2
- Active Directory Domain Services for Windows Server 2008 R2
- Cisco Unified Communications Manager User Data Server (UDS). Cisco Jabber supports UDS using Cisco Unified Communications Manager version 10.5 or higher.
- OpenLDAP
- Active Directory Lightweight Directory Service (AD LDS) or Active Directory Application Mode (ADAM)

Why Do I Need a Contact Source?

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/jabber/14_0/cjab_b_planning-guide-cisco-jabber-14_0/cjab_b_planning-guide-cisco-jabber-129_chapter_0101.html

QUESTION 3

A Cisco Unity Connection System has users imported from the Cisco Unified Communications Manager, which in turn is integrated with LDAP. A user has reset the LDAP password and can authenticate with the organization's other systems, but cannot authenticate with Cisco Unity Connection Web application despite using the same and correct username and password. Which cause of this issue is true?

- A. The Cisco Unity Connection administrator did not use the Synch Users option.
- B. The user does not have the default web application authentication role associated in Cisco Unity Connection.
- C. The Cisco Unity Connection administrator changed the PIN in Cisco Unity Connection admin for the user.
- D. The Cisco Unity Connection administrator forgot to use the Synch Users page, which must be performed when Cisco Unified CM is directly integrated to LDAP and Cisco Unity Connection imported the users from Cisco Unified Communications Manager.
- E. The user is locked out of Cisco Unity Connection due to too many incorrect tries.

Answer: D

QUESTION 4

When routing a conference, Cisco TMS allocates a random number in the assigned ranges to the conference so that back to back meetings are not allocated with the same number or alias unless no other number is available. The random number prevents participants from dialing into the previous conference. Which two ways are valid Cisco TMS accomplish this process? (Choose two)

- A. Cisco TMS tries to find an unused number or alias on a bridge within a 4 hour window around the conference for a new and an edited conference.
- B. Cisco TMS checks for 4-hour window around the conference depending on the Extend Conference Mode settings.
- C. Cisco TMS tries to find an unused number or alias on a bridge 6 hours before the start time and 6 hours after the end time for a new and an edited conference.
- D. If no unused numbers or aliases are available during that time frame, Cisco TMS tries a 3 hour window, then 2 hour, 1 hour, 15 minutes and finally settles on a number or alias that is unique for the exact duration of the conference.
- E. If no unused numbers or aliases are available during that time frame, Cisco TMS tries a 2hour window then 1 hour, 45 minutes, 30 minutes, 15 minutes and finally settles on alias that is unique for the exact duration of the conference.

Answer: AE

Explanation:

https://www.cisco.com/c/dam/en/us/td/docs/telepresence/infrastructure/tms/admin_guide/Cisco-TMS-Admin-Guide-15-6-1.pdf

Number Allocation When routing a conference, Cisco TMS allocates a random number in the assigned ranges to the conference in the following manner: 1. Cisco TMS tries to find an unused number or alias on a bridge within a 4 hour window around the conference (4 hours before the start time and 4 hours after the end time) for both new and an edited conference. 2. Cisco TMS checks for 4 hour window around the conference irrespective of the Extend Conference Mode settings. 3. If there are no unused numbers or aliases during that time frame, Cisco TMS tries a 2 hour window, then 1 hour, 45 minutes, 30 minutes, 15 minutes, and finally settles on a number or alias that is unique for the exact duration of the conference. This is so that back-to-back meetings are not allocated with the same number or alias unless no other number is available, so participants are not at risk of dialing into the previous conference. For recurrent bookings, Cisco TMS uses the same number or alias for all occurrences. When a single instance of a recurrent meeting is edited, this single exception occurrence can get a different dial-in number. This also applies to bridges behind TelePresence Conductor if variable alias patterns are used.

QUESTION 5

Which statement about Cisco Unity Connection is true?

- A. Search spaces are assigned to distribution lists.
- B. Search spaces are assigned to users while partitions are not assigned to users.
- C. Partitions are assigned to routing rules.
- D. The hostname entered during the system installation is part of the default partition name and the default search space name.

