642-427^{Q&As}

Troubleshooting Cisco Unified Communications v8.0 (TVOICE v8.0)

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QUESTION 1

You have received a trouble ticket stating that users in accounting are not able to use the CFwdAll softkey to forward their calls to voice mail. Their phones continue to ring when they receive inbound calls, even after they have pressed the CFwdAll softkey and the Messages button. What is a possible cause of this issue?

A. The users have not been enabled to use CTI.

B. The users have not been associated with their phones.

C. The voice-mail ports are not registered.

D. There is a database replication issue with the subscriber the phones are registered to.

E. The phones are not configured to use the standard phone template.

Correct Answer: D

QUESTION 2

Which log file contains call-processing information from services such as Cisco Unified CallManager and Cisco Unified CallManager CTI Manager?

A. CTI trace

B. SDI trace

C. CDROnDemand

D. SDL trace

Correct Answer: D

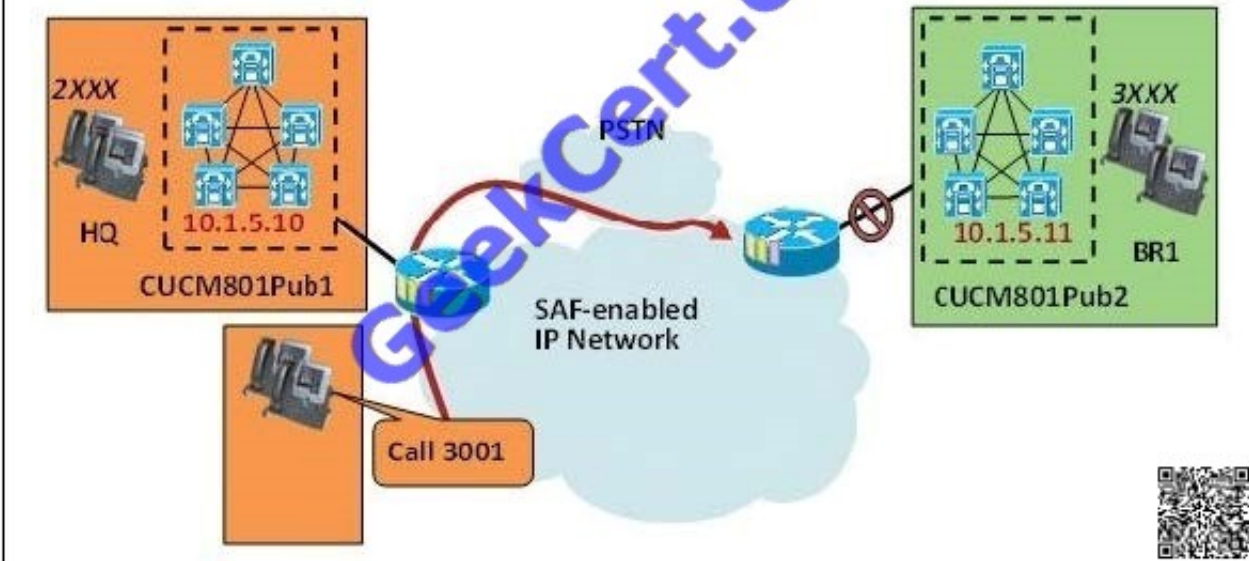**QUESTION 3**

Refer to the topology exhibit.

Topology

	HQ Routing Table				BR1 Routing Table		
DN Pattern	"to DID" rule	IP address	Protocol	DN Pattern	"to DID" rule	IP address	Protocol
3XXX	0:+44228822	10.1.5.11	SIP	2XXX	0:+498953121	10.1.5.10	SIP
3XXX	0:+44228822	10.1.5.11	H323	2XXX	0:+498953121	10.1.5.10	H323

When the Cisco Unified Communications Manager at the BR1 site loses connectivity to the SAF network, the call to extension 3001 fails to reroute via the PSTN.

Examine the SDI trace in the exhibit.

What is the most likely cause of the failure?

