



Exam : 920-164

Title : Contact Center Manager RIs6.0 I & M

Ver : 04-06-2009

QUESTION 1:

When migrating Active Directory data, several factors will determine the length of time required to do it. Which three factors are relevant? (Choose three.)

- A. the speed of the network
- B. the proximity of the servers
- C. the speed of the computers
- D. the amount of Symposium data to be migrated
- E. the current release of Symposium Call Center Server

Answer: A,C,D

QUESTION 2:

You have been asked to migrate a classic client environment to the Contact Center Manager Administration (CCMA) environment. The classic client data must be migrated to the CCMA during the upgrade process. Which data must be re-created, rather than migrated?

- A. assignments
- B. user defined reports
- C. user defined schedules
- D. custom real time displays

Answer: D

QUESTION 3:

A customer has Contact Center Manager Server (CCMS) and wants to create a Platform Recovery Disk. Which CCMS utility should the customer use for creating a Platform Recovery Disk?

- A. Migration utility
- B. Database backup utility
- C. Registry Maintenance utility
- D. Server Setup Configuration utility

Answer: D

QUESTION 4:

You have been asked to upgrade a Symposium Call Center Server (SCCS) Rls. 3.0 to Contact Center Manager Server (CCMS). Which path is supported?

- A. Migrate directly to CCMS.
- B. Migrate to SCCS Rls. 4.2, then to CCMS.
- C. Migrate to SCCS Rls. 5.0, then to CCMS.
- D. Migrate to SCCS Rls. 4.0, to 5.0, then to CCMS.

Answer: B

QUESTION 5:

Your current configuration consists of Symposium Web Client Rls. 4.5 installed on a Windows 2000 server. Your target objective is to be using Contact Center Manager Administration (CCMA) on your new Windows 2003 server. Which two interim steps are appropriate prior to upgrading to CCMA? (Choose two.)

- A. Utilize the Active Directory Application Mode (ADAM) Migration Tool MSI for data transfer.
- B. Upgrade to CCMA, then migrate to the new server.
- C. Install CCMA on the Windows 2003 server and migrate the data.
- D. Upgrade to Windows 2003. Next, upgrade Symposium Web Client to CCMA.
- E. Migrate to the Windows 2003 server with Symposium Web Client Rls. 4.5 then upgrade to CCMA.

Answer: A,E

QUESTION 6:

Additional care must be taken to migrate filter sets containing routes during the migration process from Windows 2000 to Windows 2003. What is the reason for this?

- A. Filter sets are contained in partitions.
- B. Filter sets are contained in the Active Directory.
- C. Filter sets are not referenced in Active Directory.
- D. User created data will not migrate without special care.

Answer: C

QUESTION 7:

A customer plans to install a Contact Center Manager Server (CCMS) on a Windows 2003 server. How should you partition C or D drive of the server to ensure a successful CCMS installation?

- A. partition D as the primary with pcAnywhere installed
- B. partition C as the primary with Windows 2003 installed
- C. partition C as the primary with Windows 2003 and pcAnywhere installed

D. partition D as the Logical drive within Extended partition with CCMS and pcAnywhere installed

Answer: C

QUESTION 8:

You have downloaded your service update from the Nortel web page. While attempting to unzip and install the service update, you receive a service error. What is the cause of this error?

- A. You are not logged in as IUSR_SWC administrator.
- B. Your login ID does not have RUN AS SERVICE permission.
- C. License Manager does not have a license for service updates.
- D. You are currently logged in under a different system administrator account than the login ID used during your last service update.

Answer: D

QUESTION 9:

A customer has Contact Center Manager Administration (CCMA) installed on Windows 2003 server. Which Windows service is responsible for CCMA login functionality through the web browser?

- A. IIS
- B. DNS
- C. SMTP
- D. Terminal Services

Answer: A

QUESTION 10:

A customer has begun installation of the Contact Center Manager (CCM) Rls. 6.0 software on a fully prepared Windows 2003 server. The pre-install check returns a warning on the hardware tab, however, there is no specific information regarding the error. Where should the customer look to find information about the possible source of the problem?

- A. Windows Event Viewer
- B. Windows Device Manager
- C. Nortel technical support documentation
- D. the server manufacturer's hardware diagnostic disk

Answer: B

QUESTION 11:

You have completed installation of Contact Center Manager Administration (CCMA). However, your customer is unable to schedule reports. What is the cause of this problem?

