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MCS 5100 Rls.4.0 Commissioning and Administration

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QUESTION: 50
A user is attempting to sign onto an IP Phone 2004 and is receiving the error message: "Unsupported user". What is the cause of the problem, and how can it be resolved?

A. The user is entering an incorrect password. Reset the password, and have the user sign in again.
B. The user's IP Phone is not defined in the domain for that telephone. Define the user in the domain of the IP Phone.
C. The user's service package has the "Device access restrictions" level set to Restricted. Change the level to Full Access.
D. The user's service package does not allow access to IP Phone clients. Change the package to allow access to IP Phone 2004 clients.

Answer: B

QUESTION: 51
A new user has just been provisioned on a Multimedia Communication Server (MCS) 5100 Rls. 4.0 system and will use the Multimedia PC Client and a headset to make calls from their desktop PC. However, after the user logs into the PC Client, the user is able to dial, but, unable to hear, calls using their USB headset. What is the cause of the problem, and how can it be resolved?

A. The user has been created without being assigned a service package. Assign an appropriate service package to the user.
B. The user's service package does not allow originating calls. Change the user's service package to one that allows originating calls.
C. The user's service package has defined the user as a converged user. Change the user's service package to a non-converged one.
D. The user has not successfully logged onto the Multimedia PC Client. Verify the userid and password, and have the user log onto the Multimedia PC Client.

Answer: C

QUESTION: 52
A customer with a Multimedia Communication Server (MCS) 5100 Rls. 4.0 system has recently deployed Multimedia PC Clients for a number of their users. Some of the users have reported that their voice mail button is disabled. What is the first step in troubleshooting this problem for the affected users?

A. Check that the users have successfully signed in.
B. Check that the user service package includes the voice mail feature.
C. Check that Java Runtime Environment is installed on the user's PCs.

D. Check that the users have the required privileges on their computers.

Answer: B

QUESTION: 53
Where is the Unified Network IP Stimulus (UNIStim) protocol used in a Multimedia Communication Server (MCS) 5100 Rls. 4.0 network?

A. on ISDN PRI connections to the PSTN
B. between IP Phones and the IP Client Manager (IPCM)
C. between the Provisioning Client and an external SIP Gateway
D. between the System Management Console and the Session Manager

Answer: B

QUESTION: 54
A customer is deploying a new Multimedia Communication Server (MCS) 5100 Rls. 4.0 system. While editing the installprops.txt file, what IP Address needs to be configured?

A. the service logical IP address
B. the floating service IP address
C. the machine logical IP address
D. the Dynamic Host Configuration Protocol (DHCP) server IP address

Answer: C

QUESTION: 55
What is the purpose of the RTP protocol in a Multimedia Communication Server (MCS) 5100 Rls. 4.0 network?

A. to transport real-time media streams across a packet network
B. to provide a means of sharing session data between endpoints
C. to provide a service-enabling protocol for real-time multimedia sessions
D. to control signaling between the Session Manager and the RTP Media Portal

Answer: A

QUESTION: 56
An engineer is supporting a Multimedia Communication Server (MCS) 5100 Rls. 4.0 four-server system, and is using the System Management Console Alarm Browser to look for errors. A number of alarms beginning with DBF (DBF xxx) are noticed. Which component in the MCS 5100 system should be investigated?

A. Database Server
B. Session Manager
C. Provisioning Server
D. System/Accounting Manager

Answer: A

QUESTION: 57
A customer has deployed a Multimedia Communication Server (MCS) 5100 Rls. 4.0 system at their site. They report that all users are unable to connect calls to clients in other domains. The proxy server that routes the calls serves multiple domains. What is the first step in troubleshooting this problem?

A. Restart the proxy server that routes calls.
B. Ensure that SIP clients who cannot be reached are configured correctly.
C. Ensure that SIP users who are unable to make a call are configured correctly.
D. Ensure that users use the proper SIP address for the other domains when they make a call.

