

**Exam Code:** 642-426

**Exam Name:** Troubleshooting Unified Communications  
(TUC)

**Vendor:** CISCO

**Version:** DEMO

## Part: A

1: Your Cisco Unified CallManager 5.0 cluster is using your corporate Windows 2003 Active Directory for user information. Over the weekend you updated the Windows 2003 Active Directory Server and added a small group of new users. Cisco Unified CallManager is configured to synchronize with the Active Directory server every 8 hours and it has been 32 hours since the last successful synchronization. The configuration on Cisco Unified CallManager did not change during the Active Directory server upgrade and the remainder of the Windows network is functioning properly.

What are two possible causes of this synchronization issue? (Choose two.)

- A. The synchronization on the AD server was set to manual.
- B. The domain controllers are down.
- C. There is a username and or password mismatch between the Cisco Unified CallManager cluster and the Windows AD server.
- D. Authorization has not been configured for a third party LDAP service.
- E. The LMHOSTS file has been corrupted.

**Correct Answers: B C**

2: Refer to the exhibit. You have received a trouble ticket stating that users cannot place calls to the PSTN. During testing you discover the gateway is not switching to the secondary call agent when the primary call agent is unreachable.

What needs to be done to allow the MGCP gateway to use a different call agent if the primary fails?

```
!
mgcp
mgcp call-agent 10.1.44.4 2427 service-type mgcp version 0.1
mgcp dtmf-relay voip codec all mode out-of-band
mgcp rtp unreachable timeout 1000 action notify
mgcp modem passthrough voice mode cisco
mgcp sdp simple mgcp package-capability rtp-package
mgcp package-capability sst-packateno mgcp timer receive-rtcp
no mgcp explicit hookstate
!
ccm-manager mgcp
!
```

- A. The ccm-manager fallback-mgcp command needs to be added to the gateway.
- B. The ccm-manager redundant-host command needs to be added to the gateway.
- C. A Cisco Unified CallManager group that includes the secondary call agent needs to be assigned to the gateway.
- D. The gateway needs to be defined as a non-gatekeeper-controlled intercluster trunk with the secondary Cisco Unified CallManager defined.

**Correct Answers: B**

3: You have received a trouble ticket stating that when callers dial the internal Help Desk queue at extension 2300, they hear a message that their calls cannot be completed as dialed. Which two issues could cause this problem? (Choose two.)

- A. There are no agents logged in to the Help Desk queue.
- B. The script associated with the Help Desk queue is corrupt.
- C. There is a connectivity issue between Cisco Unified CallManager and the Cisco Unified Contact Center Express server.
- D. The route point for 2300 has been modified or deleted in Cisco Unified CallManager, resulting in a synchronization issue.
- E. The CSS of the route point for 2300 is incorrect.

**Correct Answers: C D**

5: When using trace output to troubleshoot a Cisco Unified CallManager 5.0 problem, how can you collect and view the trace files?

- A. Download the RTMT plug-in from the Cisco Unified CallManager Serviceability page to view the preconfigured trace files.
- B. Configure the proper trace settings on the Cisco Unified CallManager Serviceability page and then use the embedded RTMT tool to view the trace files.
- C. Configure the proper alarms and traces on the Cisco Unified CallManager Administration page and view the output with the RTMT plug-in.
- D. Configure the proper trace settings on the Cisco Unified CallManager Serviceability page and download the RTMT plug-in from the CallManager Administration page to view the trace output.

**Correct Answers: D**

7: Which type of echo is found mostly on tail circuits and is due to reflection that causes the Tx signal to appear on the Rx signal?

- A. Hybrid echo
- B. Talker echo
- C. Listener echo
- D. Tail-end echo

**Correct Answers: B**

8: Your Cisco Unified CallManager 5.0 cluster has just started to use a third-party LDAP service. Users complain that they are unable to make changes to their passwords in their Cisco Unified CallManager user web pages. How should you resolve this problem?

- A. Restart the phones that are having problems to reinitialize the LDAP database.
- B. Have the users make changes to their passwords in the LDAP database.
- C. Configure automatic synchronization of the LDAP database.
- D. Change the passwords on the IP phone screen using the TUI.

**Correct Answers: B**

9: You have received a trouble ticket stating that an IP phone is not working. When asked, the user informs you the phone is displaying the message "Registration rejected." Which two issues are possible causes of this problem? (Choose two.)

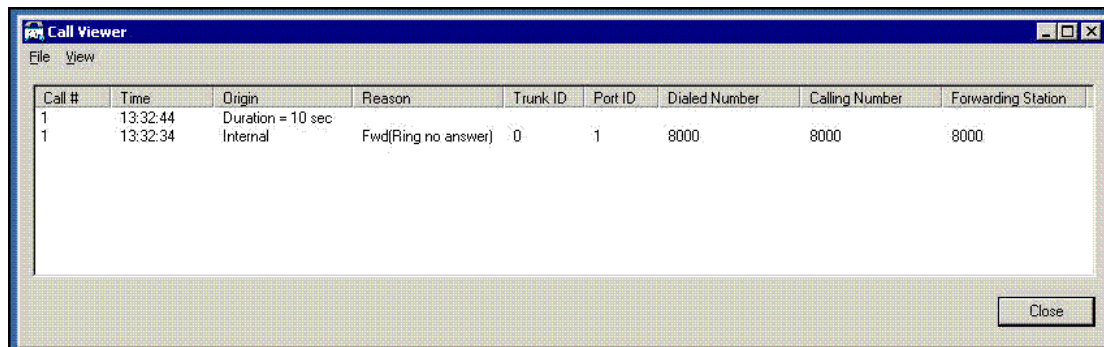
- A. The IP phone is not getting an IP address.
- B. The IP phone's primary Cisco Unified CallManager has a database replication issue.

- C.The primary Cisco Unified CallManager is unavailable and the CallManager group assigned to the IP phone does not include a secondary CallManager.
- D.The IP phone has not been defined in Cisco Unified CallManager.
- E.The IP phone is not associated with a valid user profile.

**Correct Answers: B D**

10: Refer to the exhibit. A site is using four-digit extensions for internal calling. The voice-mail pilot number is 8000. Calls to extension 2001 hear the Cisco Unity opening greeting instead of the subscriber's greeting when forwarded to Cisco Unity.

What is the probable cause?



The screenshot shows a 'Call Viewer' window with a menu bar (File, View) and a table of call records. The table has columns: Call #, Time, Origin, Reason, Trunk ID, Port ID, Dialed Number, Calling Number, and Forwarding Station. There are two entries for Call # 1. The first entry shows a duration of 10 seconds. The second entry shows the reason 'Fwd(Ring no answer)' and a forwarding station of 8000.

Call #	Time	Origin	Reason	Trunk ID	Port ID	Dialed Number	Calling Number	Forwarding Station
1	13:32:44	Duration = 10 sec						
1	13:32:34	Internal	Fwd(Ring no answer)	0	1	8000	8000	8000

- A.The mailbox is configured with the E.164 number instead of the extension.
- B.A call routing rule has been added that is preempting the Attempt Forward rule.
- C.Extension 2001 has not been defined in Cisco Unity.
- D.A greeting has not been recorded for mailbox 2001.
- E.The Voice Mail Box Mask setting in Cisco Unified CallManager is set to 8000 instead of XXXX

**Correct Answers: E**