- A. CCMA local printer is unavailable.
- B. Network printers are not set up on the CCMA server.
- C. Network printers are not set up on the supervisor desktop.
- D. Network printers are not mapped to the supervisor desktop.

Answer: B

QUESTION 12:

A customer has Contact Center Manager Server (CCMS) and is installing Contact Center Manager Administration (CCMA) to operate on a Windows 2003 Server. Before installing CCMA, a decision must be made on the type of server the CCMA will be and how it will be configured within the customer's existing domain. What does Nortel recommend?

- A. a direct link to the DNS server
- B. a virtual directory on an existing web site
- C. a web site on the main customer web site
- D. the default web site on the application server

Answer: D

QUESTION 13:

You are attending a Contact Center Manager Server (CCMS) pre-installation meeting. The customer asks a question about the configuration of the server prior to the installation date. Which service must be installed on the server prior to performing the (CCMS) installation?

- A. Terminal Services
- B. Remote Access Services (RAS)
- C. Dynamic Host Configuration Protocol (DHCP)
- D. Simple Network Management Protocol (SNMP)

Answer: D

QUESTION 14:

A support technician has successfully installed Contact Center Manager

Administration (CCMA) software on a Windows 2003 server, and the server has just restarted to complete the installation. The technician steps away from the server for a few moments. Upon returning, the technician logs into the server using the domain admin account. When the technician then visits the Nortel website to download and apply the latest service patches, they begin to fail. What is the cause of this problem?

- A. The server cannot access the Internet.
- B. The technician did not specify a licensing server.
- C. The service update software has not yet been installed.
- D. The technician logged into the server using the wrong user account.

Answer: C

QUESTION 15:

Several Service Update Supplements have been installed on the Contact Center Manages Server (CCMS). Update 1 was installed in January; update 2 was installed in June; and update 3 was installed in September. You need to uninstall update 2 prior to installing update 4. How do you proceed?

- A. Uninstall update 2, then install update 4.
- B. Install update 4, as it will contain all previous updates.
- C. Uninstall all updates, then reinstall the required updates 1, 3 and 4.
- D. Uninstall update 3, then 2. Re-install update 3, then install update 4.

Answer: D

QUESTION 16:

A customer plans to install the License Manager (LM) on the same Windows 2003 server as the Contact Center Manager Server (CCMS). Which IP address should be entered when the customer reaches this step in the installation process?

- A. the local IP of the local server
- B. the local IP of the CCMS
- C. the default IP address of 127.0.0.1
- D. the local IP of the Windows 2003 server

Answer: A

QUESTION 17:

A system administrator is in the process of preparing a Windows 2003 server for Contact Center Manager Server (CCMS) which will also include License Manager and Server Utility. During the process of installing pcAnywhere 11.5, the following

error message is encountered: cAnywhere detected and fixed a display driver problem. Please restart your computer to allow the change to take effect.? cAnywhere detected and fixed a display driver problem. Please restart your computer to allow the change to take effect.? What should the system administrator do to correct this situation?

- A. Uninstall pcAnywhere, update the display driver and reinstall pcAnywhere.
- B. The system administrator should purchase a more up-to-date video card for the server.
- C. No extra effort is required. The pcAnywhere software will correct the problem automatically.
- D. A second attempt should be made to reinstall the pcAnywhere software. It should install correctly on the second attempt.

Answer: A

QUESTION 18:

A technician is installing the Contact Center Manager Administration (CCMA) software on a prepared server for the first time. This will be the first CCMA server on the network. At the end of the installation, an error message is received indicating that one or more required third-party applications have not been installed. What should be done to correct the error?

- A. Install the required software.
- B. Disconnect AC power from the server.
- C. Re-install the Windows operating system.
- D. Install the required software and rerun the installation wizard.

Answer: D

QUESTION 19:

A customer has successfully installed a Contact Center Manager Administration (CCMA), including all applicable patches. The customer believes that in the future they will install an additional CCMA server for resiliency. How should this server be configured on the customer's network to enable replication functionality at a later date?

- A. Schedule regular backups.
- B. The CCMA should be in a separate workgroup.
- C. The customer should create a separate VLAN for the CCMA.
- D. The CCMA should be joined to the customer's Active Directory Application Mode (ADAM).

Answer: D

QUESTION 20:

A technician has just completed the installation of Contact Center Manager Server (CCMS) and Licensing Manager on a Windows 2003 server. The technician forgot to select the installation of the Server Utility, and now the installation process has been completed and the server has restarted. How should the technician complete the installation of all three applications?

