7230X.VCEplus.premium.exam.93q

Website: https://vceplus.com
VCE to PDF Converter: https://vceplus.com/vce-to-pdf/
Facebook: https://www.facebook.com/VCE.For.All.VN/
Twitter : https://twitter.com/VCE_Plus

7230X

Avaya Aura® Communication Applications Support Exam

Version 2.1

Exam A

QUESTION 1
Avaya currently uses the online tool called Avaya Diagnostic Methodology (ADM) for partners to raise trouble tickets and receive assistance, and expects customers/partners to have performed the following tasks before raising a trouble ticket.

1. Clearly stated the problem.
2. Detailed the findings.
3. Clarified the problem.

When they receive the trouble ticket, what is the next step in the diagnostic methodology that Avaya Tier 3 support will perform?

A. Identify a patch to fix the problem.
B. Update the Knowledge Management database.
C. Implement a solution.
D. Determine the cause.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 2 Which statement about Avaya Tier 2/Business
Partners is true?

A. They immediately escalate to Tier 3 as issue is encountered.
B. They describe the problem to Tier 3 in an escalation ticket and Tier 3 isolates and resolves the issue.
C. They isolate issue, resolve issue then escalate to Tier 3 for corrective action.
D. They isolate the issue, and if no root cause is found, escalate to Tier 3 to resolve the issue.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 3
A Network Administrator of a company has been made aware of a problem with the telephone system, and contacts a few colleagues who have dealt with similar problems in the past.

Which Discipline in 8D Methodology describes the action of the Network Administrator?

A. D4
B. D3
C. D2
D. D1

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
Reference: http://www.brooks.com/my-brooks/suppliers/~/media/Files/Suppliers/Documents/5_Why_Root_Cause_Corrective_Actions.pdf

QUESTION 4
Avaya Support personnel report a case, including root cause and resolution, in the Knowledge Base.
Which 8D Methodology discipline covers this action?

A. D8
B. D7
C. D6
D. D5

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Reference: http://www.brooks.com/my-brooks/suppliers/~/media/Files/Suppliers/Documents/5_Why_Root_Cause_Corrective_Actions.pdf

QUESTION 5 Which two statements describe the 8D Troubleshooting Methodology?
(Choose two.)

A. It is eight steps that guarantee a logical way to isolate an issue.
B. It is eight steps that ensure a faster time to resolution.
C. It is eight steps used to guarantee systems are operational after an implementation.
D. It is eight steps that define how to escalate third-party integration issues.
E. It is eight steps that guarantee a thorough analysis of a failure, containment actions, full resolution, and prevention for the future.

Correct Answer: AE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 6 Under which condition is a Business Partner/Avaya Tier 2 not required to escalate to
Avaya Tier 3?

A. when the customer issue is not service affecting
B. when the Business Partner/Avaya Tier 2 have isolated issue and found a resolution
C. when the issue for the customer is intermittent
D. when the issue is a common one resolved through an upgrade

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 7 After completing Discipline 4, Determining Root Cause, of the 8D Troubleshooting Methodology, what is the next discipline to be
completed?

A. Discipline 5 – Implement a Work-around
B. Discipline 5 – Implement Corrective Actions
C. Discipline 5 – Choose Corrective Actions
D. Discipline 5 – Prevent Recurrences

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Reference: http://asq.org/learn-about-quality/eight-disciplines-8d/

QUESTION 8
Who is responsible for Discipline 4, Determining Root Cause, of the 8D Troubleshooting Methodology?

A. Business Partners
B. Avaya Tier 2
C. Third Party Support
D. Avaya Tier 3

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 9
In the 8D Troubleshooting Methodology, which two steps does Discipline 3, Contain Interim Actions, involve? (Choose two.)

A. Try actions that bypass the issue, like creating a work-around for temporary restoral of service.
B. Capture potential triggers.
C. Evaluate systems and components.
D. Develop immediate controlled actions to isolate the problem.
E. Develop a hypothesis based on the outcome of the various controlled actions and the system's reactions.

Correct Answer: CD
Section: (none)
Explanation

Explanation/Reference:
Reference: http://asq.org/learn-about-quality/eight-disciplines-8d/

QUESTION 10
Avaya currently uses the online tool called Avaya Diagnostic Methodology (ADM) for partners to raise trouble tickets and receive assistance, and expects customers/partners to have performed the following tasks before raising a trouble ticket.

