



642-427^{Q&As}

Troubleshooting Cisco Unified Communications v8.0 (TVOICE v8.0)

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QUESTION 1

Refer to the exhibit.

Pattern	TimeStamp	Status	Protocol	AgentId	IP Address	To
*1408[2-9]XXXXXX	2010/04/03 13:55:55	UnReachable	SIP		10.1.132.1(5060)	
*1408[2-9]XXXXXX	2010/04/03 13:55:55	UnReachable	H323		10.1.132.1(1720)	
3XXX	2010/04/03 13:55:55	UnReachable	SIP	CID10.1.5.11	10.1.5.11(5060)	0+4422882
3XXX	2010/04/03 13:55:55	UnReachable	H323	CID10.1.5.11	10.1.5.11(54532)	0+4422882
4XXX	2010/04/03 13:55:55	UnReachable	SIP		10.1.132.1(5060)	0:1972555
4XXX	2010/04/03 13:55:55	UnReachable	H323		10.1.132.1(1720)	0:1972555
*44201	2010/04/03 13:55:55	UnReachable	SIP	CID10.1.5.11	10.1.5.11(5060)	0:
*44201	2010/04/03 13:55:55	UnReachable	H323	CID10.1.5.11	10.1.5.11(54532)	0:

An intercluster call was placed from extension 2001 to 3001. The SDI trace from the calling cluster. Which RTP port was used by the calling phone?

```

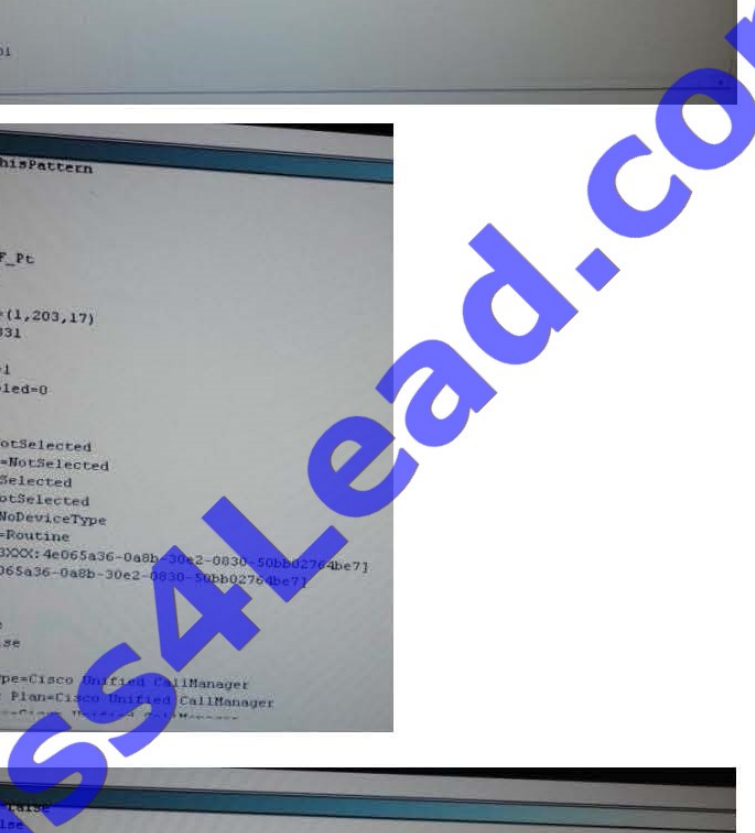
|*****
12:33:41.172 |StationD: (0000009) restart0_StationOffHook - INFO: CI=0 on line=1, SPKMode=0. New
call. |1,100,49,1.127127^10.1.110.19^SEP0021A086BF06
12:33:41.172 |StationD: (0000009) preProcessing - INFO: Please send the signal
now. |1,100,49,1.127127^10.1.110.19^SEP0021A086BF06
12:33:41.172 |StationD: (0000009) INFO- sendSignalNow, sigName=StationOffHook,
cdpc=191|1,100,49,1.127127^10.1.110.19^SEP0021A086BF06
12:33:41.172 |StationD: (0000009) restart0_StationOffHook - INFO: STORE Cdpc=191 on
line=1. |1,100,49,1.127127^10.1.110.19^SEP0021A086BF06
12:33:41.173 |StationD: (0000009) SetRinger ringMode=1(RingOff). |1,100,49,1.127127^10.1.110.19^SEP0021A086BF06
12:33:41.173 |StationD: (0000009) SetSpeakerMode
speakerMode=1(On). |1,100,49,1.127127^10.1.110.19^SEP0021A086BF06
12:33:41.174 |StationD: (0000009) DEBUG- star_DSetCallState(0) State of cdpc(191) is 0. |1,100,51,191.1^***
12:33:41.174 |LineControl(14) - 0 calls, 0 CiReq, busyTrigger=2,
maxCall=4|1,100,49,1.127127^10.1.110.19^SEP0021A086BF06
12:33:41.175 |StationD: (0000009) DEBUG- star_DSetCallState(1) State of cdpc(191) is
0. |1,100,49,1.127127^10.1.110.19^SEP0021A086BF06
12:33:41.175 |LineControl(14) - Get call instance=1 for CI=23093162|1,100,49,1.127127^10.1.110.19^SEP0021A086BF06
12:33:41.175 |LineControl::sendSNFNofifyReqForPresenceWithAlerting aPresenceWithAlertingChangeNotifySubscribed=
call1st#=1|1,100,49,1.127127^10.1.110.19^SEP0021A086BF06
12:33:41.179 |StationD: (0000009) INFO restart0_CcCiRes: updating CI=23093162 for
cdpc=191|1,100,49,1.127127^10.1.110.19^SEP0021A086BF06
12:33:41.179 |LineControl(14): star_DSetCallState(1), State of cdpc (201) is
1|1,100,49,1.127127^10.1.110.19^SEP0021A086BF06
12:33:41.180 |StationD: (0000009) DEBUG- star_DSetCallState(2) State of cdpc(191) is
1. |1,100,49,1.127127^10.1.110.19^SEP0021A086BF06
12:33:41.180 |StationD: (0000009) SetLamp mode=2, stim=9
stimInst=1 |1,100,49,1.127127^10.1.110.19^SEP0021A086BF06
  
