Unified Communication for System Engineers (UCSE)

642-104

Demo Version

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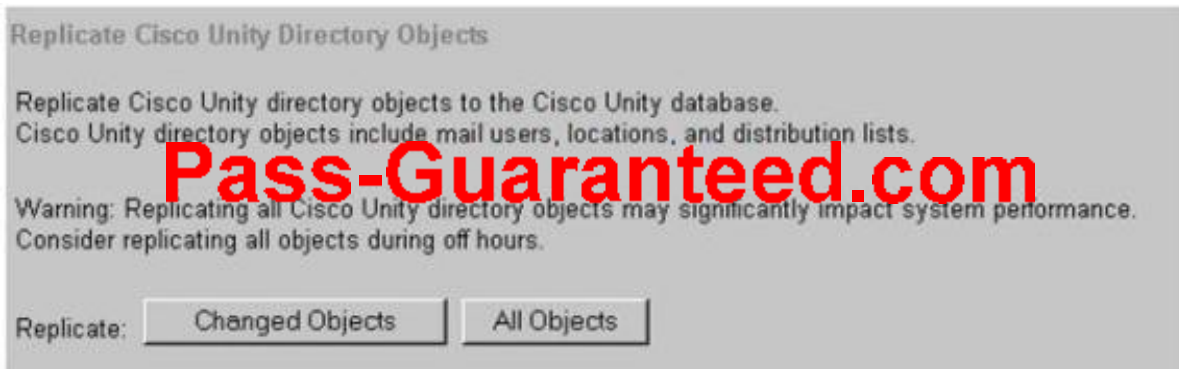## Pass-Guaranteed.com Product Specials

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QUESTION: 1

Exhibit:

Replicate Cisco Unity Directory Objects

Replicate Cisco Unity directory objects to the Cisco Unity database.
Cisco Unity directory objects include mail users, locations, and distribution lists.

Warning: Replicating all Cisco Unity directory objects may significantly impact system performance.
Consider replicating all objects during off hours.

Replicate: [Changed Objects]   [All Objects]

Refer to the exhibit. Your customer's information technology manager requires that you synchronize all Cisco Unity data immediately. You know that there is a way to do this from the System Administrator tool. You look in the main navigation bar and under System there are several page links.

Which link allows access to the Replication tool?

A. Configuration

B. Schedules
C. Holidays
D. Licensing
E. Authentication

Answer: A

QUESTION: 2
According to best practices, which statement lists the order of actions to do when preparing to add subscribers?

A. Gather subscriber information from the customer, create templates, create classes of service then import users.

B. Gather subscriber information from the customer, create classes of service, create templates then import users.

C. Create classes of service, create templates, gather subscriber information from the customer then import subscribers.

D. Gather subscriber information from the customer, then use this information you have gathered to answer all the questions from the Cisco Unity Autoconfiguration wizard during the installation process.

Answer: B

QUESTION: 3
You are installing a Cisco Unity system for a customer who will be using it as a unified messaging server to interact with the extension Exchange mail store. Your customer provides you with a CSV file to use when importing the subscribers. Which two of these, when combined, are the best course of action? (Choose two)

A. Explain to the customer that you will import subscribers from the Exchange mail store.

B. Explain to the customer that you will not need the CSV file.

C. Use the information from the CSV file to add the correct telephone extension of the subscribers to the DTMP_Access_ID field during the import process.

D. Use the Bulk Edit utility to import the combined CSV file information and the Exchange subscriber database.

E. Use the Migrate Subscriber Data tool to combine the CSV file information into the Exchange subscriber database.

Answer: A, C

QUESTION: 4
What 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
SQL2000
Cisco Unity System Preparation Assistant (CUSPA)
ForestPrep
Microsoft Exchange
Cisco Unity Installation and Configuration Assistant (CUICA)

D. Windows 2000
MSDE
Cisco Unity System Preparation Assistant (CUSPA)
ForestPrep and DomainPrep
Microsoft Exchange
AD Schema Extenion
Cisco Unity Installation and Configuration Assistant (CUICA)

Answer: D

QUESTION: 5
Your customer requires that you configure the Cisco Unity system to correctly and efficiently add new users to three main subscriber groups: general users, executives, and outside sales staff. The 100 general users will have access to the Cisco Unity telephone user interface only. The 30 executives will have access to the Cisco Unity Personal Communications Assistant including Cisco Unity Inbox. The 52 outside sales staff will be split evenly, one half will have access to the telephone user interface only, and the other half will have access to the Personal Communications Assistant and the telephone user interface only. All of the outside sales staff will need to have the conversation menu set to Brief.

