

**Exam Code:** 642-105

**Exam Name:** Implementing Cisco Unified Messaging

**Vendor:** CISCO

**Version:** DEMO

## Part: A

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

**Correct Answers: B C F**

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

**Correct Answers: 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.

**Correct Answers: 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.

**Correct Answers: 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.

**Correct Answers: 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.

**Correct Answers: 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

**Correct Answers: 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.

**Correct Answers: 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.

**Correct Answers: 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.

**Correct Answers: 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

**Correct Answers: 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

**Correct Answers: 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

**Correct Answers: B D E**

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

A.Advanced Settings Tool--convert mailbox setting

B.Bulk Edit Utility

C.Global Subscriber Manager

D.Migrate Subscriber Data

**Correct Answers: 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

**Correct Answers: A**