```



```
CCM Trace
FilteredPartitionSearchSpaceString(SAF_Pt:Internal_Pt:HQ_Local:HQ_LD:HQ_Intl:PSTN_Pt),
partitionSearchSpaceString(SAF_Pt:Internal_Pt:HQ_Local:HQ_LD:HQ_Intl:PSTN_Pt)|1,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.182 |Digit Analysis: star_DaReq: Matching Legacy Numeric,
digits=300111,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.182 |Digit Analysis: getDaReq data: daReq.ssType=[0] Intercept DAMR.ssType=[16777331], TPCount=[0],
DAMR.NotifyCount=[1], DaReq.NotifyCount=[0]|1,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.182 |Digit analysis: match(pi="2", fqcn=""+4989531212001", cn="2001", piv="5",
ps="SAF_Pt:Internal_Pt:HQ_Local:HQ_LD:HQ_Intl:PSTN_Pt",
TodFilteredPss="SAF_Pt:Internal_Pt:HQ_Local:HQ_LD:HQ_Intl:PSTN_Pt",
dd="3001", dac="0")|1,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.183 |Digit analysis: analysis results|1,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.183 |PretransformCallingPartyNumber=2001
|CallingPartyNumber=2001
|DialingPartition=SAF_Pt
|DialingPattern=3XXX
|FullyQualifiedCalledPartyNumber=3001
|DialingPatternRegularExpression={3[0-9][0-9]{0-9}}
|DialingWhere=
|PatternType=Enterprise
|PotentialMatches=NoPotentialMatchesExist
|DialingSdlProcessId=(1,203,17)
|PretransformDigitString=3001
|PretransformTagsList=SUBSCRIBER
|PretransformPositionalMatchList=3001
|CollectedDigits=3001
|ConsumedDigits=
|TagsList=SUBSCRIBER
|PositionalMatchList=3001
|VoiceMailbox=
```

```
CCM Trace
|RouteBlockFlag=RouteThisPattern
|RouteBlockCause=1
|AlertingName=
|UnicodeDisplayName=
|DisplayNameLocale=1
|InterceptPartition=SAF_Pt
|InterceptPattern=3XXX
|InterceptWhere=
|InterceptSdlProcessId=(1,203,17)
|InterceptSsType=16777331
|InterceptSsKey=0
|InterceptSsNotifyType=1
|OverlapSendingFlagEnabled=0
|WithTags=
|WithValues=
|CallingPartyNumberPi=NotSelected
|ConnectedPartyNumberPi=NotSelected
|CallingPartyNamePi=NotSelected
|ConnectedPartyNamePi=NotSelected
|CallManagerDeviceType=NoDeviceType
|PatternPrecedenceLevel=Routine
|CallableEndPointName={3XXX:4e065a36-0a8b-30e2-0830-50bb02764be7}
|PatternNodeId={3XXX:4e065a36-0a8b-30e2-0830-50bb02764be7}
|AARNeighborhood=[]
|AARDestinationMask=[]
|AARKeepCallHistory=true
|AARVoiceMailEnabled=false
|NetworkLocation=OnNet
|Calling Party Number Type=Cisco Unified CallManager
|Calling Party Numbering Plan=Cisco Unified CallManager
```

```
CCM Trace
|ProvideOutsideInfo=false
|AllowDeviceOverride=false
|AlternateMatches=Information Not Available
|TransitionPatternDetails=Information Not Available
|ResourcePriorityNamespace=
|PatternRouteClass=RouteClassDefault|1,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.183 |SMDNSharedData: findAliasRegInfo - AliasName = 3XXX:4e065a36-0a8b-30e2-0830-50bb02764be7 not in
AliasInfo hashMap|1,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.183 |DeviceManager: star_DaPidReq - RequestedName=3XXX:4e065a36-0a8b-30e2-0830-50bb02764be7
LookupName=3XXX:4e065a36-0a8b-30e2-0830-50bb02764be7|1,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.183 |SMDNSharedData: findRemoteDeviceAny - Key=3XXX:4e065a36-0a8b-30e2-0830-50bb02764be7 not in
