

# 300-080 - CTCOLLAB Troubleshooting Cisco IP Telephony and Video

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1. An IP phone that is connected through a Cisco Catalyst 3750 Series Switch is failing to register with the subscriber as a backup server. When the user presses the settings button on the phone, only the Cisco Unified Communications Manager publisher shows as registered. What is the most likely cause for this issue?

- A. The phone does not have the correct Cisco Unified Communications Manager group in the device configuration page.
- B. The Cisco Unified Communications Manager group that is applied through the device pool is misconfigured.
- C. The ip-helper address command for the subscriber is not configured on the switch port.
- D. The subscriber does not have the correct device pool configured.
- E. The enterprise phone configuration does not have the call control redundancy enabled.

**Answer: B**

2. You configured a Cisco ISR G2 as a SIP gateway, but the gateway does not show that it is registered with Cisco Unified Communications Manager. What is causing this issue?

- A. Cisco Unified Communications Manager does not support SIP gateways.
- B. The gateway does not have the UC license installed.
- C. The gateway does not have Cisco Unified Border Element session licensing.
- D. Cisco Unified Communications Manager does not show a SIP gateway as registered if it is not properly configured.
- E. Cisco Unified Communications Manager never shows a SIP gateway as registered even when it is properly configured.
- F. The Cisco ISR G2 cannot be a SIP gateway.

**Answer: E**

3. Which issue would cause an MGCP gateway to fail to register with Cisco Unified Communications Manager?

- A. missing the configuration command `isdn bind-l3 ccm-manager` under the ISDN interface
- B. mismatched domain name on the MGCP gateway and Cisco Unified Communications Manager gateway configuration
- C. misconfigured route group in Cisco Unified Communications Manager
- D. incorrect MGCP IP address specified in the gateway configuration in Cisco Unified Communications

Manager

**Answer: B**

4. Endpoints are configured for both H.323 and SIP using the same URI and Cisco VCS settings, but the endpoints register only as H.323 endpoints. What is causing this issue?

- A. A firewall is blocking all traffic from the endpoints to the Cisco VCS.
- B. The Cisco VCS has no SIP domains configured.
- C. The Cisco VCS is blocking the endpoints because of duplicate ID entries.
- D. The endpoints do not have the SIP option key installed.
- E. SIP does not work, because SIP is used for Cisco Unified Communications Manager registration only.

**Answer: B**

5. You are trying to register an H.323-based Cisco TelePresence system to Cisco Unified Communications Manager and a Cisco DX70 system to the Cisco VCS Control. Why do neither of the units want to register?

- A. The H.323-based system needs an E164 number to register to Cisco Unified Communications Manager, and the Cisco DX70 needs to have the MAC address configured first on the Cisco VCS Control.
- B. The H.323-based system needs to register to the Cisco VCS Control with an E.164 number, and the Cisco DX70 needs the TFTP address to register on the Cisco Unified Communications Manager.
- C. Both systems need to register to the Cisco VCS Control, but the H.323-based system needs to have the gatekeeper setting set to "Direct."
- D. Both systems need to register to the Cisco Unified Communications Manager, as the Cisco VCS Control is used only for firewall traversal.
- E. You need Cisco TelePresence Management Suite to register Cisco TelePresence systems.
- F. You need Cisco TelePresence Server to register Cisco TelePresence systems.

**Answer: B**

6. To maintain proper database integrity, what is the recommended maximum round-trip delay between multiple Cisco VCS appliances in a cluster?

- A. 10 ms
- B. 15 ms

C. 25 ms

D. 30 ms

E. 50 ms

F. 80 ms

**Answer: D**

7. When a database replication issue is suspected, which three tools can be used to check the database replication status? (Choose three.)

A. Cisco Unified Communications Manager RTMT tool

B. Cisco Unified Communications Manager Serviceability interface

C. Cisco Unified Reporting

D. Cisco Unified Communications Manager CLI interface

E. Cisco IP Phone Device Stats from the Settings button

F. Cisco Unified OS Administration interface

**Answer: A,C,D**

8. You must integrate a third-party H.323 system with your existing Cisco Unified Communications Manager cluster. When you create an H.323 trunk from the cluster, calls from the cluster to the third-party H.323 system are failing. The vendor of the third-party H.323 device has confirmed that the H.323 call setup time must be reduced. Which two approaches reduce the call setup time from Cisco Unified Communications Manager to the third-party H.323 device? (Choose two.)

A. Implement a software MTP.

B. Implement a hardware MTP.

C. Implement transcoding with the router DSP resources.

D. Implement transcoding with the Cisco Unified Communications Manager resources.

**Answer: A,B**

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