1. Clearly stated the problem.
2. Detailed the findings.
3. Clarified the problem.

When they receive the trouble ticket, what is the next step in ADM that Avaya Tier 3 support will perform?

A. Install a patch to fix the problem.
B. Praise individuals for contribution.
C. Implement a solution.
D. Update the Knowledge Management database.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 11 Incoming SIP Trunking calls from Service Provider to Session Manager are failing because Avaya Session Border Controller for Enterprise (SBCE) is not sending a domain name in the TO, FROM and REQUEST headers.

What needs to be changed in SBCE to make this happen?
A. In SBCE GUI, navigate to Global Profiles > Routing. Edit the Session Manager Routing Profile to link to a URI Group, which has the To, From and Request Headers and Replace Action set to Overwrite with domain name. B. In Avaya Session Border Controller for Enterprise (SBCE) GUI, navigate to Global Profiles > Server Configuration > Edit the Session Manager server entry to set "Overwrite Domain Name."

C. In SBCE GUI, navigate to Global Profiles > Topology Hiding. Edit the SessionManager_TH to change the To, From and Request Headers Replace Action, to Overwrite with domain name.

D. In SBCE GUI, navigate to Device Specific Settings > Endpoint Flows > Server Flows. Edit the Session Manager flow to change the End Point Policy Group to default-low.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 12
A customer reports that remote worker users cannot see their feature buttons. Their Avaya Session Border Controller for Enterprise (SBCE) was recently damaged and replaced due to a lightning strike. After doing some troubleshooting, support was able to see that PPM was misconfigured in the SBCE.

Which tool was used, and which symptoms were visible that pointed to this issue?

A. List trace; PPM requests were going to Avaya Aura® Session Manager instead of the PPM server
B. traceSM; SIP requests were going to Avaya Aura® Session Manager instead of SBCE
C. traceHTTP; all HTTP requests were going to SBCE instead of Avaya Aura® Communication Manager
D. traceSBC with PPM debugging enabled; PPM requests were seen to be going to the Utility Server instead of Session Manager

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 13 Which tool has an option to debug the TLS handshake between the server and the client?

A. SIP Trace Config and SIP Trace Viewer
B. List trace tac 701
C. traceSM
D. List trace tac 701/tls

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 14 Callers hear a fast busy when they dial into Avaya Aura® Messaging (AAM) to retrieve their voicemail messages. After troubleshooting you discover that someone has left trunks in busy-out state on AAM.

How would you restore the trunks to in-service status?

A. Using AAM web GUI access Administration > Messaging > Diagnostics > Network Connection, and then click on the Release All Trunks button.
B. SSH to AAM, and execute the `release trunks all` command.
C. SSH to AAM, and execute the `release trunk` command.
D. Using AAM web GUI access Administration > Messaging > Telephony Diagnostics > Release, type 'all' in the Equipment Number field, and then click on the Release button.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 15
A customer reports that their Avaya Aura® Communication Manager (CM) enabled SIP telephones (AST) can only see the effect of their telephone being Call Forwarded after they log off and log on again. Also stopping the call forward feature does not show until their endpoint is logged off and logged on again.

What is the cause of the problem?

A. A coverage path has not been setup.
B. The Call Forwarding feature has not been assigned to a button.
C. Data Privacy is enabled in the station's Class of Service.
D. An entry is missing in the private-numbering System Administration Terminal (SAT) form.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 16
A customer called in stating they cannot place WebRTC calls. You discover that when the WebRTC snap-in sends an Invite to Avaya Aura® Media Server (AAMS), Avaya Breeze ™ is not sending the correct information in the Request URI to match a regular expression in Session Manager.
Where do you configure the Media Server URI (ce-msml@avaya.com) that Avaya Breeze ™ will send to AAMS via Avaya Aura® Session Manager (SM)?

A. Use Avaya Aura® System Manager web GUI to access the Engagement Development Platform > Configuration > Attributes.
B. Use SSH to Avaya Breeze ™ and edit the "/etc/config.properties" file.
C. Use Avaya Aura® System Manager web GUI to access the Inventory > Manage Elements, and then edit the Avaya Breeze ™ element.
D. Use Avaya Aura® System Manager web GUI to access the Engagement Development Platform > Configuration > Avaya Aura® Media Server.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 17
You are troubleshooting an IM and Presence problem, and discover all application processes are not running on the Avaya Breeze ™ platform.

