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Exam : **920-172**

Title : NCSS-Nortel
Communication Control
Toolkit Ris.6.0

Version : DEMO

1. You are doing a backup of the NCCT Database after making substantial changes. You are asked to name your backup. What should you always include in the name of your backups?

A. The version of TAPI.

B. The version of NCCT.

C. The date the backup was made.

D. The name NCCT backup somewhere in the name.
Answer: B

2. You are upgrading to Nortel Communication Control Toolkit Rls. 6.0. TAPI 3.0 is currently running. To what version of TAPI will you have to upgrade?

A. TAPI 4.1

B. TAPI 4.0

C. TAPI 3.1

D. an upgrade in not needed
Answer: C

3. When you install the Communication Control Toolkit server, you must ensure that you have enough space allocated for the CCT database. What is the minimum and maximum directory size on the default drive needed to install the NCCT database?

A. minimum of 1 GBytes and maximum size of 2.0 GBytes

B. minimum of 150 MBytes and maximum size of 1.0 GBytes

C. minimum of 68.1 MBytes and maximum size of 2.0 GBytes

D. minimum of 50.7 MBytes and maximum size of 2.1 GBytes
Answer: C

4. You are upgrading to Nortel Communication Control Toolkit Rls. 6.0. You have a Communications Server 1000/Meridian 1 with Symposium Call Center with Nortel IVR. Which two of the following Service Provider Software is installed? (Choose two.)

A. TAPI 3.0

B. TAPI 3.1

C. IPML 2.1

D. IPML 4.0

Answer: BC

5. You have just completed a new install of NCCT Rls. 6.0 and have verified that it is configured properly and operational. You have just finished backing up the NCCT Database and wish to backup the Symposium TAPI Database. Which of the following would you do perform the backup?

A. Make copy of the spdb.mdb file located in "C:\\Program Files\\Nortel\\CCT\\TAPI"

B. Make copy of the m1spdb.mdb file located in "C:\\Program Files\\Nortel\\Communication Control Toolkit\\TAPI"

C. Run NCCT Database Administrator and Select the TAPI Database from the Database Drop Down Menu then Click Backup.

D. Run NCCT Database Administrator and Browse to the TAPI Database location "C:\\Program Files\\Nortel\\CCT\\TAPI" then Click Backup.
Answer: B

6. Of the following Third Party software which two does Nortel approve to be installed on a Nortel Communication Control Toolkit server? (Choose two.)

A. AntiVirus

B. FTP Server

C. pcAnywhere

D. Microsoft Office
Answer: AC

7. After you have restored the Symposium TAPI Database. What is the order in which the following services need to be started?

A. NCCT Data Access Layer Service, NCCT TAPI Connector, NCCT Server Service Telephony Service, ACDProxy Service

B. NCCT Data Access Layer Service, NCCT TAPI Connector, ACDProxy Service, Telephony Service,NCCT Server Service

C. Telephony Service, ACDProxy Service, NCCT Data Access Layer Service, NCCT TAPI Connector, NCCT Server Service.

D. NCCT Server Service, Telephony Service, ACDProxy Service, NCCT Data Access Layer Service, NCCT TAPI Connector.
Answer: C

8. You have been instructed to restore the current NCCT database schema. What is the file that you need to use to restore the current database schema?

A. EmptyDB.zip

B. NCCT_Empty.zip

C. NCCT_Empty.bak

D. NNCCT_Empty.bak
Answer: D

9. The Embedded Local Area Network (ELAN Subnet) is a dedicated Ethernet TCP/IP Local Area Network (LAN). The Customer Local Area Network (Nortel Server Subnet/CLAN) is the LAN to which corporate services and resources connect. Which is not a rule for configuring the ELAN Subnet and Nortel Server Subnet (CLAN)?

A. Configure the ELAN Subnet in the same subnet as the ELNK.

B. Configure the ELAN Subnet in a separate subnet from the Nortel Server Subnet.

C. The ELAN Subnet MAC address must be added before the Nortel Server Subnet MAC address.

D. Configure the ELAN Subnet and Nortel Server Subnet network as either completely separate or integrated using a router.
Answer: C

10. You must configure the Bindings order of the network interface cards using Network Connections from the Control Panel or My Network Places Properties. What order do the NIC have to be in?

A. The order does not matter.

B. ELAN Subnet first then the Nortel Server Subnet (CLAN) second

C. Nortel Server Subnet (CLAN) first then the ELAN Subnet second

D. Depends on the connection rate of each: the higher rate is listed first.
Answer: C