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920-482

CallPilot RIs.5.0 Networking, Upgrades, &
Troubleshooting

DEMO

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QUESTION NO: 1

After completing a platform migrating to a CallPilot 600r server you are testing the correct operation of the CallPilot system. You discover that while the CallPilot server answers calls, no voice prompts are heard. As you troubleshoot this problem you check the installation log file to verify that the prompts were installed successfully. Which corrective action should you take if you cannot verify that the prompts were installed successfully?

- A. Reinstall theCallPilot keycode.
- B. Reinstall theCallPilot languages.
- C. Reinstall theCallPilot server image.
- D. Reinstall theCallPilot database files.

Answer: B

QUESTION NO: 2

A customer currently has a Communication Server (CS) 1000 with a CallPilot 600r server running RIs. 5.0 software. A system failure has prevented you from logging on to the CallPilot server using CallPilot Manager. Which Windows online diagnostic tool can you use to help troubleshoot and resolve the problem?

- A. Windows Event Viewer
- B. CallPilot Event Browser
- C. Windows Maintenance Admin
- D. Windows Performance Monitor

Answer: A

QUESTION NO: 3

At a customer site, with Communication Server (CS) 1000 and 201i CallPilot server running RIs. 5.0 software, you are troubleshooting the server and have determined that you must remove and replace an MPC-8 card. Which setting indicates that it is safe to remove the MPC-8 card?

- A. The MPC status LED is On.
- B. The MPC status LED is Off.
- C. The MPC status LED is alternating Off and On.
- D. The MPC-8 card is a hot-swappable component and can be safely removed at any time.

Answer: B

QUESTION NO: 4

At a customer site, with a Communication Server (CS) 1000 and a CallPilot 703t server running Rls. 5.0 software, support personnel are unable to establish a remote control session with the CallPilot server. As you troubleshoot this problem you examine the RAS modem connected to the server. Which two LEDs must be lit to indicate that the modem is functioning and ready to accept? (Choose two.)

- A. Send Data (SD)
- B. Auto Answer (AA)
- C. Carrier Sense (CS)
- D. Terminal Ready (TR)

Answer: C,D

QUESTION NO: 5

At a customer site, with a Communication Server (CS) 1000 system and CallPilot 1005r server, the CallPilot system answers calls, but voice services are not available. As you troubleshoot this problem you need to verify the status of the defined DS0 channels. What is the procedure that you will use to verify the status of the defined DS0 channels?

- A. Load overlay 11 (LD 11) and use the STAT n command (where n is the card slot used by the MGate card) to verify that the status is either Idle or Login.
- B. Load overlay 23 (LD 23) and use the STAT n command (where n is the card slot used by the MGate card) to verify that the status is either Idle or Login.
- C. Load overlay 32 (LD 32) and use the STAT n command (where n is the card slot used by the MGate card) to verify that the status is either Idle or Login.
- D. Load overlay 43 (LD 43) and use the STAT n command (where n is the card slot used by the MGate card) to verify that the status is either Idle or Login.

Answer: C

QUESTION NO: 6

At a customer site, with a fully functioning Communication Server (CS) 1000 system and CallPilot 600r server, the customer has decided to change the ELAN IP address at the CS 1000. After the CS 1000 ELAN IP address is changed, the CallPilot system is unable to connect to the switch. What additional configuration process is required to correct this problem?

- A. Reboot the CallPilot server.
- B. Reboot the CS 1000 system.

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- C. Load Overlay 137 and use the STAT ELNK command to verify the ELNK status.
 - D. Run the CallPilot Configuration Wizard and update the switch IP address information.

Answer: D

QUESTION NO: 7

A customer currently has a Communication Server (CS) 1000 with a CallPilot 1005r server running RIs. 5.0 software. When the server is powered on and the Power On Self Tests (POST) are run, the server responds with a series of three beep tones. Which hardware fault is indicated?

- A. A fatal error has occurred.
- B. A memory error has occurred.
- C. A hard drive error has occurred.
- D. A problem with the onboard video card occurred.

Answer: B

QUESTION NO: 8

When troubleshooting a hard disk failure on a CallPilot 1002rp server you must identify a faulty disk. How are the physical hard drive pairs configured for a Redundant Array of Independent Disks (RAID) system in a 1002rp CallPilot RIs. 5.0 server?

- A. hard drives 0 and 3, 1 and 4, and 2 and 5
- B. hard drives 0 and 1, 2 and 3, and 4 and 5
- C. hard drives 1 and 4, 3 and 6, and 5 and 8
- D. hard drives 1 and 4, 2 and 5, and 3 and 6

Answer: D

QUESTION NO: 9

You are performing the installation of a new CallPilot 600r server at a customer site with a Communication Server (CS) 1000 system. After running the Configuration Wizard the CallPilot server does not connect to the ELAN. An attempt to ping from the server to the switch ELAN IP address results in Request timed out. An attempt to ping from the server to a client PC on the CLAN results in Request timed out. Upon visual inspection of the LAN connections you find that the ELAN CAT5 cable is connected to the RJ45 connector labeled 1 on the server and that the CLAN CAT5 cable is connected to the RJ45 connector labeled 2 on the server. How should you proceed?