



**9E0-422 (IPTT ®)**

**TestKing's IP Telephony Troubleshooting**

Version 2.0

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**Note 2:**

Section A contains 78 questions.

Section B contains 120 questions.

The total number of questions is 198

## Section A

**QUESTION NO: 1**

**What does a media stream between devices with the callmanager environment utilize for its transport protocol?**

- A. SDL
- B. RTP
- C. SCCP
- D. MGCP

**Answer: B**

**Reference:** Troubleshooting Cisco IP Telephony, ISBN: 1-58705-075-7, pages 56, 57

**QUESTION NO: 2**

**What is the maximum recommended number of CDR records in ART?**

- A. 1.5Million
- B. 2 Million
- C. 5 Million
- D. 10 Million
- E. 25 Million

**Answer: B**

**QUESTION NO: 3**

**In trying to isolate a problem using CMRs which spreadsheet function is most helpful?**

- A. sort
- B. edit
- C. format

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D. calculate

**Answer: A**

**QUESTION NO: 4**

**Which troubleshooting tools can be used with unity? (Select all that apply.)**

- A. AA
- B. SA
- C. Maestro
- D. Status Monitor

**Answer: A,B, D**

**Reference:**

[http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_tech\\_note09186a00801040be.shtml](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_tech_note09186a00801040be.shtml)

**QUESTION NO: 5**

**A budget analyst notices that long-distance charges have increased dramatically in the past month. Total calls have NOT increased.**

**What is a likely cause?**

- A. Calls are routing to the PSTN instead of the WAN link.
- B. The route plan is sending local calls over long distance.
- C. Off-net calls are being routed first to another cluster, causing higher costs.
- D. Telephones at the remote site are using the long distance lines for local calls.

**Answer:**

**QUESTION NO: 6**

**How does CallManager determine if a person is finished dialing?**

- A. CallManager connects as soon as the dialer matches a pattern or a route.
- B. CallManager waits for the inter-digit timeout and then begins call processing.
- C. The IP phone sends an "end of string" to the CallManager indicating dialing is complete.
- D. The IP phone counts digits, and dials after customizable grouping of digits (i.e., 4, 7 or 10 digits dialed).

**Answer:**

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**QUESTION NO: 7**

The switchover algorithms, Graceful and Immediate, decide when a telephony device will failover.

Place a G for Graceful switchover algorithm, and an I for Immediate switchover algorithm next to the appropriate algorithm property.

Place here	Registration occurs with any available CCM node after all active streaming sessions end.	<b>Labels to be moved</b> <div>G</div> <div>I</div>
Place here	Switches over to an available CCM node and communicates the status of preserved connections to this new CCM node.	
Place here	Is supported by Cisco phones.	
Place here	Is supported by media resource devices.	
Place here	Is supported by gateways.	

**Answer:**

**QUESTION NO: 8**

Which is the simplest most widely available 911 PBX PSTN interface?

- A. POTS with ESN and ALI.
- B. CLID with CAM conversion.
- C. A gateway used for handling call setup and call clearing.
- D. A gateway to handle the media-negotiations of the RTP streams between station devices.

**Answer: A**

**QUESTION NO: 9**

Within the H.323 protocol, what is used to establish media capabilities?

- A. H.225
- B. H.245
- C. H.261
- D. G.263
- E. G.711
- F. G.723
- G. G.726

Answer: B

**QUESTION NO: 10**

Place an “M” next to Multiple site deployment issues and an “I” next to Individual Campus deployment issues.

Place here	Users are concentrated within a single building.	<b>Labels to me moved</b> <div>M</div> <div>I</div>
Place here	Users may share the same gateway association for 911 calls.	
Place here	Each site may be a unique entity that you must configure separately for processing 911 calls.	
Place here	Configuring is usually straightforward.	
Place here	It shares the challenge of correctly associating telephones with gateways.	
Place here	LEC POTS lines may be the only type of interfacing required to satisfy 911 call requirements.	

Answer:

**QUESTION NO: 11**

A company's long distance access code is 92855. They have a branch office with the number 928-54xx.

How can they avoid the Cisco CallManager (CCM) second dial tone from playing too early?

- A. Enter 92854xx in the dial plan.
- B. Enter 92855xxxxxxxxxxxx in the dial plan.
- C. Uncheck “Provide Outside Dial Tone” for the pattern 9285.
- D. Check the “Provide Outside Dial Tone” for the pattern 92855.

Answer:

**QUESTION NO: 12**

Which command displays digits as they are collected?

- A. debug vtsp dsp
- B. debug vtsp error
- C. debug vtsp session
- D. show dialplan number

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**Answer: A**

**QUESTION NO: 13**

**When using non-DID numbers in Cisco CallManager (CCM), which method of providing E911 calling line identification is sometimes legally required?**

- A. Use a third-party calling line identification (CLID)-ANI translator box.
- B. Rely on the listed directory number of the trunk connected to the PSTN.
- C. Mask all outgoing numbers to match a DID phone kept just for that purpose.
- D. Route 911 calls through special gateways with known E.164 numbers on the PSTN trunk.

**Answer: D**

**QUESTION NO: 14**

**What does a trunk port configured for auxiliary VLAN capability do?**

- A. Tags all packets using the 802.1Q protocol.
- B. Supports the native VLAN as well as multiple auxiliary VLANs.
- C. Has the appearance of a trunk port supporting only two VLANs.
- D. Does not participate in the spanning-tree process for the auxiliary VLAN.

**Answer: C**

**QUESTION NO: 15**

**Which data are part of the information used to link a Call Detail Record (CDR) with its corresponding Call Management Record (CMR)?**

- A. ID of IP phone
- B. ID of CallManager server
- C. Number of packets sent in call
- D. Directory number of the source

**Answer:**

**QUESTION NO: 16**

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**When you export only one Call Detail Record (CDR) table at a time, in what format should the file be?**

- A. raw file
- B. text file
- C. csv file
- D. spreadsheet

**Answer: C**

**QUESTION NO: 17**

**You need to look at the call detail data to find a toll fraud caller. Where is the information found?**

- A. CallManager Call Detail Record (CDR) table
- B. Subscriber CallManager Call Detail Record (CDR) table
- C. Publisher CallManager application Call Detail Record (CDR) log
- D. Subscriber CallManager application Call Detail Record (CDR) log

**Answer:**

**QUESTION NO: 18**

**On one end of a Frame Relay circuit is the CallManager (CCM) server. All of the phones connected to a particular router on the other end can register but cannot connect calls.**

**What is the probable cause of this situation?**

- A. The Frame Relay interface is not set to duplex.
- B. The router is not passing packets toward the CCM server.
- C. An ACL is blocking either voice IP port or protocol access.
- D. The subnet mask on the router located on the CCM side is set incorrectly.

**Answer:**

**QUESTION NO: 19**

**On an incoming call, the setup message contains all the digits necessary. The voice gateway does not perform subsequent digital collection. The voice gateway does not use digit-by-digit matching.**

**Which statement is true?**

- A. The call is DID.

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- B. The call is not DID.
- C. The call is not properly formed.
- D. There is not enough information to determine if the call is DID.

**Answer:**

**QUESTION NO: 20**

**The following is form the current running-config:**

```
interface Serial0/0
  ip address 216.58.148.124 255.255.254.0
  ip nat outside
!
interface FastEthernet0/0
  ip address 172.16.0.1 255.255.0.0
  ip nat inside
  full-duplex
!
ip nat pool NATPOOL 216.58.148.135 216.58.148.135
215.58.148.195 prefix-length 23
!
ip nat inside source list NAT_INSIDE pool NATPOOL
!
```

**An IP phone on the LAN connected to FA0/0 has an address 172.16.1.5. The NAT translated address is 216.58.148.171.**

**What ping command is used for the IP phone from the WAN side of this router?**

- A. ping 172.16.1.5
- B. ping 216.58.148.171
- C. ping 216.58.148.134
- D. The phone cannot be reached using ping.

