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QUESTION 1

You are preparing a Windows 2008 Server for Contact Center Manager Server (CCMS) and Server Utility installation. Which operation on the server can the Server Utility perform?

A. Perform event preferences

B. Perform database restores

C. Administer Contact Center Agent login credentials

D. Modify Real-Time Display interface parameters

Correct Answer: A

QUESTION 2

You are currently implementing HA (High Availability) campus solution on the Contact Center Manager Server (CCMS), and have done he following

. Installed the standby server with its own ELAN and Contact Center LAN IP addresses . Obtained two IP addresses for the managed IP addresses ELAN and the Contact Center LAN . Configured the hosts file and the DNS that will reflect the new managed IP addresses . Marked the server as active with all of the managed IP and standby server IP addresses on the active server under server mode configuration screen

What is the next step in the deployment of campus HA?

A. Configure the standby server manually as a standby with the same information that was entered at the active server

B. Configure a backup location, run immediate backup of the active server, and run a restore of the same backup on the standby server

C. Enable shadowing on the active server and synchronize the database

D. Enable shadowing on the standby server and synchronize the active server database

Correct Answer: B

QUESTION 3

To ensure resiliency, you have been tasked to add an additional licensing server to the network in which configuration will the additional licensing server work?

A. when the standby license manager is configured in a Nodal licensing environment

B. when the licensing server is manually selected

C. When the two licensing servers are configured for agent license load balancing

D. when the two licensing servers operate in an active-standby configuration

Correct Answer: D

QUESTION 4

You are planning to install the License Manager Application on the same server on which Contact Center Manager Server (CCMS) is installed Which IP address should be entered when configuring the contact center components that require access to the License Manger?

A. the Contact Center 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 Contact Center subnet IP address of the server used for Contact Center Server Administration (CCMA)

Correct Answer: A

QUESTION 5

You have just completed installing Contact Center Manager Administration (CCMA) and Security Framework. An external LDAP user heeds to the created via the Unified Communications Manager (UCM).

Which configuration must be run before creating the user?

A. Configure the LDAP server information under the external authentication

B. Under the Add Administrative user window choose Authentication type-External and configure the server IP

C. The CCMA User Migration tool must be used to configure the LDAP server

D. The user must be created via Access and Partition Management under the CCMA

Correct Answer: A

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