



642-427^{Q&As}

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

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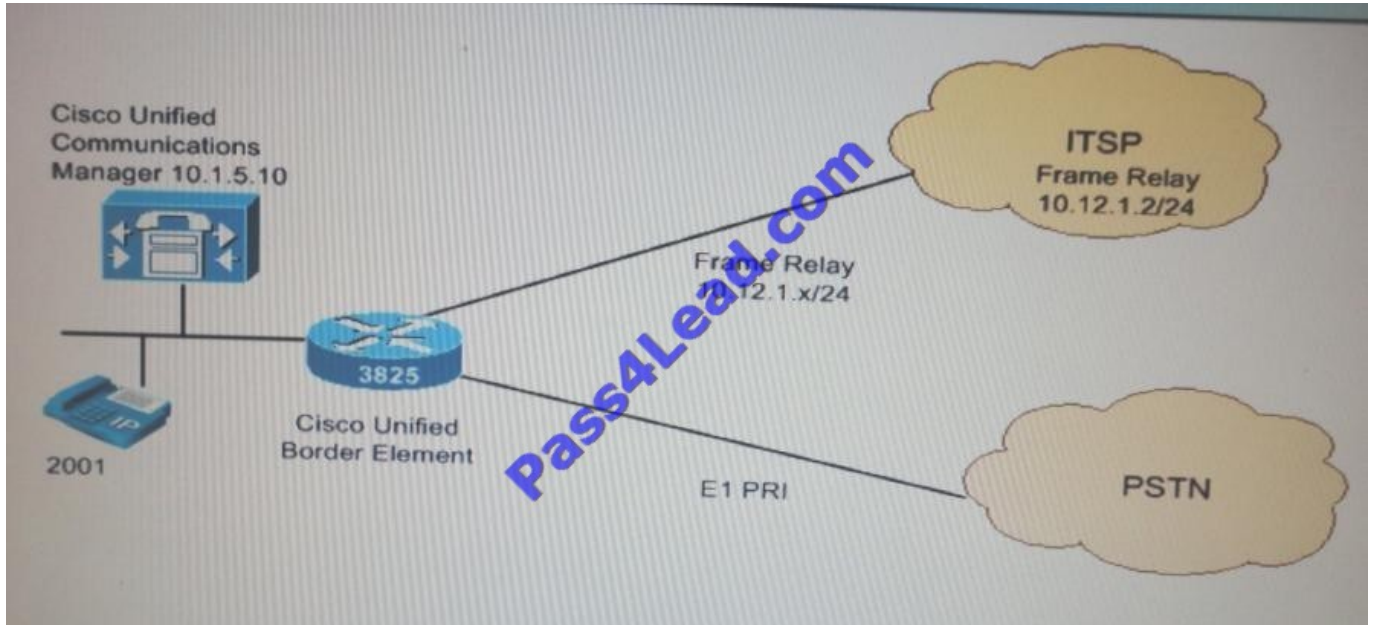
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QUESTION 1

Refer to the exhibits.





```

Debug ccsip message
debug ccsip mess
HO#debug ccsip messages
SIP Call messages tracing is enabled
HO#
'Mar 23 14:49:29.485: //-1xxxxxxxxxxxx: SIP Msg/ccsipDisplayMsg:
Received:
INVITE sip:40302156001@10.1.110.1:5060 SIP/2.0

Via: SIP/2.0/TCP 10.1.5.10:5060;branch=z9hG4bK109844b1e

From: <sip:2001@10.1.5.10>;tag=ae2783cb-9687-4fc7-a1d0-8108b8b3679a-27173712
To: <sip:40302156001@10.1.110.1>
Date: Tue, 23 Mar 2010 14:56:54 GMT
Call-ID: 50934480-ba81d6b6-11-a05010a@10.1.5.10
Supported: timer,resource-priority,replaces
Min-SE: 1800
User-Agent: Cisco-CUCM8.0
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
Supported: X-cisco-srtp-fallback
Supported: Geolocation
Call-Info: <sip:10.1.5.10:5060>;method="NOTIFY;Event=telephone-event;Duration=500"
Cisco-Guid: 1351828608-3129071286-0000000015-0168100106
Session-Expires: 1800
P-Asserted-Identity: <sip:2001@10.1.5.10>
Remote-Party-ID: <sip:2001@10.1.5.10>;part
HO#y=calling;screen=yes;privacy=off
Max-Forwards: 70
Content-Length: 0

'Mar 23 14:49:29.493: //-1xxxxxxxxxxxx: SIP Msg/ccsipDisplayMsg:
Sent:
SIP/2.0 100 Trying
Via: SIP/2.0/TCP 10.1.5.10:5060;branch=z9hG4bK109844b1e
  