**Answer:**

**QUESTION NO: 21**

**Exhibit:**

```

dial-peer voice 101 voip
 destination-pattern 1111
 session target ipv4:10.1.1.101
 preference 0
 dtmf-relay h245-alphanumeric
ip route 0.0.0.0 0.0.0.0 FastEthernet 0/0
!
ngcp
ngcp call-agent 172.20.71.30
ngcp dtmf-relay codec all mode out-of-band
ngcp sdp simple
!
ccm-manager switchback immediate
ccm-manager redundant-host 172.20.71.26 172.20.71.47
ccm-manager ngcp
!
voice-port 1/1/1
!
dial-peer voice 4 pots
 application MGCPAPP
 port 1/1/1

```

In the exhibit, DTMF relay is configured for which gateways?

- A. Catalyst 6000 FXS
- B. Catalyst 6000 T1/PRI
- C. Cisco IOS software-based
- D. Non-Cisco IOS software-based

Answer: C

#### QUESTION NO: 22

Which two parameters do you need to verify on the IIS server's virtual web directory when performing backup recovery on a Cisco Unity Server? (Choose two)

- A. Directory browsing is enabled in the Virtual Directory tab.
- B. Anonymous Access is unchecked in the Directory Security tab.
- C. Script Only permissions are selected under the execute permissions section.
- D. Read and Execute permissions are selected under the execute permissions section.

Answer:

#### QUESTION NO: 23

When a serious problem occurs that Cisco Unity does not handle, what happens?

- A. Windows 2000 starts the Dr. Watson program.
- B. Cisco Unity notifies the IIS service, which begins to record all SNMP traps.
- C. The Windows 2000 Event Viewer becomes your primary source of information.
- D. The IIS service stops, which means that the only way to proceed is to restore your most recent backup.

**Answer: A**

**QUESTION NO: 24**

**In which two formats can the Cisco CallManager (CCM) trace file be generated?  
(Choose two)**

- A. .rtf
- B. .txt
- C. .xml
- D. .csv
- E. .doc
- F. .htm

**Answer: B, C**

**QUESTION NO: 25**

**What does Cisco Unity use a database caching mechanism?**

- A. Exchange 5.5
- B. Windows 2000
- C. Exchange 2000
- D. SQL Server 2000

**Answer:**

**QUESTION NO: 26**

**Problems arise when a subscriber hears a recorder tone when answering a call from Cisco Unity.**

**What is a possible cause?**

- A. The third parameter on the ring notification page is set to wait.
- B. The wait-to-ring parameter on the message notification page is less than three.
- C. On the message notification page, the rings-to-wait parameter is set to less than three.
- D. The wait-to-ring parameter is incorrectly set to less than tree on the subscriber notification page.

**Answer:**

**QUESTION NO: 27**

**Which report must be provided to the Cisco Technical Assistance Center (TAC) when you open a case on your Cisco Unity Server?**

- A. Port Usage
- B. System Configuration
- C. Unresolved References
- D. Administrative Access Activity

**Answer:**

**QUESTION NO: 28**

**What is the maximum number of private lists per subscriber that is supported on Cisco Unity?**

- A. 5
- B. 10
- C. 20
- D. 50

**Answer:**

**QUESTION NO: 29**

**Which event log contains all events generated by Cisco Unity?**

- A. Unity
- B. System
- C. Security
- D. Application

**Answer:**

**QUESTION NO: 30**

**When are configuration changes to the registry applied to the Cisco Unity system?**

- A. After it is configured.
- B. After reload of all registry.
- C. After reboot of the system.
- D. After the Apply button is pushed.

**Answer:**

**QUESTION NO: 31**

**What type of replication does the SQL publisher's database use?**

- A. Two-way
- B. Full duplex
- C. Asymmetrical
- D. Uni-directional

**Answer:**

**QUESTION NO: 32**

**What is the maximum end-to-end delay budget for voice traffic?**

- A. 100 ms
- B. 200 ms
- C. 300 ms
- D. 400 ms

**Answer:**

**QUESTION NO: 33**

**Which account supports the Cisco Call Detail Record (CDR) insert service, the Cisco Tomcat service, and the CR Analysis and Reporting tool?**

- A. CCMCDR
- B. CCMService
- C. CCMCDRInsert
- D. CCMServiceRD

**Answer:**

**QUESTION NO: 34**

**When a phone is calling 911, the Calling Party Number must be \_\_\_\_.**

- A. Encrypted
- B. E.165 compliant
- C. At least 4 digits long

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D. No more than 7 digits long

**Answer:**

**QUESTION NO: 35**

**The fans on your Cisco ICS 7750 run fast for approximately 10 seconds when you power up the Cisco ICS 7750 and when a code upgrade completes.**

**What causes the increase in fan speed?**

- A. The fan tray is improperly seated.
- B. There is no problem. This is normal operation.
- C. A shorted voltage filter on the power supply causes a voltage surge.
- D. There are version conflicts between the SAP card and the fan assembly unit control software.

**Answer:**

**QUESTION NO: 36**

**What information is contained in the Cisco CallManager (CCM) Component Versions page?**

- A. The CCM software versions that are running on the server.
- B. The operating system version that is running on the server.
- C. Hardware version information for the media convergence server.
- D. The component version number of all currently connected RTP streams.

**Answer:**

**QUESTION NO: 37**

**Which command is used on the command line of CallManager (C:\dcdsrvr\bin) to create Metalink ODBC agreements for the DC Directory?**

- A. avvid\_cfg
- B. avvid\_imp
- C. avvid\_scfg
- D. avvid\_restore

**Answer:**

**QUESTION NO: 38**

**Where can you find information about specific gateways (such as registrations or re-registrations) to pinpoint a problem?**

- A. Gateway Event log
- B. Windows 2000 Event Viewer
- C. Cisco CallManager Event Viewer
- D. Cisco CallManager Registration log

**Answer:**

**QUESTION NO: 39**

**What slot must contain a system switch processor (SSP) card for the Cisco ICS 7750 to operate properly?**

- A. 1
- B. 3
- C. 4
- D. 7

**Answer:**

**QUESTION NO: 40**

**Which switch instructs the `show db tables` command to return the configuration database?**

- A. Db
- B. config
- C. configdb
- D. Db tables

**Answer:**

**QUESTION NO: 41**

**You use the SQL Enterprise Manager to expand the folders to the database level. Which folder identifies your server as a publisher?**

- A. Publisher
- B. Databases

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- C. Publications
- D. Replication Master

**Answer:**

**QUESTION NO: 42**

**You view a system error message on a log server outside of the Cisco ICS system manager.**

**Which Cisco severity code reflects the severity of “emergency: system unusable”?**

- A. 0
- B. 1
- C. 7
- D. 10

**Answer: A**

**QUESTION NO: 43**

**Which two protocols does the Admin Serviceability Tool (AST) utilize to monitor the device status, system performance, and device discovery? (Choose two)**

- A. CDP
- B. UDP
- C. RTP
- D. TCP
- E. HTTP

**Answer:**

**QUESTION NO: 44**

**Which three capabilities do network monitoring tools provide? (Choose three)**

- A. Traffic counts by station.
- B. Percent broadcast traffic
- C. Protocol distribution by the Layer 2 protocol.
- D. Protocol distribution by the Layer 3 protocol.

**Answer:**



**QUESTION NO: 45**

**What is a standard method of providing emergency contact service during power outages?**

- A. Power provisioned from an alternate grid.
- B. Cellular phones available in emergency closets.
- C. A general alarm bell connected directly to emergency service provides.
- D. Standard handsets on LEC loop-start lines scattered throughout the facility.

**Answer:**

**QUESTION NO: 46**

**What are two legal host names on an SPE card installed in a Cisco ISC 7750? (Choose two)**

- A. CCM01
- B. CCM:01
- C. CCM-01
- D. CCM 01

**Answer: A, B**

**QUESTION NO: 47**

**What utility can an administrator run to perform a standard SQL query?**

- A. Cisco SQL Query Analyzer
- B. Microsoft SQL Query Analyzer
- C. Microsoft SQL Runtime Analyzer
- D. CallManager SQLQuery Analyzer

**Answer:**

**QUESTION NO: 48**

**To make a clear problem statement, you must define the problem in terms of what?**

- A. A set of symptoms and their associated causes.
- B. A known set of causes and their associated effects.
- C. How it relates to past known and definitively resolved network issued.
- D. The comparison of your baseline network to your testing environment.

