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# Question 1

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## Question Type: MultipleChoice

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An engineer is informed that high availability for a Cisco IM and Presence server fails. While the engineer examines the Cisco UCM presence redundancy group in the UI, they discover that the first node is in the Idle state, and the second node is in the running in backup mode state. Which action must the engineer take to place both nodes back in the normal state?

### Options:

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- A- Click Failover in the Server Action field
- B- Restart the first node of the IM and Presence server
- C- Click Fallback in the Server Action field
- D- Reinstall the first node of the IM and Presence server.

### Answer:

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A

### Explanation:

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The scenario indicates a high availability failover condition for a Cisco IM and Presence server: one node is idle, the other is running in backup mode. To restore both nodes to normal operation, initiating a controlled failover is the best approach:

Failover Action: This will gracefully switch the active role to the idle node, making it primary and restoring redundancy.

## Question 2

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**Question Type:** MultipleChoice

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An engineer in a company has access to voice calling and voicemail from desktop phones. As the company transitions to remote work, users are utilizing the Cisco Jabber client through Mobile and Remote .. to access company phone services. Users cannot access voicemail through the Cisco Jabber client, even though voicemail is functioning in the office on the desk phone. Cisco Jabber works IM and Presence, including calling through Mobile and Remote Access. What is the cause of the issue?

### Options:

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- A-** Cisco Unity Connection is missing from the internal Cisco UCM mobility profiles
- B-** Cisco Unity Connection is missing from the internal Expressway-C clusters.
- C-** Cisco Unity Connection is missing from the internal Cisco UCM clusters.

**D-** Cisco Unity Connection is missing from the Expressway-E clusters for external communication.

**Answer:**

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C

**Explanation:**

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The scenario indicates that Cisco Jabber clients used over Mobile and Remote Access (MRA) cannot access voicemail, even though the feature works perfectly from desk phones. This strongly suggests a missing integration between Cisco Unity Connection and internal Cisco UCM clusters. Here's why:

MRA and Cisco Unity Connection: Jabber clients using MRA often rely on integration with Cisco Unity Connection on the internal network for voicemail access.

## Question 3

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**Question Type:** MultipleChoice

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Cisco Unity Connection system is integrated with two Cisco UCM clusters cluster A and cluster B. Voicemail is working perfectly for users on cluster A. Users on cluster B report Message Waiting Indicator (MWI) lights are not working at all. However, they can still send/receive messages. Which action resolves the issue?

### Options:

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- A- Disable 'Force AJI MWIs Off for This Phone System' under Telephony Integrations > Phone System > Phone System Basics
- B- Check and reseal the RS-232 serial cable connection on the master PIMG/TIMG
- C- Enable 'Message Count Totals' for cluster B users Playback Message Settings
- D- Select the 'Use Same Port for Enabling and Disabling MWIs' check box under Telephony Integrations > Phone System.

### Answer:

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D

### Explanation:

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The scenario describes a classic Message Waiting Indicator (MWI) issue specifically affecting users on cluster B of a Cisco Unity Connection setup integrated with two UCM clusters. The most likely cause is mismatched MWI ON/OFF ports between cluster B and Cisco Unity Connection. This option addresses that:

'Use Same Port for Enabling and Disabling MWIs' Checkbox: This setting ensures that Cisco Unity Connection utilizes a single port for both activating and deactivating MWIs, streamlining the process and preventing port mismatches.

## Question 4

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**Question Type:** MultipleChoice

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Collaboration engineer is enabling interdomain federation for Cisco IM and Presence. The engineer has been asked to enable federation with Office 365. Which service must the engineer enable to meet this requirement?

### Options:

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- A- Cisco XCP Test Conference Manager
- B- Cisco XCP XMPP Federation Connection Manager
- C- Cisco XCP Web Connection Manager
- D- Cisco XCP SIP Federation Connection Manager

### Answer:

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B

### Explanation:

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To enable interdomain federation with Office 365, which uses XMPP as its instant messaging protocol, the Cisco XCP XMPP Federation Connection Manager service is essential. This service on the Cisco IM & Presence node handles federation with external XMPP-compliant systems.

## Question 5

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**Question Type:** MultipleChoice

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Which benefit do administrative applications provide when SAML SSO is configured for Cisco Unified Solutions?

### Options:

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- A- seamless synchronization of users
- B- open standard JSON format
- C- authentication toward one local Cisco Unified server for clients
- D- cross-domain and cross-product SSO

### Answer:

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D

### Explanation:

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The primary benefit of configuring SAML SSO for Cisco Unified solutions is the ability to enable cross-domain and cross-product single sign-on. This means users can authenticate once and gain seamless access to multiple applications and services across different domains and products within the Cisco Unified ecosystem.

## Question 6

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**Question Type:** MultipleChoice

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What is a step when integrating Cisco UACA with Cisco UCM?

**Options:**

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- A- create a SIP trunk between Cisco UACA and Cisco UCM
- B- create a CTI port template that will be used by Cisco UACA
- C- create a new end user account to be used by Cisco UACA
- D- create a CTI route point template that will be used by Cisco UACA

**Answer:**

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D



### **Explanation:**

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Integrating Cisco Unified Attendant Console Advanced (UACA) with Cisco Unified Communications Manager (UCM) involves creating a CTI route point template that acts as a logical representation of the UACA within UCM. CTI route points control call routing, feature availability, and provide a logical device for call control.

## **Question 7**

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### **Question Type: MultipleChoice**

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An engineer must configure XMPP federation on a Cisco Instant Messaging and Presence Service node, but the XCP XMPP Federation Connection Manager service fails to start. Which action must the engineer take to resolve the issue?

### **Options:**

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- A-** Activate XMPP federation service
- B-** Enable TLS in the XMPP Federation settings.
- C-** Restart the Cisco XCP Router service

**D-** Restart the Cisco IM and Presence service.

**Answer:**

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C

**Explanation:**

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The Cisco XCP XMPP Federation Connection Manager service on the IM & Presence node depends on the Cisco XCP Router service. If the XMPP Federation Connection Manager fails to start, a likely cause is an issue with the XCP Router.

## Question 8

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**Question Type:** MultipleChoice

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Collaboration engineer is troubleshooting an issue with Cisco Jabber for Windows. Users report that they are prompted to accept or decline an invalid certificate when they attempt to log in to the client, r server certificates have been signed by a public C

**Options:**

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**A-** The engineer wants to resolve this issue by importing a CA root certificate to the client into which certificate store must the engineer import the certificate?

**A-** Trusted Publishers Certification store

**B-** Intermediate Certification Authorities store

**C-** Trusted Root Certification Authorities store

**D-** Personal Certification store

**Answer:**

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C

**Explanation:**

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To resolve invalid certificate prompts in Cisco Jabber when using CA-signed certificates, you need to import the root certificate of the Certificate Authority (CA) into the 'Trusted Root Certification Authorities' store on the Windows client machine. This store holds certificates from trusted CAs, enabling the system to validate the certificate chain.

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