```

```

Debug ccsip message
Via: SIP/2.0/TCP 10.1.5.10:5060;branch=z9hG4bK109844b1e
From: <sip:2001@10.1.5.10>;tag=ae2783cb-9687-4fc7-a1d0-8108b8b3679a-27173712
To: <sip:40302156001@10.1.110.1>
Date: Tue, 23 Mar 2010 14:49:29 GMT
Call-ID: 50934480-ba81d6b6-11-a05010a@10.1.5.10
CSeq: 101 INVITE
Allow-Events: telephone-event
Server: Cisco-SIPGatewayIOS-12.x
Content-Length: 0

'Mar 23 14:49:29.493: //-1xxxxxxxxxxxx: SIP Msg/ccsipDisplayMsg:
Sent:
SIP/2.0 404 Not Found
Via: SIP/2.0/TCP 10.1.5.10:5060;branch=z9hG4bK109844b1e
From: <sip:2001@10.1.5.10>;tag=ae2783cb-9687-4fc7-a1d0-8108b8b3679a-27173712
To: <sip:40302156001@10.1.110.1>;tag=969E5B4-F42
  
```



```
Call-ID: 50934480.ba81d6b6-11-a05010a@10.1.5.10
CSeq: 101 INVITE
Allow-Events: telephone-event
Server: Cisco-SIPGateway/IOS-12.x
Reason: Q.850;cause=3
Content-Length: 0

*Mar 23 14:49:29.493: //:1/xxxxxxxxxxxx/SIPMsg/ccsipDisplayMsg:
Received:
ACK sip:40302156001@10.1.110.1:5060 SIP/2.0
Via: SIP/2.0/TCP 10.1.5.10:5060;branch=z9hG4bK109844b1e
From: <sip:2001@10.1.5.10>;tag=ae2783cb-9687-4fc7-a1d0-8108b8b3679a-27173712
To: <sip:40302156001@10.1.110.1>;tag=969E5B4-F42
Date: Tue, 23 Mar 2010 14:56:54 GMT
Call-ID: 50934480.ba81d6b6-11-a05010a@10.1.5.10
Max-Forwards: 70
```

```
CUBE Config
!
interface Loopback0
ip address 10.1.111.1 255.255.255.0
!
interface GigabitEthernet0/0
no ip address
ip pim sparse-dense-mode
duplex auto
speed auto
media-type rj45
!
interface GigabitEthernet0/0.5
encapsulation dot1Q 5
ip address 10.1.5.1 255.255.255.0
ip pim sparse-dense-mode
!
interface GigabitEthernet0/0.10
encapsulation dot1Q 10
ip address 10.1.10.1 255.255.255.0
ip pim sparse-dense-mode
!
interface GigabitEthernet0/0.110
encapsulation dot1Q 110
ip address 10.1.110.1 255.255.255.0
ip helper-address 10.1.5.10
ip pim sparse-dense-mode
!
interface GigabitEthernet0/1
ip address 10.140.1.2 255.255.255.0
duplex auto
speed auto
!
end
```