Answer: D

QUESTION 6

Users report that they cannot add new contacts even after you have set the Maximum contact List Size (per user) setting to unlimited in IM & Presence Administration. Which additional step must be taken to enable this setting?

- A. Restart the Cisco Sync Agent
- B. Users must log out of their Cisco Jabber clients.
- C. Reboot all servers in the IM & Presence cluster.
- D. Restart the Cisco XCP Router service.

Answer: D

Explanation:

If you are migrating users to IM and Presence Service, Cisco recommends that you set the Maximum Contact List Size and Maximum Watchers settings to Unlimited while importing user contact lists.

This ensures that each migrated user contact list is fully imported. After all users have migrated, you can reset the Maximum Contact List Size and Maximum Watchers settings to the preferred values.

Step 1	Choose Cisco Unified CM IM and Presence Administration > Presence > Settings.
Step 2	Edit the value of the Maximum Contact List Size (per user) setting. The default value is 200. Tip Check the No Limit check box to allow an unlimited contact list size.
Step 3	Click Save.
Step 4	Restart the Cisco XCP Router service.

QUESTION 7

An administrator is configuring Cisco Jabber 12.8 to work with Cisco UCM and Cisco IM and Presence 12.5 using an encrypted SIP profile.

Which record should be configured for Jabber to work when logging into the corporate network with the domain "domain.com"?

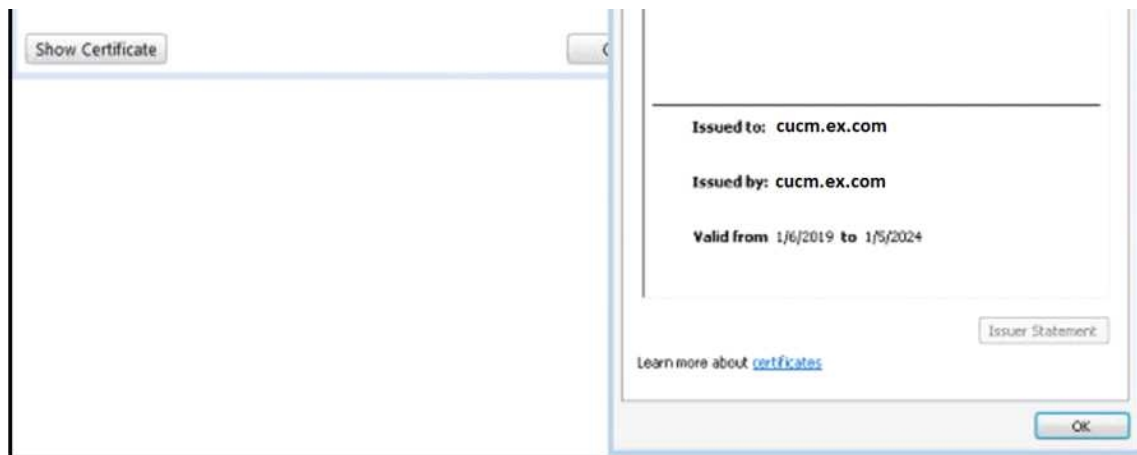
- A. DNS SRV query _sip._tcp.domain.com
- B. DNS SRV query _cisco-uds._tls.domain.com
- C. DNS SRV query _cisco-uds._tcp.domain.com
- D. DNS SRV query _sip._tls.domain.com

Answer: C

QUESTION 8

Refer to the exhibit. When troubleshooting an internal Jabber login problem, there is a pop-up about a certificate error, and then the login fails. The FQDN of Cisco UCM is cucm.ex.com. and the FQDN of the IM and Presence Server is imp.ex.com.

Which two actions should be taken to fix this issue? (Choose two.)