How can the application processes be started?

A. SSH to Avaya Breeze ™, and execute the `start -a` command.
B. SSH to Avaya Breeze ™, and execute the `service presence start` command.
C. Accept Service on the cluster using Avaya Aura® System Manager web GUI.
D. SSH to Avaya Breeze ™, and execute the `service ps start` command.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 18
Which statement about Network Routing Policies in Avaya Aura® Session Manager (SM) is true?
A. A dial pattern and routing policy are necessary in SM to call from an H323 device to a Basic/Native SIP device (without an Avaya Aura® Communication Manager profile).
B. A dial pattern and routing policy are necessary in SM to call from a Basic/Native SIP device (without a CM profile) to an H323 device on Avaya Aura® Communication Manager (CM).
C. A dial pattern and routing policy are necessary in SM to call from an H323 device to an AST device on the same Avaya Aura® Communication Manager (CM).

D. A dial pattern and routing policy are necessary in SM to call from an AST device to an H323 device on the same Avaya Aura® Communication Manager (CM).
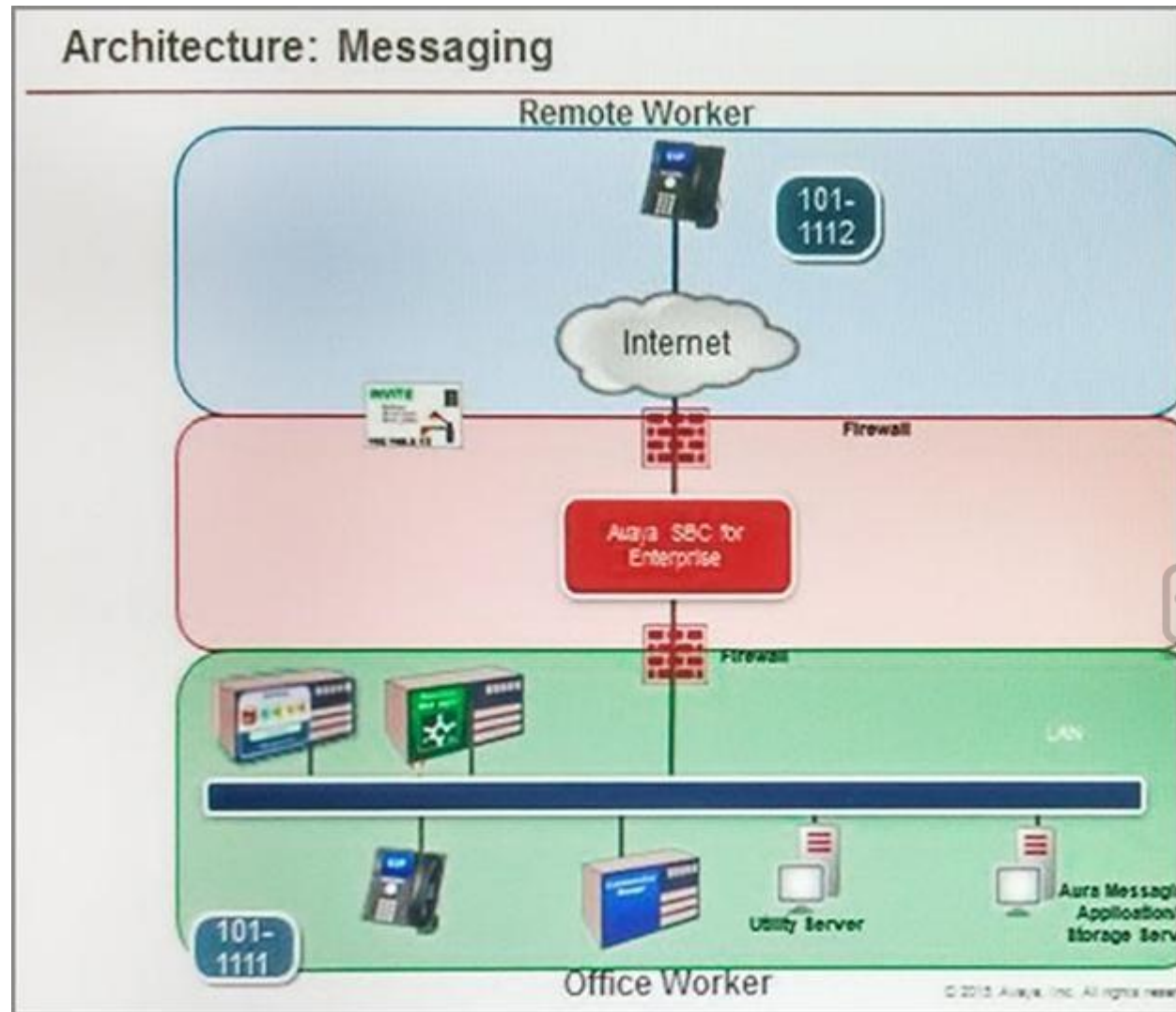
Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 19

