



**Exam Code:** 920-131

**Exam Name:** NNCSS-Symposium Express Call  
Center Installation&Maint 4.2

**Vendor:** Nortel

**Version:** DEMO

## **Part: A**

1: Following the installation of the Symposium Express server software, what steps must the field engineer take to install PEPs on the Symposium Express server?

A. Log on to the Windows 2000 server as NGenDist, shutdown all applications, and proceed with the PEP installation.

B. Log on to the Windows 2000 server as Administrator, shutdown screen savers, and proceed with the PEP installation.

C. Log on to the Windows 2000 server as NGenSys, shutdown all applications, including screen savers and proceed with the PEP installation.

D. Log on to the Windows 2000 server as NGenDist, shutdown all applications, including screen savers and proceed with the PEP installation.

**Correct Answers: C**

2: A customer with a Symposium Express Call Center system wishes to perform a server migration to a server with higher capacity. The new server is compatible and installed. To avoid service interruptions or data loss, what is a good practice to follow?

A. Always create and follow a migration checklist.

B. Always open two Data Migration Utility windows.

C. Always copy database to a partitioned Temp file.

D. Always add extra partitions to new server Hard Disk Drive.

**Correct Answers: A**

3: A customer with Symposium Express Call Center wishes to perform a full backup on their Symposium Express Call Center Database. This is performed using third-party backup software. Part of the procedure requires that the database services be shut down. What step should be taken before database shutdown to prevent possible database corruption?

A. Format the Hard Disk Drive.

B. Open the Data Migration Utility.

C. Copy the database to Temp file.

D. Shut down Symposium Express Call Center Services.

**Correct Answers: D**

4: A customer has a Symposium Express Call Center (SECC) 4.2. They want to back up their database to a remote directory on a network computer. Two Windows user accounts have to be created on a network computer and server for remote backup purposes. What are the rules for those two Windows user accounts?

A. Both accounts have to be identical with local admin privileges.

B. The accounts do NOT have to be identical, but both must have local admin privileges.

C. Both accounts have to be identical, only the account on the server must have local admin privileges.

D. Both accounts have to be identical, only the account on the network computer must have local admin privileges.

**Correct Answers: A**

5: When upgrading a SECC Client you get an error "cannot overwrite C:\Nortel\lccm\En\crp32.dll." What must be done previous to the upgrade to resolve this issue?

- A.Remove all Client peps and reboot the Server.
- B.Make sure that SP5 or SP6a is installed before the upgrade.
- C.Ensure Report Listener is closed down before upgrading the client.
- D.This error is intermittent and if it occurs it can be cancelled and ignored.

**Correct Answers: C**

6: A customer has a Symposium Express Call Center (SECC) 3.0 and wants to upgrade to SECC 4.2. What unique step is required in the upgrade procedure that is applicable only when upgrading from SECC 3.0?

- A.Update scripts.
- B.Perform database backup.
- C.Export client data from the existing co resident client.
- D.Install the latest Service Update pack and any required PEPs on the server.

**Correct Answers: A**

7: A customer has a Symposium Express Call Center (SECC) with Voice Services Card. They noticed that the Symposium Feature Report displays incorrect system configuration data, and they want to restore it. What is required to restore the server system configuration?

- A.Database Backup
- B.Platform Recovery Disk
- C.Platform Recovery Disk and Database Backup
- D.Platform Recovery Disk, Database Backup and Voice Service backup

**Correct Answers: B**

8: A field engineer is called on-site to work on a problem with the Symposium Express (SECC). The customer is reporting that the "MAS Startup Service" will not come up and the SECC is not collecting Historical data. Upon review of the Server and Client the field engineer finds the following to be true:

- The customer has installed the latest Nortel Networks provided PEP.
- The Server meets all of the hard ware prerequisites.
- The customer has installed a Third Party Backup utility on the Server.
- The Client PC has anti-virus software installed.

How should the field engineer proceed?

- A.Manually restart the Service.
- B.Remove the anti-virus software.
- C.Run the configuration Utility and reboot the server.
- D.Verify that Windows 2000 is installed on the C: Drive.

**Correct Answers: D**

9: When configuring the customer-supplied computer intended for use as the server PC prior to a new Symposium Express Call Center installation, the field engineer finds that the customer has

supplied a Token Ring Network Interface Card (NIC) connection to the ELAN. What action should the field engineer take?

A.Remove the Token Ring NIC card and use the serial port COM1 for the connection to the ELAN.

B.Replace the Token Ring NIC card with a 155Mbps OC-3 network interface card for connection to the ELAN

C.Replace the Token Ring NIC card with a 10 BaseT Ethernet network interface card for connection to the ELAN.

D.Leave the Token Ring NIC card as is since the ELAN can be either Token Ring or Ethernet depending on the customer's local area network requirements.

**Correct Answers: C**

10: When planning a new Symposium Express Call center installation, the customer provides a PC with 128Mbytes of Random Access Memory (RAM) installed. Which of the following options would you take?

A.Reject the PC because the amount of Random Access Memory (RAM) installed is too large.

B.Reject the PC because the amount of Random Access Memory (RAM) installed is too small.

C.Inform the customer that at least an additional 64Mbytes Random Access Memory (RAM) must be installed to bring the PC up to minimum specifications.

D.Inform the customer that at least an additional 128Mbytes Random Access Memory (RAM) must be installed to bring the PC up to minimum specifications.

**Correct Answers: D**