- A. The technician can install the Server Utility from a shortcut on the Windows Start menu.
- B. The technician will need to have Nortel support personnel remotely install the Server Utility.
- C. The technician will need to restart the entire installation process, beginning with the installation of the operating system.
- D. The technician can reinsert the installation DVD and run setup.exe again, selecting only the Server Utility to be installed.

Answer: D

QUESTION 21:

A system administrator has just completed installing ASP.NET support for IIS on a Windows 2003 server. Which additional step is required in a Windows 2003 server IIS configuration to add support for ASP.NET applications?

- A. Add the IUSR_SWC account for IIS.
- B. Server Side Includes must be prohibited in the IIS properties.
- C. ASP.NET web service extension must be allowed in the IIS Manager.
- D. The ASP.NET support will not become active until the server is restarted.

Answer: C

QUESTION 22:

Which hard disk configurations in the Contact Center Manager Server (CCMS) would provide the most resilient installation?

- A. dual IDE 80 GB hard disks
- B. a single hard disk with a tape backup
- C. a storage area network (SAN) installation
- D. two SCSI hard disks configured for RAID 1

Answer: D

QUESTION 23:

You have been asked to install Contact Center Manager Administration (CCMA) on a standalone server. The old software version currently installed is Sybase 12.0. Which two procedures must you do to use Sybase 12.5? (Choose two.)

- A. Install version Sybase 12.5 over Sybase 12.0.
- B. Uninstall Sybase version 12.0 then install Sybase 12.5.
- C. Upgrade Sybase version 12.0 with Sybase 12.5 version.
- D. Uninstall any Sybase version newer than 12.5, then install 12.5.

Answer: C,D

QUESTION 24:

A customer is installing Contact Center Manager Administration (CCMA) to operate on a Windows 2003 Server and wants to use the Historical Reporting and Contact Center Management components of CCMA, in addition to Crystal Reports Enterprise 10 embedded. What else should they install before the CCMA software?

- A. RTD Multicast Configuration
- B. Microsoft Data Access Components (MDAC)
- C. Microsoft Active Directory Application Mode (ADAM)
- D. Sybase Open Client and update the Sybase 12.5 ODBC driver

Answer: D

QUESTION 25:

You are to upgrade Contact Center Manager Administration (CCMA) to the latest version available. The server has been running both CCMA software and Crystal Enterprise Embedded (v.10) software. Which two statements are true? (Choose two.)

- A. A simple upgrade of the Crystal Enterprise Embedded software is required.
- B. Installation of the Crystal Enterprise Embedded (v.10) software is required only once.
- C. Crystal Enterprise Embedded software will get upgraded automatically through the internet.
- D. The older version of Crystal Enterprise software will need to be uninstalled so that the newer version can be installed.

Answer: A,B

QUESTION 26:

A system administrator has completed the installation of Contact Center Manager Administration (CCMA) software on a fully prepared Windows 2003 server. The administrator is not able to establish a connection to the Contact Center Manager Server (CCMS). What is the first step to troubleshoot the problem?

- A. Reinstall CCMA.
- B. Ping the CCMS from CCMA.
- C. Change the network interface card in the CCMA.
- D. Add the CCMS and CCMA software to a domain.

Answer: B

QUESTION 27:

A system administrator is attempting to run the Report Creation Wizard on the Contact Center Manager Administration (CCMA) software but receives the following error message: "Visual Studio.NET has detected that the specified Web server is not running ASP.NET version 1.1. You will be unable to run ASP.NET Web applications or services.? DSSOLFDWLRQVRUVHUYLFHV What should the administrator do to correct this problem?

- A. Install the correct version of ASP.NET from the CCMA DVD.
- B. Download and install the correct version of ASP.NET from Microsoft.com.
- C. Install ASP.NET from the Value Add folder on the Windows Server 2003 installation disk.
- D. Add ASP.NET support to IIS using Add/Remove Windows Components in the Windows Control Panel.

Answer: D

QUESTION 28:

A customer has fully prepared a Windows 2003 server and has just begun installing the Contact Center Manager Server (CCMS) software on it. The customer misread the instructions and installed components that had no associated licenses. This has created an unstable configuration. What should be done to correct this problem?

