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CHINATAG

642-425 (IPTT ®)

IP Telephony Troubleshooting

Q&A

DEMO Version

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Note:

Section A contains 146 questions.

Section B contains 120 questions.

The total number of questions is 266

Each section starts with QUESTION NO :1. There are no missing questions.

QUESTION NO: 1

You are a network engineer at TestKing. TestKing has a CallManager environment. In this environment, what does a media stream between devices use as its transport protocol?

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

Answer: B

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

QUESTION NO: 2

You are a network engineer at TestKing. Your newly appointed TestKing trainee wants to know what the recommended maximum number of CDR records in ART is. What would your reply be?

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

Answer: B

QUESTION NO: 3

You are a network engineer at TestKing. You are trying to isolate a problem using CMRs. Which of the following spreadsheet function would be most helpful in this task?

- A. sort
- B. edit
- C. insert
- D. format
- E. calculate

Answer: A

QUESTION NO: 4

In a Cisco Unity system, which troubleshooting tools can be used? (Select all that apply.)

- A. AA
- B. SA
- C. Maestro
- D. Event Viewer
- E. Status Monitor

Answer: A,B, D

Reference:

http://www.cisco.com/en/US/products/sw/voicesw/ps2237/products_tech_note09186a00801040be.shtml

QUESTION NO: 5

You are a network engineer at TestKing. The Finance Manager reports that long-distance charges have increased dramatically in the past month while total calls have NOT increased.

What is a likely cause of this increase?

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

Answer: A

QUESTION NO: 6

You are a network engineer at TestKing. Your newly appointed TestKing trainee wants to know how CallManager knows that a user has finished dialing a number. What would your reply be?

- A. It waits for the dialer to match a pattern or a route.
- B. It 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 the number of digits dialed then begins call processing when a specified number of digits has been met.

Answer: B

QUESTION NO: 7

The Graceful and Immediate switchover algorithms determine 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.	Labels to me moved G I
Place here	Switches over to an available CCM node and communicates the status of preserved connections to this new CCM mode.	
Place here	Is supported by Cisco phones.	
Place here	Is supported by media resource devices.	
Place here	Is supported by gateways.	

Answer:

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

QUESTION NO: 8

You are a network engineer at TestKing. Your newly appointed TestKing trainee wants to know what the most widely available 911 PBX PSTN interface is. What would your reply be?

- A. CLID with ESN and ALI.
- B. POTS with ESN and ALI.
- C. CLID with CAM conversion.
- D. A gateway used for handling call setup and call clearing.

- E. A gateway to handle the media-negotiations of the RTP streams between station devices.

Answer: B

QUESTION NO: 9

With regard to 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: A

Explanation. The H.225 call signaling is used to establish a connection between two H.323 endpoints. The H.245 is used to exchange end to end control messages governing the operation of the h.323 endpoint.

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.	Labels to me moved <div style="border: 1px solid black; background-color: cyan; width: 30px; height: 20px; margin: 5px; text-align: center; line-height: 20px;">M</div> <div style="border: 1px solid black; background-color: cyan; width: 30px; height: 20px; margin: 5px; text-align: center; line-height: 20px;">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:

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

M

I

QUESTION NO: 11

TestKing's long distance access code is 95922. TestKing has a branch office in Seattle that has the number 959-20xx.

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

- A. Enter 95920xx in the dial plan.
- B. Enter 95920xxxxxxxx in the dial plan.
- C. Enter 95922xxxxxxxx in the dial plan.
- D. Uncheck "Provide Outside Dial Tone" for the pattern 9592.
- E. Check the "Provide Outside Dial Tone" for the pattern 95922.

Answer: D

QUESTION NO: 12

You are troubleshooting an IP telephony issue. You want to digits to be displayed as they are collected. Which of the following commands should you use?

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

Answer: A

QUESTION NO: 13

You are a network engineer at TestKing. TestKing is using non-DID numbers in Cisco CallManager (CCM). Which method can TestKing implement to provide E911 calling line identification that 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: A

Explanation. You can also use a third party calling line identification-automatic number identification (CLID-ANI) translator box. This may be required in some states. Page 4-46 CIPT troubleshooting.

QUESTION NO: 14

You are a network engineer at TestKing. Your newly appointed TestKing trainee wants to know what a trunk port configured for auxiliary VLAN capability does. What would your reply be?

