



300-810^{Q&As}

Implementing Cisco Collaboration Applications (CLICA)

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**QUESTION 1**

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

Correct Answer: B

QUESTION 2

When Cisco IM and Presence is configured to use automatic fallback, how long does the Server Recovery Manager service wait for a failed service/server to remain active before an automatic fallback is initiated?

- A. 10 minutes
- B. 20 minutes
- C. 30 minutes
- D. 1 hour

Correct Answer: C

Reference: <https://www.cisco.com/c/en/us/support/docs/unified-communications/unified-communications-manager-im-presence-service/200958-IM-and-Presence-Server-High-Availability.html>

Automatic Fallback

Automatic fallback takes place when the server monitors the services and the Server Recovery Manager(SRM) service will automatically fallback users to their homed nodes. The key in this configuration is that the Server Recovery Manager (SRM) service will wait 30 minutes for a failed service/server to remain active before an automatic fallback is initiated. Once this 30 minute up time is established, user sessions are moved back to their homed nodes. The Jabber client will apply the re-log in upper and lower limits for the fallback. Automatic fallback is not the default configuration, but it can be enabled. To enable automatic fallback, change the Enable Automatic Fallback parameter in the Server Recovery Manager Service Parameters to value True.

QUESTION 3

A collaboration engineer wants to stop fraudulent calls to the PSTN that are being made through Cisco Unity Connection Cisco Unity Connection is integrated with Cisco UCM via the SCCP protocol Which action accomplishes this goal?

- A. Change the Rerouting CSS on the trunk to Cisco Unity Connection



- B. Change the CSS of the voicemail port
- C. Change the configuration of the routing rule
- D. Remove values from the restriction table

Correct Answer: B

QUESTION 4

Refer to the exhibit.

```
<iq from='example.com' type='error' id='sess_1'>
  <session xmlns='urn:ietf:params:xml:ns:xmpp-session'/>
  <error type='wait'>
    <internal-server-error
      xmlns='urn:ietf:params:xml:ns:xmpp-stanzas'/>
  </error>
</iq>
```

User A tries to log in to the Cisco Jabber client, the login works fine, but the user cannot see their self-presence or other users' presence in their contact list. The administrator checks the Cisco IM and Presence Server logs and sees an issue. What is the issue, and how does it get resolved?

- A. The user credentials are incorrect; ask the user to change the credentials.
- B. The user is duplicated in another Cisco IM and Presence cluster; unassign the user from the duplicate IM and Presence cluster.
- C. Presence has stopped working for the user; unassign and reassign the end-user to Cisco IM and Presence.
- D. The Cisco IM and Presence Server has CPU/memory issues; restart the IM and Presence Server.

Correct Answer: B

QUESTION 5

Which statement about SIP federation between Cisco Unified Communications IM and Presence and Microsoft Skype for Business is true?



- A. Add the federated user as a contact in Jabber to view its presence status.
- B. The role of SIP Proxy service is to process the XMPP packet in from Jabber and convert it to SIP.
- C. TLS is optional.
- D. Use of directory URI as an IM addressing scheme is not supported.

Correct Answer: A

Reference: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/im_presence/interdomain_federation/12_5_1/cup0_b_interdomain-federation-1251/cup0_b_interdomain-federation-1251_chapter_01000.html

QUESTION 6

An administrator must connect multiple Unity Connection clusters using Digital Networking. Which service is required for the administrator to achieve Digital Networking between the clusters?

- A. Connection Digital Networking Replication Agent
- B. Connection Digital Networking Service
- C. Connection Digital Networking Replication Service
- D. Connection Digital Networking Agent

Correct Answer: A

QUESTION 7

To redirect calls from the phone extension for user A to the voicemail greeting, which call routing rule should be used in Cisco Unity Connection?