- A. Obtain the required licenses from the Nortel Website.
- B. Rerun the setup program on the DVD and modify the installation.
- C. Format the hard disk on the computer and begin the installation again.
- D. Use Control Panel, Add/Remove Programs to uninstall the CCMS software.

Answer: D

QUESTION 29:

You have successfully connected to the standby Contact Center Manager Server (CCMS) and it is now running as the active server. Maintenance on the previous active server has just been completed, and the server is now to be used as the standby server. Which additional configuration changes need to be completed prior to reconnecting the server to the network?

- A. DNS entries need to be updated.
- B. A new server host name is required.
- C. ELAN Subnet IP address must be changed.
- D. Nortel subnet IP address must be changed.

Answer: A

QUESTION 30:

It is now time for your first backup of Contact Center Manager Server (CCMS). Your environment requires a backup to a remote directory. Which three steps are required for a successful backup? (Choose three.)

- A. Create a Platform Recovery disk.
- B. Shut down all services on CCMS.
- C. Verify that a backup tape is available.
- D. Select the network disk backup option on CCMS.
- E. Create identical administrator accounts on CCMS and the target computer.

Answer: A,D,E

QUESTION 31:

You are planning to install a new standby server for a Contact Center Manager Server (CCMS) that is currently in operation. Several configuration parameters need to be taken into account. Which two statements are true? (Choose two.)

- A. Multiple ELAN Subnet addresses are always supported.
- B. The standby server must be on a dedicated server.
- C. Duplicate ELAN Subnet IP addresses are never supported.
- D. The standby server and active server must have unique names.

Answer: B,D

QUESTION 32:

Regular maintenance on the active Contact Center Manager Server (CCMS) is required. You must switch over to the standby server. Which three steps are required to complete a smooth switch over to the standby system? (Choose three.)

- A. Replicate the active database.
- B. Backup the active server database.
- C. Stop the Sybase SQL Server service.
- D. Shutdown the active server prior to switch over.
- E. Change the host name and Nortel subnet IP addresses of the new server.

Answer: B,D,E

QUESTION 33:

A customer has Contact Center Manager Server (CCMS) and wants to complete a scheduled network database backup to a remote server. What must the customer verify pertaining to CCMS services before scheduling the backup?

- A. that SDP service is up and running
- B. that HDC service is up and running
- C. that HDM service is up and running
- D. that all CCMS services are shut down

Answer: C

QUESTION 34:

Under which circumstance would you need to change the host name of the server running your Contact Center Manager Server (CCMS)?

- A. When you install a standby server.
- B. When you restore your CCMS from a remote network drive.
- C. When a duplicate host name has been found on the network.
- D. When your active server has crashed and you need to activate your standby server.

Answer: D

QUESTION 35:

To ensure resiliency, a call center system administrator has been tasked to add an additional licensing server to the network. In which configuration will the additional licensing server typically work?

- A. The two licensing servers will be configured for load balancing.
- B. The system administrator would manually select a licensing server.
- C. The two licensing servers will operate in a hot standby configuration.
- D. The system administrator would set up the system to automatically select a licensing server.

Answer: C

QUESTION 36:

A large enterprise customer with several locations would like to keep the installation software for Contact Center Manager Server (CCMS) in a central software repository. Which two methods of software installation can be used for this situation? (Choose two.)

- A. Map a drive to the software repository and install the software.
- B. Run the installation at the remote location from a copy of the installation DVD.
- C. Run the installation from a remote DVD-ROM drive that is accessible over the Internet.
- D. Install the software at the root directory of the CCMS, and it will replicate to all remote locations.

Answer: A,B

QUESTION 37:

A maintenance technician has been asked to perform a generic software upgrade on the Meridian 1 Option 21 switch. Which tasks must be performed when using Contact Center Manager (CCM) Rls. 6.0 with this installation?

- A. Shut down the Contact Center Manager Server (CCMS).
- B. Disconnect the ELAN Subnet cable from the CCMS.
- C. Temporarily disable the Contact Center Manager service.
- D. Shut down the Contact Center Manager service on the CCMS.

Answer: A

QUESTION 38:

A customer has decided to use network skill-based routing with a Contact Center Manager (CCM) Rls. 6.0 implementation. Which package for the Meridian 1/CS1000 PBX must be installed?

- A. NGCC
- B. NGEN
- C. NACD
- D. PEPS

Answer: C

QUESTION 39:

You have been asked to activate Agent Desktop Display functionality in your Call Center. Which two are prerequisite components for Agent Desktop Display in the Contact Center environment? (Choose two.)

