



6202^{Q&As}

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QUESTION 1

You have just completed installing Contact Center Manager Administration (CCMA) and Security Framework. An external LDAP user needs to be created via the Unified Communications Manager (UCM).

Which configuration must be run before creating the user?

- A. Configure the LDAP server information under the external authentication
- B. Under the Add Administrative user window choose Authentication type-External and configure the server IP
- C. The CCMA User Migration tool must be used to configure the LDAP server
- D. The user must be created via Access and Partition Management under the CCMA

Correct Answer: A

QUESTION 2

After successful installation of the Contact Center application, Avaya releases a patch for this particular site which is required to fix a problem reported for the Contact Center Manager server (CCMS) for this site. Currently, the service pack "AvayaAura_CCMS_6.0.200.0.123" is installed on the CCMS and no roll-up patches have yet been installed.

What is a valid name for the site specific patch?

- A. AvayaAura_CCMS_6.0.200.0.124_ServicePack
- B. AvayaAura_CCMS_6.0.200.0.123_ServicePack
- C. AvayaAura_CCMS_6.0.200.101.003_Patch
- D. AvayaAura_CCMS_6.0.200.003_Patch

Correct Answer: C

QUESTION 3

You are installing a standalone Contact Center Manager Server (CCMS) The Application will be installed on a Windows Server 2008 operating system. As a part of the Windows Server 2008 operating system preparation the IPv6 option needs to be removed.

What is one way to disable IPv6 functionality?

- A. IPv6 is disabled by default on Windows Server 2008 operating system
- B. Perform a NET USE IPV6 DISABLE within a command window
- C. Under Control Panel, go to System and Security and remove IPv6 addressing
- D. Right click on the Local Area Connection Adaptor and select Properties, then clear the IPv6 check box



Correct Answer: D

QUESTION 4

Avaya requires you to configure a remote support access tool on Avaya Aura™ Contact Center servers to provide remote support.

Which remote access tool does Avaya recommend?

- A. NetMeeting
- B. pcAnywhere
- C. LogMeIn Rescue
- D. Remote Desktop Access

Correct Answer: C

QUESTION 5

Which method does Avaya recommend for installing Contact Center Manager Server (CCMS) on a supported server?

- A. Run the installation from a remote hard disk copy of the installation DVD.
- B. Run the installation from a remote DVD-ROM drive that is accessible from the server over the LAN.
- C. Run the installation from the installation DVD, and use the DVD-ROM drive that is part of the server
- D. Run the installation from a remote DVD-ROM drive that is accessible from the server over the Internet

Correct Answer: C

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