Which two steps will allow the customer to add these new subscribers with the least amount of effort and the smallest number of subscriber templates and classes of service? Do not use or count the default templates and classes of service. You will be adding new templates and classes of service to accomplish this task. (Choose Two)

A. Add two templates.
B. Add two classes of service.
C. Add three templates.
D. Add three classes of service.
E. Add four templates.
F. Add four classes of service.

Answer: D, E

QUESTION: 6
One of the Pass customers, a school has purchased a Cisco Unity and had a series of call handlers customized as a homework hotline. Every teacher is supposed to update their homework assignments on this hotline by changing the greeting in the call handler for their classes respectively. They should be able to change the assignment for their class only. How can this be accomplished by means of call handlers?

A. You cannot do this using call handlers. Only the system administrator may change greetings.

B. Create an Access List for each of the teachers individually. Provide them with their respective extensions and teach them to use the Cisco Unity Greetings Administrator.

C. Make each teacher the owner of their individual homework assignment call handler. Provide each teacher with a list of the extensions used by their homework assignment call handler. Teach the teachers to use the Cisco Unity Greetings administrator.

D. Create a public distribution list of all teachers. Make this group the owner of each homework assignment call handler, provide the teachers with a list of the extensions used for each homework assignment call handler. Teach the teachers to use the Cisco Unity Greetings Administrator.

E. Create a public distribution list of all teachers. Make this group the message recipient of each homework assignment call handler. Provide the teachers with a list of the extensions used for each homework assignment call handler. Teach the teachers to use the Cisco Unity Greetings Administrator.

Answer: C

QUESTION: 7
What will happen when you delete a subscriber account from the Cisco Unity Administrator? (Choose all that apply.)

A. It does not prompt you to reassign to another subscriber any public distribution lists that the subscriber owned and to remove the subscriber from tall public distribution lists.

B. It prompts you to reassign to another subscriber any call handlers that the subscriber owned.

C. It does not prompt you to reassign to another subscriber any call handlers that the subscriber owned.

D. It prompts you to reassign to another subscriber any public distribution lists that the subscriber owned and to remove the subscriber from all public distribution lists.

E. It will prompt you to enter the administrator password before altering the public distribution list.

Answer: A, C

QUESTION: 8
You are a Cisco Unity system administrator at Pass. You must install a Cisco Unity 4.0 (@) system using IBM Lotus Domino as the backend message storage for a Pass customer. The customer's system comprises of a mixed voice messaging environment using Octel systems as their voice mail in the sales offices. However, the senior management at the corporate office wants to be able to send voice mail to all employees using Cisco Unity's distribution lists. This Cisco Unity server has SMTP. AMIS. Bridge and VPIM networking enabled.

What can you do to ensure that messages are also delivered to the sales offices that use Octel voice-mail systems?

A. Set up AMIS networking between the Unity server and the sales offices Octel system.

B. Set up VPIM networking between the Unity server and the sales offices Octel system.

C. Set up AMIS between Unit and the sales offices Octel systems.

D. Set up a Unity Bridge server between the Unity server and the sales offices Octel system.

E. Set up SMTP networking between the Unity server and the sales offices Octel system.

Answer: D

QUESTION: 9
When will you use Event Viewer to help in identifying problems when troubleshooting Cisco Unity Server? (Choose all that apply.)

A. When you boot you Cisco Unity server and is given a visual notification that you cannot log on to the machine, please check your password.

B. when booting the Cisco Unity server, you receive an error that states "one or more services failed to start".

C. when booting and subsequently logging on to the Cisco Unity server, a screen message states "you cannot log on to the machine, please check your password and try again".

D. when you attempt to log onto the Cisco Unity System Administrator and the message states "Unity is not running".

E. when Cisco Unity is running and you attempt to log onto the System Administrator and the error states "the domain account you are using is not associated with a Cisco Unity subscriber".

Answer: B, D

QUESTION: 10
One of the Pass customers reported that subscribers hear the Cisco Unity "failsafe" conversion occasionally.

What can you use to troubleshoot this problem?

A. Failsafe Utility.
B. Security Log report
C. Unity Error report.
D. Event Log report.
E. Event Notification Utility.

Answer: D

Explanation:
The Event Log Report displays the same information that is reported in the Application Log of Microsoft Event Viewer. The failsafe conversation is being heard due to the Exchange server being down or in the state of coming back online. Normally if a subscriber calls into Unity when the Exchange server is offline they would hear the UMR conversation. But if they call Unity when the Exchange server is in the process of coming back online then they may hear the failsafe conversation.

Reference:
Cisco Unity: Defining the Unity Message Repository; Document ID: 19030.

The Exchange server going offline and coming back online would be reported in the Application Log, which would be accessible by running the Event Log report.

Answers A, B, C and E are fictitious items.