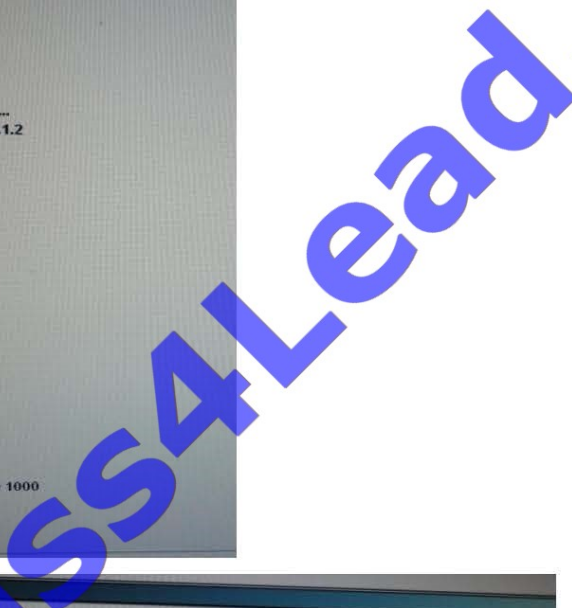
```
CUBE Config
!
interface Serial0/0:15
no ip address
encapsulation hdlc
isdn switch-type primary-net5
isdn incoming-voice voice
isdn bind 13 ccm-manager
no cdp enable
!
interface Serial0/1/0
no ip address
ip pim sparse-dense-mode
encapsulation frame-relay IETF
!
interface Serial0/1/0.101 point-to-point
ip address 10.12.1.1 255.255.255.0
ip pim sparse-dense-mode
snmp trap link-status
frame-relay interface-dlci 101
!
interface Serial0/1/0.102 point-to-point
ip address 10.13.1.1 255.255.255.0
snmp trap link-status
frame-relay interface-dlci 102
!
interface Serial0/1/1
no ip address
shutdown
clock rate 2000000
!
!
end
```



```
CUBE Config
!
router eigrp 10
network 10.0.0.0
!
!
!
!
control-plane
!
!
!
voice-port 0/0:15
!
!
ccm-manager mgcp
no ccm-manager fax protocol cisco
ccm-manager music-on-hold
ccm-manager config server 10.15.10
!
!
mgcp
mgcp call-agent 10.15.10 service-type mgcp version 0.1
mgcp rtp unreachable timeout 1000 action notify
mgcp modem passthrough voip mode nse
mgcp package-capability rtp-package
mgcp package-capability sst-package
mgcp package-capability pre-package
no mgcp package-capability res-package
no mgcp timer receive-rtcp
mgcp sdp simple
mgcp fax t38 ecm
mgcp rtp payload-type g726r16 static
mgcp behavior g729-variants static-pt
!
!
mac-profile default
```

```
CUBE Config
!
dial-peer voice 1111 voip
session protocol sipv2
incoming called-number .
!
!
dial-peer voice 222 voip
destination-pattern 40.....
session target ipv4:10.12.1.2
!
!
!
gateway
timer receive-rtcp 1200
!
!
!
gatekeeper
shutdown
!
!
!
line con 0
exec-timeout 0 0
logging synchronous
line aux 0
line vty 0 4
exec-timeout 0 0
password cisco123
login
!
scheduler allocate 20000 1000
end
HQ#
```

```
Debug voice dial
Result=SUCCESS(0)
List of Matched Outgoing Dial-peer(s):
1: Dial-peer Tag=222
*Mar 23 14:50:13.961: //-1:xxxxxxxxxxxxDPM/dpMatchPeersCore:
Calling Number=40302156001, Called Number=40302156001, Peer Info Type=DIALPEER_INFO_SPEECH
*Mar 23 14:50:13.961: //-1:xxxxxxxxxxxxDPM/dpMatchPeersCore:
Match Rule=DP_MATCH_DEST; Called Number=40302156001
*Mar 23 14:50:13.961: //-1:xxxxxxxxxxxxDPM/dpMatchPeersCore:
Result=Success(0) after DP_MATCH_DEST
*Mar 23 14:50:13.961: //-1:xxxxxxxxxxxxDPM/dpMatchSafModulePlugin:
dialstring=40302156001, saf_enabled=0, saf_dndb_lookup=1, dp_result=0
*Mar 23 14:50:13.961: //-1:xxxxxxxxxxxxDPM/dpMatchPeersMoreArg:
