

➤ **Vendor: Cisco**

➤ **Exam Code: 300-810**

➤ **Exam Name: Implementing Cisco Collaboration Applications (CLICA)**

➤ **New Updated Questions from [Braindump2go](#) (Updated in [March/2021](#))**

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QUESTION 142

An engineer is importing users into Cisco Unity Connection using AXL and discovers that some users are not listed in the import view. Which action should be taken to resolve this issue?

- A. Configure the user primary extension to their directory number.
- B. Configure the user digest credentials to match the user password.
- C. Configure the user access control group assignment to Standard CTI Enabled.
- D. Configure the username and password in LDAP.

Answer: A

QUESTION 143

An engineer is configuring Cisco Unity Connection to provide messaging services and needs to designate a set of phone numbers to be used for transferring calls within the organization to prevent toll fraud. Which mechanism in Cisco Unity Connection should be modified to accomplish this goal?

- A. restriction tables
- B. calling search spaces
- C. transfer rules
- D. fraud tables

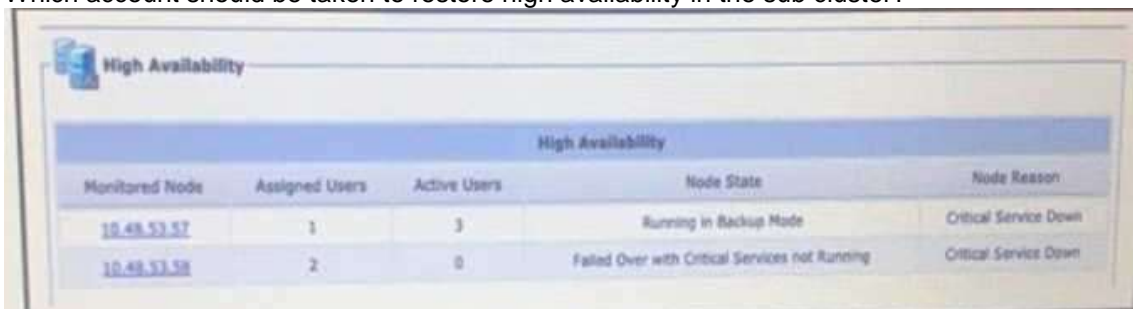
Answer: A

Explanation:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/11x/administration/guide/b_cucsag/b_cucsag_chapter_0101.html

QUESTION 144

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



Monitored Node	Assigned Users	Active Users	Node State	Node Reason
10.48.53.57	1	3	Running in Backup Mode	Critical Service Down
10.48.53.58	2	0	Failed Over with Critical Services not Running	Critical Service Down

- A. Start all critical services on the second node, and select the Fallback button in the "Presence

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Redundancy Group Configuration".

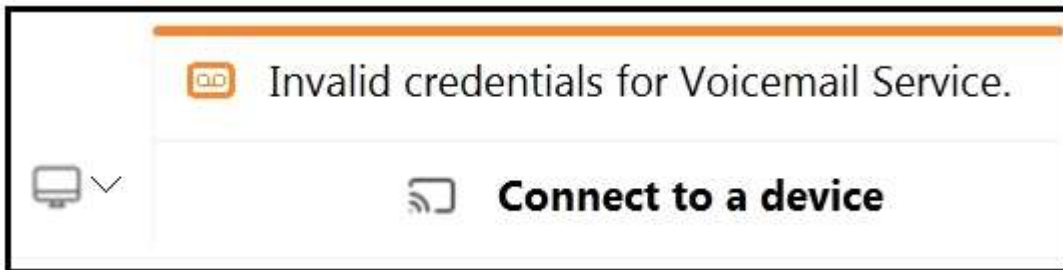
- B. Go to "Presence Redundancy Group Configuration" on the Cisco UCM Administration page and select the Fallback button.
- C. Start all critical services on both nodes and select "rebalance users" in the "Presence User Assignment".
- D. Go to "Presence User Agreement" on the Cisco UCM Administration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

Answer: A

QUESTION 145

Refer to the exhibit. A Jabber user is unable to access voicemail. During troubleshooting, an administrator captures this screenshot.

