

QUESTIONS & ANSWERS

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Nortel

920-174

Nortel Contact Center Manager Rls. 7.0(R) Install and Config

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QUESTION: 51

A customer plans to install the License Manager (LM) on the same Windows 2003 server as the Contact Center Manager Server (CCMS) Pls. 7.0. Which IP address should be entered when the customer reaches this step in the installation process?

- A. the Nortel Server subnet IP address of the server used for CCMS
- B. the ELAN IP address of the server used for CCMS
- C. the ELAN IP address of the switch
- D. the Nortel Server subnet IP address of the server used for CCMA

Answer: A

QUESTION: 52

Which preferred remote access tool for Contact Center RIs? 7.0 support remote systems over the Web?

- A. Net Meeting
- B. pc Any where
- C. LogMein Rescue
- D. Remote Desktop Access

Answer: C

QUESTION: 53

A technician has just completed the installation of Contact Center Manager Server (CCMS) Pls. 7.0 and Licensing Manager on a Windows 2003 server. The technician forgot to select the installation of the Server Utility, and now the installation process has been completed and the server has restarted. How should the technician complete the installation?

- A. The technician will need to have Nortel support personnel remotely install the Server Utility.
- B. The technician can reinse-t the installation DVD and run setup.exe again, selecting only the Server Utility to be installed.
- C. The technician will need to restart the entire installation process, beginning with the installation of the operating system.
- D. The technician can install the Server Utility from a shortcut on the Windows Start menu.

Answer: B

QUESTION: 54

You can install Contact Center Manager Server on a supported server by using one of several methods. Which method does Nortel recommend?

- A. Run the installation from a remote hard disk copy of the installation DVD.
- B. Run the installation from a remote DVD-ROM drive that is accessible from the server over the LAN.
- C. Run the installation from the installation DVD, and use the DVD-ROM drive that is part of the server.
- D. Run the installation from a remote DVD-ROM drive that is accessible from the server over the Internet.

Answer: C

QUESTION: 55

You are installing Contact Center Manager Administration (CCMA) on a standalone server. How should you set the IP multicast address on the CCMA server?

- A. The CCMA server IP multicast sending address must be the same as the IP multicast sending address on the Contact Center Manager Server (CCMS) but different from the IP multicast receiving address in CCMA.
- B. The CCMA server IP multicast receiving address must be the same as the IP multicast receiving address on the CCMS, but different from the IP multicast sending address in CCMA.
- C. The CCMA server IP multicast receiving address must be the same as the IP multicast sending address on the CCMS, but different from the IP multicast sending address in CCMA.
- D. The CCMA server IP multicast receiving address must be the same as the CCMA server IP multicast sending address, but different from the IP multicast sending address in CCMS.

Answer: C

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