**Answer:**

**QUESTION NO: 49**

**When implementing an action plan, you should \_\_\_\_.**

- A. Not remove access lists in order to maintain security.
- B. Make sure you notify all users of the impact of the changes.
- C. Make sure that the changes you make do not make the problem worse.
- D. Maintain backup configurations of the most important routers and switches in your network.

**Answer:**

**QUESTION NO: 50**

**What is an important step when isolating network problems?**

- A. Listening carefully to expert Cisco TAC support.
- B. Brainstorming with colleagues while considering the gathered facts.
- C. Eliminating facts that are not supported when brainstorming with experts.
- D. Carefully considering the facts you have gathered from listening to expert Cisco TAC support.

**Answer:**

**QUESTION NO: 51**

**Which step is part of the IPTT model action plan recommended by Cisco for IP telephony troubleshooting?**

- A. Split troubleshooting possibilities into logical domains.
- B. The first step is to consider the least likely possibilities and eliminate them.
- C. Collaborate with other TAC centers that may have a greater concentration of voice expertise.
- D. Break the problem into small steps and assign each one to small steps and assign each one to a separate expert so you can maximize the use of your existing knowledge base.

**Answer:**

**QUESTION NO: 52**

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**Which two statements are true about IP telephony network infrastructure? (Choose two)**

- A. It supports the existing data network.
- B. It replaced obsolete data network benefits.
- C. It supports the new data features and traffic patterns.
- D. The infrastructure can be a common source of troubleshooting.
- E. The existing data network carries less risk and also less reward.

**Answer:**

**QUESTION NO: 53**

**Troubleshooting IP telephony networks is more than just understanding Legacy networking equipment and new voice functional equipment. You must also understand which other factor?**

- A. Customer service issues such as QoS.
- B. IT management issues such as unreliable service.
- C. The progression and history of why VoIP technology is being adopted.
- D. Customer service issues such as determining agent workspace satisfaction.

**Answer:**

**QUESTION NO: 54**

**Which two tools can be useful in gathering information about IP telephony-related problems? (Choose two)**

- A. CTI Server Performance Monitor
- B. Unity Server Performance Monitor
- C. Router show and debug commands
- D. CatOS switch show and debug commands
- E. Voice Gateway or Gatekeeper bandwidth monitor

**Answer:**

**QUESTION NO: 55**

**Which statement about Cisco CallManager (CCM) is true?**

- A. It is relatively easy to configure.
- B. It provides the same functionality as Legacy ACD systems.
- C. It is the first place to look when troubleshooting VoIP issues.

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- D. It keeps most of the common voice troubleshooting issues from being attributed to a configuration problem.

**Answer:**

**QUESTION NO: 56**

**Q.931 provides what?**

- A. Connection control for gateway connections.
- B. Connection flow control for ISDN connections.
- C. Connection control and flow control for ISDN connections.
- D. Connection control and flow control for H.323 connections

**Answer:**

**QUESTION NO: 57**

**Which troubleshooting issue relates to Cisco Unity?**

- A. Automatic call transfers
- B. Voice response verification
- C. Advanced customization issues
- D. Voicemail agent response levels

**Answer:**

**QUESTION NO: 58**

**A circuit is clocked at 65 Kbps.**

**What is the largest fragment size that can be used to ensure voice quality?**

- A. 32k
- B. 64k
- C. 128k
- D. 256k

**Answer:**

**QUESTION NO: 59**

In troubleshooting situations where too many calls are causing voice quality issues, three categories of Call Admission Control (CAC) tools are available.

Match the tools with their descriptions.

Category	Descriptions	
Place here	Gauges the state of the network to determine whether to allow a new call	Local
Place here	Monitors the use of certain resources and calculates a value that drives the CAC decision.	Resource-based
Place here	Router bases the CAC decision on nodal information, such as the state of the outgoing WAN link or the number of available outgoing trunks	Measurement-based

Answer:

#### QUESTION NO: 60

Which statement is true about Layer 2 VoIP bottlenecks?

- A. Buffers, not bandwidth, are the issue within the enterprise campus.
- B. Buffers fill slowly so they can be relied upon to smooth router traffic.
- C. More Gigabit Ethernet feeding Ethernet connections corrects oversubscription problems.
- D. QoS is not an enterprise issue because data traffic is bursty and withstands buffer overflow.

Answer:

#### QUESTION NO: 61

Match the routing command with the tool that enables it to give Layer 3 troubleshooting information.

Tool	Routing Command	
Place here	show interfaces	WRED
Place here	show class-map	LLQ
Place here	show queuing	MLP
Place here	show policy-map	FRF.12
Place here	show interfaces random-detect	
Place here	show frame-relay fragment	

**Answer:**

**QUESTION NO: 62**

**Which four data characteristics classify traffic? (Choose four)**

- A. DLIC address
- B. MAC addresses
- C. Layer 7 application
- D. Range of port numbers
- E. Layer 1 Class of Service (CoS)
- F. Layer 2 Class of Service (CoS)

**Answer:**

**QUESTION NO: 63**

**What is a disadvantage of queuing?**

- A. Increased jitter
- B. Increased latency
- C. Increased packet loss
- D. Increased complexity of the router configuration

**Answer:**

**QUESTION NO: 64**

**There are three major impacts on voice quality: packet loss, jitter, and latency.**

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Place a “P” in the box next to the problems caused by packet loss.

Place a “J” in the box next to issues effecting jitter.

Place and “L” next to latency concerns.

Place here	Traffic classification statements in queuing could be the cause	<b>Labels to be moved</b> <div>P</div> <div>J</div> <div>L</div>
Place here	You use an extended ping operation to check for this problem	
Place here	Low latency queuing (LLQ) can stop the congestion that causes this	
Place here	If the delay is constant but too long, there may be either a Frame Relay issue or a suboptimal routing issue	
Place here	It can be caused by a router with a buffer problem.	
Place here	Cyclic Redundancy Check (CRC) errors on the receiving interface	
Place here	Benchmarking the network and then periodically monitoring the response time can reduce the potential for this condition	
Place here	Routing tables may allow voice packets to use alternating paths	

Answer:

#### QUESTION NO: 65

What is jitter?

- A. Variability in the interpacket arrival time.
- B. Variable delay caused by the use of the wrong codec.
- C. Variability in the playout of signal at the receiving end.
- D. Variable delay caused by the serialization of the bits on the interface.

Answer:

#### QUESTION NO: 66

What is the default value of Bc on a Cisco router?

- A. 1/16 of CIR
- B. 1/12 of Cir
- C. 1/8 of CIR
- D. 1/3 of CIR

Answer:

**QUESTION NO: 67****Match each command with its function.**

Place here	Creates a connection that terminates in an endpoint inside the gateway	RQNT
Place here	Changes the parameters associated with a previously established connection	NTFY
Place here	Requests that a gateway applies a specific signal to an endpoint (such as dial tone)	CRCX
Place here	Deletes an existing connection	MDCX
Place here	Audits the status of any connection associated with it	DLCX
Place here	Notifies CCM that the service status has changed for the gateway	AUEP
Place here	Notifies CCM when requested events occur	AUCX
Place here	Audits the status of an associated endpoint	RSIP

**Answer:****QUESTION NO: 68****Match the priority levels to their descriptions.**

Place here	Your production network is down, with the potential of causing critical impact to business operations if service is not restored quickly. You are willing to commit resources around the clock to resolve the situation.	P4
Place here	Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.	P3
Place here	You need information concerning Cisco product capabilities, installation advice, or basic product configuration data.	P2
Place here	Your production network is severely degraded and affects significant aspects of your business operations. You are willing to commit full-time resources during business hours to resolve the situation.	P1

**Answer:****QUESTION NO: 69****Place the steps to escalate telephone service provider-related problems in the correct order.***Leading the way in IT testing and certification tools, [www.testking.com](http://www.testking.com)*



1	Place step one here	You provide service representative all necessary information, including exact description of the problem and contact
2	Place step two here	If you are not satisfied with the service or turnaround time, you may want to escalate the call to a supervisor.
3	Place step three here	After the problem is resolved, you have the service representative leave the ticket open until you can verify the problem has been
4	Place step four here	You test all equipment (CSU/DSU), WAN interface card [WICS], router, etc.) thoroughly to rule out problems with the network
5	Place step five here	You collect all the necessary information (i.e., circuit ID, contact telephone numbers) before calling the telephone service provider.
6	Place step six here	You document the problem, including the resolution.