Architecture: Messaging

Refer to the exhibit.

Avaya Tier 3 support receives a case escalated by Tier 2 where the customer cannot receive incoming calls, but can make calls out successfully. The trace shows that the incoming calls arrive at the Avaya Session Border Controller for Enterprise (SBCE) but fail to get routed into the customer enterprise network.

Based on this information, what is and is not working?

A. The local area network, Avaya Aura® Communication Manager, and Avaya Aura® Session Manager are working. SBCE is partially working, but routing may be incorrect.
B. The local area network, Avaya Aura® Communication Manager, and Avaya Aura® Session Manager are working. The public network is not working.
C. The local area network, Avaya Aura® Communication Manager, and Avaya Aura® Session Manager are working. SBCE is not working.
D. The local area network and Avaya Aura® Session Manager are working. Avaya Aura® Communication Manager is not working.

Correct Answer: D

Explanation/Reference:

QUESTION 20 Incoming SIP Trunking calls from Service Provider to Session Manager are failing because Avaya Session Border Controller for Enterprise (SBCE) is not sending a domain name in the TO, FROM and REQUEST headers.

What needs to be changed in SBCE to make this happen?

A. In SBCE GUI, navigate to Global Profiles > Routing. Edit the Session Manager Routing Profile to link to a URI Group, which has the To, From and Request Headers and Replace Action set to Overwrite with domain name.
B. In SBCE GUI, navigate to Global Profiles > Server Configuration. Edit the Session Manager server entry to set "Overwrite Domain Name".
C. In SBCE GUI, navigate to Global Profiles > Topology Hiding. Edit the SessionManager_TH to change the To, From and Request Headers Replace Action, to Overwrite with domain name.
D. In SBCE GUI, navigate to Device Specific Settings > Endpoint Flows > Server Flows. Edit the Session Manager flow to change the End Point Policy Group to default-low.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 21
You are troubleshooting a TLS link down message between Avaya Aura® Session Manager (SM) and Avaya Session Border Controller for Enterprise (SBCE). Tracing on SM and SBCE reveals a Fatal Error Unknown CA message being sent by SBCE when it receives the Server Identity certificate from SM.

To solve this problem, which two actions need to be completed? (Choose two.)