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

Answer: C

QUESTION NO: 15

What information is used to link a Call Detail Record (CDR) with its corresponding Call Management Record (CMR)?

- A. The ID of IP phone.
- B. The ID of the gateway.
- C. The ID of CallManager server.
- D. The number of packets sent in call.
- E. The directory number of the source.

Answer: A, C, E

QUESTION NO: 16

You are a network engineer at TestKing. You want to 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. tab file
- E. spreadsheet

Answer: C

QUESTION NO: 17

You are a network engineer at TestKing. You identify a toll fraud caller. You want to look at the call detail data.

Where would you find the call detail data?

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

Answer: A

QUESTION NO: 18

You are a network engineer at TestKing. TestKing has a Frame Relay circuit. At the one end of the Test King Frame Relay circuit is the CallManager (CCM) server. All of the phones connected to a router at the other end of the circuit can register calls but cannot connect calls.

What is the probable cause of this problem?

- A. The Frame Relay interface is not set to full 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 incorrect.
- E. The subnet mask on the router located on the remote side is incorrect.

Answer: C

QUESTION NO: 19

On the TestKing IP Telephony system, all the necessary digits on an incoming call are contained in the setup message. The voice gateway does not perform subsequent digital collection and does not use digit-by-digit matching.

With regard to this system, which of the following statements is true?

- A. The call is DID.
- B. The call is non-DID.
- C. The call is not properly formed.
- D. There is not enough information to determine if the call is DID.
- E. None of the above.

Answer: A

Explanation:

On DID calls (also referred to as one-stage dialing), the setup message contains all the digits necessary to route the call and the router/gateway should not do subsequent digit collection. When the router/gateway searches for an outbound dial-peer, it uses the entire incoming dial string. This matching is by default variable-length. It is not done digit-by-digit because by DID definition, all digits have been received.

Source: http://www.cisco.com/warp/public/788/voip/in_dial_peer_match.html#topic8

QUESTION NO: 20

You are a network engineer at TestKing. The current running-config on the TestKing Router is as follows:

```
interface Serial0/0
  ip address 216.128.148.124 255.255.254.0
  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 216.128.148.135 216.128.148.135
215.58.148.195 prefix-length 23
!
ip nat inside source list NAT_INSIDE pool NATPOOL
!
```

An IP phone on the LAN connected to FE0/0 has an address 172.16.1.5. The NAT translated address is 216.58.148.171. You are at an office on the WAN side of the Router. You want to check connectivity to the IP phone.

What ping command should you issue?

- A. ping 172.16.1.5
- B. ping 216.128.148.171
- C. ping 216.128.148.134
- D. None of the above.

Answer: D

Explanation:

The IP phone cannot be reached using ping.

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
```

With regard to the above exhibit, for which gateways is DTMF relay configured? (Select all that apply.)

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

Answer: C

Explanation : The catalyst 6000 T1 and FXS gateways enable DTMF relay by default and do not need additional configuration to enable this feature.

Page 10-26 CIPT troubleshooting.

http://www.cisco.com/en/US/products/hw/switches/ps708/prod_module_installation_guide09186a00801787ab.html

QUESTION NO: 22

You are a network engineer at TestKing. You want to perform backup recovery on a Cisco Unity Server. Which two settings do you need to verify on the IIS server's virtual web directory? (Choose all that apply.)

- A. The default web site is configured as an application.
- B. Directory browsing is enabled in the Virtual Directory tab.
- C. Anonymous Access is unchecked in the Directory Security tab.
- D. Script Only permissions are selected under the execute permissions section.

E. Read and Execute permissions are selected under the execute permissions section.

Answer: C, D

Explanation: The Cisco unity sever cannot be accessed from internet explorer.

Verify internet information server permissions.

Under execute permissions, Click Script only.

Under Anonymous Access and Authentication control click edit. Confirm that the Anonymous Access box is unchecked.

Page 10-40 CIPT troubleshooting.

QUESTION NO: 23

You are a network engineer at TestKing. Your newly appointed TestKing trainee wants to know what will happen when a serious problem occurs that Cisco Unity does not handle. What would your reply be?

- 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 of the following formats can the Cisco CallManager (CCM) trace file be generated? (Choose all that apply.)

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

Answer: E, F

QUESTION NO: 25

You are a network engineer at TestKing. Your newly appointed TestKing trainee wants to know what Cisco Unity uses as a database caching mechanism. What would your reply be?