



Vendor: Cisco

Exam Code: 642-427

Exam Name: Troubleshooting Cisco Unified
Communications v8.0 (TVOICE v8.0)

Version: DEMO

QUESTION 1

As administrator replaced a faulty IP phone with a new one by replacing the hardware and editing the phone MAC address in the device configuration in Cisco Unified Communications Manager. When the administrator tries to save the configuration, the old MAC address still appears under the device configuration. What is the most likely cause of this issue?

- A. The administrator does not have full access privileges in Cisco Unified Communications Manager.
- B. The administrator must edit the new phone MAC address under the Phone Enterprise settings page.
- C. The Cisco Unified Communications Manager needs to be enabled for autoregistration.
- D. The subscriber the phone is registered to may have database replication issues.
- E. The MAC address for the new IP phone must be configured in the publisher instead of the subscriber.

Answer: D

QUESTION 2

Refer to the exhibit. Assume a centralized Cisco Unified Communications Manager topology with the headquarters at RTP and remote located at the U.K. All route patterns are assigned a route list that points to the local route group. All device pools are configured to use the local route group. The RTP Device Pool uses the RTP gateway and the U.K. Device Pool uses the U.K. gateway.

RTP Phone Device Configuration		Partitions		RTP Phone DN Configuration		Partitions	
Device CSS		RTP_Emergency		Line CSS		RTP_Local	
		ALL_Phones				RTP_LongDistance	
AAR CSS		RTP_LongDistance		AAR Group		RTP_International	
						AAR	
U.K. User Device Profile		Partitions		Partition		Route Pattern	
Line CSS		U.K_Emergency		RTP_Emergency		9.911	
		ALL_Phones		RTP_Local		9.[2-9]XXXXXX	
AAR Group		AAR		RTP_LongDistance		9.1[2-9]XX[2-9]XXXXXX	
				RTP_International		9.011!#	
				U.K_Emergency		0.000	
				U.K_PSTN		9.!	

When a U.K. user logs into an RTP phone using the Cisco Extension Mobility feature and places an emergency call to 0000, which statement about the emergency call is true?

- A. The call will match the U.K_Emergency route pattern partition and will egress at the RTP gateway.
- B. The call will match the U.K_Emergency route pattern partition and will egress at the U.K. gateway.
- C. The call will match the RTP_Emergency route pattern partition and will egress at the RTP gateway.

- gateway.
- D. The call will match the RTP_Emergency route pattern partition and will egress at the U.K. gateway.
- E. The call will fail.

Answer: A

QUESTION 3

Which two issues can cause a Cisco Unified Communications Manager to fail to register with its Cisco SAF Forwarder? (Choose two.)

- A. Incorrect user credentials were used on the SAF Forwarder.
- B. CCD requesting service was not activated.
- C. CCD advertising service was not activated.
- D. An H.323 SAF trunk was configured instead of a SIP SAF trunk.
- E. No directory number patterns were configured on the Cisco Unified Communications Manager.

Answer: AB

QUESTION 4

Which Cisco Unified Communications Manager troubleshooting tool can be used to determine the digit manipulation path a call takes within the Cisco Unified Communications Manager system from the perspective of a specific directory number, without having the actual device at hand?

- A. Cisco Unified Communications Manager Serviceability
- B. Cisco Unified Communications Manager Dialed Number Analyzer
- C. Cisco Unified Communications Manager Real Time Monitoring Tool
- D. Cisco Unified Syslog Viewer
- E. Cisco IOS debugs