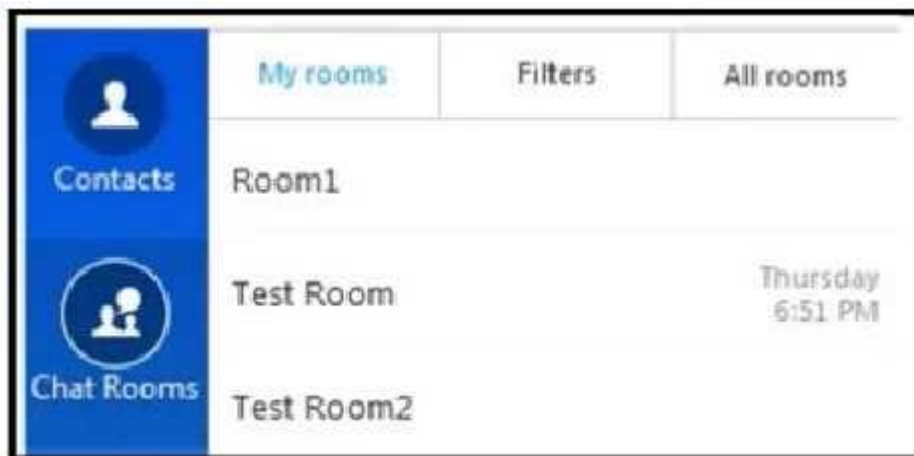
- A. Sign the Cisco Unified IM and Presence server certificate with trusted a trusted

- B. Import the certificate of cucm.ex.com into the Trusted Certificate Authorities on the PC running Jabber.
- C. Import the Cisco UCM CallManager certificate into the Trusted Certificate Authorities on the PC running Jabber
- D. Sign the Cisco UCM CallManager certificate with a trusted certificate authority.
- E. Sign the Cisco UCM tomcat certificate with a trusted certificate authority.

Answer: BD

QUESTION 9

Refer to the exhibit. Persistent Chat is configured in the Cisco IM and Presence server using PostgreSQL as the back-end database. Users report that the Chat Rooms icon is missing from their Cisco Jabber clients. Which action should the administrator take to resolve this issue?



- A. Start the Cisco XCP Message Archiver.
- B. Start the Cisco XCP Text Conference Manager.
- C. Restart the Cisco XCP Directory Service
- D. Restart the Cisco XCP XMPP Federation Connection Manager.

Answer: B

QUESTION 10

The persistent chat feature is configured in a Cisco Jabber deployment that is running Cisco Unified IM and Presence 11.5 SU6. Desktop clients are working but mobile clients are not displaying persistent chats.

Which configuration is necessary to enable the Jabber persistent chat feature on mobile devices?

- A. while logged into IM and Presence server Administration, go to 'Messaging', then 'Settings', and check the checkbox for the 'Enable persistent chat for mobile' field
- B. add the `<Persistent_Chat_Mobile_Enabled>false</Persistent_Chat_Mobile_Enabled>` line to the Jabber configuration file that is used by all Jabber devices
- C. add the `<Persistent_Chat_Enabled>true</Persistent_Chat_Enabled>` line to the Jabber configuration rule that is used by mobile devices
- D. add "Enable_Persistent_Chat" in the "Cisco Support Field" on the Jabber for mobile device configuration page on Cisco UCM

Answer: C

Explanation:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/jabber/12_1/cjab_b_parameters-reference-guide-for-cisco_12_1/cjab_b_parameters-reference-guide-for-cisco_12_1_chapter_011.html#reference_F9E8D8AC9CC8892A73B8FF2837941EEC

QUESTION 11

An administrator is configuring digital networking between Cisco Unity Connection clusters. What are two requirements for the configuration? {Choose two.} end-user credentials

- A. IP address/FQDN of LDAP server
- B. IP address/FQDN of Cisco UCM servers
- C. system administrator credentials
- D. IP address/FQDN of the Cisco Unity Connection servers

Answer: CD

QUESTION 12

Which component of SAML SSO defines the transport mechanism that is used to deliver the SAML messages between entities?

