



500-444^{Q&As}

Cisco Contact Center Enterprise Implementation and Troubleshooting

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QUESTION 1

Which type of machine will run an automated deferred sync job?

- A. Principal AW machine
- B. AW client machine
- C. Secondary AW machine
- D. AW/HDS machine

Correct Answer: D

An AW/HDS machine is a hybrid of an AW client machine and a Secondary AW machine, and it is used to run automated deferred sync jobs. These jobs are typically used to transfer data between two or more AW machines, and the AW/HDS

machine acts as the intermediary, making sure that all of the data is kept up-to-date and in sync.

References:

[1] https://www.oracle.com/webfolder/technetwork/tutorials/obe/fmw/oim/11gR2-PS3/OIM_11gR2_PS3_Installation/OIM_11gR2_PS3_Installation_Step2.html

[2] https://docs.oracle.com/cd/E24628_01/doc.121/e28814/config_hds_aw.htm

[3] <https://docs.oracle.com/en/middleware/lifecycle/12.2.1.4/core/one-time-processes-deferred-synchronization-jobs.html>

QUESTION 2

Which sync job runs every 10 minutes to bring back the OUT_OF_SYNC machine to the IN_SYNC state?

- A. OnDemand
- B. Automated differential
- C. Push
- D. Manual differential

Correct Answer: B

The sync job that runs every 10 minutes to bring back the OUTOFSYNC machine to the IN_SYNC state is the Automated Differential sync job. This job compares the configuration files on the primary and secondary servers, copies the changes from the primary to the secondary, and then executes the configuration commands to bring the secondary server into the same state as the primary. The Manual Differential sync job is a similar process, but it requires user intervention to manually select the changes that need to be synchronized from the primary to the secondary server. The OnDemand sync job is a one-way process that pushes the configuration from the primary server to the secondary server, and the Push sync job is a one-way process that pushes the configuration from the secondary server to the



primary server.

QUESTION 3

What are two upgrades for Common Ground? (Choose two.)

- A. updates IP address as appropriate
- B. in-place upgrades exist on VMs
- C. updates Hostname as appropriate
- D. includes migration of windows registry
- E. includes database migration

Correct Answer: CE

Common Ground is a Cisco solution for contact center environments, which enables customers to use multiple channels, such as voice, chat, and email, to interact with agents. Upgrading Common Ground usually involves several steps,

including:

Updating the hostname as appropriate: Depending on the configuration and organization of the system, it may be necessary to update the hostname to ensure that all components are properly identified and connected. Database migration: As

part of the upgrade process, the Common Ground database may need to be migrated to a new version or schema. This is done to ensure that the database is compatible with the new version of Common Ground and that all data is preserved

during the upgrade. Updating IP address: Depending on the network and IP addressing scheme, it may be necessary to update the IP addresses of Common Ground components to ensure that they are properly configured and accessible.

Updating registry: Windows registry may need to be updated as well, to ensure that the correct configurations and settings are in place after the upgrade. In-place upgrades: In-place upgrades are the upgrades that can be done on the same

version of the software without the need to install new version of the software.

QUESTION 4

Which account does PCCE wizard use for logins to access the appropriate server and enable interfaces, databases, and protocols?

- A. Setup login
- B. Windows login
- C. Local administrator login
- D. Service Account login



Correct Answer: D

The PCCE wizard uses a Service Account login to access the appropriate server and enable interfaces, databases, and protocols. This Service Account is a Windows account that has specific privileges, such as the ability to access the server and configure the various components of PCCE. The other options, Setup login, Windows login, and Local administrator login, are incorrect.

QUESTION 5

Which three tools are used to download logs for CCE troubleshooting? (Choose three.)

- A. PROCMON
- B. Diagnostic framework portico
- C. OPCTEST
- D. DUMPLOG
- E. Unified System CLI
- F. RTTEST

Correct Answer: ADE

PROCMON, DUMPLOG, and Unified System CLI are three tools that can be used to download logs for CCE troubleshooting. PROCMON is a Windows-based tool that allows administrators to capture log files and view them in real time.

DUMPLOG is a command-line tool that can be used to download log files from CCE nodes. Finally, Unified System CLI is a web-based tool that can be used to access the CCE system and download log files.

Reference: https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucce/troubleshooting

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