**Answer:**

**QUESTION NO: 70**

**What are the three most important principles to remember when reporting an issue to a telephone service provider? (Choose three)**

- A. You should sufficiently test the problem.
- B. You should call the main repair number for business.
- C. You make sure you have your Cisco Service Contract Number available when you call.
- D. You make sure they know you are a Cisco partner, reseller, or channel representative.
- E. Your service provider may not be able to troubleshoot your issue without documentation.
- F. You should be aware that your service ticket is not the only ticket that the service center is working.

**Answer:**

**QUESTION NO: 71**

**What are three reasons why documentation is necessary? (Choose three)**

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- A. Documentation can be used to assign responsibility for issues.
- B. Documentation is necessary to assign liability for issues if needed.
- C. If the problem returns, then the fix that was used may not have been the actual fix.
- D. Documentation can be used to assign responsibility and liability for issues if needed.
- E. If the problem occurs in a different part of the network, the documentation can be used to repair the problem quickly.
- F. Another underlying problem might pop up and documentation allows you to start where the previous troubleshooting ended.

**Answer:**

**QUESTION NO: 72**

The Bug Navigator shows the status on bugs you are investigating. A few of those status names are listed in the table.

Match the status with its description.

Status	Description	
Place here	Problem described in bug report is fixed in all release versions targeted to be fixed and all changes have been successfully.	Closed
Place here	Bug report is valid, but a conscious decision has been made not to fix it all or in all releases.	Held
Place here	The evaluating or test engineer cannot reproduce the problem.	Information required
Place here	The assigned engineer is actively working on the bug report.	Junked
Place here	Awaiting additional easily retrieved information needed to determine the cause of the problem.	Open
Place here	Development-engineering work is pending information from an outside source to verify the fix.	Resolved
Place here	Bug report is discarded because it does not describe a problem that requires changes to hardware, software, or documentation.	Irreproducible

**Answer:**

**QUESTION NO: 73**

Which two methods are NOT proper ways to escalate problems? (Choose two)

- A. You assign a priority of P3 to the problem to get the information you need for a Cisco product in a more timely manner.
- B. You need information concerning Cisco product capabilities, installation advice, or basic product configuration data.  
You assign P4.
- C. You assign P3 if your network performance is degraded.  
Network functionality is noticeably impaired, but most business operations continue.

- D. Your production network is severely degraded and affects insignificant aspects of your business operations.  
You are not willing to commit full-time resources during business hours to resolve the situation.  
You assign P2.
- E. Your production network is down, with the potential of causing critical impact to business operations if service is not restored quickly.  
You are willing to commit substantial resources around the clock to resolve the situation.  
You assign P1.

**Answer:**

**QUESTION NO: 74**

**When should you make a point to open a case via telephone?**

- A. When a P1 or P2 situation occurs.
- B. As soon as you see any degradation in your network.
- C. When the problem happens for the second time and the first case has not been resolved yet.
- D. When a P3 or P4 situation occurs and you are closer to a telephone than your Internet-ready desktop.

**Answer:**

**QUESTION NO: 75**

**Which three constituents are able to access the Cisco Technical Assistance Center (TAC) home page? (Choose three)**

- A. Cisco resellers.
- B. Cisco employees.
- C. Any Cisco customer.
- D. Customers who are registered with Cisco.com and hold a valid Cisco Service Agreement.
- E. Partners who are registered with Cisco.com and hold a valid Cisco Partner Service Agreement.

**Answer:**

**QUESTION NO: 76**

**May valuable, time-saving tools are available in the Tools and Utilities module.**

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Match the tool to its task.

Tool	Task	
Place here	Identifies, evaluates, categories, and tracks defects that have real or potential impact to network operations or planning.	Voice Codec Bandwidth Calculator
Place here	Simulates the steps in TAC engineer takes to diagnose problems and provides a technical solution or recommendation.	Compatibility Advisor, Catalyst 5000 and 6000
Place here	Determines the compatibility between specific product numbers and software releases.	Hardware/Software Compatibility Matrix
Place here	Identifies valid hardware configurations for Catalyst operating system (OS) for the Supervisor Engine software.	Software Bug Toolkit
Place here	Determines the amount of bandwidth needed for different numbers of calls using various codecs.	Troubleshooting Assistant

Answer:

#### QUESTION NO: 77

How does Cisco CallManager (CCM) perform digit analysis?

- A. All route lists in the route group are searched and the best possible match chosen.
- B. The route lists in the route group are searched and the first possible match is chosen.
- C. All partitions in the Calling Search Space are searched, and the best possible match chosen.
- D. The partitions in the Calling Search Space are searched and the first possible match is chosen.

Answer:

#### QUESTION NO: 78

A company's main supplier is a long-distance phone call away. When dialing this number they often, but not always, reach a local number.

What is the most likely cause of the problem?

- A. PSTN trunk saturation
- B. Overlapping dial plans
- C. Overlapping gateway access lists
- D. Improperly defined Calling Search Spaces

Answer:

## Section B – practice questions

### QUESTION NO: 1

In Cisco Unity, a set of instructions that specify what to do when a call reaches a certain point is called call a handler.

- A. True
- B. False

Answer: A

### QUESTION NO: 2

Which of the following client operating systems are supported by the Administrative Reporting Tool?

- A. Windows 98
- B. Windows 2000
- C. Unix
- D. MAC OS 10.2

Answer: A, B, C

### QUESTION NO: 3

The ART tool is capable of looking for information from one week prior to its installation?

- A. False
- B. True

Answer: A

### QUESTION NO: 4

Which of the following fields can be found in a CMR?

- A. dateTimeConnect
- B. directoryNum
- C. deviceName
- D. dateTimeStamp

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E. callIdentifier

**Answer: B, C, D, E**

**QUESTION NO: 5**

**In Cisco Unity, a set of instructions that specify what to do when a call reaches a certain point is called a(n):**

- A. Routing Agent
- B. Instruction Agent
- C. Processing Agent
- D. Call Handler

**Answer: D**

**QUESTION NO: 6**

**The 1 byte QoS classification field in the IP packet header is referred to as:**

- A. ToS
- B. 802.1d
- C. ISL
- D. CoS

**Answer: A**

**QUESTION NO: 7**

**A user is checking messages and receives an error " That e-mail cannot be played at this time ". What should you check?**

- A. Class of service
- B. Hard Drive has crashed
- C. Licensing
- D. Voice ports

**Answer: C**

**QUESTION NO: 8**

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**Which of the following web browsers are not supported by the Administrative Reporting Tool?**

- A. Opera 2.5
- B. Internet Explorer 5.0
- C. Netscape 4.5
- D. Mosaic 6.1

**Answer: A, D**

**QUESTION NO: 9**

**Cisco CallManager uses which protocol for inter-cluster communications?**

- A. SMDI
- B. SCCP
- C. MGCP
- D. H.323 v2

**Answer: D**

**QUESTION NO: 10**

**Which of the following is not used to rate Quality of Service in the ART tool?**

- A. MTU
- B. Jitter
- C. Latency
- D. Lost packets

**Answer: A**

**QUESTION NO: 11**

**The Cisco CallManager Trace Gathering Tool can be run within the Unity System Administrator.**

- A. True
- B. False

**Answer: B**

**QUESTION NO: 12**

**What standard signaling protocol is used within H.323 for call signaling and call setup?**

- A. RTP
- B. Q.Sig
- C. H.225
- D. H.245

**Answer: C**

**QUESTION NO: 13**

**In CallManager route plan, route patterns can be manipulated in which entities?**

- A. Route lists
- B. Route groups
- C. Route patterns
- D. Gateways

**Answer: A, D**

**QUESTION NO: 14**

**Which of the following gateways does not support SRST?**

- A. Cisco 7200
- B. Cisco 2620
- C. Cisco 3640
- D. WS-X6608-T1

**Answer: D**

**QUESTION NO: 15**

**Which of the following patterns are valid for E-911 dialing?**

- A. 9.11
- B. 911
- C. 9.@ where (SERVICE == 911)
- D. 9.911

**Answer: B, C, D**

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**QUESTION NO: 16**

**Which of the following call handlers are installed by default in Cisco Unity?**

- A. Welcome greeting
- B. Attendant
- C. Operator
- D. Goodbye
- E. Opening greeting

**Answer: C, D, E**

**QUESTION NO: 17**

**Which of the following are valid route pattern wild cards?**

- A. &
- B. @
- C. +
- D. X
- E. !