- A. profiles
- B. metadata
- C. assertions
- D. bindings

Answer: D

QUESTION 13

An administrator is configuring call handlers in Cisco Unity Connection. The administrator must ensure that internal extensions are restricted so that callers must go through the company operator to reach employees, and so that callers hear an error message if they attempt to dial extensions directly. Which setting is configured to accomplish this task?

- A. Transfer Rules
- B. Caller Input
- C. Greetings
- D. Message Settings

Answer: B

QUESTION 14

Which statement describes a role of AXL communications in the BLF Plug-in Service of the Cisco UAC?

- A. The AXL communications allow registered attendants to log in to Cisco UCM and receive calls.
- B. The AXL communications enable Device Resolution Manager to resolve the device statuses of operator and system devices.
- C. The AXL communications is required after installation to verify that the specified CTI manager or

managers and Cisco UAC versions match.

- D. The AXL communications is required after installation to verify that the specified CTI manager or managers and Cisco UCM versions match.

Answer: B

Explanation:

Part of the Cisco Unified Attendant Console Advanced BLF Plug-in service known as Device Resolution Manager (DRM) uses AXL to communicate with Cisco Unified Communications Manager. The AXL communications enable DRM to resolve the BLFs of operator and system devices, and to synchronize system devices within the Cisco Unified Communications Manager database.

https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cucmac/cuaca/12_0_4/admin_guide/CUACA_AG_120402.pdf

QUESTION 15

In Digital Network Cisco Unity Connection clusters, each site transmits and receives messages for the recipients based on which protocol?

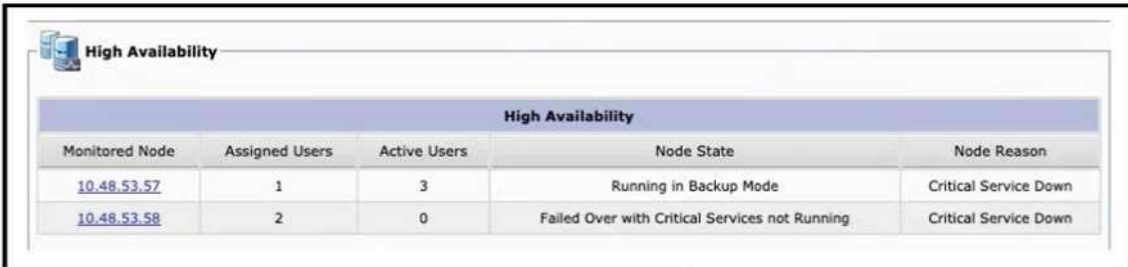
- A. IMAP
- B. SMTP
- C. SIP
- D. SCCP

Answer: B

QUESTION 16

Refer to the exhibit. An organization is moving from on-premise Exchange to Microsoft Office 365 for email and calendaring. The administrator would like to maintain meeting presence functionality in Jabber clients connected to Cisco IM and Presence after this move. Office 365 certificates must be installed to accomplish this.

Which two trust stores should these certificates be uploaded to on Cisco IM and Presence? (Choose two.)



High Availability				
Monitored Node	Assigned Users	Active Users	Node State	Node Reason
10.48.53.57	1	3	Running in Backup Mode	Critical Service Down
10.48.53.58	2	0	Failed Over with Critical Services not Running	Critical Service Down

- A. cup-xmpp-trust
- B. xmpp-fed-trust
- C. cup-trust
- D. tomcat-trust
- E. xmpp-trust

Answer: CD

Explanation:

Upload Certificate/Certificate chain — Mozilla Firefox

https://lxc[REDACTED]de/cmplatform/certificateUpload.c

Upload

Close

Status

Warning: Uploading a cluster-wide certificate will distribute it to all servers in this cluster

Upload Certificate/Certificate chain

Certificate Purpose*

Description(friendly name)

