

300-810^{Q&As}

Implementing Cisco Collaboration Applications (CLICA)

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QUESTION 1

Which Cisco IM and Presence service must be activated and running for IM Presence to successfully integrate with Cisco Unified Communications Manager?

- A. Cisco DHCP Monitor Service
- B. Cisco AXL Web Service
- C. Self-Provisioning IVR
- D. Cisco XCP Authentication Service

Correct Answer: B

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/im_presence/configAdminGuide/12_0_1/cup0_b_config-admin-guide-imp-1201/cup0_b_config-admin-guide-imp-1201_chapter_0100.html

QUESTION 2

Refer to the exhibit



A collaboration engineer is troubleshooting a Cisco Jabber for Windows client issue. The end user is reporting that they cannot control the desk phone from the Cisco Jabber client. Which action must the engineer take to resolve this issue?

- A. Associate the User with the desk phone under the user configuration page on Cisco UCM
- B. Select "Primary Line" under the user configuration page on Cisco UCM
- C. Add the "Allow control of the device from the CTI" option under the client services profile configuration page
- D. Add the "Allow control of the device from the CTI" option under the desk phone configuration page

Correct Answer: D

QUESTION 3

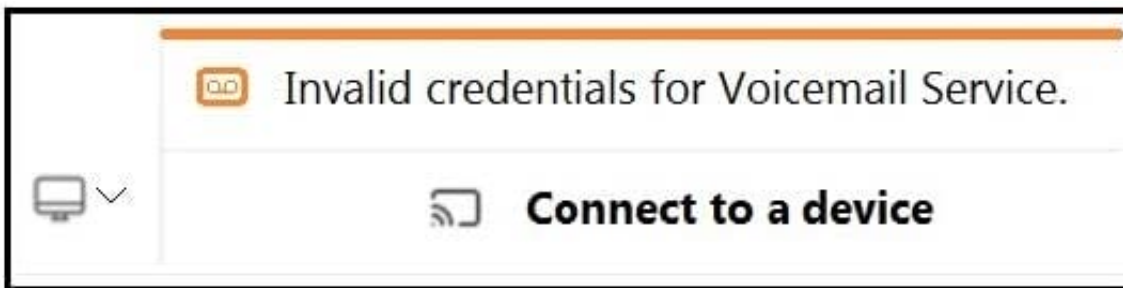
Users on Cisco.com experience issues while using Cisco Jabber, and the error "\\Cannot communicate with the server" appears. An engineer checks the logs for the Jabber client and discovers the error "LERR_JABBER_AUTH : Authentication error with server e.g. resource bind, TLS, create a session or SASL error. What should be checked to resolve this issue?

- A. if the LDAP server is reachable and if port 443 is open
- B. if cup-xmpp certificates are valid and if port 8443 is open
- C. if the cup-xmpp certificates are valid and if port 5222 is open
- D. if the LDAP server is reachable and if port 5222 is open

Correct Answer: C

QUESTION 4

Refer to the exhibit.



A Jabber user is unable to access voicemail. During troubleshooting, an administrator captures this screenshot. What are the two ways to resolve this issue? (Choose two.)

- A. Ask the user to click on the "Connect to a device" button and use the correct username and password.
- B. Ensure the user is not locally created on Cisco Unity Connection with a password expiring separately from the password that is used for Jabber.
- C. Make sure the Jabber service profile created in Cisco UCM contains Unity Connection UC service with a voicemail server configured.
- D. Ask an administrator to create an account for this user in Cisco Unity Connection but remove the Unity Connection UC service from the Cisco UCM Jabber service profile. Check if "OAuth with Refresh Login Flow" is enabled on Cisco Unity Connection but disabled in Cisco UCM.

Correct Answer: AB

QUESTION 5

A network engineer needs to configure high availability on the Cisco IM and presence cluster. After the configuration was completed and tested, the engineer noticed on Cisco UCM that the IM and Presence publisher is in "Failed Over" state. Which set of steps must be taken to resolve this issue?

- A. Cisco UCM Group Configuration > High Availability > click Fallback
- B. BLF Presence Group Configuration > High Availability > select the publisher server > click Restart Services
- C. BLF Presence Group Configuration > High Availability > click Fallback
- D. Presence Redundancy Group Configuration > High Availability > click Fallback

Correct Answer: D

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