A. Install the Certificate Authority certificate that signed SBCE identity certificate into SM.
B. Export the SBCE identity certificate, and import it into SM.
C. Install the Certificate Authority certificate that signed SM identity certificate into SBCE.
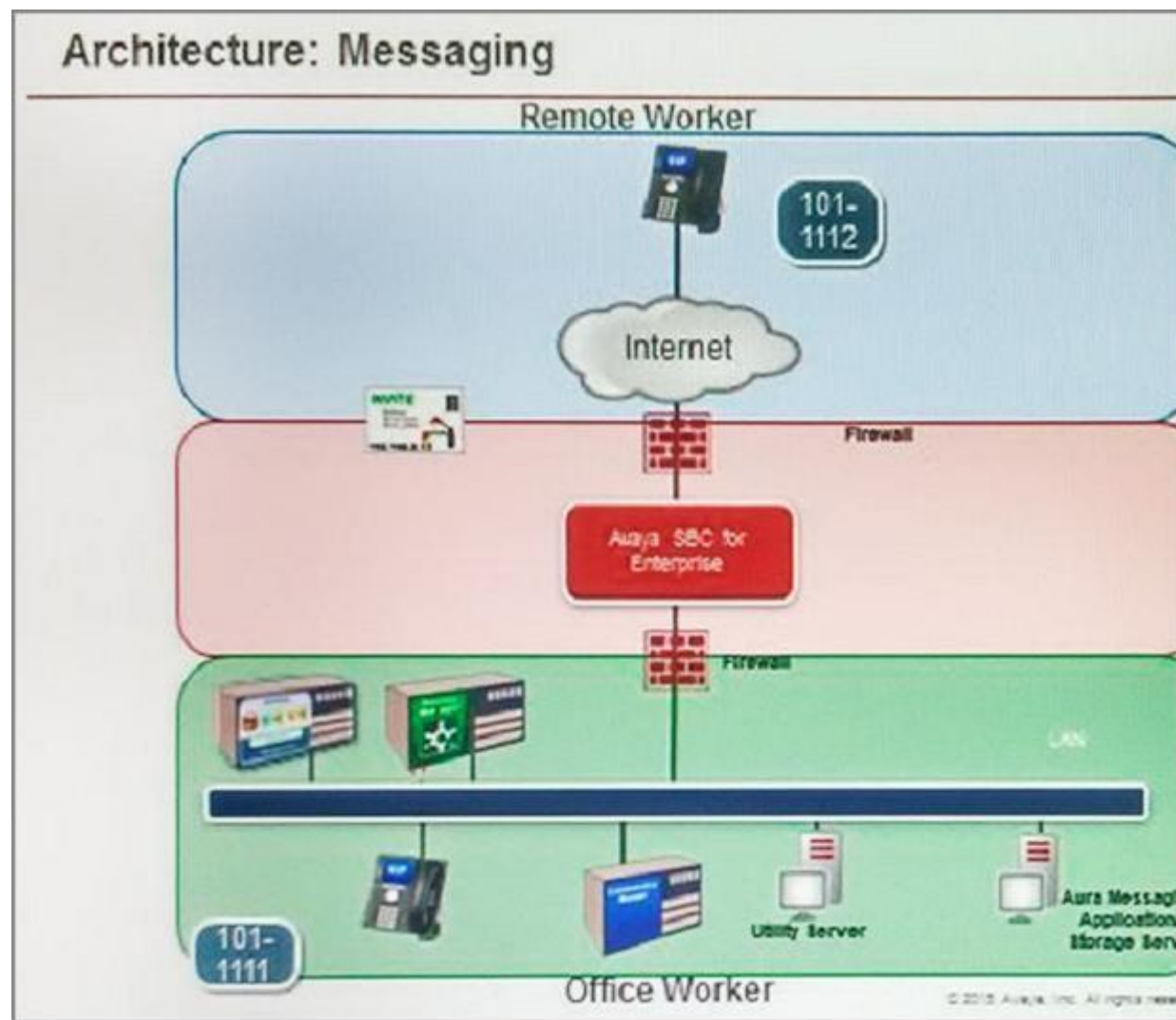D. Add Certificate Authority certificate into the TLS profile Peer Verification List.

Correct Answer: AB
Section: (none)
Explanation

Explanation/Reference:

QUESTION 22

Architecture: Messaging

Refer to the exhibit.

After some system maintenance was completed over the weekend, a customer calling from the office states they hear a fast busy when trying to access their voicemail.

Avaya support verifies local network connectivity is up and Avaya Aura® Messaging server is registering no alarms. A SIP trace displays a 404 Not Found error message.

Based on what is already working, to where can the issue potentially be isolated?

A. endpoint routing configuration issue
B. interoperability testing
C. network outage
D. routing configuration issues

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 23
When a customer calls voicemail to retrieve their messages they hear "Hello, to access your mailbox…" instead of the users named followed by "please enter your password…".

After troubleshooting you discover that the Caller ID is not being sent correctly, therefore Avaya Aura® Messaging (AAM) is not able to identify the correct mailbox associated with the station number calling into AAM.
How can this problem be fixed?

