



920-482

(CallPilot RIs.5.0 Networking Upgrades & Troubleshooting)

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Question: 1

After completing a platform migrating to a CallPilot 600r server you are testing the correct operation of the CallPilot system. You discover that while the CallPilot server answers calls, no voice prompts are heard. As you troubleshoot this problem you check the installation log file to verify that the prompts were installed successfully. Which corrective action should you take if you cannot verify that the prompts were installed successfully?

- A. Reinstall the CallPilot keycode.
- B. Reinstall the CallPilot languages.
- C. Reinstall the CallPilot server image.
- D. Reinstall the CallPilot database files.

Answer: B

Question: 2

A customer currently has a Communication Server (CS) 1000 with a CallPilot 600r server running Rls. 5.0 software. A system failure has prevented you from logging on to the CallPilot server using CallPilot Manager. Which Windows online diagnostic tool can you use to help troubleshoot and resolve the problem?

- A. Windows Event Viewer
- B. CallPilot Event Browser
- C. Windows Maintenance Admin
- D. Windows Performance Monitor

Answer: A

Question: 3

At a customer site, with Communication Server (CS) 1000 and 201i CallPilot server running Rls. 5.0 software, you are troubleshooting the server and have determined that you must remove and replace an MPC-8 card. Which setting indicates that it is safe to remove the MPC-8 card?

- A. The MPC status LED is On.
- B. The MPC status LED is Off.
- C. The MPC status LED is alternating Off and On.
- D. The MPC-8 card is a hot-swappable component and can be safely removed at any time.

Answer: B

Question: 4

At a customer site, you are troubleshooting a CallPilot 703t server running Rls. 5.0 software. You establish a remote control session with the CallPilot server. The RAS modem connected to the server is not functioning and reports the following error:

- A. Send Data (SD)
- B. Auto Answer (AA)
- C. Carrier Sense (CS)
- D. Terminal Ready (TR)

What is the correct procedure to troubleshoot the CallPilot 703t server? (Select two.)
 A. Verify the RAS modem is properly installed.
 B. Verify the RAS modem is properly configured.
 C. Verify the RAS modem is properly connected.
 D. Verify the RAS modem is properly powered.
 E. Verify the RAS modem is properly configured for the correct baud rate.
 F. Verify the RAS modem is properly configured for the correct flow control.
 G. Verify the RAS modem is properly configured for the correct parity.
 H. Verify the RAS modem is properly configured for the correct data bits.
 I. Verify the RAS modem is properly configured for the correct stop bits.
 J. Verify the RAS modem is properly configured for the correct handshake protocol.
 K. Verify the RAS modem is properly configured for the correct protocol.
 L. Verify the RAS modem is properly configured for the correct protocol.
 M. Verify the RAS modem is properly configured for the correct protocol.
 N. Verify the RAS modem is properly configured for the correct protocol.
 O. Verify the RAS modem is properly configured for the correct protocol.
 P. Verify the RAS modem is properly configured for the correct protocol.
 Q. Verify the RAS modem is properly configured for the correct protocol.
 R. Verify the RAS modem is properly configured for the correct protocol.
 S. Verify the RAS modem is properly configured for the correct protocol.
 T. Verify the RAS modem is properly configured for the correct protocol.
 U. Verify the RAS modem is properly configured for the correct protocol.
 V. Verify the RAS modem is properly configured for the correct protocol.
 W. Verify the RAS modem is properly configured for the correct protocol.
 X. Verify the RAS modem is properly configured for the correct protocol.
 Y. Verify the RAS modem is properly configured for the correct protocol.
 Z. Verify the RAS modem is properly configured for the correct protocol.

Answer: C, D

Question: 5

At a customer site, you are troubleshooting a CallPilot 1005r server. The CallPilot server is not functioning properly. What is the procedure to troubleshoot this problem?

- A. Load overlay 11 (MGate card) to verify the MGate card is properly installed.
- B. Load overlay 23 (MGate card) to verify the MGate card is properly configured.
- C. Load overlay 32 (MGate card) to verify the MGate card is properly connected.
- D. Load overlay 43 (MGate card) to verify the MGate card is properly powered.

What is the correct procedure to troubleshoot the CallPilot 1005r server? (Select one.)
 A. Verify the RAS modem is properly installed.
 B. Verify the RAS modem is properly configured.
 C. Verify the RAS modem is properly connected.
 D. Verify the RAS modem is properly powered.
 E. Verify the RAS modem is properly configured for the correct baud rate.
 F. Verify the RAS modem is properly configured for the correct flow control.
 G. Verify the RAS modem is properly configured for the correct parity.
 H. Verify the RAS modem is properly configured for the correct data bits.
 I. Verify the RAS modem is properly configured for the correct stop bits.
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 T. Verify the RAS modem is properly configured for the correct protocol.
 U. Verify the RAS modem is properly configured for the correct protocol.
 V. Verify the RAS modem is properly configured for the correct protocol.
 W. Verify the RAS modem is properly configured for the correct protocol.
 X. Verify the RAS modem is properly configured for the correct protocol.
 Y. Verify the RAS modem is properly configured for the correct protocol.
 Z. Verify the RAS modem is properly configured for the correct protocol.

Answer: C

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