

642-243^{Q&As}

Unified Contact Center Enterprise Support Exam

Pass Cisco 642-243 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.leads4pass.com/642-243.html>

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by Cisco
Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers



QUESTION 1

Refer to the exhibit. In the Cisco Unified Contact Center Enterprise solution, there are a number of different log files that are generated by different components and processes in the solution. Identify the specific process that generated the log file.

```
Trace: DeviceTargetPreCallInd: PreLock: RTRCallKey=148408.3062 NTID: 0 dialed number=1 0200 CED= ASTID=5203  
Trace: DeviceTargetPreCallInd: PostLock: RTRCallKey=148408.3062 ASTID: 5203 NTID: 0 Ext: 21186  
Trace: AddPreRoutedCall: Inst: N21186 CreatedByPreCall: T PeriphCID: -1 Queue Count: 1 Route CallKey=(148408/3062)  
Trace: TelephonyDriver::ProcessCSTARoute Select: crossRefID=46863, RTRCallKey=148408.3062, label 21186 callID=50358922
```

- A. CTI OS (Server)
- B. CTI OS (Client)
- C. JTAPI Gateway (jgw)
- D. UC Manager PIM (Enterprise Agent PIM)
- E. ICM Call Router (rtr)

Correct Answer: D

QUESTION 2

Refer to the exhibit. The Cisco Unified Communications Manager Peripheral Gateway is unable to connect and activate the link to Cisco Unified Communications Manager. Review the log file from the Cisco Unified Communications Manager JTAPI Gateway. What are two possible causes of this failure to connect? (Choose two.)

```
23:09:18 unknown-jgw1 Initializing Event Management System (EMS) Library.
23:09:18 unknown-jgw1 Trace: EMS Server pipe ipcc\PG1A\jgw1 EMS Pipe enabled for ipcc\PG1A\jgw1
23:09:18 unknown-jgw1 Trace: The value of JavaRunTime Options in the registry is not set
23:09:18 unknown-jgw1 Trace: starting java program main method...
23:09:19 unknown-jgw1 Initializing Event Management System (EMS) Library.
23:09:19 unknown-jgw1 Trace: EMS Server pipe ipcc\PG1A\jgw1 EMS Pipe enabled for ipcc\PG1A\jgw1
23:09:19 unknown-jgw1 Trace: Monitor Server pipe ipcc\PG1A\jgw1 CmdPipe enabled for ipcc\PG1A\jgw1
23:09:19 unknown-jgw1 Trace: [Thread-1]ThreadAddressManager starts
23:09:19 unknown-jgw1 Trace: ThreadAddressManager::Waiting for next retry
23:09:19 unknown-jgw1 Trace: Configuring JTAPI Object
23:09:19 unknown-jgw1 Trace: Calling getJtapiPeer for peer: com.cisco.jtapi.CiscoJtapiPeerImpl
23:09:19 unknown-jgw1 Trace: JVM Total Memory: 2031616 JVM Free Memory: 1355016 JVM Heap in Use: 676600 JVM has 66.696465% free memory
23:09:20 unknown-jgw1 Trace: getJtapiPeer returned successfully. JtapiPeer class name: com.cisco.jtapi.CiscoJtapiPeerImpl
23:09:20 unknown-jgw1 Trace: CiscoJtapiVersion: Cisco Jtapi version 2.1 (0.15) Release
23:09:20 unknown-jgw1 Trace: BuildDescription: Release BuildNumber: 15 RevisionNumber: 0 MajorVersion: 2 MinorVersion: 1
23:09:20 unknown-jgw1 Trace: Use icmJavaLib4.jar to support CallManager Parche release.
23:09:20 unknown-jgw1 Trace: Not using Cisco Synchronous Observer interface.
23:09:20 unknown-jgw1 Trace: Initializing JTAPI TraceManager.
23:09:20 unknown-jgw1 Trace: disableAll() TraceManager for CTICLIENT
23:09:20 unknown-jgw1 Trace: Calling getProvider() 10.1.78.21,login=ccm1pguserX,passwd=<***edited***>
23:09:21 unknown-jgw1 Trace: JtapiPeer.getProvider(): caught PlatformException(com.cisco.jtapi.PlatformExceptionImpl: Unable to create provider -- bad login or password.)
Provider could not be created.
23:09:21 unknown-jgw1 Trace: Message: Unable to create provider -- bad login or password.
23:09:41 unknown-jgw1 Trace: Configuring JTAPI Object
23:09:41 unknown-jgw1 Trace: Calling getJtapiPeer for peer: com.cisco.jtapi.CiscoJtapiPeerImpl
23:09:41 unknown-jgw1 Trace: getJtapiPeer returned successfully. JtapiPeer class name: com.cisco.jtapi.CiscoJtapiPeerImpl
23:09:41 unknown-jgw1 Trace: CiscoJtapiVersion: Cisco Jtapi version 2.1 (0.15) Release
23:09:41 unknown-jgw1 Trace: BuildDescription: Release BuildNumber: 15 RevisionNumber: 0 MajorVersion: 2 MinorVersion: 1
23:09:41 unknown-jgw1 Trace: Use icmJavaLib4.jar to support CallManager Parche release.
23:09:41 unknown-jgw1 Trace: Not using Cisco Synchronous Observer interface.
23:09:41 unknown-jgw1 Trace: disableAll() TraceManager for CTICLIENT
23:09:41 unknown-jgw1 Trace: Calling getProvider() 10.1.78.21,login=ccm1pguserX,passwd=<***edited***>
23:09:41 unknown-jgw1 Trace: JtapiPeer.getProvider(): caught PlatformException(com.cisco.jtapi.PlatformExceptionImpl: Unable to create provider -- bad login or password.)
Provider could not be created.
23:09:41 unknown-jgw1 Trace: Message: Unable to create provider -- bad login or password.
```

