Cisco 642-105

642-105 Implementing Cisco Unified Messaging

Practice Test

Version 1.9

QUESTION NO: 1

A Cisco Unity 5.0 system has generated over fifty subscriber account lockout issues in the last few days. How can a report be generated to explain these account lockouts?

A. Turn on Login Trace and then run the Failed Login Report.
B. Run the Failed Login Report.
C. Turn on Login Trace and then run the Subscriber Message Activity Report.
D. Run the Subscriber Message Activity Report.

Answer: B

QUESTION NO: 2

You are installing Cisco Unity 5.0 with Exchange Server 2000 for a customer. Which two operating system options are supported for this install? (Choose two.)

A. Windows Server 2003 Standard Edition
B. Windows Server 2003 R2Enterprise
C. Windows Server 2003 R2 Standard Edition
D. Windows 2000 Server
E. Windows 2000 Advanced Server

Answer: D,E

QUESTION NO: 3

You have recently installed a 2700-user Cisco Unity system for a customer and configured it to work with their Avaya PBX. Your customer has been having trouble with the station quality of the Avaya PBX and had to change out station cards several times. They are now experiencing problems with inconsistent volume while the subscribers' greetings are playing. Your customer wants you to provide a solution that does not require all the subscribers to re-record their personal greetings. From the list below, please select the best solution.

A. Open Cisco Unity Tools Depot, browse to Advanced Settings, and run the Audio Management Tool.
B. Open Cisco Unity Tools Depot, browse to Audio Management Tools, and run the Set Volume Utility.
C. Open Cisco Unity Tools Depot, browse to Audio Management Tools, and run the Wav Gain Utility.
D. Open Cisco Unity Tools Depot, browse to Volume Controls Tool Box, and run the Wav Gain Utility.

Answer: B

QUESTION NO: 4

Your customer wants to use digital networking so all their subscribers on the Cisco Unity and Cisco Unity Connection systems can message each other. Is this supported?

A. Yes, as long as the total number of subscribers or users does not exceed 15,000.
B. No, Cisco Unity Connection can only use digital networking to other Cisco Unity Connection servers.
C. Yes, if the total number of Cisco Unity and Cisco Unity Connection servers does not exceed 10.
D. No, Cisco Unity Connection uses VPIM to connect to Cisco Unity.

Answer: D

QUESTION NO: 5

You thought you had assigned the Text to Speech feature to certain users in a class of service, however after importing them using the Bulk Import Utility the feature is not working for any of them. What could be the cause?

A. You forgot to fill in the TTS_FEATURE field.
B. You selected the incorrect Exchangemailstore when importing the subscribers.
C. You selected the incorrect subscriber template when using the Bulk Import Utility.
D. You selected the incorrect class of service while using the Bulk Import Utility.

Answer: C

QUESTION NO: 6

Your client would like to be able to back up and restore the entire Cisco Unity server, including the operating system and SQL database in case of a catastrophic failure of the Cisco Unity server. Which Cisco Unity or third-party utility would you tell them to use?

A. software such as Symantec/Veritas Backup Exec
B. Cisco Unity Database Recovery Tool
C. Cisco Unity Disaster Recovery Backup and Restore Utilities with full backup options selected
D. Cisco Unified Communications Manager Backup and Restore Utilities

Answer: A

QUESTION NO: 7

When would you create a delivery location object in Cisco Unity?

A. When you have 20 Cisco Unity subscribers located at branch offices and want to give those subscribers the ability to message subscribers at headquarters.
B. When you have two Cisco Unity servers installed in two different organizations and want subscribers to only message subscribers within their Cisco Unity Dialing Domain.
C. When you have two Cisco Unity servers installed in two different organizations and want to give subscribers the ability to message all subscribers.
D. When you have two Cisco Unity servers installed in the same organization and want to give subscribers the ability to message all subscribers.

Answer: C

QUESTION NO: 8

A group of people need access to some but not all fields within the Cisco Unity System Administrator. A new subscriber template has been built. Using best practices, what is the next step?

