



Exam Code: 922-080

Exam Name: CallPilot Rls.5.0 Upgrades & System
Troubleshooting

Vendor: Nortel

Version: DEMO

Part: A

1: You are in the process of upgrading a CallPilot Rls. 1.07 system to Rls. 5.0 and have completed the Rls. 1.07 pre-check. What should you do next to continue the upgrade?

- A. Apply the Rls. 2.0 server image.
- B. Upgrade directly to CallPilot Rls. 5.0.
- C. Install performance enhancement packages.
- D. Upgrade CallPilot from Rls. 1.07 to Rls. 2.02.

Correct Answers: D

2: The customer is currently running CallPilot Rls. 2.02 on a 200i server platform. To upgrade this system to CallPilot Rls. 5.0 you must perform a platform migration without losing any existing CallPilot information. Which utilities are used to accomplish this migration?

- A. Backup Wizard and Upgrade Wizard
- B. Migration Wizard and Setup Wizard
- C. Update Wizard and Install Wizard
- D. Upgrade Wizard and Setup Wizard

Correct Answers: D

3: The customer has a Meridian 1 with CallPilot 201i server running Rls. 1.07 software. Along with upgrading to Rls. 5.0 the customer is migrating to a 600r server. How many keycode set(s) are required and what are the requirements to successfully complete this upgrade?

- A. One keycode set is required.
Perform platform migration.
Upgrade 600r to CallPilot Rls. 5.0.
- B. Three keycode sets are required.
Both servers must be running CallPilot Rls. 1.07 before performing the platform migration.
Perform platform migration.
Upgrade 600r to CallPilot Rls. 5.0.
- C. Two keycode sets are required.
Both servers must be running CallPilot Rls. 1.07 before performing the platform migration.
Perform platform migration and upgrade 600r to CallPilot Rls. 5.0 at the same time.
- D. Two keycode sets are required.
Upgrade 201i to Rls. 2.02.
Perform platform migration and upgrade 600r to CallPilot Rls. 5.0 at the same time.

Correct Answers: D

4: The customer currently has a Communication Server (CS) 1000 with a CallPilot 703t server running Rls. 2.02 software. You need to upgrade this system to CallPilot Rls. 5.0. What must you do prior to installing the Rls. 5.0 Upgrade Wizard?

- A. Ensure the system has a minimum Service Update (SU) level of 2.
- B. Ensure the system has a minimum SU level of 3.
- C. Ensure the system has a minimum SU level of 4.
- D. Ensure that all Product Enhancement Packages (PEPs) and SUs are removed from the system.

Correct Answers: C

5: The customer currently has a Communication Server (CS) 1000 with a CallPilot 702t server running Rls. 2.02 software. A platform migration is required for this system to be upgraded to CallPilot Rls. 5.0. To which two CallPilot Rls. 5.0 server platforms can the 702t server be directly migrated? (Choose two.)

A.201i

B.600r

C.703t

D.1005r

Correct Answers: B D

6: The customer currently has a Meridian 1 PBX with a CallPilot 200i platform running Rls. 1.07. You need to migrate this system to a CallPilot 600r platform running Rls. 5.0. Which CallPilot release must this server be upgraded to prior to the final upgrade to Rls. 5.0?

A.none; Rls. 1.07 can be upgraded directly to Rls. 5.0

B.Rls. 2.02 (SU 4)

C.Rls. 3.0

D.Rls. 4.0

Correct Answers: B

7: The customer currently has a Communication Server (CS) 1000 with a CallPilot 201i server running Rls. 3.0 software. You need to upgrade this system to CallPilot Rls. 5.0. What is the first step in the upgrade process?

A.Install and run the Rls. 5.0 Upgrade Wizard.

B.Upgrade the Windows NT operating system.

C.There is no upgrade path from 3.0, you would need to install the full version of CallPilot Rls. 5.0.

D.Migrate the system to a 600r or 1005r as the 201i system is not supported for upgrade to Rls. 5.0.

Correct Answers: A

8: The customer currently has a Communication Server (CS) 1000 with a CallPilot server running Rls. 2.02 software. You are running the CallPilot Rls. 5.0 Upgrade Wizard on the server and have entered the Rls. 5.0 keycode and the server serial number. What is the next step?

A.You must reboot.

B.You must verify the features.

C.You must verify the platform information.

D.You must install the performance enhancement package.

Correct Answers: B

9: At a customer site, with a CallPilot 1002r server running Rls. 5.0 software, the MegaRAID Power Console Plus displays the following indication:

(1)A2-2-Failed

Which hard drive should you remove and replace?

- A.hard drive bay 2
- B.hard drive bay 3
- C.hard drive bay 4
- D.hard drive bay 5

Correct Answers: D

10: A customer currently has a Communication Server (CS) 1000 with a CallPilot 600r server running Rls. 5.0 software. A system failure has prevented you from logging on to the CallPilot server using CallPilot Manager. Which Windows online diagnostic tool can you use to help troubleshoot and resolve the problem?

- A.Windows Event Viewer
- B.CallPilot Event Browser
- C.Windows Maintenance Admin
- D.Windows Performance Monitor

Correct Answers: A