Upload File

Upload

Close

*- indicates required item

tomcat

tomcat-trust

ipsec-trust

cup

cup-ECDSA

cup-xmpp

cup-xmpp-s2s

cup-xmpp-ECDSA

cup-xmpp-s2s-ECDSA

cup-trust

cup-xmpp-trust

Certificate Type	Service	Certificate Trust Store	Multi-Server Support	Notes
tomcat, tomcat-ECDSA	Cisco Client Profile Agent, Cisco AXI Web Service, Cisco Tomcat	tomcat- trust	Yes	Presented to a Cisco Jabber client as part of client authentication for IM and Presence Service. Presented to a web browser when navigating the Cisco Unified CM IM and Presence Administration user interface. The associated trust-store is used to verify connections made by IM and Presence Service for the purposes of authenticating user credentials with a configured LDAP server.
ipsec		ipsec-trust	No	Used when an IPSec policy is enabled.
cup, cup-ECDSA	Cisco SIP Proxy, Cisco Presence Engine	cup-trust	No	Presents the certificate to Expressway-C to get IM and Presence for SIP federated users. The IM and Presence proxy acts as both client and server. The Presence Engine uses these certificates for Exchange/Office 365 communication to get calendar presence. Presence Engine acts as a client only.
cup-xmpp, cup-xmpp-ECDSA	Cisco XCP Connection Manager, Cisco XCP Web Connection Manager, Cisco XCP Directory service, Cisco XCP Router service	cup-xmpp-trust	Yes	Presented to a Cisco Jabber client, third-Party XMPP client, or a CAXL based application when the XMPP session is being created. The associated trust-store is used to verify connections made by Cisco XCP Directory service in performing LDAP search operations for third-party XMPP clients. The associated trust-store is used by the Cisco XCP Router service when establishing secure connections between IM and Presence Service servers if the Routing Communication Type is set to Router-to-Router.
cup-xmpp-s2s, cup-xmpp-s2s-ECDSA	Cisco XCP XMPP Federation Connection Manager	cup-xmpp-trust	Yes	Presented for XMPP interdomain federation when connecting to externally federated XMPP systems.

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9

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/im_presence/configAdminGuide/10_5_1/CUP0_BK_CE43108E_00_config-admin-guide-imp-105/CUP0_BK_CE43108E_00_config-admin-guide-imp-105_chapter_01010.html

QUESTION 17

Users report that they are unable to check voicemail, and an engineer discovers that the voicemail system is not routing calls between Cisco Unity Connection and Cisco UCM via SCCP. Which action should be taken to resolve this issue?

- A. Verify registration of the CTI ports.
- B. Verify OPTIONS Ping in the SIP trunk profile.
- C. Verify voicemail SIP trunk in the route list.
- D. Verify Calling Search Space in the Directory Number setting.

Answer: A

QUESTION 18

Which SAML 2.0 profile is supported by Cisco UCM, Cisco Unified IM and Presence, and Unity Connection version 10.x and above?

- A. single logout
- B. web browser SSO
- C. name identifier management
- D. identity provider discovery

Answer: B

QUESTION 19

Which SSO authentication method requires no action from the user when the session token times out?

- A. web form
- B. smart card
- C. external database
- D. local authentication

Answer: A

QUESTION 20

An engineer is configuring a remote Cisco IM and Presence Service and needs to ensure that users can communicate across clusters in the same domain and receive presence status. Which protocol should be used to accomplish this task?

- A. XMPP
- B. DNS
- C. LDAP
- D. AXL/SOAP

Answer: A

QUESTION 21

Refer to the exhibit. The associated directory number is configured with Call Forward All to voicemail in Cisco UCM. When users call the directory number they hear the opening greeting. Which action should be taken to correct this issue?

Edit Direct Routing Rule Condition

Direct Routing Rule Edit Refresh Help

Edit Routing Rule Condition

<input type="radio"/> Calling Number	<input type="text" value="Equals"/>	<input type="text"/>
<input checked="" type="radio"/> Dialed Number	<input type="text" value="Equals"/>	<input type="text" value="3005"/>
<input type="radio"/> Port	<input type="text" value=""/>	
<input type="radio"/> Phone System	<input type="text" value=""/>	
<input type="radio"/> Schedule	<input type="text" value="All hours"/>	

Fields marked with an asterisk (*) are required.