- A. Attempt Forward forwarded routing rule
- B. Opening Greeting direct routing rule
- C. Attempt Sign-In direct routing rule
- D. Opening Greeting forwarded routing rule

Correct Answer: A

Reference: <https://community.cisco.com/t5/collaboration-voice-and-video/unity-connection-call-routing-logic/ta-p/3162560>

QUESTION 8

An end user opened a ticket, stating that before logging in to Jabber for Windows, a warning is displayed that a server certificate has expired. Which two certificates must be verified on the Cisco Unified Communications Manager and IMandP deployment? (Choose two.)



- A. capf on Cisco Unified CM
- B. cup-xmpp on IMandP
- C. callmanager on Cisco Unified CM
- D. tomcat on Cisco Unified CM
- E. cup on IMandP

Correct Answer: BD

<https://www.cisco.com/c/en/us/support/docs/unified-communications/unified-presence/116917-technote-certificate-00.html>

QUESTION 9

An engineer is configuring XMPP federation on the Cisco IM and Presence server and has changed the security settings to TLS Optional on one node in the cluster. What is the next step in the configuration process?

- A. Start the Cisco DB Replicator
- B. Start the Cisco Replication Watcher.
- C. Restart the Cisco XCP Router.
- D. Restart the Cisco Presence Engine

Correct Answer: C

QUESTION 10

An engineer is asked to configure cisco jabber for windows on-premises, in phone-only mode and later with cisco IM and presence. In the configuration steps, which two DNS records will be needed, assuming the jabber client is in "domain.com?\" (Choose two.)

- _cuplogin_tcp.domain.com
- cuplogin.tcp.cisco-internal.domain.com
- _collab-edge_tcp.domain.com
- cisco-uds.tcp.cisco-internal.domain.com
- _cisco-uds_tcp.domain.com

- A. Option A
- B. Option B



C. Option C

D. Option D

E. Option E

Correct Answer: AE

QUESTION 11

Which description of an IdP server is true?

A. authenticates user credentials

B. provides user authorization

C. is an authentication request that is generated by a Cisco Unified Communications application

D. consists of pieces of security information that are transferred to the service provider for user authentication

Correct Answer: A

SSO uses Security Assertion Markup Language (SAML) to exchange authentication details between an Identity Provider (IdP) and a service provider. The identity provider authenticates user credentials and issues SAML assertions, which are pieces of security information transferred from the identity provider to the service provider for user authentication. Each assertion is an XML document that contains trusted statements about a subject including, for example, username and privileges. SAML assertions are usually digitally signed to ensure their authenticity. Reference: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/exp_ress_11_6_2/features/guide/uccx_b_features-guide-1162/uccx_b_features-guide1162_chapter_010.html#concept_D4C0DDEE975FE5C9416479AB5D778237

QUESTION 12

Secure XMPP communication is required for XMPP federation with external domains and the Cisco IM and Presence. Which certificate is used for XMPP interdomain federation when connecting to an externally federated domain?

A. cup

B. cup-xmpp

C. cup-xmpp-s2s

D. Tomcat

Correct Answer: C

CUP-XMPP-S2S (Cisco Unified Presence-Extensible Messaging and Presence Protocol-Server to Server) Certificate Used to validate secure connection for XMPP interdomain federation with externally federated XMPP system.

QUESTION 13



Which dial-peer configuration routes calls from SIP-based phones on Cisco Unified Communications Manager Express to Cisco Unity Express?

- A. dial-peer voice 7000 voip destination-pattern 7000 session protocol sipv2 session target ipv4: 10.3.6.127 codec g711alaw
- B. dial-peer voice 7000 voip destination-pattern 7000 session protocol sipv2 session target ipv4: 10.3.6.127 codec ilbc
- C. dial-peer voice 7000 voip destination-pattern 7000 session protocol sipv2 session target ipv4: 10.3.6.127 codec g711ulaw
- D. dial-peer voice 7000 voip destination-pattern 7000 session protocol sipv2 session target ipv4: 10.3.6.127 codec g729r6

Correct Answer: C

Reference: <https://www.cisco.com/c/en/us/support/docs/voice-unified-communications/unity-express/62609-tdcmecue.html>

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