RemoteDeviceInfo hashMap|1,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.183 |Digit analysis: wait_DaPidErr: dialingPartition={SAF_Pt} dialingPattern={3XXX} dialingWhere=[],
PID=(0,0,0)|1,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.183 |ProcessCCMFeatureData: operationId=011,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.183 |findUnfiredInterceptionPattern numOfPatterns = 111,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.183 |LineControl - reterCO_CcProceedReq updated precedence of CI=23093162 to
511,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.186 |LineCdpc(201) - dispatchToAllDevices-, sigName=CcProceedReq,
device=SEP0021A086BF0611,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.190 |StationCdpc: CcProceedReq - unicodeConnectedUnicodeDisplayName=''
asciiConnectedDisplayName=''|1,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.190 |StationCdpc: CcProceedReq - unicodeCallingPartyName=''
callingParty='2001' unicodeCalledPartyName='' asciiCalledPartyName=''
calledParty='3001'|1,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.190 |add an entry into release intercept queue|1,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.190 |release intercept entry, ssType = 16777331, ssKey = 94, handler =
23093164|1,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.190 |isItSafeToExtendCall dchanPid = (0 0 0)|1,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.190 |findUnfiredInterceptionPattern numOfPatterns = 111,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.190 |Station: (0000009) DialedNumber dialedNumbers=3001 lineInstance=1
```





```
CCM Trace
callingParty=2001* unit30nCalledPartyName= abc111CalledPartyName=
calledParty=3001*11,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.190 fadd an entry into release intercept queue[1,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.190 frelease intercept entry, ssType = 16777331, ssKey = 94, handler =
2309316411,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.190 f!stIsSafeToExtendCall dchanPid = (0 0 0)11,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.190 f!findUnfiredInterceptOnPattern numOfPatterns = 11,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.190 f!StationD: (0000009) DialedNumber dialedNumber=3001 lineInstance=1
callReference=23093162.11,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.191 f!StationD: (0000009) CallState callState=12 lineInstance=1 callReference=23093162 privacy=0
precedenceLv=4 precedenceBm=011,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.191 f!StationD: (0000009) (1,100,9,196) CallInfo callingPartyName=
cdpnVoiceMailbox= alternateCallingParty= calledPartyName= callingParty=2001
originalCalledPartyName= originalCalledParty=3001 originalCdpnVoiceMailbox= originalCdpnVoiceMailbox=
lastRedirectingPartyName= lastRedirectingParty=3001 originalCdpnRedirectReason=0
callType=2(OutBound) lineInstance=1 callReference=23093162. version:
8572001311,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.191 f!StationD: (0000009) DEBUG- star_DSetCallState(6) State of cdpn(191) is