- A. properly configured parameters on the Multimedia server
- B. real-time reporting component configured on the Manager server
- C. unicast communication from the Manager server to the client PC
- D. multicast communication from the Manager server to the client PC

Answer: B,D

QUESTION 40:

Over the past several years, a call center has expanded into several adjacent buildings creating a campus environment. In each building they have added an additional Meridian 1/CS1000 PBX switch and have networked them together. The customer has decided to install Contact Center Manager Server (CCMS) to manage the entire campus. Which option must be configured for this network to work properly?

- A. Network Skill Based Routing
- B. Home Location Code
- C. Meridian Link Services
- D. Network Control Center

Answer: B

QUESTION 41:

A call center's support staff is located at a remote location. The staff has been instructed to use remote access whenever possible to decrease travel costs. What is the most secure method for the support personnel to access the Contact Center Manager Server (CCMS)?

- A. pcAnywhere host installation
- B. properly configured VPN connection
- C. Windows Remote Desktop Connection
- D. dial-up modem connected to a public telephone number

Answer: B

QUESTION 42:

Nortel recommends several client desktop parameters be set for optimal operation

when accessing the Contact Center Manager Administration (CCMA). Which statement is true?

- A. Screen resolution should be set to 1024 X 768 for viewing of billboard collections.
- B. If the display is set to normal, the screen resolution should be 1280 X 1024 for optimal operation.
- C. Screen resolution should be set to 1024 X 768 for viewing of billboard collections with a large font size.
- D. Display settings should be set to a font size of large, so that all items can be read when displayed by the browser.

Answer: A

QUESTION 43:

A customer has Contact Center Manager Server (CCMS) with Communication Server (CS)1000 Rls. 4.0. They purchased CallPilot Rls. 4.0 and want to integrate it with CCMS. How should the CallPilot Application Manager be programmed to interface with CCMS?

- A. Access queue in CallPilot's SDN table.
- B. Access queue in CallPilot switch information window.
- C. Use the Voice Services application in CallPilot's SDN table.
- D. Use the IVR queue in the CallPilot switch information window.

Answer: C

QUESTION 44:

A customer has Contact Center Manager Server (CCMS) with Communication Server (CS)1000 Rls. 3.0 and Meridian Mail Rls. 13 deployed. They will use Meridian Mail for voice prompts. Where should you program the Meridian Mail so that it interfaces properly with the CCMS scripts?

- A. Treatment DNs in the Menu Service window
- B. Treatment DNs in the Channel Allocation table
- C. Treatment DNs in the Voice Services DN table
- D. User Administration window under Treatment DN category

Answer: C

QUESTION 45:

During the installation of the Contact Center Manager Server (CCMS) software, the Voice Services menu appears. Which three parameters are required if you are using CallPilot as an integrated voice processing system? (Choose three.)

- A. COM port number
- B. Set CallPilot server port to 10008.
- C. Use the CallPilot server ELAN Subnet IP address.
- D. Voice connection type should be set to TCP.
- E. Voice connection type should be set to serial.

Answer: B,C,D

QUESTION 46:

A customer has Contact Center Manager Administration (CCMA) installed on Windows 2003 server. They want to enable Secure Sockets Layer (SSL) on the server. What is the required procedure?

- A. Configure IIS for SSL
- B. Install digital Web Server Certificate on server and client PCs.
- C. Enable digital Web Server Certificate for the CCMA IIS default web site.
- D. Obtain and Install a digital Web Server Certificate for the CCMA IIS default web site.

Answer: D

QUESTION 47:

You want to front-end the Contact Center Manager Server (CCMS) with a voice processing server. Which parameters will need to be set in the global settings dialog box for IVR ACD-DN?

- A. the number of broadcast ports and default IVR DN
- B. default IVR DN and the wait times for broadcast announcements
- C. the Meridian Mailbox fields can be left empty, because they are not required
- D. wait times for broadcast announcements and a Meridian Mailbox DN and password for voice message scripts

Answer: C

QUESTION 48:

During the installation of a new co-resident Contact Center Manager Administration (CCMA) and Contact Center Manager Server (CCMS), you are to install pcAnywhere for your remote access support. During the configuration of pcAnywhere you receive a message saying that you do not have the rights to create a new caller. What should your next step be?

- A. Contact Nortel technical support for assistance.

