



## [Cisco 642-425](#)

**Exam Name:** IP Telephony Troubleshooting

**Q & A :** 61 Q&As

***Pdf Demo***

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Exam : Cisco 642-425

Title : Cisco(r) IP Telephony Troubleshooting

1. A new Cisco Unity voice mail system is being tested. The calls are being forwarded to voice mail from the Automated Attendant console, but the callers are receiving the wrong greeting. What could be the problem?

- A. The call routing rules are not working properly.
- B. The mailbox under test is full.
- C. The Unity ports for sending and receiving voice mails are not configured properly.
- D. The Microsoft Exchange server has rejected the call due to a corrupted database.

Answer: A

2. You have a centralized IP Telephony system with branch offices in eight major cities. The manager of your company help desk recently published local access numbers for external customers to reduce the costs associated with your company's toll-free 800 service. When customers call the new local numbers they hear a reorder tone instead of your centralized IP-IVR. What is the best solution to this issue?
- A. Deploy transcoders at the central location.
  - B. Deploy transcoders at each remote location.
  - C. Modify Region configuration to allow G.711 across the WAN.
  - D. Deploy IP-IVRs at each remote location.

Answer: A

3. Your customer has implemented an MCU to allow conferencing between VT Advantage users. The MCU appears to be properly configured but users are complaining that when they conference, they get audio but no video. What is the most likely cause?
- A. The partition/CSS configuration is preventing video setup.
  - B. The MRGL configuration is selecting incorrect conference resource.
  - C. The region configuration is selecting incorrect codec.
  - D. The location configuration is preventing video setup.

Answer: B

4. Your company has recently installed Cisco Unity to be the voice mail platform for your Cisco CallManager IP telephony system. You have received complaints from the users that the red message waiting indicator (MWI) light does not come on when there are new voice mail messages in the voice mailboxes. What must be verified and possibly modified to resolve this issue? (Choose two.)
- A. Use the Port Usage tool to verify that the ports dedicated to MWI on/off are not over-utilized. Add another dedicated port if the current port is over-utilized.
  - B. Verify that the MWI on/off numbers are unique within the CallManager cluster dial plan. If they are not, change the directory numbers in the CallManager cluster so they are unique and configure the Cisco Unity server so they match the new directory numbers.
  - C. Verify that the same directory numbers are being used for MWI on/off in both the Cisco CallManager cluster and Cisco Unity server. If they are different, change the Cisco Unity server to match the Cisco CallManager cluster.
  - D. Verify the number of ports licensed for the Cisco Unity server is equal to the number of configured ports. If the number of configured ports is greater than the license number, reduce the number of configured ports to be no greater than the license number.
  - E. Verify that the calls are being sent to the correct ports on the Cisco Unity server. If they are incorrect on the Cisco CallManager cluster, change the values on the cluster to be correct.

Answer: BC

5. You have received a trouble ticket from an employee. The employee is reporting that he can call his manager but his manager cannot call him. The employee is calling from extension 2003 at site 2. His manager is at extension 2002 in site 1. You have verified that both DNs are in the Phones partition. What is the cause of the issue?
- A. The location configuration is resulting in insufficient bandwidth for this call.
  - B. The manager's CSS does not include Phones partition.
  - C. The manager's CSS does not include Employee partition.
  - D. The region configuration is resulting in codec negotiation issue.

Answer: B

6. Your MGCP Gateway is experiencing call setup problems on your PRI to the PSTN. TAC has asked you to send traces to determine the root cause. Which two trace file settings should be configured? (Choose two.)
- A. Set Debug Trace Level to Detailed.
  - B. Select Enable XML Formatted Output for Trace Analysis.
  - C. Select Enable H245 Message Trace.
  - D. Select Enable ISDN Translation Trace.

Answer: AD

7. Which Unity troubleshooting tool would be used to diagnose problems with skinny and MWI?
- A. trace tool
  - B. configuration tool
  - C. diagnostic tool
  - D. maestro tool

Answer: C

8. Which two tasks must be performed to restore the Cisco Unity server data if it is corrupted or lost? (Choose two.)
- A. Start Dr. Watson manually to resolve issues in Microsoft message exchange server.
  - B. Verify Microsoft IIS permissions.
  - C. Reload the Cisco Unity server application on a new server prior to restoring data files.
  - D. Create a new batch file to replace components in the Registry.

E. Verify that no errors in other Cisco Unity processes.

Answer: BD

9. What task should be completed before enabling CCM trace files in a CallManager cluster?

- A. Configure NTP on all CallManagers.
- B. Configure XML Formatted Output for Trace Analysis.
- C. Install the Trace Collection Tool Plugin.
- D. Configure a share drive on the publisher to store the trace files.

Answer: A

10. Which Unity subscribers will have access to the Unity Diagnostic Tool?

- A. all Unity subscribers with the correct read/write permissions
- B. all Unity subscribers with the correct class of service permissions
- C. all Unity subscribers with the correct security permissions
- D. all Unity subscribers

Answer: B

11. You have recently installed IP Phones in a centralized model. At a remote branch using an H.323 gateway, users are complaining they cannot call some internal numbers. After dialing the last digit, they get a reorder tone. What is the most likely cause?

- A. Partition/CSS configuration issue
- B. Gateway dial-peer configuration issue
- C. Codec mismatch
- D. Call Admission Control

Answer: C

12. You recently added a Cisco Unity voice mail server to your Cisco CallManager IP telephony solution. Your users are receiving voice mails, but the MWI light does not go off after they have listened to all of their new voice mail messages. What must be verified and possibly modified to resolve this issue?

- A. Use the Port Usage tool to verify that the ports dedicated to MWI on/off are not over-utilized. Add another dedicated port if the current port is over-utilized.
- B. Verify that the MWI "off directory number" has been configured on both the Cisco Unity server and the Cisco CallManager cluster. If it has not been configured, configure it on both the Cisco Unity server and Cisco CallManager cluster.
- C. Verify the number of ports licensed for the Cisco Unity server is equal to the number of configured ports.
- D. Verify that the calls are being sent to the correct ports on the Cisco Unity server. If the configured ports are incorrect on the CallManager cluster, change the values on the cluster to be correct.

Answer: B

13. 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.

Answer: AB

14. Refer to the exhibit. Your users cannot complete calls to the PSTN. After working with the Telco, you have determined that you are not stripping the access-code before setting up the call with the Telco. What is a possible cause of this issue?

- A. A dial-peer is modifying the called number.
- B. The route list configuration is over-riding route pattern configuration.
- C. A translation pattern is modifying the called number.
- D. The external phone number mask is incorrect.

Answer: B

15. You are troubleshooting an issue where a user cannot make calls to the PSTN. You are reviewing trace files and you have found where the user's IP phone initiates the call but you never see the call go out the gateway. What is the next valid step in troubleshooting this issue?

- A. Look in the SDL trace file to see if there is a signal to another CallManager node with the same tcp-handle.
- B. Look in the SDL trace file to see if there is a signal to another CallManager node with the same time-stamp.
- C. Look in the IP Voice Media Streaming App trace file to see if an MTP was invoked.
- D. Look in the MGCP trace file to determine which MGCP gateway the call was sent to.

Answer: B

16. 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.

Answer: C

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