642-427^{Q&As}

Troubleshooting Cisco Unified Communications v8.0 (TVOICE v8.0)

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QUESTION 1

Which information can be used to troubleshoot dropped calls?

A. Cisco Discovery Protocol neighbor output

B. Call Manager traces

C. system logs

D. switch port configurations

Correct Answer: B

QUESTION 2

Which Cisco troubleshooting tool allows syslog logs to be viewed?

A. RTMT

B. DNA

C. sniffer filters

D. the Triple combo tool

Correct Answer: A

QUESTION 3

You have received a trouble ticket from John Doe at extension 2001, which states that he cannot call a new employee who has been assigned extension 2005. When John Doe attempts to call 2005 he hears a message that his call cannot be completed as dialed. What is one possible cause of this issue?

A. The new employee\\'s phone is not registered with Cisco Unified CallManager due to a physical cable or IP connectivity issue.

B. John Doe\\'s CSS does not contain the partition assigned to extension 2005.

C. Extension 2005 was not assigned a partition.

D. A Cisco Unity voice-mail box has not yet been created for the new employee.

Correct Answer: B

QUESTION 4

You just installed a second Cisco Unified Communications Manager cluster at a remote site that is accessible over your WAN link. Which two actions allow the route patterns in each cluster to route calls to the other cluster? (Choose two.)

A. Create SIP trunks to a centrally located gatekeeper.

B. Create SIP trunks from each cluster to the other cluster.

C. A Cisco Unified Communications Manager route group and a route list are mandatory for inter- cluster dialing.

D. Create ICTs from each cluster to the other cluster.

Correct Answer: BD

QUESTION 5

Refer to the exhibit.


```
(output omitted)

controller T1 0/0/0
  framing esf
  linecode b8zs
  cablelength short 133
  pri-group timeslots 1-24
  description PRI to PSTN

voice-port 0/0/0:23
  description Branch Pri to PSTN

(output omitted)
```

When the WAN link to headquarters fails, branch users report that their audio volume is acceptable but they experience excessive echo when they call long- distance numbers to remote PBX phones. Which troubleshooting step reduces echo best?

A. Add the command input gain 3 on voice-port 0/0/0:23.

B. Add the command output attenuation 3 on voice-port 0/0/0:23.

C. Apply QoS on voice-port 0/0/0:23 by adding the command service-policy output priority.

D. Apply QoS on voice-port 0/0/0:23 by adding the command service-policy output voice.

Correct Answer: B

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