



# 300-080<sup>Q&As</sup>

Troubleshooting Cisco IP Telephony and Video

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### QUESTION 1

After you deploy a new Cisco Collaboration solution, users report echoes and choppy voice quality. Which two actions correct the problem? (Choose two.)

- A. Upgrade the Cisco IOS version and flash memory on the Cisco IOS router.
- B. Deploy additional hardware resources
- C. Deploy an echo canceller.
- D. Upgrade Cisco Unified Communications Manager.
- E. Enable QoS on the network.

Correct Answer: CE

### QUESTION 2

Refer to Exhibit. What was the cause for the call termination?

```
Exhibit1
2015/02/09 11:13:27.672|SIP|0|TCP|IN|10.1.5.25|5060|SEP8478ACE71D1F|10.1.111.3|50740|1.100.14.146.36*10.1.111.3**|173|8478ace7-1d1f0006-43f1b7ba-45b75221b@10.1.111.3|INVITE
2015/02/09 11:13:27.672|SIP|0|TCP|OUT|10.1.5.25|5060|SEP8478ACE71D1F|10.1.111.3|50740|1.100.14.146.36*10.1.111.3**|174|8478ace7-1d1f0006-43f1b7ba-45b77521b@10.1.111.3|100 Trying
2015/02/09 11:13:29.371|CC|SETUP|23329196|23329197|2001|2003|2003
2015/02/09 11:13:29.438|SIP|23329197|TCPI|OUT|10.1.5.25|5060|SEP64AE0CF7BC79|10.1.111.2|49499|1.100.14.1.12***|186|b9a7d800-4d9106d9-9-19056010a@10.1.5.25|INVITE
2015/02/09 11:13:29.439|CC|OFFERED|23329196|23329197|2001|2003|2003|SEP8478ACE71D1F|SEP64AE0CF7BC79
2015/02/09 11:13:29.530|SIP|23329197|TCPI|IN|10.1.5.25|5060|SEP64AE0CF7BC79|10.1.111.2|49499|1.100.14.119.25*10.1.111.2**|188|b9a7d800-4d9106d9-9-19056010a@10.1.5.25|100 Trying
2015/02/09 11:13:29.667|SIP|23329197|TCPI|IN|10.1.5.25|5060|SEP64AE0CF7BC79|10.1.111.2|49499|1.100.14.119.28*10.1.111.2**|191|b9a7d800-4d9106d9-9-19056010a@10.1.5.25|180 Ringing
2015/02/09 11:13:29.670|SIP|23329196|TCPI|OUT|10.1.5.25|5060|SEP8478ACE71D1F|10.1.111.3|50740|1.100.14.119.26*10.1.111.2**|192|8478ace7-1d1f0006-43f1b7ba-45b7521b@10.1.111.3|180 Ringing
2015/02/09 11:13:38.651|SIP|23329196|TCPI|IN|10.1.5.25|5060|SEP8478ACE71D1F|10.1.111.3|50740|1.100.14.146.45*10.1.111.3**|195|8478ace7-1d1f0006-43f1b7ba-45b7521b@10.1.111.3|CANCEL
2015/02/09 11:13:38.651|SIP|23329196|TCPI|OUT|10.1.5.25|5060|SEP8478ACE71D1F|10.1.111.3|50740|1.100.14.146.45*10.1.111.3**|196|8478ace7-1d1f0006-43f1b7ba-45b7521b@10.1.111.3|200 OK
2015/02/09 11:13:38.670|SIP|23329197|TCPI|OUT|10.1.5.25|5060|SEP64AE0CF7BC79|10.1.111.2|49499|1.100.14.146.45*10.1.111.3**|197|b9a7d800-4d9106d9-9-19005010a@10.1.5.25|CANCEL
2015/02/09 11:13:38.671|SIP|23329196|TCPI|OUT|10.1.5.25|5060|SEP8478ACE71D1F|10.1.111.3|50740|1.100.14.146.45*10.1.111.3**|198|8478ace7-1d1f0006-43f1b7ba-45b7521b@10.1.111.3|487 Request Cancelled
2015/02/09 11:13:38.772|SIP|23329196|TCPI|IN|10.1.5.25|5060|SEP8478ACE71D1F|10.1.111.3|50740|1.100.14.146.46*10.1.111.3**|199|8478ace7-1d1f0006-43f1b7ba-45b7521b@10.1.111.3|ACK
2015/02/09 11:13:38.775|CC|RELEASE|23329196|23329197|16
2015/02/09 11:13:38.851|SIP|23329197|TCPI|IN|10.1.5.25|5060|SEP64AE0CF7BC79|10.1.111.2|49499|1.100.14.119.28*10.1.111.2**|201|b9a7d800-4d9106d9-9-19056010a@10.1.5.25|487 Request Cancelled
2015/02/09 11:13:38.851|SIP|23329197|TCPI|OUT|10.1.5.25|5060|SEP64AE0CF7BC79|10.1.111.2|49499|1.100.14.119.28*10.1.111.2**|202|b9a7d800-4d9106d9-9-19005010a@10.1.5.25|ACK
```

- A. No route to called number
- B. Outbound gateway was not found
- C. Calling party abandoned the call
- D. Called party cancelled the call
- E. Call completed successfully

Correct Answer: C

### QUESTION 3

When troubleshooting a "disconnect code 65" on Cisco Unified Border Element, which option is the likely cause in the configuration?