What are the two ways to resolve this issue? (Choose two.)



- A. Ask the user to click on the "Connect to a device" button and use the correct username and password.
- B. Ensure the user is not locally created on Cisco Unity Connection with a password expiring separately from the password that is used for Jabber.
- C. Make sure the Jabber service profile created in Cisco UCM contains Unity Connection UC service with a voicemail server configured.
- D. Ask an administrator to create an account for this user in Cisco Unity Connection but remove the Unity Connection UC service from the Cisco UCM Jabber service profile.
- E. Check if "OAuth with Refresh Login Flow" is enabled on Cisco Unity Connection but disabled in Cisco UCM.

Answer: CD

QUESTION 146

An administrator is setting up the Cisco Unified IM and Presence on-premises high availability feature and wants the Server Recovery Manager to initiate failover after 90 seconds. However, failover is happening after 60 seconds. How is this issue corrected?

- A. Change peer Heartbeat Timeout to 90 seconds.
- B. Change Keep Alive (Heartbeat) Interval to 90 seconds.
- C. Change critical service delay to 90 seconds.
- D. Change Keep Alive (Heartbeat) Timeout to 90 seconds.

Answer: D

QUESTION 147

What are two authentication mechanisms for identity provider authentication? (Choose two.)

- A. UID
- B. PKI/CAC
- C. ACS
- D. password only

E. Kerberos

Answer: BE

QUESTION 148

Refer to the exhibit. 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?

```
<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>
```

- 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.

Answer: D

QUESTION 149

A user complains that incoming calls are being forwarded to another extension before being transferred to voicemail. The user expects calls to be transferred to their voicemail faster if they do not answer the phone. The administrator is managing calls with the supervised transfer option on a Cisco Unity Connection call handler. What should the administrator change to resolve this issue?

- A. T302 Timer
- B. Rings to Wait
- C. Release to switch
- D. No Answer Ring Duration (seconds)

Answer: C

QUESTION 150

A Cisco Unified IM and Presence version 11.5.1 on-premises deployment of instant messaging with a capacity of 50,000 users includes the multiple device messaging feature. Each of the 30,000 users has 3 Jabber clients. The customer reports that messages are not being received on all 3 clients. What should the administrator do to resolve this issue?

- A. Increase capacity to 90,000+ to match the number of Jabber clients.
- B. Increase capacity to 60,000 users to service all Jabber clients.
- C. Increase capacity to 72,000 users to service all Jabber clients.
- D. Increase capacity to 30,000 users to match the number of Jabber clients.

Answer: D

QUESTION 151

A customer is using Cisco Unified IM and Presence with high availability and has reported that their primary node is not providing any IM and Presence services. What is causing this issue?

- A. The presence redundancy group node state of the primary node is "idle".
- B. The presence redundancy group node state of the peer node is "normal".
- C. The presence redundancy group node state of the primary node is "initializing".
- D. The presence redundancy group node state of the peer node is "running in backup mode".

Answer: C

QUESTION 152

An engineer is configuring a Cisco Voicemail Organization. How many links will be configured between two Cisco Unity Connection clusters?

- A. one
- B. two
- C. three
- D. four

Answer: A

QUESTION 153

Refer to the exhibit. An engineer is troubleshooting operational performance in the network. Which action should be taken to restore high availability in this subcluster?

High Availability				
Monitored Node	Assigned Users	Active Users	Node State	Node Reason
10.48.53.57	1	3	Running in Backup Mode	Critical Service Down
10.48.53.58	2	0	Failed Over with Critical Services not Running	Critical Service Down

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

Answer: C

QUESTION 154

What is a step in the SAML SSO process?

- A. The IdP redirects the SAML response to the browser.
- B. The LDAP server extracts the assertion.
- C. The service provider issues an authentication challenge to the browser.
- D. The browser issues an HTTPS POST request to the IdP.

Answer: A

QUESTION 155

What submits credentials to the LDAP server during a call that uses SAML SSO?

