



920-131

(Symposium Express Call Center Installation and Maintenance)

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Question: 1

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

- A. Log on to the Windows 2000 server as NGenDist, shutdown all applications, and proceed with the PEP installation.
- B. Log on to the Windows 2000 server as Administrator, shutdown screen savers, and proceed with the PEP installation.
- C. Log on to the Windows 2000 server as NGenSys, shutdown all applications, including screen savers and proceed with the PEP installation.
- D. Log on to the Windows 2000 server as NGenDist, shutdown all applications, including screen savers and proceed with the PEP installation.

Answer: C

Question: 2

A customer with a Symposium Express Call Center system wishes to perform a server migration to a server with higher capacity. The new server is compatible and installed. To avoid service interruptions or data loss, what is a good practice to follow?

- A. Always create and follow a migration checklist.
- B. Always open two Data Migration Utility windows.
- C. Always copy database to a partitioned Temp file.
- D. Always add extra partitions to new server Hard Disk Drive.

Answer: A

Question: 3

A customer with Symposium Express Call Center wishes to perform a full backup on their Symposium Express Call Center Database. This is performed using third-party backup software. Part of the procedure requires that the database services be shut down. What step should be taken before database shutdown to prevent possible database corruption?

- A. Format the Hard Disk Drive.
- B. Open the Data Migration Utility.
- C. Copy the database to Temp file.
- D. Shut down Symposium Express Call Center Services.

Answer: D

Question: 4

A customer has a Symptom Express database to a remote server. What user accounts have to be created on a new server to back up their user accounts have to be created on a new server for backup purposes. What are the rules for those two accounts?

- A. Both accounts have local admin privileges.
- B. The accounts do not have local admin privileges.
- C. Both accounts have local admin privileges.
- D. Both accounts have local admin privileges.

to back up their user accounts have to be created on a new server for backup purposes. What are the rules for those two accounts?

Both accounts have local admin privileges. The accounts do not have local admin privileges. Both accounts have local admin privileges. Both accounts have local admin privileges.

Answer: A

Question: 5

When upgrading a Symptom Express client, you receive the following error: C:\Nortel\lccm\En\... What is the best way to resolve this issue?

- A. Remove all Client software.
- B. Make sure that the client is not in a workgroup.
- C. Ensure Report Listener is installed.
- D. This error is intentional.

When upgrading a Symptom Express client, you receive the following error: C:\Nortel\lccm\En\... What is the best way to resolve this issue?

Answer: C

Question: 6

A customer has a Symptom Express client. What is the correct procedure to upgrade to SECC 4.2. What unique steps are required for the upgrade?

- A. Perform a full backup of the client.
- B. Perform a full backup of the client.
- C. Export client data to a file.
- D. Install the latest Symptom Express client.

A customer has a Symptom Express client. What is the correct procedure to upgrade to SECC 4.2. What unique steps are required for the upgrade?

Answer: A

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