



6202^{Q&As}

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**QUESTION 1**

You have completed the stand-alone installation of Contact Center Manager Administration (CCMA) software on a fully prepared Platform Vendor Independent (PVI) server. The CCMA cannot establish a connection to the Contact Center Manager Server (CCMS). What is one of the first steps to troubleshoot the problem?

- A. Reinstall CCMA
- B. Ensure that the correct sys-admin password is being used
- C. Change the IP multicast sending address on the CCMS server
- D. Ensure that the CCMS and CCMA servers have been added to a domain

Correct Answer: B

QUESTION 2

You have just completed the installation of Contact Center Manager Server (CCMS) and Licensing Manager on a Platform Vendor Independent (PVI).

How should you complete the installation of the Server Utility?

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

Correct Answer: B

QUESTION 3

You have installed Contact Center Manager Administration (CCMA), and need to change SSL and ADAM (Active Directory Application Mode) port numbers due to a port conflict. On the CCMA server, what is used to change the port number?

- A. CCMA Launch pad Configuration
- B. Server Configuration Parameter
- C. ADAM Port Number Utility
- D. AD-LDS ADSI Edit

Correct Answer: C



QUESTION 4

Avaya requires you to configure a remote support access tool on Avaya Aura™ Contact Center servers to provide remote support.

Which remote access tool does Avaya recommend?

- A. NetMeeting
- B. pcAnywhere
- C. LogMeIn Rescue
- D. Remote Desktop Access

Correct Answer: C

QUESTION 5

You are preparing to connect the hardware for the Contact Center Manager (CCMS) in a dual-network interface card (NIC) configuration. Which statement describes the dependency that must be considered?

- A. Ensure that NetBIOS on both of the NICs is enabled
- B. The ELAN subnet card comes first in the binding order
- C. The Contact Center Server subnet card comes first in the binding order
- D. If the server has more than two NICs, ensure that all NICs are enabled and all have IP addresses assigned to them

Correct Answer: C

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