POLY
UNIVERSITY

POLY INFRASTRUCTURE INTERMEDIATE EXAM BLUEPRINT

INFINT1-EX

OBJECTIVES

This exam is designed to help verify the knowledge of field engineers, support engineers and solution designers who will be deploying and supporting Poly on-premise Clariti solution components as part of a customer Unified Communication solution.

The INFINT1-EX exam is a required component of the Poly Infrastructure Professional (INFRA-PRO) certification.

EXAM OVERVIEW

The Poly Infrastructure Intermediate Exam (INFINT1-EX) is one of the components of the **Poly Expert Program**, and is designed to help to verify that the successful candidate has the necessary knowledge to perform implementation, configuration and troubleshooting operations for small to medium-sized deployments of the Poly RealPresence® Collaboration Infrastructure.

TARGET AUDIENCE

This exam is appropriate for field support engineers, customer helpdesk support, solution designers and administrators, responsible for deploying and supporting Poly Clariti Infrastructure solutions.

This is an Intermediate Level exam, and it is assumed that the test taker already has knowledge and practical experience of deploying and supporting Poly Clariti solutions.

ASSOCIATED CERTIFICATIONS

The Poly Infrastructure Intermediate Exam (INFINT1-EX) is one of the required elements of the following certification path:

- **Poly Infrastructure Professional (INFRA-PRO)**

RECOMMENDED STUDY

Before approaching this exam, we recommend the following learning:

- UC Theory Intermediate (UCTINT) Course
- Poly Infrastructure Intermediate (INFINT1) Course

MANDATORY PREQUISTES

Before attempting the INFINT1-EX exam, test-takers are required to complete the following certifications:

- **Poly Infrastructure Specialist (INFRA-SPC)**

FORMAT FOR THE EXAM

This exam is presented as an online multiple-choice assessment.

The assessment is monitored and invigilated remotely by an exam proctor, and the test-taker will be monitored over-video during the assessment

The assessment contains a total of **50** questions, and you will have **60** minutes to complete the examination.

A score of **70%** or higher is required to pass the exam.

Exam Duration:	**60 minutes**
Questions Presented:	**50 questions**
Pass Grade:	**70% / 35 questions** *You must correctly answer 35 questions or more to achieve a pass mark for this exam*

GENERAL TOPIC AREAS

The INFINT1-EX assessment is based on the content of the Poly Infrastructure Intermediate (INFINT1) 5-day instructor-led training course which covers the following topic areas:

CLARITI OVERVIEW AND LICENSING

- Define ReaPresence Clariti
- Articulate Clariti licensing model and deployment options
- Position individual components

SOLUTION DEPLOYMENT AND LICENSING

- Understand the deployment process of virtual and physical servers
- How to setup Resource Manager as a licensing server
- Apply licenses to Clariti components

INITIAL SYSTEM CONFIGURATION

- How to perform the initial configuration of Resource Manager, Collaboration Server, DMA 10.X Core and DMA Edge
- Understand DMA primary functions
- Differentiate features between DMA Core and Edge
- How to perform integration between RPRM and DMA
- How to perform integration between DMA Edge and DMA Core

ACTIVE DIRECTORY INTEGRATION

- Understand the benefits of Active Directory integration
- How to integrate Resource Manager, DMA Core or Edge, and Collaboration Server with Active Directory
- How to implement delegated authentication for RPRM
- Understand DNS Host & SRV records for Clariti

CONFIGURING NETWORK TOPOLOGY

- Understand and implement network topology

CONFIGURING DEVICE PROFILES

- Managing Endpoints and peripherals
- Define, Create and Assign Device Profiles

CONFIGURING CONFERENCE PROFILES

- Describe conference profile and conference template
- How to create modify and assign RPCS conference profiles
- How to create modify and assign RPRM Direct Conference Template
- How to create modify and assign DMA conference Templates

DMA RESILIENCY

- DMA local resiliency setup
- Describe what HA options can be used with DMA 10.0
- DMA HA setup

UNDERSTANDING CALL FLOW AND BANDWIDTH UTILIZATION

- Understand Call Flows
- Understand Bandwidth Management
- Understand and perform upgrades for Endpoints
- Understand and perform upgrades for Clariti infrastructure components
- Perform Maintenance operations
- Understand and use Troubleshooting Tools

DETAILED STUDY OBJECTIVES

The questions for the INFINT1-EX assessment are designed to test your understanding of the deployment, configuration and support of the products of the Poly Clariti solution.

The following is a detailed list of objectives that have been used to derive the exam questions.