A. Change clid-numbering 0 SAT form to send the correct CLID.
B. Using AAM web GUI access Administration > Messaging > Telephone Integration, write a caller ID modification rule to correct the incoming CLID format.
C. In Session Manager, configure a DigitConversionAdapter with 'fromto=true' to update the 'Form' header as well as the P-asserted-identity, and link it to the AAM SIP Entity.
D. Having identified the trunk group from Avaya Aura® Communication Manager (CM) to AMM is public, change public-unknown-numbering 0 SAT form, to send the correct CLID.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 24
Right after an Avaya Breeze ™ installation, the customer called in stating WebRTC calls are not working.

Where can the administrator go to verify that the Avaya Breeze ™ server was configured to Accept Service?

A. Avaya Breeze ™ web GUI, and navigate to Avaya Breeze ™ Dashboard.
B. Avaya Breeze ™ command line, and run the `status service` command.
C. Avaya Aura® System Manager web GUI, and navigate to Breeze Dashboard.
D. Avaya Aura® System Manager command line, run the `status service` command.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 25 A customer called in stating that none of their users can IM or see each other's Presence. After troubleshooting you discover that default gateway of the Avaya Breeze ™ SM100 has the wrong IP Address in the configuration.

Where would you go to correct this problem?

A. Use SSH to Avaya Breeze ™, and run SMnetSetup.
B. Use SSH to Avaya Breeze ™, and use the `route` command to correct the routing table.
C. Use Avaya Aura® System Manager web GUI to update the SIP Entity screen.
D. Use Avaya Aura® System Manager web GUI to access the Engagement Development Platform < Server Administration, and edit the Server Instance.
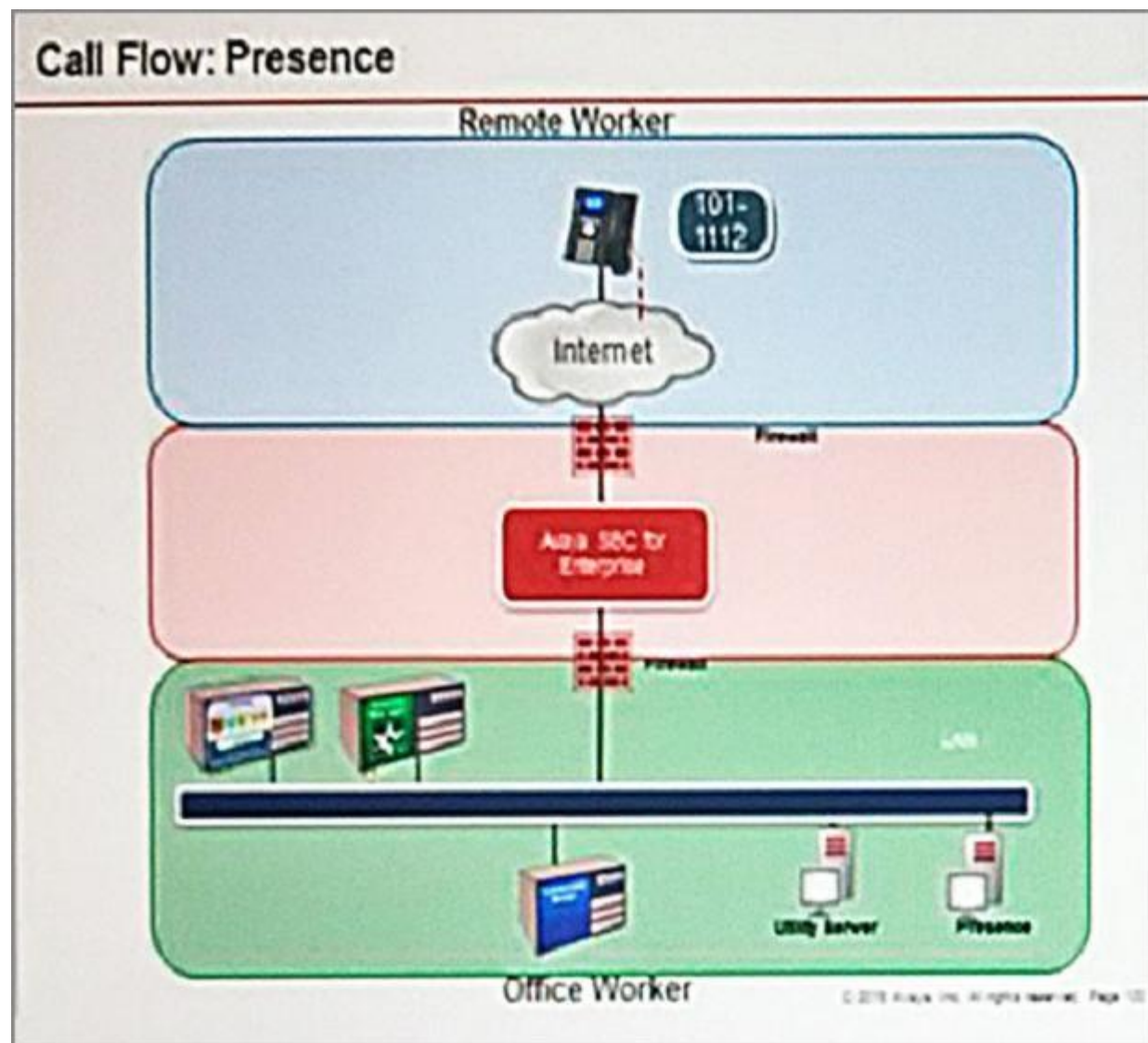
Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 26