4.11,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.191 f!Cdoct:sendCcSetupReq: precLv1=511,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.192 f!CcSetupReq Vopr : cdpnCepn[461d5d40-464a-4c8b-a4f2
-f375d7407eab]11,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.192 f!VoprUtils:isVoprAllowed Device =SEP0021A086BF06
UseIMEForOutboundCall=true11,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.192 f!SIPD:checkPstnCcSetupReqForVoprRoute - voprCepnE164[2001], voprCepnE164[3001],
voprE164TransformationPkid[11,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.192 f!VoprUtils:findVoprRoute - VoprValidatedDidTable entry not found for e164CalledNumber =
300111,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.192 f!SIPD:checkPstnCcSetupReqForVoprRoute - voprCepnE164[2001], voprCepnE164[3001],
voprE164TransformationPkid[11,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.192 f!SIP/SIPD(1,65,19) ccbId=0/schId=0/umdataPassingLocation: SIP trunk is not in phantom
```

```
CCM Trace
location.11,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.192 f!SIP/SIPD(1,65,19) ccbId=0/schId=0/restart0_CcSetupReq: videopreferred not case - before
reserveBW11,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.192 f!Locations_reserveBandwidth -- cdcPID=(1.194.267) Orig=0-Dest=0 no need to reserve bw. !****
12:33:41.192 f!SIP/SIPD(1,65,19) ccbId=0/schId=0/updatePassingLocation: SIP trunk is not in phantom
location.11,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.193 f!SIP/SIPD(1,65,19) ccbId=0/schId=0/getKeyBasedOnC1AndBranch: AddressingElement branch is 0 and c1
is 23093163 mapKey is 2309316311,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.193 f!SIP/SIPD(1,65,19) ccbId=6839/schId=0/restart0_CcSetupReq: Adding Cdpn Pid (1,100,66,103) with
mapKey 23093163 with branch 0 to mC1ToPid table11,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.193 f!SIP/SIPD(1,66,103) ci=23093163/ccbId=6839/schId=0/getDefC: SIPDcpc=103, nodeId=1,
processNumber=65 ci=23093163, branch=011,100,66,103.1****
12:33:41.193 f!SIP/SIPD(1,66,103) ci=23093163/ccbId=6839/schId=0/getDefC: SIPDcpc=103, nodeId=1,
processNumber=65 ci=23093163, branch=011,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.193 f!SIP/SIPD(1,66,103) ci=23093163/ccbId=6839/schId=0/applyDeviceCdpnTransform:
applyDeviceCdpnTransform() devicePool(1e9567d7-48c6-4b64-d6c0-44c0d13531a)'s cdpnCcssPkid=
cdpnCcssPkid=11,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.193 f!SIP/SIPD(1,66,103) ci=23093163/ccbId=6839/schId=0/applyDeviceCdpnTransform:
applyDeviceCdpnTransform() Use CdpnTransformCSS in device, cdpnCcssPkid=3f1ccc68-e56a-a849-ccc8
-8d16e7702e7011,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.193 f!PROC DATransformMatch - matchNumber [3001] transformCSSPkid [3f1ccc68-e56a-a849-ccc8-8d16e7702e70]
transformCcss [HQ-h323_cld_pty_ptc] patternUsage [a] patternNodeID [ ] OutputPulseNum.nd [3001] tn [0] pi [1] tpi
[0] !****
12:33:41.193 f!SIP/SIPD(1,66,103) ci=23093163/ccbId=6839/schId=0/applyDeviceCdpnTransform:
applyDeviceTransform() mCSetupReq.cdpn=3001
outputPulseCalledNum=300111,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.193 f!SIP/SIPD(1,66,103) ci=23093163/ccbId=6839/schId=0/LocalizeOutputPulseNumber: SIPDcpc on device