- A. The Cisco Unified Communications Manager is not reachable on the network.
- B. The JTAPI Gateway's configuration of the Cisco Unified Communications Manager Publisher IP Address is invalid.
- C. The JTAPI Gateway's configuration of the JTAPI User ID (ccm1pguserX) does not match with the Cisco Unified Communications Manager's preconfigured ID.
- D. The JTAPI Gateway version is not compatible with the Cisco Unified Communications Manager version and needs to be downloaded again from the Plug-in page in Cisco Unified Communications Manager.
- E. The Cisco Unified Communications Manager's CTI Manager service is not enabled.
- F. The JTAPI Gateway's configuration of the JTAPI User Password does not match the Cisco Unified Communications Manager's preconfigured password.

Correct Answer: CF

QUESTION 3

When troubleshooting calls that are dropping in the Cisco IP IVR in the Cisco Unified Contact Center Enterprise solution, which log file settings would be useful? Select the three best options for tracing from the AppAdmin > System > Tracing menu. (Choose three.)

- A. Trace Configuration > CRS Engine > SUBSYSTEMS turn on these MIVR trace Debug levels SS_TEL and SS_ICM
- B. Trace Configuration > CRS Engine > SUBSYSTEMS turn on these MIVR trace Debug levels SS_TEL and SS_JTAPI and SS_ICM

C. Trace Configuration > CRS Engine > SUBSYSTEMS Under MISCELLANEOUS, turn on this MIVR trace Debug level for ENG

D. Trace Configuration > CRS Engine > SUBSYSTEMS Under LIBRARIES, turn on this MIVR trace Debug level for LIB_ICM

E. Trace Configuration > CRS Engine > SUBSYSTEMS Under LIBRARIES, turn on this MIVR trace Debug level for LIB_JTAPI

Correct Answer: ACD

QUESTION 4

Refer to the exhibit. An agent in a Cisco Unified Contact Center Enterprise system is reporting that the system is automatically changing the agent's state from "Ready" to "Not-Ready" for no apparent reason.

In the Cisco Unified Communications Manager configuration, the default Calling Search Space for the CTI Ports and CTI Route Points is "Calling Party."

