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**Exam Code: 642-072**  
**Cisco Unity Design and Networking (CUDN)**

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**Question: 1**

A customer has Cisco Unity installed in a distributed call-processing configuration. At their remote location, one of their two Cisco Unity Unified Messaging servers experiences a catastrophic failure. Your customer wants to use the recent Cisco Unity Disaster Recovery Tool backup to restore the failed server user database to the functioning Cisco Unity server. What do you tell the customer?

- A - This will work only if the user database does not exceed 7500 users on the functioning server.
- B - This will work if all the user Exchange aliases are unique.
- C - The Disaster Recovery Tool will restore only to the default Cisco Unity database.
- D - VERITAS Backup Exec must be used in this scenario.

**Answer: C**

**Question: 2**

You have completed the low-level design definition document. What is the next document step in the process?

- A - logical site survey
- B - physical site survey
- C - implementation plan
- D - Bill of Materials

**Answer: C**

**Question: 3**

Some Cisco Unity Unified Messaging users complain that they cannot make a TRaP connection when attempting to play and record messages through their desktops. What is a possible cause of this?

- A - A firewall separates these users from Cisco Unity.
- B - These users are not licensed for Unified Messaging.
- C - These users need to have their Exchange mailboxes modified to allow access.
- D - The Cisco Unity server does not have a sufficient number of Unified Messaging licenses.

**Answer: A**

**Question: 4**

You are beginning the Cisco Unity design process with your customer. Which worksheet template do you use first?

- A - initial customer requirements
- B - preliminary customer requirements interview
- C - external customer requirements
- D - internal customer requirements

**Answer: D**

**Question: 5**

The Grant Unity Access utility is used when subscribers have authentication issues using the Cisco Unity Inbox in which Cisco Unity configuration?

- A - all Unified Messaging configurations
- B - all voice-mail-only configurations
- C - voice-mail-only configurations when Cisco Unity is installed in the existing forest/domain
  
- D - voice-mail-only configuration when Cisco Unity is installed in a new forest/domain

**Answer: C**

**Question: 6**

The Cisco Unity Internet Voice Connector performs which task on incoming VPIM messages?

- A - sets the address type to VOICE
- B - converts the message to MAPI format
- C - routes messages to the UOmni mailbox
- D - converts voice attachments to the G.729a audio format

**Answer: B**

**Question: 7**

Your customer is almost finished migrating from a Cisco Unity interoperability system with an Octel solution. They have a technician on-site to replace another Octel node with a Cisco Unity server. The customer calls and asks what tool you used last time to add all the Bridge subscribers from an Excel file, and where it is. Select the utility name and location.

- A - Bulk Import in the Commserver/Techtools folder
- B - Migrate Subscriber Data tool in Tools Depot
- C - Migrate User Import utility in Tools Depot
- D - Bridge User Import in the Commserver/Bridge Migrations folder

**Answer: B**