

ISLEVER

# 922-098

Communication Server 1000 RIs.5.0

Troubleshooting

DEMO

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**QUESTION NO: 1**

A customer has installed a Communication Server 1000 RIs. 5.0 system with 800 IP telephones.

All telephones at the site are registered to a single stand-alone Signaling Server. This site has

three media cards installed. During peak hours, the customer reports IP telephone registration

failures. What would you add to the network to ensure full redundancy for IP telephones?

- A. a redundant Call Server
- B. a Layer 2 ethernet switch
- C. TPS Follower Signaling Server
- D. additional DSP resources in the form of daughterboards or VGMC cards

**Answer: C**

**QUESTION NO: 2**

While attempting to log into a Communication Server 1000 RIs. 5.0 system using Element Manager, you receive the following message:

WEB3003: Destination IP address cannot be reached, initial RPC fail.

Which signaling server command will verify that both the ELAN link is established and the Call Server IP address is correct?

- A. Use statelnk from Overlay (LD) 137.
- B. Use pbxLinkShow from "oam>" shell of the Signaling Server.
- C. Use the statelnk command from "oam>" shell of the Signaling Server.
- D. Use the itgCardShow command from the "oam>" shell of the Signaling Server.

**Answer: B**

**QUESTION NO: 3**

A company has a multi-site Communication Server 1000 RIs. 5.0 system located in Mexico.

There are two sites serving as a Main Office (MO) with three Branch Offices each. All systems

are networked via a managed IP backbone. You have just received a trouble report indicating a

network failure at one of the MO locations. Where can you configure the Public Switched

Telephone Network (PSTN) as an alternative route to maintain inter-office communications until

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the network failure is addressed?

- A. in Overlay (LD) 14 (trunk definition) using the CLI
- B. in Overlay (LD) 16 (Route Data Block) using the CLI
- C. in Overlay (LD) 86 (Route List Block [RLB]) using the CLI
- D. in the Gatekeeper Server using Gatekeeper Element Manager

**Answer: C**

**QUESTION NO: 4**

A customer has recently deployed a Communication Server 1000 RIs. 5.0 Branch Office solution. You want to verify that the onsite technician has enabled and defined the Network Connection

Server (NCS) parameters correctly. Which Network Routing Service link should you access to view the NCS settings?

- A. NRS server
- B. tools
- C. endpoints
- D. H323 GW settings

**Answer: D**

**QUESTION NO: 5**

A customer has recently deployed a Communication Server 1000 RIs. 5.0 system. While verifying the system configuration, you find that the customer inadvertently failed to change the default IP address of the Call Server Ethernet Link (ELNK) host. After modifying the ELNK host, which

Overlay (LD) is used to re-enable the ELNK?

- A. LD 17
- B. LD 97
- C. LD 117
- D. LD 137

**Answer: C**

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**QUESTION NO: 6**

A customer has installed several Communication Server 1000 RIs. 5.0 systems that are distributed throughout the same city. The company auditor travels between offices using the Network Virtual Office feature. While visiting one location, the auditor forgot the login sequence and was locked out. Which action should you take to resolve this problem immediately?

- A. Telnet to the Media Gateway Controller (MGC) as Administrator and reset the user's password.
- B. Access the NetworkRouting Service (NRS) node via a web browser and override the user default password.
- C. Log into the Call Server and disable and then re-enable the Terminal Number of the local telephone TN in Overlay (LD) 32.
- D. Direct connect to a serial port on the Signaling Server and change the user Station Control Password (SCPW) in Overlay (LD) 11.

**Answer: C**

**QUESTION NO: 7**

A customer has changed the PWD1 on the Call Server and is unable to log into the Voice Gateway Media Card (VGMC) with the new password. You do not want to reboot the MC, because the site is a Call Center with a very high call volume. Which action would you perform to synchronize the password between the Call Server and the MC?

- A. Disable and re-enable the Media Card Ethernet ports.
- B. Disconnect and reconnect the Media Card TLAN cable.
- C. Perform an LD 43: Equipment Data Dump on the Call Server.
- D. Re-install the database on the Media Card Compact Flash.

**Answer: C**

**QUESTION NO: 8**

A Call Center reports that its callers are receiving an overflow tone and are experiencing blocked calls during peak office hours. After reviewing the zone parameters in Overlay (LD) 117, you have determined that all IP telephone users in the company are assigned to Zone 8, a shared zone. Which action should you take to ensure that the Call Center traffic have dedicated bandwidth