

# Cisco 642-104

**CISCO 642-104 Unified Communication for System  
Engineers Exam (UCSE)  
Practice Test  
Version 1.1**

**QUESTION NO: 1**

The Cisco Unity db Walker utility can test for all of these items except:

- A. broken call handler "links"
- B. orphaned call handlers
- C. an inbox that exceeds message store limits
- D. empty Private Distribution lists

**Answer: C**

**QUESTION NO: 2**

You are integrating Cisco Unity with a NEC NEAX 2400 telephone switch. Which operation system should be installed on the Cisco Unity server?

- A. Windows 2000 Server
- B. Windows Server 2003, Datacenter edition
- C. Windows 2000 Datacenter Server
- D. Windows 2000 Professional
- E. Windows Server 2003

**Answer: A**

**QUESTION NO: 3**

You are installing a 16 Port/Session Cisco Unity with the Failover option. Which database software should you install?

- A. MSDE Professional
- B. MSDE
- C. SQL Enterprise
- D. SQL 2000

**Answer: D**

**QUESTION NO: 4**

You are the technician installing and configuring a Cisco Unity system. This 32-port system serves 1,000 subscribers. You must configure the ports of the system to provide adequate service to subscribers and outside callers during peak usage periods.

How should you configure the ports to accomplish this task?

- A. You confirm all ports are enabled. You set all ports to answer calls, Dialout MWI, Message Notification, and TRAP Connection.
- B. You confirm all ports are enabled. You set 20 ports to answer calls, two ports to Dialout MWI, four ports to do Message Notification, and set six ports for TRAP Connection.
- C. You confirm all ports are enabled. You set 16 ports to answer calls, five ports to Dialout MWI, five ports to do Message Notification, and six ports for TRAP Connection.
- D. You confirm all ports are enabled. You set 24 ports to answer calls, one port to Dialout MWI, two ports to do Message Notification, and five ports for TRAP Connection.

**Answer: D**

#### **QUESTION NO: 5**

You have two Cisco Unity servers within one organization. The PBXs they are using are not networked and they do not have overlapping dial plans. Your customer has requested that subscribers be able to address messages to subscribers homed on either Cisco Unity server. What do you need to do on the default location on both servers?

- A. set the subscriber search to search the entire directory and Primary Location ID
- B. configure a Delivery Location ID and the Subscriber Search field
- C. configure the profile of the Primary Location ID
- D. set the subscriber search to global address list and configure the Primary Location ID

**Answer: D**

#### **QUESTION NO: 6**

Your customer has an NEC 2400 telephone system. What is the approved integration method for this phone system?

- A. serial
- B. SSCP
- C. analog
- D. SIP

**Answer: A**

#### **QUESTION NO: 7**

You are attempting to address a message by extension to a colleague on a different Cisco Unity server in another city. Cisco Unity only gives you a match for the Sales Department distribution list at your location because of an overlapping dial plan. You have confirmed your colleague's

extension number is 4110.

How do you solve this issue?

- A. change search option to Global Directory on Primary Location
- B. change search option to Dialing Domain on Primary Location
- C. send the message by spelling the name
- D. allow Blind Addressing on Primary Location

**Answer: C**

### QUESTION NO: 8

What is the proper sequence for installing software on the Cisco Unity server in a 16 Port voice-mail only configuration?

- A. Windows 2000  
Cisco Unity Preparation Assistant (CUSPA)  
SQL2000  
Microsoft Exchange  
Cisco Unity Installation and Configuration Assistant (CUICA)
- B. Windows 2000  
MSDE  
Cisco Unity System Preparation Assistant (CUSPA)  
Exchange System Management Tools  
Cisco Unity Installation and Configuration Assistant (CUICA)
- C. Windows 2000  
MSDE  
Cisco Unity System Preparation Assistant (CUSPA)  
Forest Prep and DomainPrep  
Microsoft Exchange  
AD Schema Extension  
Cisco Unity Installation and Configuration Assistant (CUICA)
- D. Windows 2000  
SQL2000  
Cisco Unity System Preparation Assistant (CUSPA)  
Forest Prep  
Microsoft Exchange  
Cisco Unity Installation and Configuration Assistant (CUICA)

**Answer: C**

**QUESTION NO: 9**

What software does a 24 Port/Session Cisco Unity in a UM configuration with Failover require?

- A. SQL 2000
- B. SQL Enterprise
- C. MSDE
- D. MSDE Enterprise

**Answer: A**

**QUESTION NO: 10**

Cisco Unity is integrated with Cisco CallManager at a company. The customer reports that Message Waiting indicators are intermittent on some extensions. You have opened up Integration Monitor to help resolve the issue.

Which statement is true?

- A. This action will help if used in conjunction with transaction data.
- B. This action will help in resolving the issue
- C. This action will not help
- D. This action will not help unless the Extension Specific Processing Utility is also opened.

**Answer: C**

**QUESTION NO: 11**

Your customer has asked you to install a 72-port Cisco Unity Unified Messaging system. Which three components must be installed on the server before installing the Cisco Unity software? (Choose three.)

- A. Exchange 2000
- B. Internet Explorer 6.0
- C. Windows 2000 Datacenter Server
- D. IIS 5.0
- E. MSDE 2000
- F. SQL 2000

**Answer: B,D,F**

**QUESTION NO: 12**