



# 300-080<sup>Q&As</sup>

Troubleshooting Cisco IP Telephony and Video

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### QUESTION 1

IP phone users on your network report hearing echoes of their own voices during calls. Which three actions correct the problem (3)?

- A. adjust padding and receive levels
- B. confirm that the users turn off their headsets when their phones are in speaker mode
- C. verify that the most recent software versions are in use and the latest patches are applied
- D. install a new motherboard in Cisco IOS Router
- E. Bind media to the switch port instead of the incoming dial peer
- F. remove the bearer capability for voice traffic

Correct Answer: BCE

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### QUESTION 2

The CLI utils dbreplication reset all was run on a Cisco Unified Communications Manager. However, replication failed to restart. Which course of action should be taken to resolve this issue?

- A. Restart the replication from the Cisco Unified Communications Manager RTMT tool.
- B. Issue the CLI command utils dbreplication runtimestate
- C. Issue the CLI command utils dbreplication reset
- D. Issue the CLI command utils dbreplication clusterreset
- E. Issue the CLI command utils dbreplication clusterreset all

Correct Answer: D

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### QUESTION 3



```
Sep 8 22:59:58.599: sccp_connect_to_ccm_on_priority_basis: Trying connecting to CCM on priority basis prof_id 5, appl_type 2
Sep 8 22:59:58.599: sccp_connect_to_ccm_on_priority_basis: Trying CCM with ipaddr 10.0.0.10, priority 1, port 2000
Sep 8 22:59:58.599: sccp_tcp_socket_connect: Trying tcp soc connect for appl_type 2, prof_id 5, to ipaddr 10.0.0.10
Sep 8 22:59:58.599: sccp_get_ccm_intf_vrf_id:ccm sccp local interface vrfid=0appl type is 2, appl profile 5
Sep 8 22:59:58.599: sccp_get_local_address_by_idb: get_physical_ip:1, use IP addr 10.0.0.2
Sep 8 22:59:58.599: sccp_tcp_open_and_set_option: Socket 0 opened and bined to addr 10.8.140.6 – for appl_type 2, prof_id 5 w/local ddr 10.0.0.2
Sep 8 22:59:58.599: sccp_socket_connect_to_ccm : connecting to port 2000 sccp_socket_connect_to_ccm: soc conn to 10.0.0.10 port 2000 in progressfor app_type 2, state 1, soc_fd 0 appl 7F9E573BCCD8
Sep 8 22:59:58.600: sccp_appl_service_stop_timer: Stop 7F9E8838CD40 timer
Sep 8 22:59:58.600: sccp_process_socket_connect_result: appl_type 2, eve 3, soc_id 0, state 1
Sep 8 22:59:58.600: sccp_setup_appl_to_tcp_conn_state: soc connected to 10.8.140.6, for prof_id 5, appl_type 2,
Sep 8 22:59:58.600: sccp_register_with_connected_ccm:
Sep 8 22:59:58.600: sccp_register_with_connected_ccm: Sending regis msg for appl_type 2, state 5
Sep 8 22:59:58.600: sccp_get_appl_serc_by_prof_id: prof_id 5 found in the CCM group 1
Sep 8 22:59:58.602: sccp_appl_service_stop_timer: Stop 7F9E8838CD40 timer
Sep 8 22:59:58.602: sccp_setup_appl_service_to_active:
Sep 8 22:59:58.602: sccp_setup_apple_service_to_active: appl_type 2 is ACTIVE, conn to pri 1 CCM
Sep 8 22:59:58.602: sccp_set_swb_pbm_and_start_timer: prof_id 5, appl_type 2, curr swb_bm 0, ccm_pri 1, temp_swb_bm 0, new swb_bm 0, ccm_priority_to_try 0, need_to_try_swb 0
Sep 8 22:59:58.602: sccp_setup_appl_service_to_active: Reset success
Sep 8 22:59:58.602: sccp_send_capabilities_rsp_msg_v1: universal_xc_enabled
Sep 8 22:59:58.602: sccp_send_capabilities_rsp_msg_v1: codec_rec->codec =4
Sep 8 22:59:58.602: sccp_send_capabilities_rsp_msg_v1: msg_cap->payload_caps =4
Sep 8 22:59:58.602: sccp_send_capabilities_rsp_msg_v1: codec_rec->codec =2
Sep 8 22:59:58.602: sccp_send_capabilities_rsp_msg_v1: msg_cap->payload_caps =2
Sep 8 22:59:58.602: sccp_send_capabilities_rsp_msg_v1: codec_rec->codec =12
Sep 8 22:59:58.602: sccp_send_capabilities_rsp_msg_v1: msg_cap->payload_caps =12
Sep 8 22:59:58.602: sccp_send_capabilities_rsp_msg_v1: codec_rec->codec =16
Sep 8 22:59:58.602: sccp_send_capabilities_rsp_msg_v1: msg_cap->payload_caps =16
Sep 8 22:59:58.602: sccp_send_capabilities_rsp_msg_v1: msg_rec->codec= 257
Sep 8 22:59:58.602: sccp_send_capabilities_rsp_msg_v1: msg_cap->payload_caps =257
Sep 8 22:59:58.602: sccp_send_capabilities_rsp_msg_v1: codec_rec-> codec =259
Sep 8 22:59:58.602: sccp_send_capabilities_rsp_msg_v1: msg_cap->payload_caps =259
Sep 8 22:59:58.602: sccp_send_capabilities_rsp_msg_v1: codec_rec->codec =261
Sep 8 22:59:58.602: sccp_send_capabilities_rsp_msg_v1: msg_cap->payload_caps =261
```

Refer to the exhibit. User B reports that an active call with user A was disconnected midcall. Which reason for the disconnect is true?

- A. A transcoder was reset from the IOS router.
- B. A transcoder was reset from Cisco Unified Communications Manager.
- C. User A disconnected the call.
- D. The provider disconnected the call.

Correct Answer: B

#### QUESTION 4



On a VCS, which CLI command resolves the issue represented by this error message?

"Cluster replication error: this peer\\'s configuration conflicts with the master\\'s configuration, manual synchronization of configuration is required"

- A. xcommand ForceConfigUpdate
- B. xCommand Edgessopurgetokens
- C. xCommand PolicyServiceDelete PolicyServiceid: 1
- D. xCommand FeedbackDeregiser ID: 1

Correct Answer: A

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#### QUESTION 5

A user using a CP-9971 SIP phone reports that during a video call, the video portion of the call freezes. What should you do in order to point to and troubleshoot the issue?

- A. Restart the phone.
- B. On the phone, navigate to Administrator Settings > Status > Call Statistics > Video > Video statistics > Rcvr Packets statistics. Verify if the phone is receiving packets.
- C. Make sure that the camera is connected to the USB.
- D. Verify if the camera shutter is open.
- E. Perform a factory reset of the phone.

Correct Answer: B

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