- A. missing dial-peer



- B. codec mismatch
- C. dtmf-relay misconfiguration
- D. no IP address trust list

Correct Answer: B

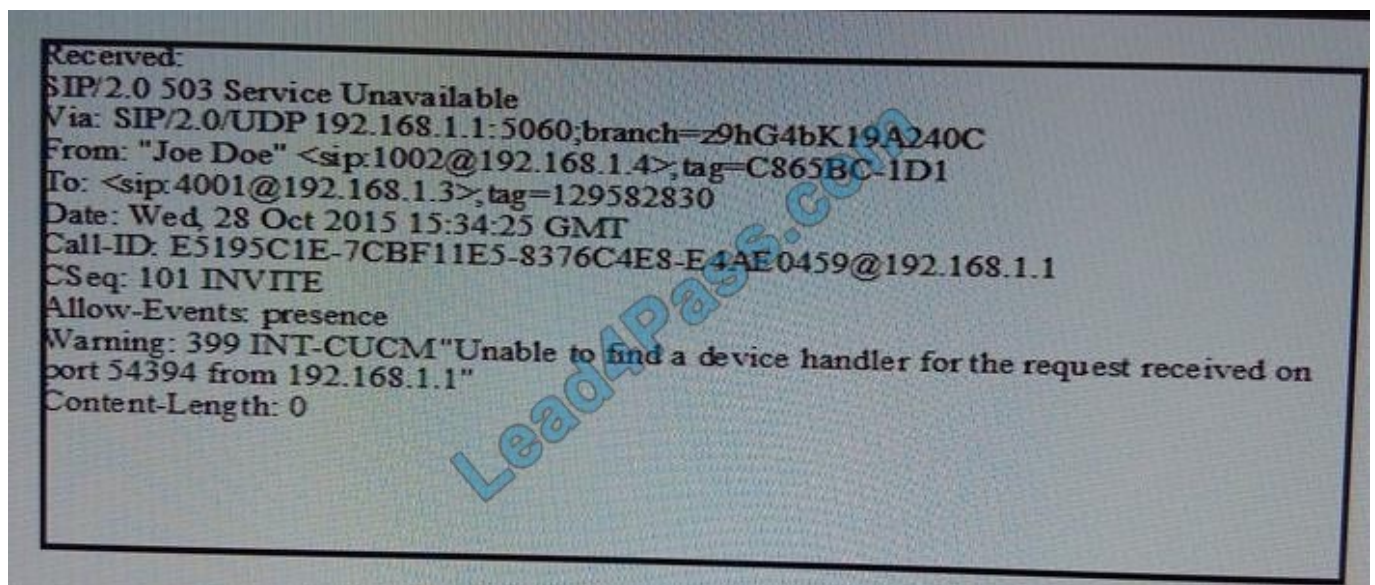
#### QUESTION 4

A user is trying to call a mobile phone using the number 547895341, where 5 is the pre-fix to call off-net numbers. Calls to mobile phones have worked in Past, but now the call does not work. Which three areas should you check to resolve the issue? (Choose Three)

- A. Verify that Cisco Unified Border Element is running.
- B. Verify the search pattern.
- C. Verify the route pattern, route list and route group.
- D. Check that Cisco VCS control and Cisco VCS Express are getting through firewall.
- E. Verify that the PSTN line is connected to the Cisco Unified Communications Manager.
- F. Verify that connection to and from the Cisco Unified Border Element is good.

Correct Answer: ACE

#### QUESTION 5





Refer to the Exhibit. A customer has two CUCM clusters (NY and CAL). The customer recently tried to enable inter cluster communication between these clusters. When NY calls CAL, they get a fast busy tone. A network Administrator collects Cisco Call manager traces and sees the displayed SIP messages coming from the remote CUCM (CAL Cluster). What is a likely reason for this?

- A. Cisco CTI Manager service is shut down on the CAL cluster
- B. The SIP trunk on the CAL cluster is configured incorrectly
- C. Cisco Call Manager service is shut down on the CAL cluster
- D. The remote cisco IP phone does not support the SIP protocol
- E. The SIP service is shut down on the CAL cluster
- F. The remote Cisco IP phone is not registered

Correct Answer: F

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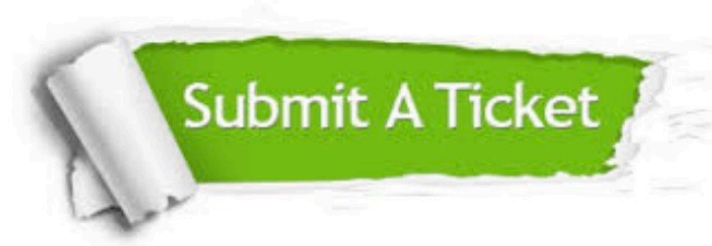
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