



## 920-106

(Symposium Call Center)

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## Question: 1

**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.

Answer: C

## Question: 2

**Following the installation of the Symposium Express 3.0 server software, what steps must the field engineer take to install PEP5 on the Symposium Express server?**

- A. Log on to the NT server as NGenDist, shutdown all applications, and proceed with the PEP installation.
- B. Log on to the NT server as Administrator, shutdown screen savers, and proceed with the PEP installation.
- C. Log on to the NT server as NGenSys, shutdown all applications, including screen savers and proceed with the PEP installation.
- D. Log on to the NT server as NGenDist, shutdown all applications, including screen savers and proceed with the PEP installation.

Answer: C

## Question: 3

**Before you perform software upgrade from these versions of Symposium Web Client (04.00.037.00 to 04.02.011 .04 inclusive) to a version downloaded from the Nortel web site, what must you do?**

- A. Ensure that Active Directory is installed.
- B. Ensure Sybase is installed in the Default directory.
- C. Make sure that SP5 or SP6a is installed before the upgrade.
- D. Download the Microsoft Windows Installer package "CRTEemplates.msi".

Answer: D

## Question: 4

**A field engineer is per-forming an upgrade from Symposium Call Center Server 1.5 to 4.0 on a PVI platform. The steps to restoring the database have been completed. An error during the database initialization states: "could not**

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create database". Given that a successful integrity check on the database has been run, what steps should the field engineer perform next?

- A. Key the database
  - B. Fdisk and format
  - C. Uninstall Sympt
  - D. Check the platf
- support it segmen

beginning.  
 m that point.  
 Nortel Networks

Answer: D

Question: 5

A field engineer at a 4.0 migration. In per partitions on the 1.5 take next?

- A. The migration c
  - B. Schedule time v
  - C. Perform a datab
  - D. Perform a full b
- correctly on the ne  
 using individual fu  
 and re-create ther  
 full restore proced

Center Server 1.5 to  
 t the disk  
 the field engineer

will be created  
 xtended partitions  
 delete the partitions  
 rives. Perform the  
 nded partitions.

Answer: A

Question: 6

A customer is using users. Active Directo the event of a syste

- A. On
  - B. Only one
  - C. Only onto the
  - D. Onto the same app
- application server

call center and its  
 n restoring data in  
 regarding where

into a different

Answer: D

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