

Exam : Cisco 642-105

Title : Cisco® Implementing Cisco Unified

Update : Demo

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

Answer: BCF

2. The VPIM directory account is created by which Cisco Unity utility?

- A. Message Store Monitor
- B. Unity Telephone Integration Manager
- C. Configuration Manager
- D. Advanced Settings Tool

Answer: C

3. 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 BANANA at least daily to learn what ratio of errors is "normal."
- D. Run Bridge Directory Synchronization in the Cisco Unity Diagnostic Tool.

Answer: C

4. Message waiting lamps are very slow in coming on after messages are received. The circuit-switched PBX integration is working well and is not the cause. A Cisco Unity port is set to exclusively dial out MWI.

How do you confirm that the problem is corrected?

A. Open the Call Viewer Utility.

Leave messages for subscribers.

Cisco Unity should immediately send data packets to the phone system.

B. Open the Integration Monitor.

Leave messages for subscribers.

Cisco Unity should immediately send data packets to the phone system.

C. Open the Ports page in the Cisco Unity Telephone Integration Manager.

Leave messages for subscribers.

Cisco Unity should immediately send data packets to the phone system.

D. Open the Ports page on the System Administration screens.

Leave messages for subscribers.

Cisco Unity should immediately send data packets to the phone system.

Answer: B

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 selected the incorrect class of service while using the Bulk Import Utility.

B. You forgot to fill in the TTS_FEATURE field.

C. You selected the incorrect subscriber template when using the Bulk Import Utility.

D. You selected the incorrect Exchange mailstore when importing the subscribers.

Answer: C

6. What happens when a subscriber who owns a call handler is deleted from Cisco Unity 5.0?

A. The Cisco Unity program reassigns ownership of call handlers to the subscriber entered on the system > configuration page of the system administration screens.

B. The Cisco Unity program automatically deletes the associated Microsoft Active Directory account.

C. The Cisco Unity program prompts the user to choose a different subscriber to reassign to the deleted

subscriber's call handlers.

D. The Cisco Unity program prompts the user to run DbWalker Utility to fix the orphaned call handler.

Answer: A

7. You have completed setting up your call handlers. What utility can you use when dialed in to verify that calls are routed to the correct call handlers?

A. Audio Text Manager

B. Unity Diagnostic Viewer

C. Gather Unity System Information

D. Port Status Monitor

Answer: D

8. 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 primary location object.

C. Configure the VPIM account.

D. Configure the VPIM delivery location object.

Answer: D

9. 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. Yes, but only if they build the VPIM subscribers.

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

C. No, you must install the Cisco Unity Voice Connector for Microsoft Exchange on the other servers.

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

Answer: B

10. A centralized Cisco Unity system serves several small remote sites. How can they move to the G.729a

codec for message storage?

- A. In the Cisco Unity Tools depot, in Advanced Settings Tools, run the Set Codec Sample utility.
- B. In the Cisco Unity Tools depot, in Audio Management Tools , run the Set Record Format utility.
- C. In Regedit, set the ActiveVoice-->Conversation Sampling 711 DWORD value to 0 and the 7.29a DWORD value to 1.
- D. In the Cisco Unity system Administrators web tool, In System Configurations, set the Record Sampling Codec on the ports page to 7.29a.

Answer: B

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

Answer: B

12. Cisco Unity is being installed as follows:

unified messaging

failover enabled

The Cisco Unity servers will include:

MSMQ

NNTP

IIS

MSXM 3.0 with SP 1

.NET Framework

Which Microsoft components must be in place prior to installing the Cisco Unity software?

- A. Windows 2003 R2 Advanced Server with Service Pack 4

Internet Explorer 6.0

MSDE

Exchange Server 2007

B. Windows 2003 Server with Service Pack 2

Internet Explorer 6.0

SQL Server 2000

Exchange Server 2003

C. Windows 2000 with Service Pack 4

Internet Explorer 6.0

MSDE

Exchange Server 2003

D. Windows 2003 Datacenter Server with Service Pack 1

Internet Explorer 6.0

SQL Server 2000

Exchange Server 2000

Answer: B

13. Your customer has asked you to install a 96-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 Server 2003

B. SQL Server 2000

C. MSDE 2000

D. MSXML 3.0

E. Microsoft Internet Explorer 6.0

F. Exchange Server 2007

Answer: BDE

14. Which Cisco Unity utility is useful when converting subscribers from a voice mail only system to unified messaging ?

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- A. Advanced Settings Tool--convert mailbox setting
 - B. Bulk Edit Utility
 - C. Global Subscriber Manager
 - D. Migrate Subscriber Data

Answer: D

15. You have been asked to configure a Cisco Unity voice messaging system to deliver messages for subscribers with accounts on a non-Cisco Unity voice messaging system using the AMIS protocol. When configuring the delivery location object for the AMIS target system, which information must you supply about the system to which messages will be delivered?

