



# 642-427<sup>Q&As</sup>

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

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### QUESTION 1

C RTP can compress some specific headers. What are they? (Select three.)

- A. Data link
- B. IP
- C. TCP
- D. UDP
- E. RTP
- F. sRTP

Correct Answer: BDE

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### QUESTION 2

Refer to the exhibits.





show ccm-manager

HQ#show ccm-manager  
MGCP Domain Name: HQ

| Priority      | Status     | Host      |
|---------------|------------|-----------|
| Primary       | Registered | 10.1.5.10 |
| First Backup  | None       |           |
| Second Backup | None       |           |

Current active Call Manager: 10.1.5.10  
Backhaul/Redundant link port: 2428  
Failover Interval: 30 seconds  
Keepalive Interval: 15 seconds  
Last keepalive sent: 20:34:28 UTC Apr 6 2010 (elapsed time: 00:00:12)  
Last MGCP traffic time: 20:34:28 UTC Apr 6 2010 (elapsed time: 00:00:12)  
Last failover time: None  
Last switchback time: None  
Switchback mode: Graceful  
MGCP Fallback mode: Not Selected  
Last MGCP Fallback start time: None  
Last MGCP Fallback end time: None  
MGCP Download Tones: Disabled  
TFTP retry count to shut Ports: 2

FAX mode: disable  
Configuration Error History:





The gateway CSS for inbound calls is configured using internal. CSS, which contains all the directory number partitions for the phones. When a PSTN call that is destined for extension 2001 arrives at the MGCP gateway, the call falls. Use the debug and configuration information in the exhibits to determine what might be causing this issue?

- A. The MGCP gateway L3 timers need to be increased.
- B. The backhaul link is not open.
- C. The gateway is using partial PRI, which is not supported in MGCP mode.
- D. Incoming dial-peer configuration is needed.
- E. The hostname for the gateway does not match the configuration in Cisco Unified Communications Manager.

Correct Answer: A

### QUESTION 3

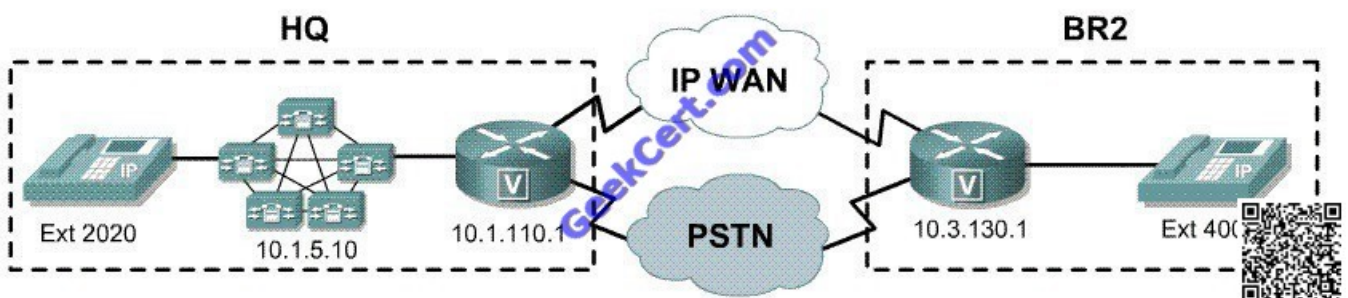
Look at the following exhibit carefully.

You can click the Voice Gateway for the BR2 location to see the output from the debug voice ccapi inout command and click on 10.1.5.10 to view and search the trace file output. You can also enter a string in the Search box and click the Find

button to search the output. X can be clicked to back to the item.

As a network technician, you have recently configured a trunk between the Cisco Unified CallManager cluster at 10.1.5.10 and a CME at a 10.3.130.1. However, in the testing of this configuration, you discover that you cannot complete any

call when dialing from ext. 2020 to ext.4001 or from ext.4001 to ext.2020. Please choose the most possible reason from the following statements.



- A. A transaction rule has been applied that is keeping the call from being completed.
- B. The CSS has been omitted from the trunk configured to BR2.
- C. An incorrect CSS has been applied to the gateway at HQ.
- D. The trunk IP address in the Cisco Unified CallManager information field is incorrect.



Correct Answer: D

#### QUESTION 4

Refer to the exhibit.

```
interface GigabitEthernet1/0/4
description HQ Phone 1
switchport access vlan 10
switchport voice lan 110
spanning-tree portfast
```

An IP phone that is connected through a Cisco Catalyst 3750 Series Switch is failing to register with Cisco Unified Communications Manager. When the user presses the settings button on the phone, the Operational VLAN ID shows a blank entry. What is the most likely cause for this issue?

- A. The switch may not be supplying inline power.
- B. The spanning tree portfast command needs to be removed.
- C. The trunk encapsulation is missing. The trunk must be configured for dot1.Q.
- D. Cisco Discovery Protocol is disabled on the switch
- E. The Operational VLAN ID of the phone always shows as blank. The Admin VLAN ID should be 110.

Correct Answer: D

#### QUESTION 5

You have been advised by a TAC engineer to update the firmware of your Cisco IP Phones in your Cisco Unified Communications Manager cluster. You must update just one test phone initially in production to test the new firmware before you update the other production phones.

Which action allows this process without any down time to the other production phones?

- A. Modify the DHCP server to make a new scope that includes only the new test phone.
- B. Initialize a separate Cisco Unified Communications Manager Express device and use the built-in TFTP server to update the test phone with the same firmware on the Cisco Unified CM cluster.
- C. Initialize a TFTP server outside the Cisco Unified CM cluster to replicate the new firmware from the Cisco Unified CM cluster to the test phone.
- D. Install the new firmware in the TFTP server, keep the current load in the device defaults, and modify the phone load name in the phone configuration to use the recommended firmware version.



Correct Answer: D

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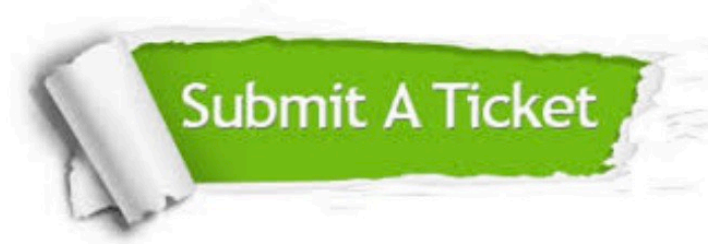
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