SAP_Trunk_HQ_SIP , CSS = ,useDevicePoolCdpnCcss=0 AlternateCdpn(global)=49809531212001 cdpn=3001, cdpn=3001,
mUpdateInstruction=011,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.193 f!setLocalDataCap: supportedDTMFMethod=3, mWantDataReception=1, mFeersWantDataReceptionFlag=0,
```

```
CCM Trace
policy[1], resvStatus[1], video[0]11,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.194 f!SIP/SIPD(1,66,103) ci=23093163/ccbId=6839/schId=0/handleCcSetupReq: mtpRequired=0,
mGclearCall=011,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.194 f!SIP/SIPD(1,66,103) ci=23093163/ccbId=6839/schId=0/handleCcSetupReq: mixing instructions, mM=0,
mP=0, mR=0, mS=011,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.194 f!SIP/SIPD(1,66,103) ci=23093163/ccbId=6839/schId=0/getDefCcRegister: Secure status=1,
mSrtPreset=011,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.194 f!SIP/SIPD(1,66,103) ci=23093163/ccbId=6839/schId=0/getDefSetup: NumberPi 1 , NamePi
11,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.194 f!SIP/SIPD(1,66,103) ci=23093163/ccbId=6839/schId=0/setIdentityOutgoingSIPMsg:
IdentityFlag=[PAI;RPID:], privacyType[0]11,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.194 f!SIP/SIPD(1,66,103) ci=23093163/ccbId=6839/schId=0/getDefSetup: ReqURI is not
present11,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.194 f!SIP/SIPD(1,66,103) ci=23093163/ccbId=6839/schId=0/getDefSetup: fSetup.mDevicePkid: dfe934bc-
07da-672e-1324-46836cb850b11,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.194 f!SIP/SIPD(1,66,103) ci=23093163/ccbId=6839/schId=0/handleDynamicSetup: CcSetup dynamic routing
feature data is present11,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.194 f!CMSIPUtility:getDynamicRouteAndDpList Dynamic target is address 10.1.5.11, route sip:aff96646-1ccc6
-0f08-f242-4a3022a291ac@CUCM801Pub2, transport is 1, and port = 50601****
12:33:41.194 f!SIP/SIPD(1,66,103) ci=23093163/ccbId=6839/schId=0/buildCallInfoHeader: Encoding Unsol DTMF
support in Call-Info header.11,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.195 f!SIP/SIPD(1,66,103) ci=23093163/ccbId=6839/schId=0/appendRPHeader: appendRPHeader - no RPHeader
Network Domain set and not precedence call, return11,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.195 f!SIP/SIPD(1,66,103) ci=23093163/ccbId=6839/schId=0/appendGuidHeader: adding Guid to
sipContainerMapper: 51775E008A31D195000000370A05010A11,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.195 f!SIP/SIPD(1,66,103) ci=23093163/ccbId=6839/schId=0/getRedirectingNameIE:
OutboundRedirectingNumID=11,100,49,1.127127*10.1.110.19^SEP0021A086BF06
sent11,100,49,1.127127*10.1.110.19^SEP0021A086BF06
12:33:41.195 f!Cdc = (0000267) - updatedChanCp - secure capability on side 1 is
11,111,100,49,1.127127*10.1.110.19^SEP0021A086BF06
```



```
CCM Trace
->pid|1,100,49,1.127127^10.1.110.19^SEP0021A086BF06
12:33:41.196 //SIP/SIPHandler/ccbId=0/scbId=0/sipSPIGetCallExtensionSupported:
SIPReliXxEnabledServiceParamSetting=0 , ccb->pid.outboundReliXx=1|1,100,49,1.127127^10.1.110.19^SEP0021A086BF06