RTMT

Learned Pattern

Select a Node CUCM801Pub1 ▼

Pattern	TimeStamp	Status	Protocol	AgentId	IP Address	ToDID	CUCMN
\+1408[2-9]XXXXXX	2010/04/03 13:55:55	UnReachable	SIP		10.1.132.1(5060)		1
\+1408[2-9]XXXXXX	2010/04/03 13:55:55	UnReachable	H323		10.1.132.1(1720)		1
3XXX	2010/04/03 13:55:55	UnReachable	SIP	CIC10.1.5.11	10.1.5.11(5060)	0:+44228822	1
3XXX	2010/04/03 13:55:55	UnReachable	H323	CIC10.1.5.11	10.1.5.11(54532)	0:+44228822	
4XXX	2010/04/03 13:55:55	UnReachable	SIP		10.1.132.1(5060)	0:1972555	
4XXX	2010/04/03 13:55:55	UnReachable	H323		10.1.132.1(1720)	0:1972555	
\+4420!	2010/04/03 13:55:55	UnReachable	SIP	CIC10.1.5.11	10.1.5.11(5060)	0:	
\+4420!	2010/04/03 13:55:55	UnReachable	H323	CIC10.1.5.11	10.1.5.11(54532)	0:	

```
resType(3)|1,100,49,1.105271^10.1.110.18^SEP0021A086BF06
14:40:34.629 |AnnDControl::star_MediaExchangeStartTalking StartAnnoucement locale =1 AnnID=121= playMode=1
endAnnAck=1|1,100,49,1.105271^10.1.110.18^SEP0021A086BF06
14:40:34.629 |MediaCoordinator - wait_AuConnectInfoInd|1,100,49,1.105271^10.1.110.18^SEP0021A086BF06
14:40:34.629 |AnnDControl - stationOutputStartMediaTransmission TCPPid = [1.100.9.6] myIP: a05010a
(10.1.5.10)|1,100,49,1.105271^10.1.110.18^SEP0021A086BF06
14:40:34.629 |AnnDControl - RemoteIpAddr: 126e010a (10.1.110.18) RemoteRtpPortNumber: 23494 msecPacketSize: 20
compressionType: 4|1,100,49,1.105271^10.1.110.18^SEP0021A086BF06
14:40:34.629 |AnnDControl - star_StationOutputStationStartAnnouncement ConferenceID: 29963332, TCPPid = [1.100.9.6]
myIP: a05010a (10.1.5.10)|1,100,49,1.105271^10.1.110.18^SEP0021A086BF06
14:40:34.629 |Cdcc - (0000062) - InsertMediaRes - mediaSecurity= 1|1,100,49,1.105271^10.1.110.18^SEP0021A086BF06
14:40:34.629 |Cdcc - (0000062) - broadcastSsConnectInfoInd - ss1=29963329, ss2=29963331, sideA=(cap=1,1, media=1,1,
feature=0,0), sideB=(cap=0,0, media=0,0, feature=0,0),|1,100,49,1.105271^10.1.110.18^SEP0021A086BF06
14:40:34.629 |Cdcc - (0000062) - dumpSecureStatus - sideA=(cap=1,1, media=1,1, feature=0,0), sideB=(cap=0,0
media=0,0, feature=0,0)|1,100,49,1.105271^10.1.110.18^SEP0021A086BF06
14:40:34.630 |Cdcc - (0000062) - notifySecurityStatus side=0,
security=0|1,100,49,1.105271^10.1.110.18^SEP0021A086BF06
14:40:34.630 |Cdcc - (0000062) - dumpSecureStatus - sideA=(cap=1,1, media=1,1, feature=0,0), sideB=(cap=0,0
media=0,0, feature=0,0)|1,100,49,1.105271^10.1.110.18^SEP0021A086BF06
14:40:34.631 |LineCdpc(63): -dispatchToAllDevices-, sigName=CcNotifyReq,
device=SEP0021A086BF06|1,100,49,1.105271^10.1.110.18^SEP0021A086BF06
14:40:34.631 | StationCdpc: star_CcNotifyReq - CallSecurityStatus = 0 |1,100,49,1.105271^10.1.110.18^SEP0021A086BF06
14:40:34.631 |StationD:    (0000015) (1,100,9,34) CallInfo callingPartyName='' callingParty=2001 cgpnVoiceMailbox=
alternateCallingParty=  calledPartyName='' calledParty=3001 cdpnVoiceMailbox= originalCalledPartyName=''
originalCalledParty=3001 originalCdpnVoiceMailbox= originalCdpnRedirectReason=0 lastRedirectingPartyName=''
