

Exam Code: 642-425

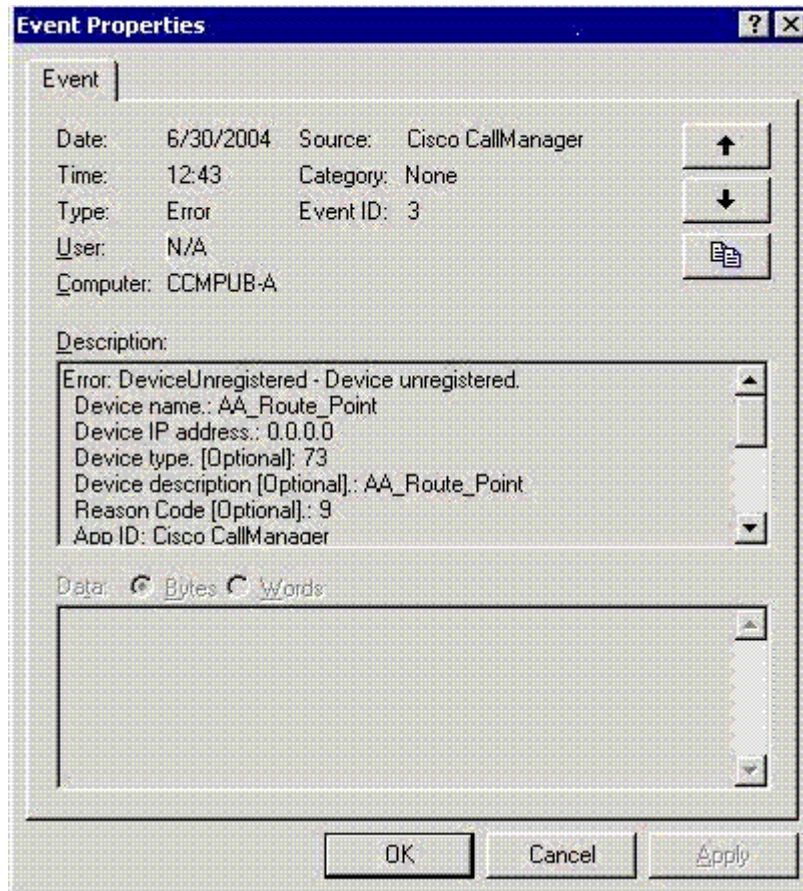
Exam Name: IP Telephony Troubleshooting

Vendor: CISCO

Version: DEMO

Part: A

1: Auto-Attendant is not registered. Given the Event Viewer output above, what is the most likely problem?



- A. The route point has not been defined.
- B. The JTAPI server is down
- C. The JTAPI provider and client passwords do not match.
- D. The route point DN is improperly configured.

Correct Answers: C

2: You have received a trouble ticket that an executive cannot retrieve his account information from his bank. When the call is answered, the executive is prompted to enter his account code. The bank does not seem to recognize the DTMF tones and disconnects the call. What is a possible solution to this problem?

- A. Configure progress_ind setup enable 3 under the gateway VoIP dial-peer.
- B. Configure progress_ind alert enable 8 under the gateway POTS dial-peer.
- C. Configure voice rtp send-rcv in the gateway.
- D. Set CallManager Service Parameter ToSendH225UserInfoMsg to True.

Correct Answers: C

3: IP Phone A can make calls to some but not all phones. Phone A cannot call Phone B. The following is the extended ping output from the router interface on the CallManager subnet to the

Phone B subnet.

ping 172.16.1.45

Type escape sequence to abort.

Sending 5, 100-byte ICMP Echos to 172.16.1.45, timeout is 2 seconds:..!..

Success rate is 40 percent (2/5)

What does this output indicate?

A.CallManager has a good IP path to Phone B.

B.The IP path from CallManager to Phone B has a 20% packet loss problem.

C.The IP phone is turned off, but the switch port it connects to is accessible via IP.

D.Multiple equal cost paths exist from CallManager to Phone B, and one is currently unusable.

Correct Answers: A

4: A company has migrated to a Cisco CallManager IP telephony system and now is replacing the existing voice mail system with a Cisco Unity voice mail system. A small group of users has been established to test the new voice mail system. During testing the users are unable to leave voice mail messages on the new Unity system. It appears that the ports hang when users try to send voice mails. How would you determine the cause of the problem? (Choose two.)

A.Verify that the Cisco CallManager has been configured with the correct number of voice mail ports; the number of voice mail ports must match the Cisco Unity configuration.

B.Verify in the Cisco CallManager that the hunt group is hunting to Cisco Unity ports that can accept calls.

C.Verify the Cisco CallManager has been configured with the correct MWI ports; the number of MWI ports must match the Cisco Unity configuration.

D.Verify the call transfer call handlers are configured correctly.

E.Verify there are no TSP warnings in the Event Viewer.

Correct Answers: A B

5: Three calls can be successfully made across a WAN link. When a fourth call is made, the quality of all four calls degrades. What QoS mechanism can help avoid this problem?

A.LLQ

B.CAC

C.priority queuing

D.classification

E.LFI

Correct Answers: B

6: Following is a partial configuration of an access layer switch:

```
mls qos map cos-dscp 0 8 12 16 28 32 40 46
```

```
mls qos
```

```
!
```

Voice bearer traffic will be set to which dscp value?

A.46

B.32

C.28

D.12

E.0

Correct Answers: B

7: Which tool lists the following options in a query:

All Patterns

Unassigned DN

Call Park

Conference

Directory Number

Translation Pattern

Call Pickup Group

Route Pattern

Message Waiting

Voice Mail

Attendant Console

A.SQL Enterprise Manager > CCM 03xx > Device Pool > Return All Rows

B.Route Plan > Route Plan Report

C.Digit Number Analyzer

D.Route Plan > External Route Plan Wizard

Correct Answers: B

9: You have received a trouble ticket from an employee. The employee is reporting that he can call his manager but his manager cannot call him. The employee is calling from extension 2003 at site 2. His manager is at extension 2002 in site 1. You have verified that both DNs are in the Phones partition. What is the cause of the issue?

A.The location configuration is resulting in insufficient bandwidth for this call.

B.The manager's CSS does not include Phones partition.

C.The manager's CSS does not include Employee partition.

D.The region configuration is resulting in codec negotiation issue.

Correct Answers: B

10: What problem will occur if an IP helper address is not configured on the router VLAN sub-interface?

A.The phone is unable to acquire an IP address.

B.The phone cannot get its VLAN ID assignments.

C.The router cannot route between the VLAN sub-interfaces.

D.The router is unable to route between the phone and the CallManager.

Correct Answers: A