**Answer: B, C, D, E**

**QUESTION NO: 18**

**ART must be installed on the server running the Publisher database for Cisco CallManager:**

- A. False
- B. True

**Answer: B**

**QUESTION NO: 19**

**The Administrative Reporting Tool can be loaded on which server operating systems?**

- A. Unix
- B. Windows 2000
- C. Windows NT 4.0
- D. MAC OS 10

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**Answer: A, B, C**

**QUESTION NO: 20**

**Which of the following are true regarding a trunk configured for voice VLAN?**

- A. Can only carry voice traffic
- B. Supports the native VLAN as well as the voice VLAN configured
- C. Must tag all packets using the ISL protocol
- D. The Port Fast feature is automatically enabled when voice VLAN is configured

**Answer: B, D**

**QUESTION NO: 21**

**How many CDR records can the ART tool handle?**

- A. 1 million
- B. 1.5 million
- C. 2 million
- D. 3 million

**Answer: C**

**QUESTION NO: 22**

**Which of the following is true regarding the Administrative Reporting Tool (ART)?**

- A. ART must be installed on the server running the Publisher database for Cisco CallManager
- B. ART can be installed on either the Publisher or Subscriber
- C. ART can be installed on any server running Cisco CallManager
- D. ART can be installed on any server running Windows 2000

**Answer: A**

**QUESTION NO: 23**

**A user is checking their messages and they receive an error "All Ports Busy notification". What should you check?**

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- A. Licensing
- B. Voice ports
- C. Class of service
- D. Hard Drive has crashed

**Answer: B**

**QUESTION NO: 24**

**Which of the following CDR/CMR table contains information about the voice quality of calls?**

- A. CMRVersion
- B. CallDetailRecord
- C. CallDetailRecordDiagnostics
- D. CDRVersion

**Answer: C**

**QUESTION NO: 25**

**Low latency queuing (LLQ) is also known as:**

- A. PQ/WFQ
- B. CQ and CBWFQ
- C. PQ/CBWFQ
- D. CBWFQ

**Answer: C**

**QUESTION NO: 26**

**What are the values of the default User ID and password when logging in to ART version 1.1(1) for the first time?**

- A. avvid, avvid
- B. administator, administator
- C. Cisco, Avvid
- D. Cisco, Cisco
- E. admin, admin

**Answer: E**

**QUESTION NO: 27**

**What protocols does the Admin Serviceability Tool (AST) utilize to monitor devices?**

- A. XML
- B. TCP
- C. FTP
- D. HTTP
- E. RTP

**Answer: B, D**

**QUESTION NO: 28**

**By default, status monitor can be found in which of the following directory?**

- A. C:\CommServer\documentation.doc
- B. C:\UnityAdministration\StatusMonitor.exe
- C. C:\Unity\Reports\StatusMonitor.exe
- D. C:\Commserver\TechTools\StatusMonitor.exe

**Answer: D**

**QUESTION NO: 29**

**Which of the following tools is used to observe serial or DTMF integration?**

- A. Edit Switch utility
- B. Integration Monitor
- C. SysCheck
- D. Call Viewer utility

**Answer: B**

**QUESTION NO: 30**

**What types of intra-cluster communications take place in Cisco CallManager architecture?**

- A. Run-Time Data
- B. Subscription Data
- C. SQL
- D. Exchange

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**Answer: A, C**

**QUESTION NO: 31**

**Refer to the switch configuration in the exhibit. Which VLAN carries voice traffic?**

- A. VLAN 155
- B. VLAN 100
- C. VLAN 10
- D. VLAN 0

**Answer: A**

**QUESTION NO: 32**

**When documenting a problem, Cisco recommends the following be included:**

- A. How many people solved the problem
- B. Tools used to gather facts
- C. Date and time of the problem
- D. Location of problem

**Answer: B, C, D**

**QUESTION NO: 33**

**What is the maximum number of CDR records that can be stored?**

- A. 5,000,000
- B. 20,000,000
- C. 1,000,000
- D. 10,000,000

**Answer: D**

**QUESTION NO: 34**

**Which of the following capabilities do monitor tools provide?**

- A. Protocol distribution by Layer 3 protocol

- B. Percent broadcast traffic
- C. Detailed packet level tracing
- D. Protocol distribution by Layer 7 protocol
- E. Traffic counts by station

**Answer: A, B, C, E**

**QUESTION NO: 35**

**If some users are complaining that there is a delay in their MWI coming on, what could be the cause?**

- A. Not enough ports are set for MWIs
- B. Ports are too busy to turn MWIs On and Off promptly
- C. Calls are sent to Cisco Unity ports that set for MWIs but not set to Answer Calls
- D. Too many ports are set for MWIs

**Answer: A, B, C**

**QUESTION NO: 36**

**The G.729 compression specification defines \_\_\_\_\_ codec rate.**

- A. 8 kbps
- B. 5.3 kbps
- C. 64 kbps
- D. 6.3 kbps

**Answer: A**

**QUESTION NO: 37**

**Which of the following options are available from the Cisco Unity Port Usage report page?**

- A. Percent Utilization
- B. Number of Calls
- C. Frequency of Subscriber access
- D. Length of Calls

**Answer: A, B, D**

**QUESTION NO: 38**

**What protocols does the Admin Serviceability Tool (AST) utilize to monitor devices?**

- F. XML
- G. TCP
- H. FTP
- I. HTTP
- J. RTP

**Answer: B, D**

**QUESTION NO: 39**

**Which of the following web browsers does the Administrative Reporting Tool (ART) support?**

- A. Mosaic 6.1
- B. Opera 2.5
- C. Netscape 4.5
- D. Internet Explorer 5.0

**Answer: C, D**

**QUESTION NO: 40**

**Which of the following call handlers are not installed by default in Cisco Unity?**

- A. Opening greeting
- B. Welcome greeting
- C. Goodbye
- D. Operator
- E. Closing greeting

**Answer: B, E**

**QUESTION NO: 41**

**Admin Serviceability Tool (AST) utilizes TCP and HTTP to monitor devices.**

- A. True
- B. False

**Answer: A**

**QUESTION NO: 42**

**What is the peak size of the ART database?**

- A. 2.0GB
- B. 1.5GB
- C. 1.0GB
- D. 150MB

**Answer: B**

**QUESTION NO: 43**

**When ART is installed, how far into the past is it capable of looking for information?**

- A. 1 year
- B. 1 month
- C. 1 day
- D. 1 week

**Answer: C**

**QUESTION NO: 44**

**What will happen if CDR records accumulate to a configured maximum?**

- A. The oldest CDR records will be removed along with related CMR records once a week
- B. The oldest CDR records will be removed once a day, but the related CMR records will not be removed
- C. The oldest CDR records will be removed along with related CMR records once a day
- D. The newest CDR records will be removed along with related CMR records once a day

**Answer: C**

**QUESTION NO: 45**

**What standard signaling protocol is used within H.323 for control signaling?**

- A. Q.Sig
- B. H.245



- C. H.225
- D. RTP

**Answer: B**

**QUESTION NO: 46**

**CDR record creation is enabled by default when the system is installed.**

- A. True
- B. False

**Answer: B**

**QUESTION NO: 47**

**Which of the following are used to rate Quality of Service in the ART tool?**

- A. MTU
- B. Lost packets
- C. Jitter
- D. Latency

**Answer: B, C, D**

**QUESTION NO: 48**

**What standard signaling protocol is used within H.323 for sequencing audio and video packets?**

- A. MGCP
- B. RTP
- C. Q.Sig
- D. G.711

**Answer: B**

**QUESTION NO: 49**

**Which of the following are true regarding Enhanced 911?**

- A. It is same as basic 911 service

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- B. It is designed to eliminate the requirement for the caller to provide location information
- C. The caller's phone number is used to find the address of the telephone from which call is being made
- D. The Automatic Number Identification or ANI is not passed to the PSAP