lastRedirectingParty=3001 lastRedirectingVoiceMailbox= lastRedirectingReason=0 callType=2(OutBound) lineInstance=1
callReference=29963329. version: 85720013|1,100,49,1.105271^10.1.110.18^SEP0021A086BF06
14:40:34.631 |AnnDControl(ANN_2) - star_StationStartMediaTransmissionAck - No Agena PID exists for
PartyId=16777268, CI=29963332|1,100,49,1.105272^10.1.5.10^ANN_2
14:40:38.944 |MGCPHandler received msg from: 10.1.5.1
NTFY 5469139 *@HQ MGCP 0.1
X: 0
O:
|1,100,149,1.23707^10.1.5.1^*
14:40:38.944 |<MN::MGCPEndPoint><MV::*@HQ>|1,100,149,1.23707^*^*
14:40:38.945 |MGCPHandler send msg SUCCESSFULLY to: 10.1.5.1
200 5469139
|1,100,149,1.23707^10.1.5.1^*
14:40:38.956 |MGCPManager remove recent Incoming transId 5469137|1,100,149,1.23705^10.1.5.1^*
14:40:39.312 |Cnf Received: processnodeservice U 83eee3c8-f18a-418d-8b18-e9d7a9e0875b, size(1197) enable(t/f)
|0,0,0,0.0^*^*
14:40:39.320 |ProcessCnf N: processnodeservice U 83eee3c8-f18a-418d-8b18-e9d7a9e0875b, size(1197) enable(t/f)
|0,0,0,0.0^*^*
14:40:39.320 |doGroupReset: checking for group reset on table processnodeservice|0,0,0,0.0^*^*
14:40:39.320 |DbChangeNotify::SendDbChangeProcessConfig|0,0,0,0.0^*^*
14:40:39.320 |finish cnf on table processnodeservice|0,0,0,0.0^*^*
14:40:41.425 |-->SDIControl::ReadDatabase |*^*^*
14:40:41.799 |<--SDIControl::ReadDatabase |*^*^*
14:40:41.799 |-->SDIControlBase::Init(3df3ba0) |*^*^*
```
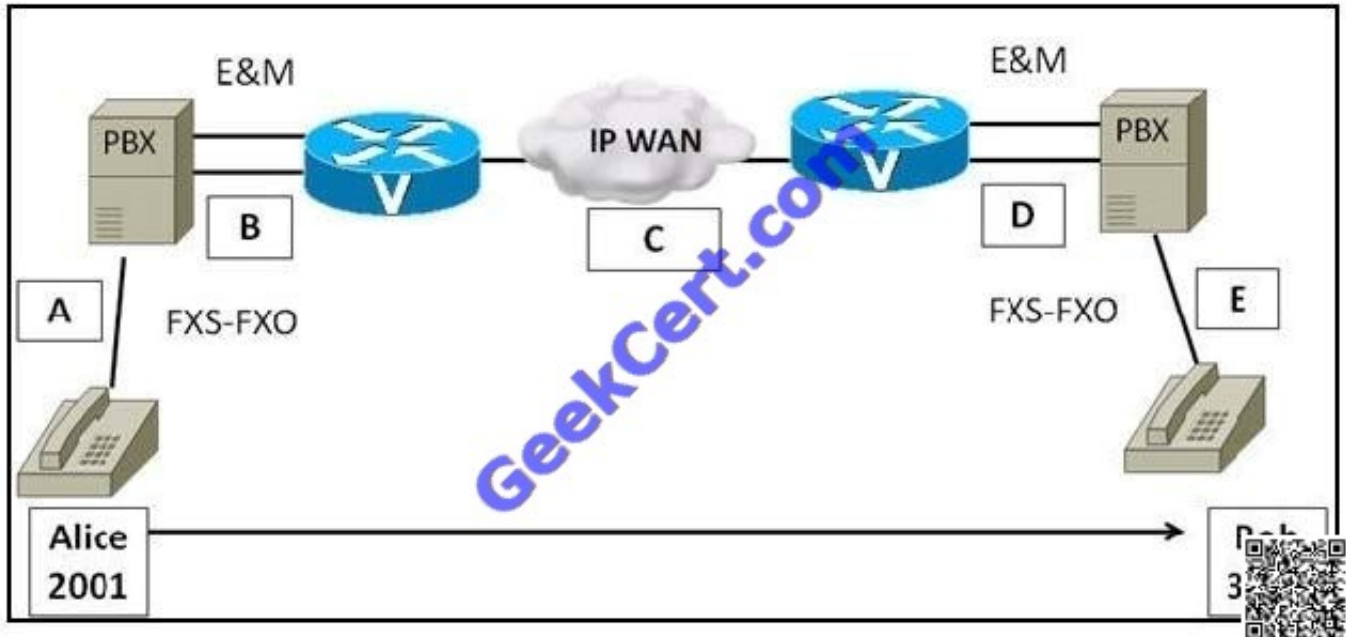
A. The full E.164 number for extension 3001 could not be constructed.

B. The Cisco Unified Communications Manager at the HQ site was unable to determine the ToDID number to extension 3001.

C. The calling phone line CSS does not have access to the V route pattern.

D. CCD requesting service does not have the correct partition configured for CCD learned patterns

E. The AAR CSS for the HQ phone does not have access to the \\ route pattern.

Correct Answer: E

QUESTION 4

Refer to the exhibit.

When Alice at extension 2001 places a call to Bob at extension 3001, Bob hears Alice\'s voice twice. What type of echo is this classified as?

A. Talker echo.

B. Listener echo.

C. Tail circuit echo.

D. Front end circuit echo.

Correct Answer: B

QUESTION 5

After a successful login using Cisco Extension Mobility, an IP phone performs a restart followed by a reset.

What can cause this issue?

A. The phone model to which the user logged in is a different model than the model that is configured in the user device profile.

B. The locale that is configured on the phone is different than the locale that is configured in the user device profile.

C. The security profile that is specified in the user device profile does not match the security profile for the phone where the user logged in.

D. The user device profile and the phone that is used for the Cisco Extension Mobility log in do not use the same phone protocol.

Correct Answer: B

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