



# 300-810<sup>Q&As</sup>

Implementing Cisco Collaboration Applications (CLICA)

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### QUESTION 1

On a Cisco IM and Presence deployment, chat settings are edited, or one or more aliases are added to a chat node, but the changes are not reflected for users. Which service must be restarted for changes to be reflected?

- A. TFTP Service
- B. Cisco XCP Text Conference Manager Service
- C. IM and Presence Manager Service
- D. User Management Service

Correct Answer: B

This option is the correct service to restart for changes to chat settings or chat node aliases to be reflected for users. The Cisco XCP Text Conference Manager Service is responsible for managing chat rooms and chat sessions on the IM and Presence Service. If this service is not restarted after making changes to chat configuration, the users may not see the updated settings or aliases.

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### QUESTION 2

A collaboration engineer is implementing the Apple Push Notification service for Jabber clients running on iOS and has saved the configuration in Cisco UCM under Advanced Features > Cisco Cloud Onboarding. What is the next step to install Cisco-managed certificates?

- A. Restart the Cisco XCP router service on IM and Presence.
- B. Restart the Cisco Tomcat service on all nodes in the IM and Presence cluster.
- C. Restart the Cisco Tomcat service on all nodes in the Cisco UCM cluster.
- D. Restart the Cisco UCM Push Notification service.

Correct Answer: C

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### QUESTION 3

A collaboration engineer is troubleshooting an issue with Cisco Jabber for Windows. Users report that they are prompted to accept or decline an invalid certificate when they attempt to log in to the client. The server certificates have been signed by a public CA. The engineer wants to resolve this issue by importing a CA root certificate to the client. Into which certificate store must the engineer import the certificate?

- A. Trusted Root Certification Authorities store
- B. Intermediate Certification Authorities store
- C. Personal Certification store



D. Trusted Publishers Certification store

Correct Answer: A

#### QUESTION 4

Refer to Exhibit.

High Availability		
Monitored Node	Assigned Users	Active Users
<a href="#">10.48.53.57</a>	1	3
<a href="#">10.48.53.58</a>	2	0

Node State	Node Reason
Running in Backup Mode	Critical Service Down
Failed Over with Critical Services not Running	Critical Service Down

An engineer is troubleshooting operation performance in the network. Which account should be taken to restore high availability in the sub cluster?

- A. Start all critical services on the second node, and select the Fallback button in the "Presence Redundancy Group Configuration"
- B. Go to "Presence Redundancy Group Configuration" on the Cisco UCM Administration page and select the Fallback button.
- C. Start all critical services on both nodes and select "rebalance users" in the "Presence User Assignment"
- D. Go to "Presence User Agreement" on the Cisco UCM Administration page and select "rebalance users" for all users.

Correct Answer: A

#### QUESTION 5

An organization has two Cisco IM and Presence clusters: one in the Americas and one in EMEAR. Both clusters connect via an intercluster peer. Each Cisco IM and Presence cluster has four nodes logically divided into two subclusters with high availability enabled with its local peers.

When the Cisco IM and Presence publisher node in the Americas fails, to where are the users failed over?

- A. Cisco IM and Presence publisher in EMEAR. in the different logical group



- B. Cisco IM and Presence subscriber in the Americas, in the different logical group
- C. Cisco IM and Presence subscriber in EMEAR. in the same logical group with IM and Presence publisher
- D. Cisco IM and Presence subscriber in the Americas, in the same logical group with IM and Presence publisher

Correct Answer: D

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