12:33:41.196 //SIP/SIPHandler/ccbId=0/scbId=0/sip_stop_timer: type=SIP_TIMER_TRYING value=500
retries=6|1,100,49,1.127127^10.1.110.19^SEP0021A086BF06
12:33:41.196 //SIP/SIPHandler/ccbId=0/scbId=0/sip_start_timer: type=SIP_TIMER_TRYING value=500
retries=6|1,100,49,1.127127^10.1.110.19^SEP0021A086BF06
12:33:41.197 //SIP/SIPD(1,65,19)/ccbId=0/scbId=0/getKeyBasedOnCiAndBranch: AddressingElement branch is 0 and ci
is 23093163 mapKey is 23093163|1,100,49,1.127127^10.1.110.19^SEP0021A086BF06
12:33:41.197 //SIP/SIPD(1,65,19)/ccbId=0/scbId=0/getCdpcPidGivenCcbidAndCi: found Cdpc Pid (1,100,66,103) for
mapKey 23093163|1,100,49,1.127127^10.1.110.19^SEP0021A086BF06
12:33:41.197 //SIP/SIPTcp/wait_SdlSPISignal: received a spi signal
...|1,100,49,1.127127^10.1.110.19^SEP0021A086BF06
12:33:41.197 //SIP/SIPTcp/wait_SdlSPISignal: Outgoing SIP TCP message to 10.1.5.11 on port 5060 index 42
INVITE sip:3001@10.1.5.11:5060 SIP/2.0
Via: SIP/2.0/TCP 10.1.5.10:5060;branch=z9hG4bK734779947d
From: <sip:2001@10.1.5.10>;tag=ae2783cb-9687-4fc7-a1d0-8108b9b3679a-23093163
To: <sip:3001@10.1.5.11>
Date: Fri, 19 Mar 2010 19:33:41 GMT
Call-ID: 51775e00-ba31d195-44-a05010a@10.1.5.10
Supported: timer,resource-priority,replaces
Min-SE: 1800
User-Agent: Cisco-CUCM6.0
Allow: INVITE, OPTIONS, INFO, BYE, CANCEL, ACK, PRACK, UPDATE, REFER, SUBSCRIBE, NOTIFY
CSeq: 101 INVITE
Contact: <sip:2001@10.1.5.10:5060;transport=tcp>
Expires: 180
Allow-Events: presence, kpml
Route: sip:aff96646-lcc6-0f08-f242-4a3022a291ac@CUCM801Pub
Supported: X-cisco-rtsp-fallback
```

```
CCM Trace
Remote-Party-ID: <sip:3001@10.1.5.11>;party-called;screen=yes;privacy=off
Content-Length: 0

|1,100,56,1.7203^10.1.5.11^*
12:33:41.207 //SIP/SIPTcp/wait_SdlReadRsp: SignalCounter = 7201|1,100,56,1.7203^10.1.5.11^*
12:33:41.207 //SIP/SIPHandler/ccbId=6839/scbId=0/findDevicePID: Routed to SIPD by
ccbId/scbId|1,100,56,1.7203^10.1.5.11^*
12:33:41.207 //SIP/SIPHandler/ccbId=0/scbId=0/extract_sdp: sipAppGetParticularContent failed to obtain SDP -
result=2 len=0|1,100,56,1.7203^10.1.5.11^*
12:33:41.207 //SIP/SIPHandler/ccbId=0/scbId=0/checkSyntaxAndSelectAssertedHeader: PAI result [9], total[1],
sipUri[1], sipsUri[0], telUri[0]|1,100,56,1.7203^10.1.5.11^*
12:33:41.207 //SIP/SIPHandler/ccbId=0/scbId=0/printAssertedInfo: remoteNum[3001], remoteName[],
remoteHost[10.1.5.11], remotePort[5060], remoteTransport[1], remoteSchema[1]|1,100,56,1.7203^10.1.5.11^*
12:33:41.207 //SIP/SIPHandler/ccbId=0/scbId=0/extractAssertedInfo: parseResult[13]|1,100,56,1.7203^10.1.5.11^*
rpidHdr|1,100,56,1.7203^10.1.5.11^*
12:33:41.207 //SIP/SIPHandler/ccbId=6839/scbId=0/findDevicePID: Routed to SIPD by
ccbId/scbId|1,100,56,1.7203^10.1.5.11^*
12:33:41.207 //SIP/SIPHandler/ccbId=6839/scbId=0/findDevicePID: Routed to SIPD by
ccbId/scbId|1,100,56,1.7203^10.1.5.11^*
12:33:41.207 //SIP/SIPD(1,65,19)/ccbId=0/scbId=0/getKeyBasedOnCiAndBranch: AddressingElement branch is 0 and ci
is 23093163 mapKey is 23093163|1,100,56,1.7203^10.1.5.11^*
12:33:41.208 //SIP/SIPD(1,65,19)/ccbId=0/scbId=0/getCdpcPidGivenCcbidAndCi: found Cdpc Pid (1,100,66,103) for
mapKey 23093163|1,100,56,1.7203^10.1.5.11^*