- A. Modify the rule to a Forward Routing Rule.
- B. Modify the Calling Number to 3005.
- C. Modify the Dialed Number condition from "Equals" to "In".
- D. Modify the Call Forward All to the voicemail pilot.

Answer: A

QUESTION 22

An administrator is configuring auto-attendant with basic IVR applications on Cisco Unity Express and needs to ensure that a specific telephone number initiates the application. Which setting should be configured to accomplish this task?

- A. trigger
- B. call control group
- C. script
- D. prompt

Answer: A

Explanation:

This list explains some basic terminology in order to help you understand the concepts in this document.

- **Step**—The basic building block for script creation. Each step is the most basic executable unit, such as an "if" statement, a "Goto", and so on.
- **Script**—One or more steps that are executed in sequence. A script is a file with an .aef extension.
- **Variable**—These are variables in a script. Variables can be of different types, such as Integer, Boolean, String, and so on.
- **Parameter**—This is a property of a variable so that the variable is exposed to the administrator through the Cisco Unity Express web interface. For example, if you have an OperatorExtension variable that you want to assign the value 1000 by default, it sometimes needs to be changed to 2000. In this case, the variable is exposed through the web interface so that the whole script does not have to be loaded into Cisco Unity Express again each time the value needs to be changed.
- **Prompt**—A .wav file that can be played. It is either uploaded manually into the Cisco Unity Express system or recorded through the Administration via the Telephone (AVT) system (prior to release 2.1.1 the AVT was called the Greetings Management System (GMS)). All user prompts that are uploaded are placed in the same directory. They are visible in the GUI through the **Voicemail > Prompts** menu item or in the CLI through the **show ccn prompts** command.
In a script, user prompts are specified as P[<promptname>]. System prompts are pre-recorded and can be used. They are specified as SP[<promptname>]. Appendix 1 lists the available system prompts.
- **Application**—This is the script with all prompts and parameters filled in. By default, Cisco Unity Express ships with the Voicemail, the AVT system, and a simple Auto Attendant application which are all configured when you run the Initialization Wizard at the end of an install.
- **Trigger**—The trigger tells Cisco Unity Express that a particular application needs to be executed. For example, when you dial 1000, the phone system (Cisco CallManager or Cisco CallManager Express) routes the call to Cisco Unity Express. When Cisco Unity Express sees that a call is placed to the number 1000, it looks for a trigger for that extension. The respective application then launches. In other words, it knows whether a call to 1000 needs to go to voicemail, an auto-attendant, or something else. You can have multiple triggers to the same application. There are a number of triggers that are added by default, such as triggers to the voicemail, AVT, and canned auto attendant.

<https://www.cisco.com/c/en/us/support/docs/voice-unified-communications/unity-express/63897-cue-custom-scripts-start.html>

QUESTION 23

Drag and Drop Question

An engineer is configuring a Jabber client installation switch for a phone system using Cisco UCM as the registration server, with a softphone control address of 10.0.1.200. and configuration files received from 10.11.20.201 after all previous configurations are cleared. Drag and drop the snippets from the bottom of the image onto the blanks in the image to complete this configuration. Not all options are used.

```
msiexec.exe /i CiscoJabberSetup.msi /quiet CLEAR= PRODUCT_MODE=
AUTHENTICATOR= TFTP= CTI=
```

10.11.20.201

Registration

Phone_Mode

1

Jabber

10.0.1.200

Clear

Softphone

2

CUCM

Answer:

```
msiexec.exe /i CiscoJabberSetup.msi /quiet CLEAR= 1 PRODUCT_MODE= Phone_Mode
AUTHENTICATOR= CUCM TFTP= 10.11.20.201 CTI= 10.0.1.200
```

Registration

Jabber

Clear

Softphone

2

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