# *PassTest*

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# *Q&A*

**Exam** : **920-131**

**Title** : NCSS-Symposium Express Call Center Installation&Maint 4.2

**Version** : DEMO

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

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

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

4. A customer has a Symposium Express Call Center (SECC) 4.2. They want to back up their database to a remote directory on a network computer. Two Windows user accounts have to be created on a network

computer and server for remote backup purposes. What are the rules for those two Windows user accounts?

A. Both accounts have to be identical with local admin privileges.

B. The accounts do NOT have to be identical, but both must have local admin privileges.

C. Both accounts have to be identical, only the account on the server must have local admin privileges.

D. Both accounts have to be identical, only the account on the network computer must have local admin privileges.
Answer:A

5. When upgrading a SECC Client you get an error "cannot overwrite C:\Nortel\Iccm\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