- A. Cisco UCM server
- B. service provider
- C. browser-based client
- D. IdP

Answer: D

QUESTION 156

A user encounters a problem while checking voicemail, set up in a Cisco UCME and Cisco Unity Express integration. The user reports that when calling the office number from a mobile phone, the call goes to voicemail, but it is then routed to the main menu rather than the voicemail box. The user can check voicemail from an office phone without any issues. How is this issue fixed?

- A. Assign the user to the correct user group.
- B. Add the user to Cisco Unity Express.
- C. Configure a primary E.164 number for the user.
- D. Set "Login without PIN" to "No" for the user.

Answer: C

QUESTION 157

An engineer needs to configure individual call handler greetings on Cisco Unity Connection so that a single greeting can override all other greetings set by users during a holiday period. Which type of greeting should be configured to accomplish this goal?

- A. internal
- B. holiday
- C. alternate
- D. closed

Answer: B

Explanation:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/10x/administration/guide/10xcucsagx/10xcucsag080.html

QUESTION 158

An engineer is configuring Cisco Unified IM and Presence on-premises SIP Federation. . Assuming the DNS SRV configuration is correct, what should the engineer configure next to resolve this issue?

- A. A static route that points to the internal interface of the external domain.
- B. A static route that points to the external interface of the external domain.
- C. A static route on the external domain points to the external interface.
- D. A dynamic route on the external domain that points to the internal interface.

Answer: B

QUESTION 159

An engineer is configuring DNS for service discovery in a Jabber deployment for on-premises clients. Which snippet will complete the SRV record name _tcp.example.com?

- A. _cisco_uds
- B. _collab_edge

- C. _xmpp.server
- D. _xmpp-client

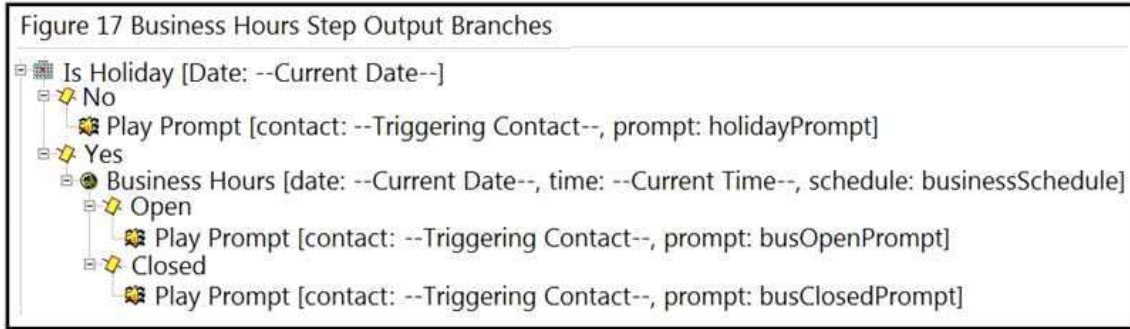
Answer: A

Explanation:

<https://www.ciscolive.com/c/dam/r/ciscolive/us/docs/2016/pdf/BRKCOL-2344.pdf>

QUESTION 160

Refer to the exhibit. An administrator is configuring the auto-attendant script for a Cisco Unity Express integration to Cisco UCME and wants to play the "busOpenPrompt" wave file when it is not a holiday. How should the script be configured to accomplish this goal?



- A. Check the Business Hours only if the "Is Holiday" prompt returns a "Yes".
- B. Swap the Open and Closed branches in the script.
- C. Check the Business Hours only if the "Is Holiday" prompt returns a "No".
- D. Swap the "busOpenPrompt" with "busClosedPrompt".

Answer: C

QUESTION 161

Drag and Drop Question

Drag and drop the steps for SAML SSO authentication from the left into the order on the right.

The client attempts to access a resource.	step 1
The client sends an authentication request to an IdP.	step 2
The client sends a signed response to the service provider.	step 3
The IdP authenticates the client by using a signed response.	step 4
The service provider redirects the client to the IdP.	step 5

Answer:

The client attempts to access a resource.

The service provider redirects the client to the IdP.

The client sends an authentication request to an IdP.

The IdP authenticates the client by using a signed response.

The client sends a signed response to the service provider.