



920-163

(Contact Center Manager Rls. 6.0 Technical Support)

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Question: 1

A server administrator has received a warning that memory is running low for a partition reserved for log files. You decide to run the Database Expansion utility, which automatically detects any available new partitions. Which two of the following are true about disk partitions that will be automatically used by the utility? (Choose two.)

- A. It has at least 1 Gbytes free space.
- B. It has at least 2.1 Gbytes of free space.
- C. It is currently allocated for database use.
- D. It is not currently being used for a database.

Answer: B, D

Question: 2

When you remove the servers from the warm standby configuration, the system must update the replication configuration data in the active and standby server database. What must you ensure before you remove the servers from the warm standby configuration?

- A. You have created a new partition in the replication server with the Database Expansion Utility.
- B. There is ample room on the replication server to store the active and standby server databases.
- C. The servers for Contact Center Manager Server are connected to the Nortel Server Subnet, and the pcAnywhere service is running on both servers.
- D. The servers for Contact Center Manager Server are connected to the Nortel Server Subnet, and the Sybase SQL service is running on both servers.

Answer: D

Question: 3

A technician has installed a Contact Center Standby Server platform and is experiencing critical errors in the configuration. The new Active, Standby, and Replication Servers meet the following requirements: ? They are dedicated. ? They have been loaded with Microsoft Windows Server 2003 and the Windows Server 2003 Service Pack. Network connectivity appears correct. What is the most likely cause for the system errors?

- A. The Windows Server 2003 service pack is not the latest version.
- B. pcAnywhere software version 11.5 was not installed after the patch.
- C. The Pre-installation Compliancy Checker utility was not run after the operating system was installed.
- D. The Windows Server 2003 service pack was not loaded on the Active Server before it was loaded on the Standby Server.

Answer: D

Question: 4

During installation a switch is moved in six months. Where can the switch information be found if it has been moved,

- A. The Nbconfig Utility
- B. The Migration Utility
- C. The Feature Request
- D. The Database

000 switch will be... ers the current... s been moved,

Answer: C

Question: 5

A DSI thread is unable to connect to the database. What is the status of the thread?

- A. down
- B. connecting
- C. suspended
- D. dsconnected

se a network... he standby server... on server monitor?

Answer: B

Question: 6

Which utility can be used to map in your database?

- B. a Database
- C. a Database
- D. a Database

index allocation

Answer: B

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