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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 are configuring the RSM settings on a newly installed Contact Center manager Server (CCMS).

Which address is within the acceptable range for use as an IP multicast address on CCMS?

- A. 223.0.0.255
- B. 225.0.1.254
- C. 242.0.1.0
- D. 240.25.255.254

Correct Answer: B

QUESTION 3

You are installing a new SIP-based Contact Center Manager Server (CCMS). Which statement about setting up and configuring the hardware connections for the CCMS is true?

- A. A direct connection to the ELAN subnet through a dedicated second network interface card (NIC) is not required
- B. A direct connection to the ELAN subnet through a dedicated second NIC is required
- C. A direct connection to the Contact Center Server subnet through a dedicated NIC is not required
- D. A direct connection to both the ELAN subnet and the Contact Center Server subnet through a dedicated NIC is not required

Correct Answer: A

QUESTION 4

You want to implement High Availability which licensable feature is needed as a part of the License File?

- A. Multiplicity
- B. Networking
- C. Standby Server
- D. Universal Networking

Correct Answer: C

QUESTION 5

You are preparing a Platform Vendor Independent (PVI) server for Contact Center manager Server (CCMS) Application installation The Contact Center type is an Application Module Link (AML) based Avaya Communications Server 1000 (CS1000) Contact Center multimedia (CCMM) is not a part of the solution Which two statements describe the settings that should be configured from Date and Time? (Choose two.)

- A. Ensure the Windows time service is disabled
- B. Ensure the Windows time service is enabled
- C. Ensure Windows Date and Time Settings are disabled
- D. Ensure Windows Date and Time Settings are enabled
- E. Ensure both "automatically adjust clock for daylight savings changes" and "automatically synchronize with an internet time server" check boxes are selected

Correct Answer: AC

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