- B. Change the windows user access rights for pcAnywhere files.
- C. Verify the video drivers against your pcAnywhere requirements.
- D. Configure Microsoft remote desktop connection as an alternative.

Answer: B

QUESTION 49:

A customer has installed Contact Center Manager Administration (CCMA) on a Windows 2003 server. They want to receive real-time on their client PC via unicast stream. Where can you configure the Application server to send data using unicast?

- A. RSMConfig.exe on Contact Center Manager Server (CCMS)
- B. MulticastCtrl.exe on CCMA
- C. Real-Time Display (RTD) configuration in Agent Desktop Display (ADD) under the Real-Time reporting window
- D. RTR registry settings in Start/Programs/Nortel Contact Center - Manager Administration/Configuration on the Application server

Answer: D

QUESTION 50:

A customer has deployed Contact Center Manager Server (CCMS) with Communication Server (CS)1000 Rls. 3.0 and CallPilot Rls. 4.0. To integrate the systems, where must you configure the CallPilot IP Nortel Server Subnet address on CCMS?

- A. Configuration
- B. Feature Report
- C. System Information
- D. Server Setup Configuration

Answer: D

QUESTION 51:

A customer has Contact Center Manager Server (CCMS) with Contact Center Manager Administration (CCMA) and has to configure the browser on desktop PC for CCMA access. What is the proper way of configuring security for web browser?

- A. CCMA URL must be configured as a trusted site and all cookies must be enabled.
- B. CCMA URL does not have to be configured as a trusted site and all cookies must be disabled.
- C. CCMA URL does not have to be configured as a trusted site and only cookies

must be disabled.

D. CCMA URL must be configured as a trusted site and all cookies are either disabled or blocked to the desired level of security.

Answer: D

QUESTION 52:

Historical reports help customers monitor the system performance by providing information on system activity. A customer with a Contact Center Manager (CCM) Rls. 6.0 system requests that you allow users who belong to the same team to share customized reports. Which actions should you perform via Contact Center Manager Administration (CCMA) to meet their request?

- A. Use Partition Management to place the users in their own cluster and include the custom cluster in the partition assigned to the agents.
- B. Create custom report groups in Access and Partition Management and include the custom groups in the partition assigned to the users.
- C. Use Access Classes to place the users in their own cluster and include the custom cluster in the partition assigned to the administrator.
- D. Create custom report groups in Access and Partition Management and include the custom groups in the partition assigned to the agents.

Answer: B

QUESTION 53:

ContactCenterManager Administration (CCMA) has been configured. You are unable to login to Agent Desktop Display. What should you verify first to ensure proper operation?

- A. IIS is running on CCMA server.
- B. Real-time Statistics Multicase (RSM) service is up and running on CCMA server.
- C. IceRTDService is up and running on the Contact Center Manager Server (CCM S) .
- D. Data is going to the client PC by using the IceRTDTrace.exe tool

Answer: D

QUESTION 54:

A customer is installing Contact Center Manager Server on Windows 2003 Server. They want to integrate Contact Center Manager (CCM) Rls. 6.0 with CallPilot Rls. 4.0. Besides the CallPilot ELAN Subnet IP address, which number should be programmed as the CallPilot server port?

- A. 108
- B. 1008
- C. 10008
- D. 10001

Answer: C

QUESTION 55:

A customer has installed Contact Center Manager Administration (CCMA) on a Windows 2003 server. Which user account has to be added after CCMA installation?

- A. iceAdmin
- B. TsInternet
- C. webadmin
- D. IUSR_SWC

Answer: D

QUESTION 56:

You have installed Internet Explorer 6.0 and Service Pack 1 on all client PCs. In order for Contact Center Manager Administration (CCMA) to function normally, certain parameters must be set except one. Which parameter is NOT required to be set?

- A. Disable all cookies.
- B. Enable SSL certificates.
- C. Disable all pop-up blockers.
- D. Configure the CCMA server as a trusted site.

Answer: B

QUESTION 57:

You have begun to troubleshoot a CDN call problem. You have confirmed that the Contact Center Manager Server (CCMS) has acquired the CDN. Which three should be occurring at this time? (Choose three.)

- A. VSID is defined.
- B. AACQ should be set to yes.
- C. CDN should be switched to controlled mode.
- D. CNTL should be configured in controlled mode.
- E. The ASID parameter should appear in the CDN Block.

Answer: B,C,E