Answer: B

QUESTION 5

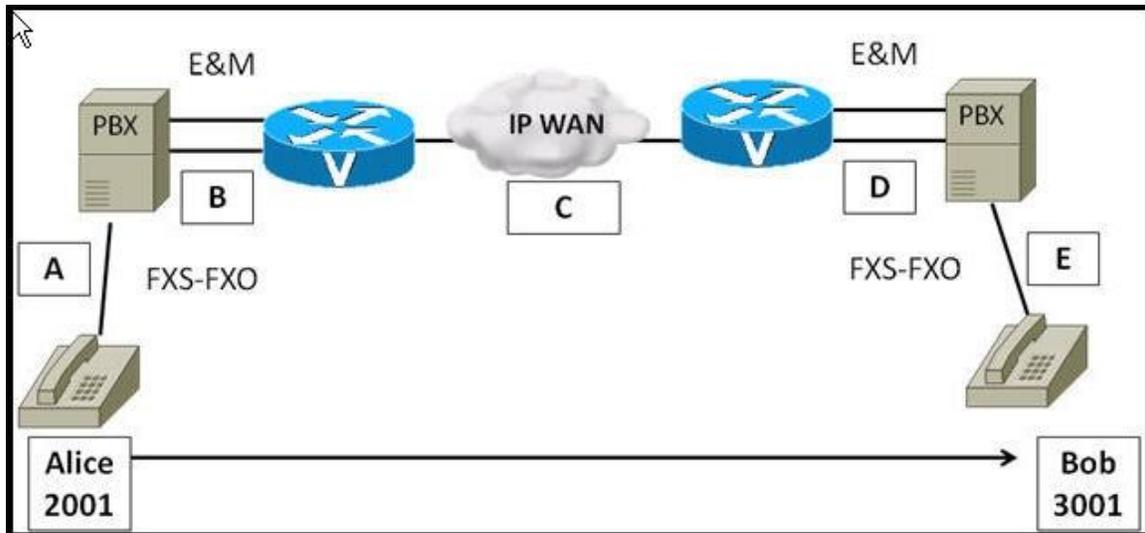
When parsing trace output after the call routing decision and path selection have been made, which two records can be found in the CCM|RouteList? (Choose two.)

- A. PretransfromDigitString
- B. CallingPartyNumber
- C. PretransformCallingPartyNumber
- D. RouteListName
- E. findLocalDevice
- F. RouteListCdrc

Answer: DF

QUESTION 6

Refer to the exhibit. When Alice, at extension 2001, places a call to 3001, she hears her own voice. Which two letters representing areas on the exhibit are the most likely source of the echo? (Choose two.)



- A. A
- B. B
- C. C
- D. D
- E. E

Answer: DE

QUESTION 7

Extension Mobility has stopped working and you suspect the Extension Mobility Service has stopped working. How could an administrator restart the Cisco Extension Mobility service?

- A. Restart the service in Cisco Unified Communications Manager Serviceability Alarms
- B. Restart the service in Cisco Unified Communications Manager Serviceability Tools, Service Activation
- C. Restart the service in Cisco Unified Communications Manager Serviceability Tools, Control Center - Feature Services
- D. Restart the service in Cisco Unified Communications Manager Serviceability Tools, Control Center - Network Services

Answer: C

QUESTION 8

You are configuring Troubleshooting Perfmon Data-Logging parameters. You want to specify the Cisco recommended file size that can be stored in a perfmon log file. What is the maximum file size value that you must specify?

- A. 5 MB
- B. 50 MB
- C. 100 MB
- D. 150 MB
- E. 500 MB

F. 600 MB

Answer: C

QUESTION 9

Refer to the Exhibit. What Trace Filter setting should be used when collecting trace information for the Cisco TAC?

The screenshot shows the 'Trace Filter Settings' window. At the top, 'Trace On' is checked. Under 'Trace Filter Settings', 'Debug Trace Level' is set to 'State Transition'. A dropdown menu is open, showing the following options: Error, Special, State Transition (highlighted), Significant, Arbitrary, and Detailed. Below this, 'Cisco CallManager' is checked. Under 'Cisco CallManager', several options are checked: 'Enable H225 & Gatekeeper Trace', 'Enable Conference Bridge Trace', 'Enable Music On Hold Trace', 'Enable CM Real-Time Information Server Trace', 'Enable Annunciator Trace', and 'Enable Route or Hunt List Trace'. On the right side, 'Enable CDR Trace' is checked, while 'Enable All GateWay Trace' is unchecked. At the bottom, there is a 'Select Devices' button and a note: 'Device Name Based Tracing also applies to SDL Trace'. The 'Include Non-device Traces' checkbox is unchecked.

- A. Error
- B. Special
- C. State Transition
- D. Significant
- E. Arbitrary
- F. Detailed

Answer: F

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