12:33:41.208 //SIP/SIPD(1,65,19)/ccbId=0/scbId=0/getKeyBasedOnCiAndBranch: AddressingElement branch is 0 and ci
is 23093163 mapKey is 23093163|1,100,56,1.7203^10.1.5.11^*
12:33:41.208 //SIP/SIPD(1,65,19)/ccbId=0/scbId=0/getCdpcPidGivenCcbidAndCi: found Cdpc Pid (1,100,66,103) for
mapKey 23093163|1,100,56,1.7203^10.1.5.11^*
12:33:41.208 //SIP/SIPD(1,65,19)/ccbId=6839/scbId=0/updateRtspFallbackSupport: mTsp.deviceName[SAF_Trunk_HQ_SIP]
- sRTP fallback supported = True|1,100,56,1.7203^10.1.5.11^*
12:33:41.208 //SIP/SIPD(1,65,19)/ccbId=0/scbId=0/getKeyBasedOnCiAndBranch: AddressingElement branch is 0 and ci
```



```
CCM Trace
12:33:41.208 //SIP/SIPcdpc(1,66,103)/ci=23093163/ccbId=6839/scbId=0/getIdentityIncomingSIPMsg: fIdParseRes=[13],
fRemoteNum[3001], fRemoteNam[], fRemoteNumPi[1], fRemoteNamPi[1], fRemoteSi[3]|1,100,56,1.7203^10.1.5.11^*
12:33:41.208 //SIP/SIPcdpc(1,66,103)/ci=23093163/ccbId=6839/scbId=0/processRemoteIdentityInfo:
numPi=1,mCnNumPi=0;namePi=1,remoteCnNamePi=0;|1,100,56,1.7203^10.1.5.11^*
12:33:41.208 //SIP/SIPcdpc(1,66,103)/ci=23093163/ccbId=6839/scbId=0/processRemoteIdentityInfo:
identityFlag=[Changed:- Num PI;Num SI;Name PI:];|1,100,56,1.7203^10.1.5.11^*
12:33:41.208 |processCCMFeatureData: operationId=0|1,100,56,1.7203^10.1.5.11^*
12:33:41.209 |LineCdpc(201): -dispatchToAllDevices-, sigName=CcAlertReq
device=SEP0021A086BF06|1,100,56,1.7203^10.1.5.11^*
12:33:41.209 |remove an entry from release intercept queue given handler|1,100,56,1.7203^10.1.5.11^*
12:33:41.209 |StationD: (0000009) StartTone tone=36(AlertingTone), direction=0.|1,100,56,1.7203^10.1.5.11^*
12:33:41.210 |StationD: (0000009) CallState callState=3 lineInstance=1 callReference=23093162 privacy=0
precedenceLv=4 precedenceDa=0|1,100,56,1.7203^10.1.5.11^*
12:33:41.210 |StationD: (0000009) SelectSoftKeys instance=1 reference=23093162 softKeySetIndex=8
validKeyMask=ffffff.|1,100,56,1.7203^10.1.5.11^*
12:33:41.210 |StationD: (0000009) DisplayPromptStatus timeout=0 Status='DD' content='Ring Out' line=1
CI=23093162 ver=85720013.|1,100,56,1.7203^10.1.5.11^*
12:33:41.210 |StationD: (0000009) (1,100,9,196) CallInfo callingPartyName='' callingParty=2001
cdpnVoiceMailbox= alternateCallingParty= calledPartyName='' calledParty=3001 cdpnVoiceMailbox=
originalCalledPartyName='' originalCalledParty=3001 originalCdpnVoiceMailbox= originalCdpnRedirectReason=0
lastRedirectingPartyName='' lastRedirectingParty=3001 lastRedirectingVoiceMailbox= lastRedirectingReason=0
callType=2(outBound) lineInstance=1 callReference=23093162. version: 85720013|1,100,56,1.7203^10.1.5.11^*
12:33:41.210 |StationD: (0000009) DEBUG- star_DSsetCallState(7) State of cdpc(191) is
6.|1,100,56,1.7203^10.1.5.11^*
12:33:41.230 |StationInit: (0000009) StationMediaPathEvt Speaker (3) = On
(1)|1,100,49,1.127128^10.1.110.19^SEP0021A086BF06
12:33:42.470 |SIPSocketProtocol(1,100,9,204)::handleReadComplete send SdIReadRsp: size 1994|1,100,56,1.7204^10.1.5.11^*
12:33:42.471 //SIP/SIPTcp/wait_SdIReadRsp: SdIRead bufferLen=1994|1,100,56,1.7204^10.1.5.11^*
12:33:42.471 //SIP/SIPTcp/wait_SdIReadRsp: Incoming SIP TCP message from 10.1.5.11 on port 5060 index 42 with 966
bytes:
```

