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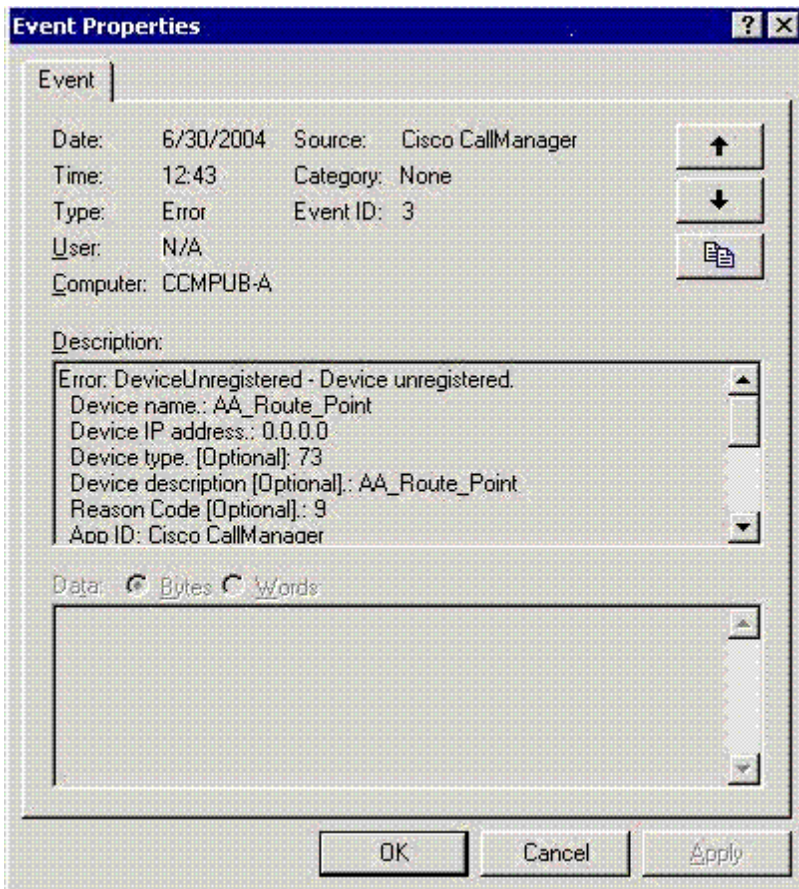
Exam : 642-425

Title : IP Telephony Troubleshooting

Vendors : Cisco

Version : DEMO

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.

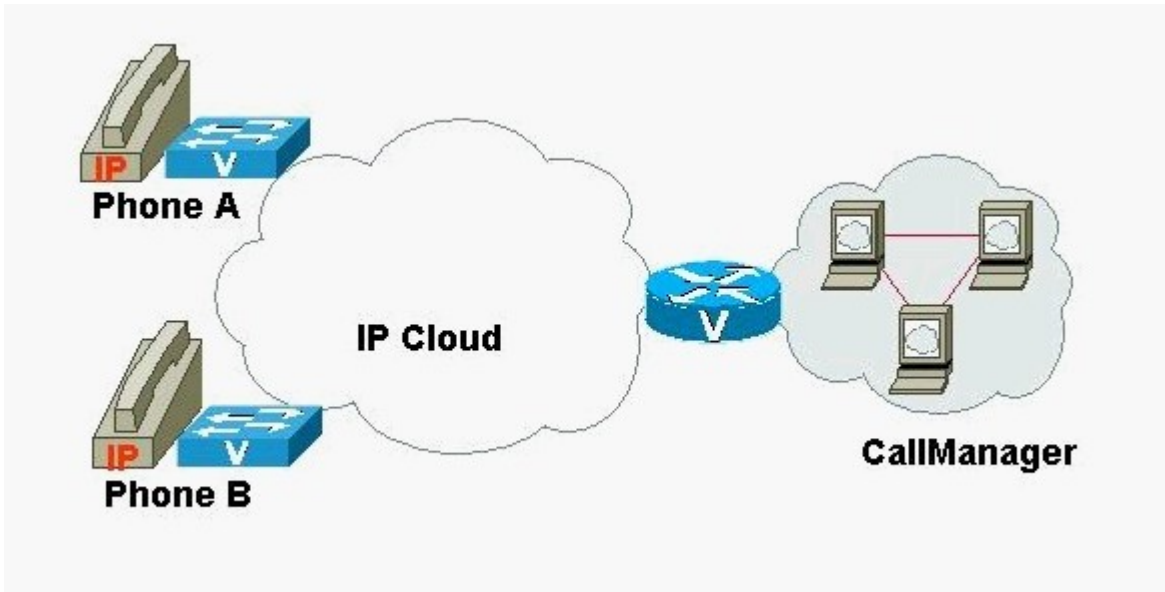
Correct: C

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: 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: 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: 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: B