Exam Code: 920-118

Exam Name: NNCSS-Symposium Call Center TAPVAgent

install & Maint.

Vendor: Nortel

Version: DEMO

Part: A

1: A field engineer is installing Symposium TAPI Service Provider 2.3 for Meridian 1.   For this product, where must the license server and security device be located in the network?
A.Local to the TAPI server and is only available to license TAPI Server.
B.Only the Security device attached to the local parallel port is needed.
C.Local to the TAPI server but available on the network to license other products.
D.Anywhere on the network where the server is a member of the same domain as the TAPI Server.
Correct Answers: C

2: A field engineer is configuring the HOST TABLE for TAPI Service Provider 2.3. Which is the correct "Host Port" number for a direct connect configuration?
A.3000
B.4000
C.5000
D.8888
Correct Answers: D

3: When installing Sybase for Symposium Agent 2.3, an output file can be generated for each SQL script executed. Where on the hard disk should the field engineer look to check the output file to ensure that all scripts are executed successfully?
A.C:\Nortel\Server\NNDBCfg
B.C:\Nortel\Server\ScriptCfg
C.C:\Nortel\Sybase\NNDBCfg
D.C:\Nortel\Sybase\ScriptCfg
Correct Answers: A

4: A customer has requested that Symposium Agent 2.3 be installed on an existing server on site. On what server should the field engineer install Symposium Agent?
A.Symposium TAPI Server
B.Symposium Call Center Server
C.Symposium Express Call Center Server
D.Customers database application server
Correct Answers: A

5: When selecting a server for Symposium Agent 2.3, what is the minimum processor speed of the server?
A.Pentium 4 1.2 GHz
B.Pentium III 1 GHz
C.Pentium II 400 MHz
D.Pentium 200 MHz with MMX
Correct Answers: C

6: A customer is installing TAPI 2.3 in a Direct Connect Configuration.   What is the minimum

PBX release required to accomplish this installation?

A.23.30

B.24.00

C.25.15

D.25.30

Correct Answers: A

7: A customer has decided that Symposium Call Center Server 4.0 and a Symposium TAPI Service Provider, that will utilize the MLSM service, is to be installed in their Call Center environment. Applying this environment to the TAPI Server 2.3, how many network cards need to be installed in the TAPI Server to support this network layout?

A.One network card with connectivity to the ELAN.

B.One network card with connectivity to the CLAN.

C.One 2 port Network card pointing to the Clan and ELAN.

D.Two network cards with connectivity to both the CLAN and ELAN.

Correct Answers: B

8: After installing Symposium Agent, the field engineer finds that event and call logging information is not available.   Which services was not set to start automatically after the server was installed?

A.All Sybase Services

B.Telephony Service and Nortel SA Watchdog Service

C.Telephony Service and Nortel SA Call Monitor Service

D.Nortel SA Call Monitor Service and Nortel SA Watchdog Service

Correct Answers: D

9: When a field engineer is installing Symposium Agent 2.3 on a Windows NT 4.0 or Windows 2000 client, the field engineer must:

A.Be logged on to the PC as the user

B.Be logged on to the PC as the local administrator

C.Be logged on as the Symposium Agent administrator

D.Be logged on to the PC as the network administrator

Correct Answers: B

10: A field engineer is installing Symposium Agent 2.3 on a Windows NT 4.0 server.   Prior to the Symposium Agent installation, what system prerequisite must the field engineer verify?

A.VGA or SVGA Display is selected

B.Server is attached to the switch

C.Windows NT Option Pack 4.0 is installed

D.Network Administrator User ID and password is installed

Correct Answers: C

11: TAPI Service Provider 2.3 has resident logging capabilities. Within the logging application, the field engineer can create and edit logging styles to capture selected items.   Which of the

following Log Styles cannot be edited or deleted?

A.0 & 1

B.1 & 2

C.1 & 3

D.2 & 5

Correct Answers: A

12: The MTS Administration Utility copies the packages to which directory?

A.Nortel

B.SASWDIST

C.Symposium Agent

D.Depending on the directory the user specified

Correct Answers: B

13: A customer will be implementing TAPI 2.3 and has purchased the Meridian Link option. The server has been named NTTAPI and the Domain Name is NORTEL. In addition to this, Domain user "Tapi_Admin" has been created on the NORTEL Domain for use with the TAPI Server. What user ID should the field engineer log on with to install the TAPI application?

A.NTTAPI\Guest

B.NORTEL\Tapi_Admin

C.NORTEL\Administrator

D.NTTAPI\Administrator

Correct Answers: D

14: Part of uninstalling Symposium Agent from the server, is to remove the virtual directories from the Internet Information Server. To perform this function the field engineer must:

A.Drag Delete.txt and drop it onto NNMTS.EXE

B.Drag Delete.txt and drop it onto Nniiscfg.EXE

C.Drag Delete.txt and drop it onto NNSAUN.EXE

D.Drag Delete.txt and drop it onto NNDBCFE.EXE

Correct Answers: B

15: A customer wants to increase the number of users on their TAPI server as part of the new upgrade they ordered.   How can that be handled?

A.Nothing has to be done; the application will support the additional concurrent users.

B.A new license file for FlexLM needs to be ordered for the new version of TAPI and the increased number of users.

C.A new license file for FlexLM needs to be ordered for the original version of TAPI to accommodate the increased number of users.

D.The original license file for FlexLM needs to be hand edited using notepad or some other text editor to reflect the new version of TAPI and the increased number of users.

Correct Answers: B