- A. the telephone number and node ID
- B. the node ID and fully qualified domain name
- C. the telephone number, node ID, and extension length
- D. the telephone number, node ID, and fully qualified domain name

Answer: A

16. 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 2000 Advanced Server
- B. Windows Server 2003 R2 Enterprise
- C. Windows 2000 Server
- D. Windows Server 2003 R2 Standard Edition
- E. Windows Server 2003 Standard Edition

Answer: AC

17. A customer with two Cisco Unity servers has had a catastrophic failure on one those servers. They have a DiRT disaster recovery backup and want to restore the database of their failed Cisco Unity server to their functioning Cisco Unity server. What do they need to know?

- A. This will work only if the database does not exceed 7500 subscribers.

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- B. This will work if the Microsoft Exchange Server aliases are unique.
- C. The DiRT backup can only be restored to a Cisco Unity installation with a default database.
- D. The SQL database of the functioning server needs to be combined with the DiRT backup from the failed server.

Answer: C

18. You are importing subscribers into Cisco Unity using a .csv file. When you attempt to import them you receive errors. You review your .csv file and it shows you have the LAST_NAME, FIRST_NAME, and ALIAS. What are you missing?

- A. DISPLAY_NAME
- B. SUBSCRIBER_TEMPLATE
- C. DTMF_ACCESS_ID
- D. VOICE_NAME

Answer: C

19. What is true about a DiRT disaster recovery backup? (Choose one.)

- A. It can be restored to a Cisco Unity installation of the same software level.
- B. It can be restored to a Cisco Unity installation of an upgraded software level.
- C. It can be restored to a Cisco Unity platform with only the operating system installed.
- D. It can be restored to a Cisco Unity platform with the operating system and SQL installed.

Answer: A

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

Answer: C

21. 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. Set the required dialing domain and configure it for Global Directory.
- B. Configure a Delivery Location ID and the Subscriber Search field.
- C. Set the subscriber search to Global Directory and configure the primary location dial ID
- D. Set the directory handler search option to search the entire directory and primary location ID.

Answer: C

22. Your customer's off-box message store server has been offline. They just called to inform you that the message server has come back online. How do you confirm that the server is operating?

- A. Open the Cisco Unity Message Store Monitor and watch the message flow.
- B. Open the Cisco Unity MTA folder and confirm that there are no messages there.
- C. Open the Port Status Monitor to verify that the off-box message server is connected.
- D. Open the UOmni folder on the Cisco Unity server and confirm that there are message waiting indicator on/off requests.

Answer: B

23. 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 use Call Viewer for IP integrations.

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

Answer: A

24. The Cisco Unity server is being upgraded from version 4.21 to version 5.0 with Exchange Server 2003 as the message store. Which two steps ensure a successful upgrade? (Choose two.)

- A. Remove Windows 2000 and install Windows 2003.
- B. Run the Database Optimizer to ensure a "clean" database.
- C. Run the Active Directory Schema Extension Utility.
- D. Run the Cisco Unity System Preparation Assistant.
- E. Run the Cisco Unity Upgrade Tool.

Answer: CD

25. In a Cisco Unity 5.0 system a customer requests a warning tone indicating the caller is close to the maximum message length. Where will this option be configured?

- A. This is not a supported feature in Cisco Unity 5.0.
- B. This is done in the System Admin page in class of service.
- C. This is done in the Advanced Settings Tool.
- D. This is done with the Bulk Edit Utility.

Answer: C

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

Answer: C

27. You are attempting to address a message by extension to a colleague on a Cisco Unity server located in another city. Cisco Unity only gives you a match for the Sales Department distribution list, ID 4110, at your location. You have confirmed your colleague's extension is 4110. Why is this happening?

- A. Cisco Unity performs expanding searches when extension numbers are entered.
- B. You did not allow blind addressing on the subscribers.
- C. You did not change searches to dialing domain on primary location.
- D. You did not change searches to Global Directory on primary location.

Answer: A

28. A Cisco Unity Connection server can interoperate with how many total Cisco Unity, Cisco Unity Connection , or Cisco Unity Express servers ?

- A. 5
- B. 10
- C. 15
- D. 15,000 contacts regardless of server count.

Answer: B

29. The secondary Cisco Unity failover server can have the Exchange mailstore installed on-box under which conditions?

- A. Cisco Unity 5.0 voice mail only with Exchange Server 2000 or later.
- B. Cisco Unity 4.2 or later voice mail only with Exchange Server 2003.
- C. Cisco Unity 5.0 voice mail only with Exchange Server 2003.
- D. Cisco Unity 5.0 unified messaging with Exchange Server 2003.

Answer: C

30. A Cisco Unity 5.0 customer needs better security against toll fraud. Which telephone user password policy will best meet this need?

- A. Require 30-day forced password changes.

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- B. Require alphanumeric combination passwords.
 - C. Require password history for the last 10 passwords.
 - D. Require 8-digit passwords and non-trivial passwords.

Answer: D