Result=SUCCESS(0)
List of Matched Outgoing Dial-peer(s):
1: Dial-peer Tag=222
*Mar 23 14:50:13.961: //-1:xxxxxxxxxxxxDPM/dpAssociateIncomingPeerCore:
Calling Number=40302156001, Called Number=, Voice-Interface=0x0,
Timeout=TRUE, Peer Encap Type=ENCAP_VOIP, Peer Search Type=PEER_TYPE_VOICE,
Peer Info Type=DIALPEER_INFO_SPEECH
*Mar 23 14:50:13.961: //-1:xxxxxxxxxxxxDPM/dpAssociateIncomingPeerCore:
Result=Success(0) after DP_MATCH_ORIGINATE; Incoming Dial-peer=222
*Mar 23 14:50:13.961: //-1:xxxxxxxxxxxxDPM/dpMatchSafModulePlugin:
dialstring=NULL, saf_enabled=0, saf_dndb_lookup=0, dp_result=0
*Mar 23 14:50:13.961: //-1:xxxxxxxxxxxxDPM/dpAssociateIncomingPeerCore:
Calling Number=40302156001, Called Number=, Voice-Interface=0x0,
Timeout=TRUE, Peer Encap Type=ENCAP_VOIP, Peer Search Type=PEER_TYPE_VOICE,
Peer Info Type=DIALPEER_INFO_SPEECH
*Mar 23 14:50:13.961: //-1:xxxxxxxxxxxxDPM/dpAssociateIncomingPeerCore:
Result=Success(0) after DP_MATCH_ORIGINATE; Incoming Dial-peer=222
*Mar 23 14:50:13.961: //-1:xxxxxxxxxxxxDPM/dpMatchSafModulePlugin:
dialstring=NULL, saf_enabled=0, saf_dndb_lookup=0, dp_result=0
```





```

*Mar 23 14:50:13.961: //-1/xxxxxxxxxxxx/DPM/dpMatchPeersMoreArg:
Result=SUCCESS(0)
List of Matched Outgoing Dial-peer(s):
 1: Dial-peer Tag=222
*Mar 23 14:50:13.961: //-1/6ACD22800000/DPM/dpMatchPeersCore:
Calling Number=, Called Number=40302156001, Peer Info Type=DIALPEER_INFO_SPEECH
*Mar 23 14:50:13.961: //-1/6ACD22800000/DPM/dpMatchPeersCore:
Match Rule=DP_MATCH_DEST; Called Number=40302156001
*Mar 23 14:50:13.961: //-1/6ACD22800000/DPM/dpMatchPeersCore:
Result=Success(0) after DP_MATCH_DEST
*Mar 23 14:50:13.961: //-1/6ACD22800000/DPM/dpMatchSafModulePlugin:
dialstring=40302156001, saf_enabled=1, saf_dndb_lookup=1, dp_result=0
*Mar 23 14:50:13.961: //-1/6ACD22800000/DPM/dpMatchPeersMoreArg:
Result=SUCCESS(0)
List of Matched Outgoing Dial-peer(s):
 1: Dial-peer Tag=222
*Mar 23 14:50:13.965: //-1/xxxxxxxxxxxx/DPM/dpAssociateIncomingPeerCore:
Calling Number=, Called Number=, Voice Interface=0x0,
Timeout=TRUE, Peer Encap Type=ENCAP_VOIP, Peer Search Type=PEER_TYPE_VOICE,
Peer Info Type=DIALPEER_INFO_SPEECH
*Mar 23 14:50:13.965: //-1/xxxxxxxxxxxx/DPM/dpAssociateIncomingPeerCore:
Result=NO_MATCH(-1) After All Match Rules Attempt
*Mar 23 14:50:13.965: //-1/xxxxxxxxxxxx/DPM/dpMatchSafModulePlugin:
dialstring=NULL, saf_enabled=0, saf_dndb_lookup=0, dp_result=-1
HO#
HO#

