



642-426

(Troubleshooting Unified Communications (TUC))

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Question: 1

Your Cisco Unified CallManager 5.0 cluster is using your corporate Windows 2003 Active Directory for user information. Over the weekend you updated the Windows 2003 Active Directory Server and added a small group of new users. Cisco Unified CallManager is configured to synchronize with the Active Directory server every 8 hours and it has been 32 hours since the last successful synchronization. The configuration on Cisco Unified CallManager did not change during the Active Directory server upgrade and the remainder of the Windows network is functioning properly. What are two possible causes of this synchronization issue? (Choose two.)

- A. The synchronization on the AD server was set to manual.
- B. The domain controllers are down.
- C. There is a username and or password mismatch between the Cisco Unified CallManager cluster and the Windows AD server.
- D. Authorization has not been configured for a third party LDAP service.
- E. The LMHOSTS file has been corrupted.

Answer: B, C

Question: 2

Refer to the exhibit.

```
!  
mgcp  
mgcp call-agent 10.1.44.4 2427 service-type mgcp version 0.1  
mgcp dtmf-relay voip codec all mode out-of-band  
mgcp rtp unreachable timeout 1000 action notify  
mgcp modem passthrough voice mode cisco  
mgcp sdp simple mgcp package-capability rtp-package  
mgcp package-capability sst-packeteno mgcp timer receive-  
no mgcp explicit hookstate  
!  
ccm-manager mgcp  
!
```

You have received a trouble ticket stating that users cannot place calls to the PSTN. During testing you discover the gateway is not switching to the secondary call agent when the primary call agent is unreachable. What needs to be done to allow the MGCP gateway to use a different call agent if the primary fails?

- A. The ccm-manager fallback-mgcp command needs to be added to the gateway.
- B. The ccm-manager redundant-host command needs to be added to the gateway.

- C. A Cisco Unified CallManager group that includes the secondary call agent needs to be assigned to the gateway.
- D. The gateway needs to be defined as a non-gatekeeper-controlled intercluster trunk with the secondary Cisco Unified CallManager defined.

Answer: B

Question: 3

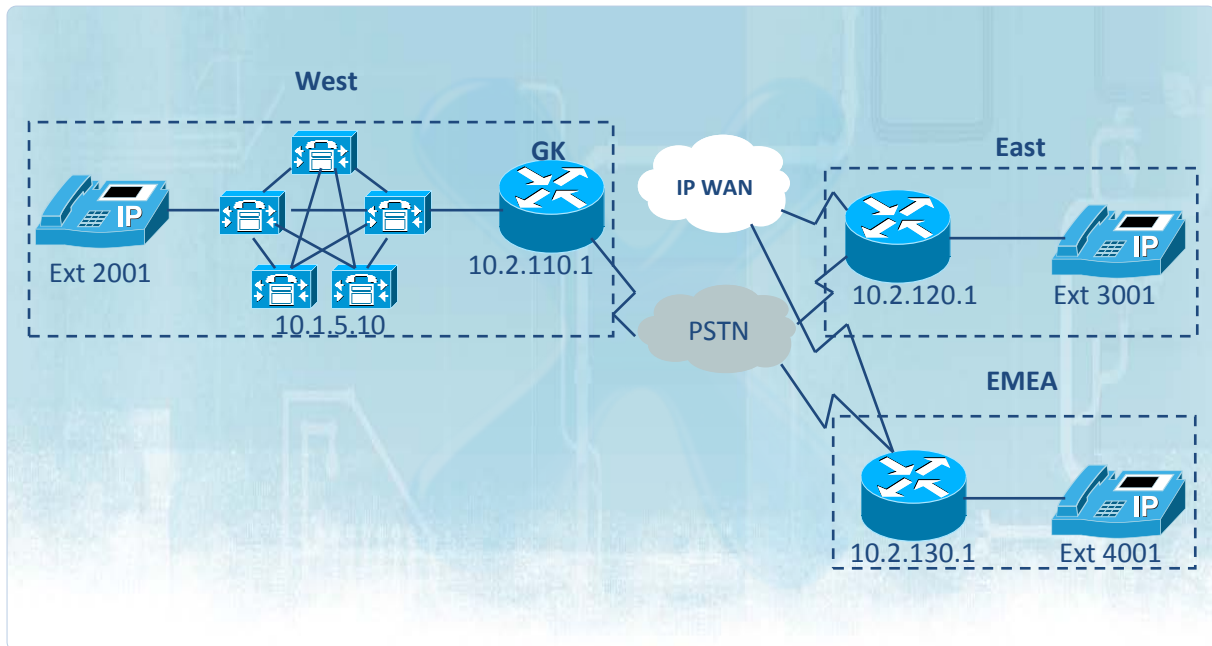
You have received a trouble ticket stating that when callers dial the internal Help Desk queue at extension 2300, they hear a message that their calls cannot be completed as dialed. Which two issues could cause this problem? (Choose two.)

- A. There are no agents logged in to the Help Desk queue.
- B. The script associated with the Help Desk queue is corrupt.
- C. There is a connectivity issue between Cisco Unified CallManager and the Cisco Unified Contact Center Express server.
- D. The route point for 2300 has been modified or deleted in Cisco Unified CallManager, resulting in a synchronization issue.
- E. The CSS of the route point for 2300 is incorrect.

Answer: C, D

Question: 4

Refer to the exhibit.



A gatekeeper has been configured on the 10.1.110.1 router to support three local zones, West, East and EMEA. When you do a show gatekeeper endpoints command the West zone device is missing. What needs to be done to the configuration in the CallManager for it to register with the gatekeeper in zone West?

- A. Restart the CallManager so it can register with the gatekeeper
- B. Change the Device Name to be the IP address of the gatekeeper in the CallManager Trunk Configuration page
- C. Set the Terminal Type to terminal in the Gatekeeper Information field of the Trunk Configuration
- D. Configure a zone name on the CallManager trunk

Answer: D

Question: 5

When using trace output to troubleshoot a Cisco Unified CallManager 5.0 problem, how can you collect and view the trace files?

- A. Download the RTMT plug-in from the Cisco Unified CallManager Serviceability page to view the preconfigured trace files.
- B. Configure the proper trace settings on the Cisco Unified CallManager Serviceability page and then use the embedded RTMT tool to view the trace files.

- C. Configure the proper alarms and traces on the Cisco Unified CallManager Administration page and view the output with the RTMT plug-in.
- D. Configure the proper trace settings on the Cisco Unified CallManager Serviceability page and download the RTMT plug-in from the CallManager Administration page to view the trace output.

Answer: D

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