- A. 4000
- B. 8000
- C. 18462
- D. 19470
- E. Not possible to tell because a second invite was sent because of call failure

Correct Answer: C

QUESTION 2

At what step do you restart the troubleshooting process if after observing the result of your troubleshooting, the problem still exists?

- A. Implement Acton Plan
- B. Define the Problem
- C. Consider the Possibilities
- D. Create Action Plan
- E. Gather Facts



- F. Observe Results
- G. Restart Problem-Solving
- H. Process Problem Resolved

Correct Answer: A

QUESTION 3

Remote branch offices with Cisco IP Phones have just been implemented across a 2 Mb/s WAN link from your existing Cisco Unified Communications Manager cluster in headquarters. The WAN links are heavily utilized for data traffic. Users from the branch office report poor audio quality when they call the headquarters.

Which approach can you implement to directly improve audio quality in this scenario?

- A. Implement LLQ.
- B. Implement CBWFQ.
- C. Implement weighted random early detection.
- D. Implement TCP header compression.

Correct Answer: A

QUESTION 4

The G.729 codec is configured for branch office phones that call across the WAN link to headquarters. Cisco Unity Connection in headquarters is configured to accept only the G.711 codec. Branch users currently cannot access their voicemail.

Which solution is best to enable voicemail for branch users and minimize WAN bandwidth utilization per call?

- A. Enable transcoding resources on the branch office gateway.
- B. Enable transcoding resources on the headquarters gateway.
- C. Enable transcoding resources on Cisco Unified Communications Manager.
- D. Enable transcoding resources on Cisco Unity Connection.

Correct Answer: B

QUESTION 5



While you troubleshoot an issue with audio quality, the symptoms stop. Which troubleshooting step is next?

- A. Document the facts.
- B. Continue to gather all the facts about the situation.
- C. Finalize the definition of the problem.
- D. Finalize the observation of the results.

Correct Answer: B

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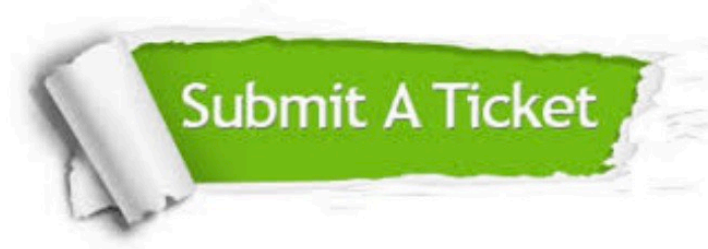
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