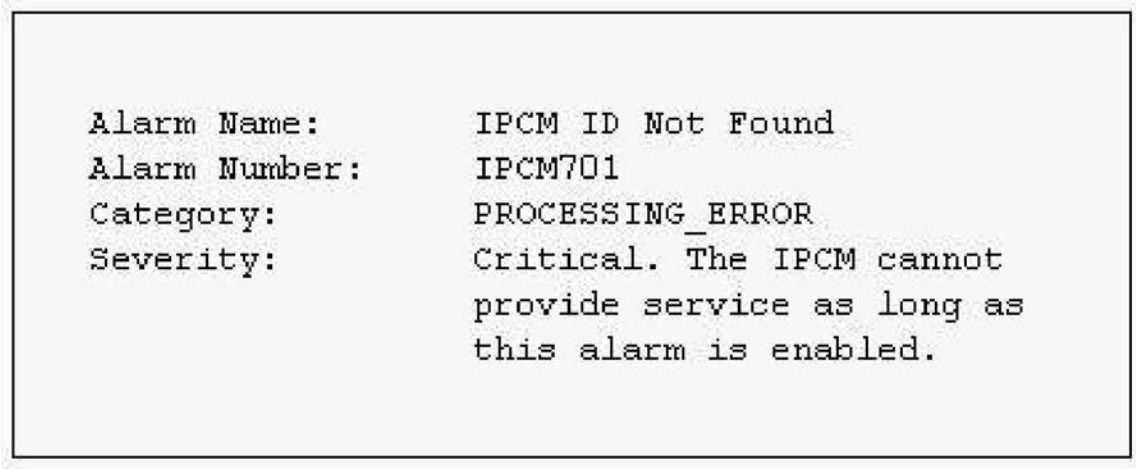
Answer: D

QUESTION: 58
A user has just powered up a new IP Phone 2004 connected to a Multimedia Communication Server (MCS) 5100 Rls. 4.0 system. The display indicates that the server is unreachable and that it continuously resets. How can this problem be resolved?

A. Press Ok and enter the Activation Key.
B. Press the Login key and have the user log on.
C. Check S1 and S2 settings and the DHCP configuration.
D. Press the Config key and verify the Session Manager IP address, correcting it if necessary.

Answer: C

QUESTION: 59
Click the Exhibit button.
A Multimedia Communication Server (MCS) 5100 Rls. 4.0 four-server system is being installed, and the IP Client Manager (IPCM) is being configured. After completing the configuration, the alarm IPCM 701 (IPCM ID not found) is received on the System Management Console. All IP addresses have been correctly assigned to the MCS 5100 server interfaces, and the TCP/IP switched network is connected and functioning properly. What is the cause of the alarm?



A. The IPCM cannot find a matching IPCM ID in the Database.
B. The IPCM cannot find a Domain ID in the IPCM configuration.
C. The IPCM cannot find the Database Server at the IP address specified in the IPCM ID.
D. The IPCM cannot find the SIP Application Server at the IP address specified in the IPCM ID

Answer: A

QUESTION: 60
An engineer is supporting a Multimedia Communication Server (MCS) 5100 Rls. 4.0 system, and a user with a Multimedia PC client reports distorted voice on their audio reception. What is the first step in troubleshooting this problem?

A. Check the Echo Reducer settings.
B. Check the volume settings for the sound card.
C. Check that no other application has control of the sound card.
D. Check the sound card driver compatibility with the Multimedia PC Client.

Answer: D

QUESTION: 61
A customer has deployed an MCS 5100 4.0 system with IP Phone 2004 and SIP Multimedia PC clients for its users. A user with a SIP Multimedia PC client reports that some exception errors have occurred. Which log file will show the messages that may help to troubleshoot this issue?

A. Logs.txt

B. Sync.txt
C. Systeminfo.txt
D. SIPMessages.txt

Answer: A

QUESTION: 62
An engineer is supporting a Multimedia Communication Server (MCS) 5100 Rls. 4.0 system, and a user with a Multimedia PC client reports an intermittent deadlock issue. Which log file on the user's PC should be reviewed for the information required to troubleshoot this problem?

A. Logs.txt
B. Sync.txt
C. Systeminfo.txt
D. SIPMessages.txt

Answer: B

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