

**Cisco 642-425**

**CISCO 642-425 CCVP IP Telephony Troubleshooting  
Practice Test  
Version 1.1**

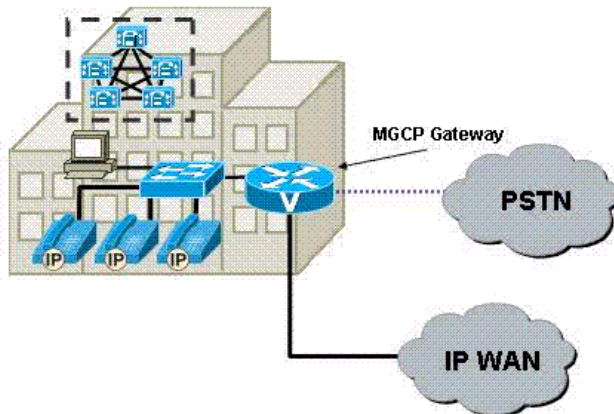
**QUESTION NO: 1**

Use the diagram to assist in answering this question.

You have received a trouble ticket for a recently installed MGCP gateway. In testing it appears that the CallManager cluster cannot communicate with the gateway. The gateway address is 10.1.44.12/24 and the CallManager that is going to control the gateway has an address of 10.1.44.4/24. Use the following configuration snip to resolve the problem.

```
!  
mgcp  
mgcpcall-agent 10.1.44.4 2427 service-type mgcp version 1.0  
mgcpdtmf-relay voip codec all mode out-of-band  
mgcprtp unreachable timeout 1000 action notify  
mgcpmodem passthroughvoice mode cisco  
mgcpsdp simple mgcp package-capability rtp-package  
mgcppackage-capability sst-package no mgcp timer receive-rtcp  
no mgcp explicit hookstate  
  
!  
ccm-manager config server 10.1.44.7  
ccm-manager config  
!
```

What command is missing from the configuration that will allow the CallManager to control this gateway?



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- A. ccm-manager fallback-mgcp
- B. ccm-manager switchback
- C. mgcp bind control source-interface FastEthernet 0/0
- D. ccm-manager mgcp
- E. ccm-manager redundant-host

**Answer: D**

### QUESTION NO: 2

What happens if CDP is not enabled on a switch port where an IP phone is connected?

- A. The phone is unable to acquire an IP address.
- B. The switch will put the port into theerrDisable state until CDP is enabled.
- C. The phone cannot get its VLAN ID assignments.
- D. The switch cannot include the voice VLAN in the uplink trunk.
- E. The phone cannot learn the address of the TFTP server.

**Answer: C**

### QUESTION NO: 3

An 802.1Q trunk is configured with mismatched native VLANs. What is the most likely symptom?

- A. Layer 2 CoS markings are not mapping correctly to layer 3 QoS markings.
- B. Spanning Tree Protocol is disabled for all VLANs in the trunk.
- C. Communication over the link occurs in one direction only.
- D. The switch port is shut down and displays a port status of errDisable.

**Answer: D**

#### QUESTION NO: 4

Which tool lists the following options in a query:

- All Patterns
- Unassigned DN
- Call Park
- Conference
- Directory Number
- Translation Pattern
- Call Pickup Group
- Route Pattern
- Message Waiting
- Voice Mail
- Attendant Console

- A. SQL Enterprise Manager > CCM 03xx > Device Pool > Return All Rows
- B. Route Plan > External Route Plan Wizard
- C. Digit Number Analyzer
- D. Route Plan > Route Plan Report

**Answer: D**

#### QUESTION NO: 5

When dialing 1136, which of the following patterns will be selected?

- A. 11XX!
- B. 1[1-4]XX
- C. 1[14]XX
- D. 1[^2-8]XX

**Answer: A**

**QUESTION NO: 6**

IP Phone A can make calls to some but not all phones. Phone A cannot call Phone B. The following is the extended ping output from the router interface on the CallManager subnet to the Phone B subnet.

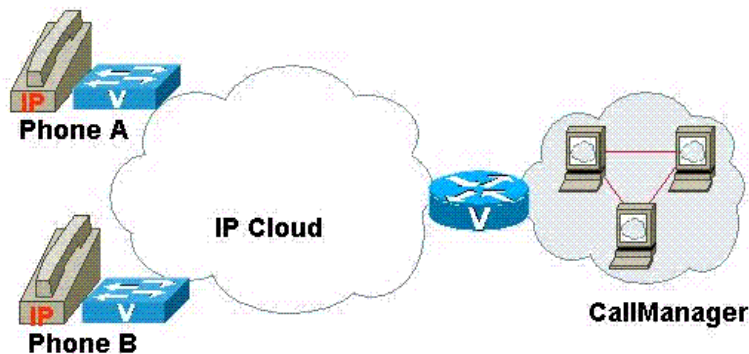
```
ping 172.16.1.45
```

```
Type escape sequence to abort.
```

```
Sending 5, 100-byte ICMP Echos to 172.16.1.45, timeout is 2 seconds:!.!.!
```

```
Success rate is 40 percent (2/5)
```

What does this output indicate?



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- A. CallManager has a good IP path to Phone B
- B. Multiple equal cost paths exist from CallManager to Phone B, and one is currently unusable.
- C. The IP phone is turned off, but the switch port it connects to is accessible via IP.
- D. The IP path from CallManager to Phone B has a 20% packet loss problem.

**Answer: A**

**QUESTION NO: 7**

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

**Answer: C**

### QUESTION NO: 8

IP Phone A at Site 1 can only call IP phones at its own site. A call to Phone B at Site 2 does not work. Following is a partial configuration of the WAN router at site 1:

```
interface Serial0/0
ipaddress 192.168.12.2 255.255.255.0
ipaccess-group 101 out
encapsulation frame-relay
frame-relay map ip 192.168.12.1 101 broadcast
!
interface FastEthernet0/0
!
extended ip access-list 101
permit tcp any any eq 2000
permit icmp any any echo-reply
!
iproute 0.0.0.0 0.0.0.0 192.168.12.1
```

Pinging Phone B from PC A yields the following:

```
ping 172.16.6.4
Type escape sequence to abort.
Sending 5, 100-byte ICMP Echos to 172.16.6.4, timeout is 2
seconds:
.....
Success rate is 0 percent (0/5)
```

What is a likely cause of the problem?