**Answer: B, C**

**QUESTION NO: 50**

**The utility used to view licensed features on a Unity system is called:**

- A. ConfigLic utility
- B. Key dump utility
- C. Upgrade License utility
- D. LearnTones utility

**Answer: B**

**QUESTION NO: 51**

**The 1 byte QoS classification field in the IP packet header is referred to as:**

- A. ToS
- B. 802.1d
- C. ISL
- D. CoS

**Answer: A**

**QUESTION NO: 52**

**The Administrative Reporting Tool can be loaded on the following server operating systems, except:**

- A. Unix
- B. Windows NT 4.0
- C. MAC OS 10
- D. Windows 2000

**Answer: C**

**QUESTION NO: 53**

**Which of the following fields are not available in a CMR?**

- A. directoryNum
- B. dateTimeConnect
- C. callIdentifier
- D. dateTimeStamp
- E. deviceName

**Answer: B**

**QUESTION NO: 54**

**The H.323 standard includes which of the following components?**

- A. Gateways
- B. Processor
- C. Gatekeepers
- D. Terminals
- E. Multipoint Control Units (MCUs)

**Answer: A, C, D, E**

**QUESTION NO: 55**

**After adding the G.729a recording and storage codec in Cisco Unity, what do you have to do?**

- A. Re-install Unity
- B. Nothing
- C. Restart CallManager
- D. Restart Unity

**Answer: D**

**QUESTION NO: 56**

**Which of the following patterns would NOT be used for E-911 dialing?**

- A. 911
- B. 9.11
- C. 9.@ where (SERVICE == 911)
- D. 9.911

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**Answer: B**

**QUESTION NO: 57**

**What does RSVP stand for in IP Telephony?**

- A. Resource Reservation Protocol
- B. Reliable Reservation Protocol
- C. Resource Routing Protocol
- D. Realtime Reservation Protocol

**Answer: A**

**QUESTION NO: 58**

**What does LFI stand for?**

- A. Link Forecast and Interleaving
- B. Link Fragmentation and Interconnect
- C. Link Fragmentation and Interleaving
- D. Link Fragmentation Interconnect

**Answer: C**

**QUESTION NO: 59**

**Which of the following client operating systems is not supported by the Administrative Reporting Tool?**

- A. MAC OS 10.2
- B. Windows 2000
- C. Windows NT 4.0
- D. Windows 98

**Answer: A**

**QUESTION NO: 60**

**Which of the following are false regarding the Administrative Reporting Tool (ART)?**

- A. ART can be installed on any server running Windows 2000

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- B. ART must be installed on the server running the Publisher database for Cisco CallManager
- C. ART can be installed on any server running Cisco CallManager
- D. ART can be installed on either the Publisher or Subscriber

**Answer: A, C, D**

**QUESTION NO: 61**

**The CallDetailRecord table contains information about the voice quality of calls in CDR/CMR.**

- A. False
- B. True

**Answer: A**

**QUESTION NO: 62**

**Which of the following gateways support Media Gateway Control Protocol (MGCP)?**

- A. Cisco 1751 Router
- B. Cisco 2621 Router
- C. VG248
- D. VG200

**Answer: B, D**

**QUESTION NO: 63**

**Refer to the router configuration in the exhibit. Which VLAN carries data traffic?**

- A. VLAN 155
- B. VLAN 100
- C. VLAN 10
- D. VLAN 0

**Answer: B**

**QUESTION NO: 64**

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**If some users are complaining that there is a delay in their MWI coming on, which of the following could not be the cause?**

- A. Too many ports are set for MWIs
- B. Ports are too busy to turn MWIs On and Off promptly
- C. Calls are sent to Cisco Unity ports that set for MWIs but not set to Answer Calls
- D. Not enough ports are set for MWIs

**Answer: A**

**QUESTION NO: 65**

**When Cisco Unity \_\_\_\_\_, three tones play and a check mark appears in the Cisco Unity icon in the status area of the taskbar.**

- A. reloads
- B. receives a voice message
- C. starts successfully
- D. fails to start

**Answer: C**

**QUESTION NO: 66**

**The default directory for unity installation is:**

- A. C:\Unity
- B. C:\ProgramFiles\Unity
- C. C:\CommServer
- D. C:\Winnt\CommServer

**Answer: C**

**QUESTION NO: 67**

**Which of the following capabilities do monitor tools NOT provide?**

- A. Detailed packet level tracing
- B. Percent broadcast traffic
- C. Protocol distribution by Layer 7 protocol
- D. Traffic count by station
- E. Protocol distribution by Layer 3 protocol

**Answer: C**

**QUESTION NO: 68**

**A Port Usage report will tell you how many times a subscriber used a certain port to login to Unity.**

- A. False
- B. True

**Answer: A**

**QUESTION NO: 69**

**By default, voice packets (RTP stream) sent by Cisco IP Phones are marked at CoS/ToS value of:**

- A. 5
- B. 3
- C. 1
- D. 7

**Answer: A**

**QUESTION NO: 70**

**Which of the following is not a valid route pattern wild card?**

- A. +
- B. @
- C. X
- D. &
- E. !

**Answer: D**

**QUESTION NO: 71**

**Which menu option within the Admin Serviceability Tool (AST) allows you to add, edit, and delete Alert Notify settings?**

- A. Monitor
- B. Preferences

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- C. Options
- D. Tools

**Answer: B**

**QUESTION NO: 72**

**Which three acronyms are associated with E-911 services? (choose three)**

- A. ALI
- B. ESN
- C. PSAP
- D. COPS
- E. CAMA

**Answer: A, C, E**

Reference:

[http://www.cisco.com/en/US/products/sw/iosswrel/ps1839/products\\_feature\\_guide09186a00800b5d63.html#wp1021949](http://www.cisco.com/en/US/products/sw/iosswrel/ps1839/products_feature_guide09186a00800b5d63.html#wp1021949)

**QUESTION NO: 73**

**Which statement is true about incoming patterns in a distributed call processing environment?**

- A. They must include the prefix8
- B. They must not include the prefix9
- C. They must match a template that exist in the local
- D. They must match a template that exist in the remote

**Answer: D**

**QUESTION NO: 74**

**What are possible causes call is not inter-cluster call? (Select all that apply.)**

- A. user error
- B. faulty gateway
- C. Telco
- D. Improper CM config

**Answer: B, C, D**

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**QUESTION NO: 75**

**In order to accommodate small packet voice traffic in a low-speed FrameRelay network. what is 128byte packet an access rate of 64kbps?**

- A. 8ms
- B. 16ms
- C. 24ms
- D. 32ms

**Answer: B**

$128 \times 8 = 1024/64 = 16 \text{ ms}$

**Reference:** Troubleshooting Cisco IP Telephony, ISBN: 1-58705-075-7, page 388, Table 7-2

**QUESTION NO: 76**

**Which of the switch configurations have an effect on IP Phone operation? (Select all that apply.)**

- A. portfast
- B. portspeed
- C. auxiliary VLAN
- D. SCOIP address

**Answer: A, B, C**

**QUESTION NO: 77**

**Which statements is true about removing a gateway's access list?**

- A. You should never remove it
- B. You should delete it before removing it
- C. You should rename it before removing it
- D. You should make it is not removed for too long of it

**Answer: D**

**QUESTION NO: 78**

**Q931 provides connect control and flow control for ISDN connections.**

- A. true

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B. false

**Answer: B**

**QUESTION NO: 79**

**What is a command of MGCP? (Select all that apply)**

- A. RSIP
- B. AUPE
- C. MDCX
- D. NTFY
- E. RQCX

**Answer: A, B, C, D**

Reference:

[http://www.cisco.com/en/US/products/hw/gatecont/ps514/products\\_administration\\_guide\\_chapter09186a008015aae0.html](http://www.cisco.com/en/US/products/hw/gatecont/ps514/products_administration_guide_chapter09186a008015aae0.html)

**QUESTION NO: 80**

**If an MGCP gateway supports disconnect supervision. A start media streaming Fail use signal is sent to the \_\_\_\_\_**

- A. device for the preserved call
- B. Callmanager for the preserved call
- C. device for each preserved call
- D. Callmanager for each preserved call

**Answer: C**

**QUESTION NO: 81**

**What is used for identifying frames coding resource problem?**

- A. Buffset
- B. Breakout Box
- C. Network Monitor
- D. Protocol Analyzer

**Answer: D**

**QUESTION NO: 82**

**Which two commands are internal tools that should be used during the F..Gagteaway Stage? (Select two.)**

- A. set
- B. show
- C. copy
- D. debug
- E. config

**Answer: B, D**

**QUESTION NO: 83**

**What is your next step if you remove an access-list but the problem is not solved?**

- A. create a new action plan
- B. remove next in dB
- C. create a access list
- D. undo the access list ...