```

When the IP phone 2001 places a call to 9011 49403021 56001, the call is sent to the Cisco Unified Border Element as 40302156001 which is what the ITSP expects to receive. The ITSP support personnel claim that they never saw the call. Issuing the debug CCSIP message command on the Cisco Unified Border Element results in the message "SIP/2 0 404 Not Found".

Refer to the Cisco Unified Border Element configuration, debug voice dial and ccsip messages exhibits. Which situation can cause this issued?

- A. The Cisco Unified Bolder Element is configured as an MGCP gateway also so that the call is attempted via the PSTN
- B. The command allow-connections sip to h323 is missing
- C. SIP error 404 means that a codec mismatch occurred Cisco Unified Communications Manager is sending the call as an early offer with G.711 codec.
- D. The Cisco Unified Communications Manager is rnisconfigured. The SIP invite should be sent to the ITSP at 10.1.2.1.2. The debug ccsip message shows the SIP invite being sent to 10.12.1.2.

Correct Answer: B

QUESTION 2



Refer to the exhibit.

```
(output omitted)

controller T1 0/0/1
 framing esf
 linecode b8zs
 cablelength short 133
 pri-group timeslots 1-24
 description PRI to 3rd Party PBX

interface Serial0/0/1:23
 description PSTN
 no ip address
 encapsulation hdlc
 isdn switch-type primary-ni
 isdn incoming-voice voice
 isdn negotiate-bchan
 no cdp enable

dial-peer voice 1 pots
 destination-pattern 456
 port 0/0/1:23
 prefix 456

dial-peer voice 2 voip
 destination-pattern 4565000
 session target ipv4:10.10.10.100

(output omitted)
```

All calls to 4565000 must be routed to the Cisco Unified Communications Manager server 10.10.10.100. All other 7-digit numbers that start with 456 must be routed to the third-party PBX. Which change is needed to route calls to 4565000 to the Cisco Unified CM server 10.10.10.100 and route all other 7-digit numbers that start with 456 to the third-party PBX?

- A. Remove prefix 456 from dial peer 1.
- B. Change dial peer 1 to destination-pattern 456....
- C. Change dial peer voice 1 pots to dial peer voice 100 pots.
- D. Change dial peer 2 to session target 10.10.10.100.

Correct Answer: B

**QUESTION 3**

Which method can be used to correct database replication issues in a cluster running Cisco Unified CallManager 5.0? Select the best response.

- A. Enter the `utils dbreplication repair` command at the command-line prompt.
- B. Execute the `dblhelper` utility on the publisher.
- C. Use the SQL Server Enterprise Manager application to recreate the database subscription.
- D. Run the Cisco Unified CallManager BARS utility to restore the database to the subscriber.
- E. Use the Informix database utility to recreate the database subscription.

Correct Answer: A

QUESTION 4

Refer to the exhibit. Click the Voice Gateways for the BR2 location to view the output from the `debug voice ccapi inout` command and click on 10.1.5.10 to view and search the trace file output. Output can be searched by entering a string in the Search box and clicking the Find button. Click the X to return to the item.

A trunk has been configured between the Cisco Unified CallManager cluster at 10.1.5.10 and a CME at 10.3.130.1. During testing you find that calls are completed when dialing from ext. 2020 to ext. 4001, but calls from ext. 40001 to ext. 2020

receive a fast busy.

What is the issue that is preventing calls from ext. 4001 to ext. 2020 from being completed?

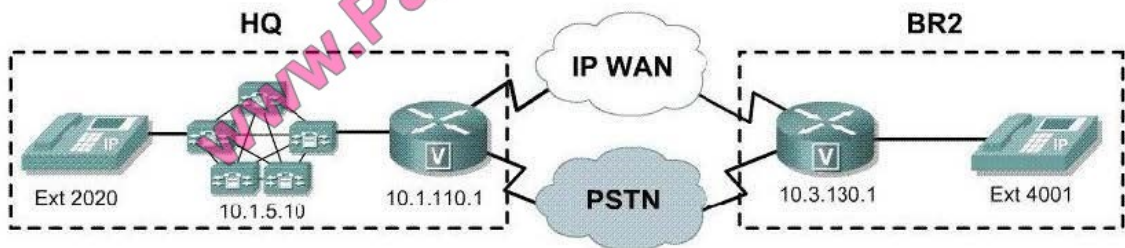
Point and Shoot:



1

Refer to the exhibit. Click the Voice Gateway for the BR2 location to view the output from the **debug voice ccapi inout** command and click on 10.1.5.10 to view and search the trace file output. Output can be searched by entering a string in the Search box and clicking the Find button. Click the X to return to the item. A trunk has been configured between the Cisco Unified CallManager cluster at 10.1.5.10 and a CME at 10.3.130.1. During testing you find that calls are completed when dialing from ext. 2020 to ext. 4001, but calls from ext. 4001 to ext. 2020 receive a fast busy. What is the issue that is preventing calls from ext. 4001 to ext. 2020 from being completed?