Given the log file and Cisco Unified Communications Manager configuration, which option is the most likely cause of the failure?

```
Accepting call for CTI Route Point: 1208 on CTI Port: 1333, ciscoCause=31 21817: Apr 08 20:02:48.001 CDT %MVR-SS_TEL-7-UNK:Call.accepte
JTAPICallContact[id=123,impId=105251/4,inbound=true,App name=BUR_TR1,task=null,session=80000000096,seq
num=0,cn=1208,dn=1208,cgn=6309659195,ani=null,dnis=null,clid=null,atype=REDIRECT,Ird=4901,ocn=8883366178,route=RP[num=1208],TP=13
REDIRECT_FAILED:Redirect failed: All Call ids=CallID:123 MediaId:105251/4 Task:73000000315,Extension=613373,Exception=com.cisco.jtapi.In
Request failed because of an invalid destination. ,Failure reason= CTIERR_REDIRECT_CALL_UNKNOWN_DESTINATION=0x8ccc0034 21880: A
CDT %MVR-SS_TEL-3-EXCEPTION:com.cisco.jtapi.InvalidPartyExceptionImpl: Request failed because of an invalid destination.
```

A. The agent walked away from the desk without putting him or herself into "Not Ready."To resolve this issue instruct the agent to put his or her phone in a "Not Ready" state before leaving the workstation.

B. The error is caused by a Cisco Unified Communications Manager Calling Search Space mis- configuration.The Calling Search Space of the CTI Route Point 1208 needs to have the agent's extension 613373 in Cisco Unified Communications Manager.

C. The error is caused by a Cisco Unified Communications Manager Calling Search Space mis- configuration.The Calling Search Space of the calling device needs to have the agent's extension 613373 in Cisco Unified Communications Manager.

D. The agent's extension 613373 is not associated with the IP-IVR JTAPI/CTI user in Cisco Unified Communications Manager.From the Cisco Unified Communications Manger Administration > User; add extension 613373 as a controlled device.

Correct Answer: C

QUESTION 5

Refer to the exhibit. In a Cisco Unified Contact Center Enterprise deployment, calls are failing during the Translation Route to the Cisco Unified IP IVR. Review the MIVR log file and select the most possible reason for this failure.

```
124065: Mar 27 15:09:03.971 EST %MIVR-SS_TEL-7-UNK:Route Connection=[1001/(P1-ivrjtapi_1) GCID=(1,62)->ACTIVE]->OFFERED,
reason=6, Event= CallCtlConnOfferedEv, cause=100, metacode=128, isMaster=true
124067: Mar 27 15:09:03.971 EST %MIVR-SS_TEL-7-UNK:Call.received() JTAPICallContact[id=50,implId=62/1,
inbound=true,App name=BasicQ,task=null,session=null,seq num=-1,cn=1001,dn=1001,cgn=2011,ani=null,
dnis=null,clid=null,atype=REDIRECT,lrd=8000,ocn=8000,route=TR[num=1001],TP=null
124072: Mar 27 15:09:08.159 EST %MIVR-SS_TEL-7-UNK:Route TR[num=1001], event=CallCtlConnDisconnectedEv,
cause=Other: 17[17], meta=META_CALL_ENDING[132]
124073: Mar 27 15:09:08.159 EST %MIVR-SS_TEL-5-CTIPG_ROUTE_EVENT:CTI Port Group route event:
Route session=[1001/(P1-ivrjtapi_1) GCID=(1,62)->INVALID]->DISCONNECTED,Route Address=1001,
Failure reason=CTI accept timer expires after 4188 ms, end route connection,
Exception=com.cisco.lang.InterruptedExpection: No idle channels available in group 'Cisco CTI Port Group #26';
```

- A. There are not enough Sessions configured on the JTAPI Trigger configuration of the Cisco Unified IP IVR.
- B. There are not enough Channels configured in the Cisco Media Group of the Cisco Unified IP IVR.
- C. There are not enough CTI Ports configured in the CTI Port Group of the Cisco Unified IP IVR.
- D. The CTI Port's Partition is not in the Calling Search Space of the JTAPI Trigger in the Cisco Unified IP IVR.

Correct Answer: C

[642-243 PDF Dumps](#)

[642-243 VCE Dumps](#)

[642-243 Braindumps](#)