**Answer: D**

**QUESTION NO: 84**

**When a phone is calling 911, the CPN must be \_\_\_\_\_**

- A. encrypted
- B. E.164 compliant
- C. At least 4digit long
- D. No more than 7 digits long

**Answer: B**

**QUESTION NO: 85**

**If a preferred E911 gateway is not available the most effective solution is to re-route the call the regular PSTN gateway.**

- A. true
- B. false

**Answer: A**

**QUESTION NO: 86**

**E911 deployments in IP telephony environment require that phones be correctly associated with \_\_\_\_\_**

- A. gateways
- B. gatekeepers
- C. file server
- D. central office

**Answer: A**

**QUESTION NO: 87**

**How can the CDR/CMR tools be viewed to look for the violate**

- A. Use SQL view mode
- B. Use Windows 2000 performance
- C. Use event viewer
- D. Export to a third-party spreadsheet

**Answer: A, D**

**QUESTION NO: 88**

**Which three capabilities do not work monitoring tool provide (choose three)?**

- A. traffic counts by stat..
- B. percent broadcast traffic
- C. percent broadcast traffic
- D. protocol distributed by L1 protocol
- E. protocol distributed by L3 protocol

**Answer: A, B, D**

**QUESTION NO: 89**

**When are trace capture filers helpful?**

- A. when a WAN circuit is suspected
- B. when identifying groups of IP address

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- C. when large amounts of traffic need to be captured
- D. when all device on a single lan exhibit the same problem

**Answer: C**

**QUESTION NO: 90**

**Which command used CLI of most appropriate resource for the use associated l... of a device registered in Callmanager?**

- A. SQL query
- B. Event viewer
- C. Network Management Tool
- D. AST

**Answer: A**

**References:**

[http://www.cisco.com/en/US/products/sw/voicesw/ps556/products\\_tech\\_note09186a00800e1529.shtml](http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_tech_note09186a00800e1529.shtml)

**QUESTION NO: 91**

**When you use the CLI on Callmanager. It is possible to**

- A. display the active phone calls
- B. display the configured remote patterns
- C. repair directory services for the pages
- D. display the TCP/IP properties of the call.

**Answer: C**

**QUESTION NO: 92**

**Which three ART reports are scheduled, by default to run automatically once per month?**

- A. QoS summary
- B. Traffic
- C. Gateway
- D. Call Report
- E. Department bill
- F. System Overview

**Answer: A, C, F**

**References:**

[http://www.cisco.com/en/US/products/sw/voicesw/ps556/products\\_user\\_guide\\_chapter09186a00800c26df.html#1105819](http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_user_guide_chapter09186a00800c26df.html#1105819)

Under Automatic Report Generation/Alert

**QUESTION NO: 93**

**For what are call management records used?**

- A. to track roll fraud
- B. trace phone call originator
- C. calculate the cost of the usage
- D. main voice .....

**Answer: D**

**Reference:** Troubleshooting Cisco IP Telephony, ISBN: 1-58705-075-7, pages 89-90

CMRs contain data such as packets sent and received, packets lost, and jitter for the duration of a call.

**QUESTION NO: 94**

**Which are used to monitor QoS in the ART tools? (Select all that apply.)**

- A. MTV
- B. Jitter
- C. Latency
- D. Lost packets

**Answer: B,C,D**

**Reference:**

[http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod\\_release\\_note09186a00800b7578.html](http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_release_note09186a00800b7578.html)

**QUESTION NO: 95**

**ART can be loaded on which three OS? (Select three)**

- A. Unix
- B. Windows NT 4.0
- C. Windows 2000
- D. MAC OS 10

**Answer: A, B, C**

**QUESTION NO: 96**

**In which file format can Callmanager trace files be produced? (Select all that apply.)**

- A. .txt
- B. .csv
- C. .doc
- D. .htm
- E. .xml

**Answer: A, E**

**Reference:** Troubleshooting Cisco IP Telephony, ISBN: 1-58705-075-7, page 47

**QUESTION NO: 97**

**Which three are true statements about Calling Search Space?**

- A. Calling Search Space are ordered lists of partitions
- B. Calling Search Space are assigned to devices, phones, and gateways
- C. Calling Search Space are assigned to directory numbers and route patterns
- D. Callmanager looks through the caller's Calling Search Space when searching for the caller's detailed number.

**Answer: A,B,D**

**Reference:** Troubleshooting Cisco IP Telephony, ISBN: 1-58705-075-7, pages 469-473

**QUESTION NO: 98**

**With Callmanager V3.1 what is the maximum number of CDR records that can be stored?**

- A. 1000000
- B. 1500000
- C. 2000000
- D. 10000000

**Answer: D**

**Reference:**

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/3\\_1/trouble/trbld.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_1/trouble/trbld.htm)

**QUESTION NO: 99**

**If no transcoding resources exist you should configure your entire network for G.711?**

- A. Yes
- B. No

**Answer: A**

**Explanation:** Transcoding is only required between different codecs. Many Features and devices only support G.711.

**Reference:** Troubleshooting Cisco IP Telephony, ISBN: 1-58705-075-7, pages 855, 944, 570-590

**QUESTION NO: 100**

**Which three affect latency? (Choose three.)**

- A. enablement of VAD
- B. serialization of the hits
- C. outbound interface queuing
- D. propagation characteristics of the media

**Answer: B,C,D**

**Reference:** Troubleshooting Cisco IP Telephony, ISBN: 1-58705-075-7, Chapter 7, pages 385, 390, 402

**QUESTION NO: 101**

**Which Callmanager CLI commands are used to make metalink agreement of DC directory?**

- A. avvid-cfg
- B. avvid-imp
- C. avvid-scfc
- D. avvid-restore

**Answer: A**

**Reference:** Cisco Course Curriculum - Cisco IP Telephony, Volume 2, page 6-43

**QUESTION NO: 102**

**In a centralized configuration. Callmanager is configured to send 911 calls out the central gateway for 911 calls from the central site. This is a FXO port into a 2600 router at the remote site for 911 calls, when the callers dial 911 at the remote site, they are**

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routing out the central site's gateway.