A. Assign permissions for Cisco Unity server access through themailstore and assign users needing administrative access to the new template.
B. Change the class of service to the default administrator.
C. Create a new class of service and assign it to the template.
D. Add the administrators to a distribution list and assign access by adding it to the template.

Answer: C

QUESTION NO: 9

You convince your customer to purchase another Brooktrout card for their Cisco Unity Bridge server as messages from the Cisco Unity server to an Octel node take too long to be delivered. How do you determine if this corrected their problem?

A. Open theUOmni folder on the Cisco Unity Bridge server and watch the message flow to the Octel node.
B. Use the Port Usage Analyzer Utility to track port utilization.
C. Check the Latency Report provided by the Bridge Traffic Analyzer.
D. Run the Bridge Analog Network and Node Analyzer to monitor the analog activity.

Answer: C

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QUESTION NO: 10

Cisco Unity is integrated with Cisco Unified Communications Manager 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 but do not see any call information. Which statement is true?

A. You must initialize the IP integration feature through the Cisco Unity Telephone Integration Manager.
B. You must use Call Viewer for IP integrations.
C. You will not see any call information unless Extension Specific Processing Utility is also opened.
D. Transaction data logging needs to be activated.

Answer: B

QUESTION NO: 11

Your customer has asked you to install a 24 port Cisco Unity 5.0 voicemail only system with the message store on box. Which three combined software applications does Cisco Unity support in this configuration? (Choose three.)

A. MSDE Server 2000
B. Windows Server 2003
C. SQL Server 2000
D. Exchange Server 2003
E. Exchange Server 2007
F. Exchange Server 2000

Answer: B,C,D

QUESTION NO: 12

An organization with three Cisco Unity servers recently merged with another organization using a Nortel Meridian voice mail system. The organization set up a VPIM delivery location on one Cisco Unity server only. Can the other two Cisco Unity servers send VPIM messages?

A. No, you must install the Cisco Unity Voice Connector for Microsoft Exchange on the other servers.
B. Yes, but only if they build the VPIM subscribers.

C. No, you must build VPIM delivery locations on every Cisco Unity server.

D. Yes, if the other servers set their primary location search options to the Global Directory.

Answer: D

QUESTION NO: 13

An organization has two Cisco Unity servers. The PBXs being used are not networked and do not have overlapping dial plans. The customer has requested that subscribers be able to address messages to subscribers stored on either Cisco Unity server. How should this be accomplished?

A. Configure a Delivery Location ID and the Subscriber Search field.

B. Set the directory handler search option to search the entire directory and primary location ID.

C. Set the subscriber search to Global Directory and configure the primary location dial ID

D. Set the required dialing domain and configure it for Global Directory.

Answer: C

QUESTION NO: 14

After installing and debugging Cisco Unity Bridge, you run the Bridge Analog Network And Node Analyzer. You view the call traces and find that there are errors logged. What is the recommended course of action?

A. Use the port status monitor to check the analog port capacity.

B. Execute the Event Monitoring Service for more in-depth diagnostics.

C. Run Bridge Directory Synchronization in the Cisco Unity Diagnostic Tool.

D. Run BANANA at least daily to learn what ratio of errors is "normal."

Answer: D

QUESTION NO: 15

Your customer is attempting to add VPIM subscribers and is receiving an error that they must first perform which of these tasks?

A. Configure the Voice Connector.

B. Configure the VPIM delivery location object.

C. Configure the VPIM account.

D. Configure the primary location object.

Answer: B

QUESTION NO: 16

The Cisco Unity DbWalker Utility can test for all of the following items except:

A. first time enrollment status
B. broken call handler "links"
C. empty private distribution lists
D. orphaned call handlers

Answer: A

QUESTION NO: 17

Your customer wants to allow auto attendant callers to reach the Sales Conference Room but does not want to give that telephone a mailbox. Using best practices, how does one accomplish this?

A. Associate a one-key dial to the Caller System Transfer action in the opening greeting.
B. No action required since the caller only needs to dial the extension of the room at the opening greeting.
C. Create a mailbox-associated extension for that telephone.
D. Build an Internet subscriber with Transfer turned on.

Answer: A

QUESTION NO: 18

A customer moved from G.711 to G.729A codec. Users now notice a difference between the audio quality of voicemail prompts and messages. Which utility could alleviate this problem?