- The **h323-gateway voip bind srcaddr 10.3.130.1** command has been omitted from the BR2 configuration
- A translation rule has been applied that is keeping the call from being completed
- A CSS has been omitted from the trunk configured to BR2
- An incorrect CSS has been applied to the gateway at HQ
- The trunk IP address in the Cisco Unified CallManager Information is field is incorrect

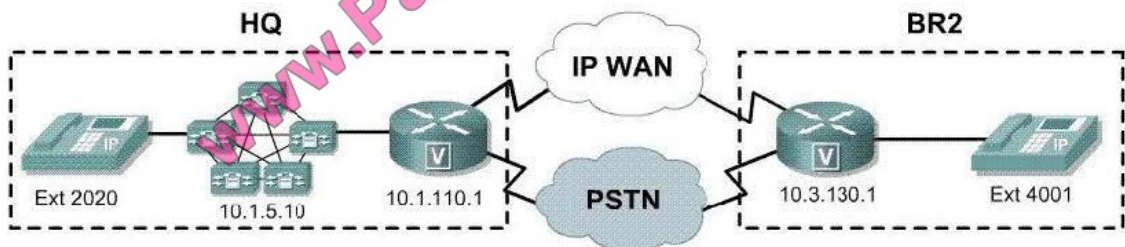


Hot Area:

1

Refer to the exhibit. Click the Voice Gateway for the BR2 location to view the output from the **debug voice ccapi inout** command and click on 10.1.5.10 to view and search the trace file output. Output can be searched by entering a string in the Search box and clicking the Find button. Click the X to return to the item. A trunk has been configured between the Cisco Unified CallManager cluster at 10.1.5.10 and a CME at 10.3.130.1. During testing you find that calls are completed when dialing from ext. 2020 to ext. 4001, but calls from ext. 4001 to ext. 2020 receive a fast busy. What is the issue that is preventing calls from ext. 4001 to ext. 2020 from being completed?

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- A CSS has been omitted from the trunk configured to BR2
- An incorrect CSS has been applied to the gateway at HQ
- The trunk IP address in the Cisco Unified CallManager Information is field is incorrect



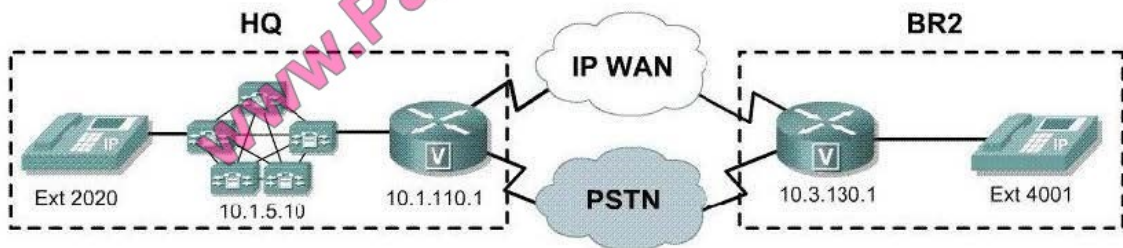
Correct Answer:



1

Refer to the exhibit. Click the Voice Gateway for the BR2 location to view the output from the **debug voice ccapi inout** command and click on 10.1.5.10 to view and search the trace file output. Output can be searched by entering a string in the Search box and clicking the Find button. Click the X to return to the item. A trunk has been configured between the Cisco Unified CallManager cluster at 10.1.5.10 and a CME at 10.3.130.1. During testing you find that calls are completed when dialing from ext. 2020 to ext. 4001, but calls from ext. 4001 to ext. 2020 receive a fast busy. What is the issue that is preventing calls from ext. 4001 to ext. 2020 from being completed?

- The **h323-gateway voip bind srcaddr 10.3.130.1** command has been omitted from the BR2 configuration
- A translation rule has been applied that is keeping the call from being completed
- A CSS has been omitted from the trunk configured to BR2
- An incorrect CSS has been applied to the gateway at HQ
- The trunk IP address in the Cisco Unified CallManager Information is field is incorrect



QUESTION 5

Please make the correct selection order for inbound POTS calls.

1.

default dial peer

2.

DNS with incoming called-number

3.

ANI with destination pattern

4.

originating voice port with configured dial peer port

5.

ANI with answer address

A. 3 > 5 > 2 > 4 > 1

B. 1 > 3 > 5 > 4 > 2

C. 2 > 3 > 5 > 4 > 1



D. 2 > 5 > 3 > 4 > 1

Correct Answer: D

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