**Which of the following statements applies to this scenario?**

- A. FXO ports are not supported in 2600 routers running H.323
- B. This configuration is not possible with current callmanager software
- C. The customer has not added additional Media Resource Groups for the remote site
- D. The customer need to add partitions and Calling Search Space to make this work

**Answer: D**

**QUESTION NO: 103**

**What does AST utilize to monitor device? (Select all that apply.)**

- A. GSF
- B. RTP
- C. TCP
- D. XML
- E. HTTP

**Answer: C,E**

**Reference:**

[http://www.cisco.com/en/US/products/sw/voicesw/ps556/products\\_administration\\_guide\\_chapter09186a00800c2f5c.html#77809](http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_administration_guide_chapter09186a00800c2f5c.html#77809)

Under "Overview" Section

**QUESTION NO: 104**

**Which statement is true?**

- A. The bandwidth parameter on a cisco router are influence routing as well as queuing
- B. Digitized voice without VAD is an example of a network application with no queuing requirements
- C. The bandwidth parameter on a cisco router is derived directly from the clocking speed of the interface
- D. Interactive applications typically require large amounts of bandwidth in order to maintain good response times

**Answer: A**

**References:**

[http://www.cisco.com/en/US/tech/tk543/tk757/technologies\\_tech\\_note09186a0080103eae.shtml](http://www.cisco.com/en/US/tech/tk543/tk757/technologies_tech_note09186a0080103eae.shtml)

[http://www.cisco.com/en/US/products/sw/iosswrel/ps1828/products\\_configuration\\_guide\\_chapter09186a00800ca56e.html](http://www.cisco.com/en/US/products/sw/iosswrel/ps1828/products_configuration_guide_chapter09186a00800ca56e.html)

**QUESTION NO: 105**

**A Unity subscriber complains that the system does not notify him via his pager when he has an urgent voice mail. What are three possible causes for this problem?**

- A. AV-Cisco TSP
- B. Class of Service
- C. Restriction Table
- D. Calling Search Space

**Answer: A, C, D**

**References:**

[http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_administration\\_guide\\_chapter09186a0080080e94.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_administration_guide_chapter09186a0080080e94.html)

[http://www.cisco.com/en/US/products/sw/voicesw/ps556/products\\_administration\\_guide\\_chapter09186a00800c4cb0.html](http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_administration_guide_chapter09186a00800c4cb0.html)

[http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod\\_troubleshooting\\_guide\\_chapter09186a0080098b37.html#67240](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/prod_troubleshooting_guide_chapter09186a0080098b37.html#67240)

**QUESTION NO: 106**

**A caller calls a subscriber and is transferred to the greeting for the subscriber. The caller begins to learn a message, but gets cut off within 5 seconds. How might you correct the problem?**

- A. use AV cisco TSP
- B. use WaveDBvolume
- C. use WaveDBGainPlayback
- D. increase the silence record timeout

**Answer: D**

**References:**

[http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_administration\\_guide\\_chapter09186a008011897f.html#37305](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_administration_guide_chapter09186a008011897f.html#37305)

**QUESTION NO: 107**

**You want to bypass creating a batchfile and run Regsvr32.exe. From where do you run this command?**

- A. C:\Commserver
- B. C:\winnt\system

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- C. C:\winnt\system32
- D. C:\Commsvr\components

**Answer: C**

**Reference:** Troubleshooting Cisco IP Telephony, ISBN: 1-58705-075-7, page 840

**Reference2:** Windows 2000 Explorer - C:\winnt\system32\

**QUESTION NO: 108**

**You receive the following IIS error message on Unity**

"Your class of service prohibits you from accessing the system Administration Web Pages."

**What could be the explanation for this?**

- A. IIS service stopped
- B. Unity is not running
- C. World Wide Publishing service stopped
- D. Class of service for the logon account was changed

**Answer: D**

**Reference:**

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_unity/tsg/tsg402/dom/tsg\\_0700.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/tsg/tsg402/dom/tsg_0700.htm)

**QUESTION NO: 109**

**An administrator creates a Call Handler that transfer to a certain phone number.**

**When used, it transfers to the greeting of the handler instead of the phone number.**

**What should you check to solve this problem? (Choose three.)**

- A. restriction tables
- B. Calling Search Space
- C. Transfer rule applied to
- D. Transfer incoming calls

**Answer: A, C, D**

**References:**

[http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_administration\\_guide\\_chapter09186a008008758a.html#1019887](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_administration_guide_chapter09186a008008758a.html#1019887)

[http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products\\_administration\\_guide\\_chapter09186a0080080e94.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_administration_guide_chapter09186a0080080e94.html)

**QUESTION NO: 110**

**What is one of the causes for a single unity subscriber not getting MWI when a message is left?**

- A. The Unity Message store is down
- B. Callmanager has no MessageWaitingOnDN
- C. The AVciscoTSP has no MessageWaitingOnDN
- D. The Messages setting for the subscriber has not been set for MWI

**Answer: D**

**QUESTION NO: 111**

**Which three statements are true about displaying detailed records from a network monitoring? (Choose three).**

- A. A detailed description of the IP header is always an option
- B. A detailed description of VOIP protocol is a always an option
- C. A detailed description of the TCP or UDP fields are always an option
- D. A detailed description of either the Ethernet II or 802.3 protocol

**Answer: A, C, D**

**QUESTION NO: 112**

**What should be measured when using a network monitoring tool to benchmark a network prior to implementing VOIP? (Select all that apply.)**

- A. summary tracing
- B. percent broadcast traffic
- C. average bandwidth utilization
- D. protocol distribution by application

**Answer: A, B, C**

**QUESTION NO: 113**

**A user reports being cut off after leaving a message for five seconds which three questions provide useful information about the nature of the problem? (Choose three.)**

- A. How often does this happen?
- B. What time of the day does this happen?
- C. What happens if the call is made from the PSTN

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D. Does it happen when you are trying to leave a message with other subscribers

**Answer: A, C, D**

**QUESTION NO: 114**

**Which three tools can be useful in gathering information about IP Telephony related problem? (Choose three)**

- A. Unity Server Performance monitor
- B. Router show and debug commands
- C. Switch show and debug commands
- D. Callmanager Server Performance Monitor

**Answer: B, C, D**

**QUESTION NO: 115**

**A Trunk port configured for auxiliary VLAN capability \_\_\_\_\_**

- A. must tag all packets using the 802.1Q protocol
- B. supports the native VLAN as well as multiple auxiliary VLANs
- C. has the appearance of a trunk port supporting only two VLANs
- D. does not participate in the process for the auxiliary VLAN

**Answer: A**

**QUESTION NO: 116**

**Which command shows all call routing options for the router's perspective if 2013 is dialed from a FXS attached phone?**

- A. show voice call 2013
- B. show call active voice
- C. show dialplan number 2013
- D. show dialplan incall 1/0/0 num 2013

**Answer: C**

**Reference:**

[http://www.cisco.com/univercd/cc/td/doc/product/software/ios122/122cgcr/fvfax\\_r/vrf\\_r.htm#1024198](http://www.cisco.com/univercd/cc/td/doc/product/software/ios122/122cgcr/fvfax_r/vrf_r.htm#1024198)

**QUESTION NO: 117**

**If a particular subnet appears in a routing table, all IP traffic can reach that subnet regardless of access-lists.**

- A. Yes
- B. No

**Answer: B**

**References:** ICND, Access-lists

**QUESTION NO: 118**

**What is the most appropriate resource tool to use when determining the associated parameters of a device registered in Callmanager?**

- A. SQL query
- B. Event viewer
- C. Network Monitoring Tool
- D. AST

**Answer: A**

**References:**

[http://www.cisco.com/en/US/products/sw/voicesw/ps556/products\\_tech\\_note09186a00800e1529.shtml](http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_tech_note09186a00800e1529.shtml)

**QUESTION NO: 119**

**Which statement about CDRs is true relative to E-911 services?**

- A. Callmanager can be configured to specifically record E911 calls
- B. E911 calls could be located in CDR records by exporting the records and parsing them.
- C. E-911 call can be located through the use of the CMR extension of the CDRs.
- D. Callmanager CDRs for E-911 calls can be located by searching on the “emergency services” marking bit in the record.

**Answer: C**

**QUESTION NO: 120**

**Which ART Report can be used to give a quick overview of the health of a system?**

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- A. QoS summary
- B. Gateway summary
- C. Department bill
- D. Traffic summary
- E. Gateway summary
- F. System Overview Report

**Answer: F**

**Reference:**

[http://www.cisco.com/univercd/cc/td/doc/product/voice/sw\\_ap\\_to/admin/admin\\_rp/1\\_0\\_1/guide/artch5.htm#xtocid12](http://www.cisco.com/univercd/cc/td/doc/product/voice/sw_ap_to/admin/admin_rp/1_0_1/guide/artch5.htm#xtocid12)

**Note 1:** Answers to the unanswered questions will be provided shortly. First customer, if any, faster than the TestKing team in providing answers will receive TestKing credit for each answer provided.

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**Note 2:**

Section A contains 78 questions.

Section B contains 120 questions.

The total number of questions is 198