A. Audio Stat
B. Set Wav Format
C. Codec Converter
D. Audio Text Manager

Answer: B

QUESTION NO: 19

From which source can the Cisco Security Agent be installed?

A. Cisco Unity Installation DVD 1
B. Cisco Security Agent must be downloaded separately from cisco.com
C. Cisco Unity Server Update Wizard
D. Cisco Unity Service Packs (Cisco Unity System Preparation Assistant)

Answer: C

QUESTION NO: 20

Your customer wants to have a backup server that will come on line when the first server has too many calls or if there is a hardware or software failure on the primary server. Your coworker has configured the secondary server as both the call-traffic overflow server and the failover server. Which action should you take next?

A. Verify that the secondary server is licensed to be a call-traffic overflow server through license pooling.
B. Install the failover monitor to keep track of the failover connection and disable the automatic failover option.
C. Reprogram the phone system to process all calls on the primary server until a system failure. Call overflow is not supported on the secondary server.
D. Verify that the Cisco Unity Message Repository is operating on both servers.

Answer: C

QUESTION NO: 21

Cisco Unity 5.0 is installed in a mixed Unified Messaging and voice mail deployment. Which report shows the level of usage of audio text?

A. System Traffic Report
B. Call Handler Traffic Report
C. System Usage Report
D. Audio Text Handler Report

Answer: B

QUESTION NO: 22

You are installing a Cisco Unity 5.0 system for a customer. You have installed Windows Server 2003 R2 Standard Edition. You have installed SQL Server 2000 and MSXML 2.0. Which of the

following choices best describes which software components will be installed when you run the Cisco Unity Server Preparation Assistant?

A. Microsoft Internet Explorer 6.0
MSXML 3.0
Microsoft .NET Framework 1.1
Business Objects Crystal Reports XI
B. Microsoft Internet Explorer 5.0
MSXML 3.0
Microsoft .NET Framework 1.2
Business Center Crystal Reports IX
C. Microsoft Internet Explorer 6.0
MSXML 3.5
Microsoft .NET Framework 1.1
Business Center Crystal Reports XI
D. Microsoft Internet Explorer 6.0
MSXML 4.0
Microsoft .NET Framework 1.3
Business Objects Crystal Reports VIII

Answer: A

QUESTION NO: 23

A Cisco Unity installation is configured as follows:
72 ports
Cisco Unified Communications Manager
NEC NEAX 2400 with 9-port PMG units (5)
first 36 Cisco Unity ports for Cisco Unified Communications Manager second 36 Cisco Unity ports for NEC
NEAX 2400
While messages left on the Cisco PBX cause the MWI indicators to light, messages left on the NEC do not.

What needs to be done to make the MWI indicators light on the NEC PBX phones?

A. Specify the telephone system each subscriber's account will use.
B. Specify the Cisco Unity PIMG serial port to use MWI On and Off Codes.
C. Specify the Cisco Unity class of service to use two switches.
D. Specify the Cisco Unity account policy to use two switches.

Answer: A

QUESTION NO: 24

Your customer has asked subscribers to go through the first enrollment process before system cutover. Which report will identify the users who have completed the first enrollment?

A. Mailbox Initialization Report
B. Subscriber Activity Report
C. Gather Unity System Info
D. Subscriber Information Dump

Answer: D

QUESTION NO: 25

A 5.0 Cisco Unity system is built as follows:
voice mail only deployment
Exchange 2003 server configured as the mailstore. They must import users as follows:
New templates and classes of service have been built.
There is no electronic file for import.
There is a written list of user names and extensions. The system must be tested before users are added.
Which procedure will best test the system and then proceed with the import?

A. Procedure 2:
Load one user. Test the MWI.
Load the remaining users.
B. Procedure 4:
Add a single user.
Test with the New Subscriber Load Tool.
Observe the MWI.
Load the remaining users.
C. Procedure 1:
Load all users.
Test the MWI indicator for each.
D. Procedure 3:
Enable Cisco Unity test mode.
Load one user. Test the MWI.
Load the remaining users.

Answer: A