1. CLARITI LICENSING

1.1. Define the role and requirements of each server in the License Management process for a Clariti implementation
1.2. Define the process of licensing a Clariti deployment

2. DEPLOYING AND CONFIGURING DMA CORE & EDGE

2.1. Identify the features and limitations of DMA Signaling Protocol Gateway functionality
2.2. Define the requirements and processes of First-time setup and IP configuration of DMA Core Virtual Edition and Appliance Edition
2.3. Configure DMA Signaling Settings appropriate to a given customer scenario
2.4. Compare and contrast the different Security mode options available for DMA Core
2.5. Define the role of sites and subnets used in DMA Topology configuration
2.6. Identify and compare DMA user roles
2.7. Create and manage DMA Pools and Pool Orders for a given customer scenario
2.8. Manually assign and configure DMA VMRs to system users
2.9. Define the requirements and methods for automatic DMA VMR generation
2.10. Define the features and benefits of integrating DMA Core and DMA Edge with Microsoft Active Directory
2.11. Define the use of Base DN filters in DMA Active Directory integration
2.12. Configure DMA conference room IDs appropriate to a given customer scenario
2.13. Define the differences between a local cluster and a supercluster in DMA and the configuration requirements for each
2.14. Define configuration settings for a DMA appliance two-server cluster
2.15. Identify the features, deployment requirements and limitations of DMA in Combination Mode (Core+Edge)
2.16. Explain license allocation in DMA Core and DMA Edge configurations
2.17. Define the process and benefits of integrating DMA Core with DMA Edge
2.18. Define the function and features of DMA Edge
2.19. Define options and requirements for DMA Edge deployment
2.20. Configure DMA Edge network interfaces appropriate to a give customer scenario

3. DEPLOYING AND CONFIGURING RPCS

3.1. Identify RMX appliance hardware components and their functions
3.2. Define the deployment criteria for RPCS Virtual Edition
3.3. Identify the steps involved in a 'first-time' installation of RPCS Virtual Edition and RMX
3.4. Identify IP addresses configuration requirements of RMX and RPCS Virtual Edition

3.5. Define the use of Display name, Routing name, E.164 alias and H.323 name in RPCS call server registration
3.6. Define the requirements and stages of RPCS licensing and product activation
3.7. Identify RPCS user Roles
3.8. Identify the differences between RPCS Conference Profiles and Conference Templates
3.9. Define the functions and features of RPCS Meeting Rooms
3.10. Define the role of a SIP Factory on the RPCS/RMX
3.11. Identify and configure appropriate RPCS conference profile parameters for a given customer scenario
3.12. Configure secure access to RPCS conferences by implementing access passwords
3.13. Configure RPCS IVR settings appropriate for a given use case
3.14. Customize RPCS DTMF tone operation
3.15. Define the function of RPCS Entry Queues
3.16. Define the features of RPCS Ad-hoc Entry Queues
3.17. Define the process and benefits of integrating RPCS with DMA Core

4. DEPLOYING AND CONFIGURING RPRM

4.1. Define the requirements and processes of First-time setup and IP configuration of RPRM Virtual Edition and Appliance Edition
4.2. Identify configuration options and limitations for RPRM dashboard layout
4.3. Identify and compare RPRM user roles
4.4. Define the role of sites and subnets used in RPRM Topology configuration
4.5. Define the role and features of RPRM Site-Links used in RPRM Topology configuration
4.6. Compare and contrast RPRM Device Provisioning Modes
4.7. Define, create and deploy RPRM Provisioning Profiles and Provisioning Rules for a given customer scenario
4.8. Identify options for Endpoint device authentication with RPRM
4.9. Define the benefits and configuration steps of integrating RPRM with Microsoft Active Directory
4.10. Dynamically assigning endpoint aliases using RPRM Dynamic Device Management
4.11. Configure DNS SRV records for RPRM to enable automatic dynamic management of Poly endpoints
4.12. Configure RPRM Endpoint Software Updates
4.13. Identify the requirements for RPRM to schedule conferences on an RPCS
4.14. Managing Direct Conference Template allocation and permissions in RPRM
4.15. Explain the function and configuration of RPRM Room accounts
4.16. Define and configure RPRM Redundancy and Geographic Redundancy modes
4.17. Define the process and benefits of integrating DMA Core and RPRM
4.18. Define the process and benefits of integrating DMA Edge with RPRM

5. TROUBLESHOOTING CLARITI DEPLOYMENTS

5.1. Identify common troubleshooting steps for resolving licensing issues with Clariti server deployments
5.2. Identify connection protocols and ports used for communicating with, and between, Clariti servers

5.3. Define call flows within DMA Core and DMA Edge
5.4. Identify common troubleshooting steps for resolving device registration issues with DMA
5.5. Identify common troubleshooting steps for resolving call connection issues with DMA
5.6. Identify common troubleshooting steps for resolving issues with VMR conferences
5.7. Identify appropriate DMA log file settings for normal operation and troubleshooting activities
5.8. Identify required troubleshooting information, log files and resources for escalating DMA problems to Poly Global Services support
5.9. Identify common troubleshooting steps for resolving RPCS System issues
5.10. Identify common troubleshooting steps for resolving RPCS conference connection issues
5.11. Troubleshoot connection issues using RPCS Participant Properties
5.12. Identify System Restore functions on an RPCS and explain their function
5.13. Locate and identify required system diagnostic information on the RPCS/RMX
5.14. Identify the benefits of the "Stop Using" and "Busy Out" features for an MCU configured in DMA, and the differences between them
5.15. Identify common troubleshooting steps for resolving issues with DMA MCU Pool allocations
5.16. Identify common troubleshooting steps for resolving device status issues with RPRM
5.17. Identify common troubleshooting steps for resolving user permission issues with RPRM
5.18. Identify common troubleshooting steps for resolving issues with RPRM scheduled conferences
5.19. Locate and identify system diagnostic and troubleshooting tools in RPRM
5.20. Identify required troubleshooting information, log files and resources for escalating RPRM problems to Poly Global Services support