Call Flow: Presence

Refer to the exhibit.

SIP endpoint 101-1112 is updating its Presence status with the Avaya Aura® Presence (PS).

Based on the exhibit, which statement about the message flow is true?

A. Avaya Aura® Presence sends Notify to the telephone via Avaya Aura® Session Manager.
B. Phone sends Register message to Avaya Aura® Session Manager via Avaya Session Border Controller for Enterprise.
C. The telephone sends Subscribe message to Avaya Aura® Session Manager via Avaya Session Border Controller for Enterprise.
D. Avaya Aura® Presence sends Notify to the SIP endpoint via Avaya Session Border Controller for Enterprise.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 27
Considering the message flow to an Avaya Aura® Contact Centre (AACC) Agent Desktop, which protocol is used to communicate between Avaya Aura® Communication Manager (CM) and Avaya Aura® Application Enablement Services (AES)?

A. WCF
B. ASAI/TSAPI

C. DMCC/TSAPI
D. TR87

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:
Reference: https://www.avaya.com/en/documents/avaya-aura-application-enablement-services---uc4303.pdf

QUESTION 28
Considering the message flow to an Avaya Aura® Contact Center (AACC) agent, which statement about the media path from the incoming caller is true?

A. It is not anchored on the Avaya Aura® Media Server.
B. It is anchored on the Avaya Aura® Media Server if using SIP agent.
C. It is anchored on the Avaya Aura® Media Server until the agent answers the call.
D. It is anchored on the Avaya Aura® Media Server for the duration of the call.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 29
When a user is forwarded to Avaya Aura® Messaging (AAM), Avaya Aura® Communication Manager (CM) needs to indicate to AAM who the call was originally destined for, so that the message is left in the correct mailbox.

Which SIP header is used to indicate for whom the call was originally destined, and the reason for being forwarded to AAM?

A. B = history info
B. To
C. Request
D. P-Asserted-Identity

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 30
When Avaya Session Border Controller for Enterprise (SBCE) initially receives the message from a SIP endpoint wanting to update their Presence status, which operation does it perform?

A. It authenticates message and encrypts the Presence status.
B. It authenticates and encrypts the message and registers the user.
C. It authenticates and encrypts the message, and replaces its own IP address with the Session Manager IP address.
D. It authenticates, encrypts the Presence status message, and replaces its own IP address with the Avaya Aura® Presence (PS) IP address.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
QUESTION 31
In an Avaya Aura® Presence Services (PS) message flow, which type of message does a Remote Worker first send to PS?

A. NOTIFY
B. SUBSCRIBE
C. OPTIONS
D. REGISTER

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 32
After Avaya Aura® Messaging (AAM) answers a call Avaya Aura® Communication Manager (CM) will initiate a shuffle of the media path if possible to establish a direct media path between the IP endpoint and AAM.

Which SIP message is sent by Avaya Aura® Communication Manager (CM) to AAM to initiate the shuffle?

A. Re-Invite
B. Refer
C. Info
D. Cancel

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 33
Which statement about RTP media stream and Avaya Session Border Controller for Enterprise (SBCE) is true?

A. An RTP media stream will always bypass an SBCE.
B. An RTP media stream will only flow through the SBCE if it is encrypted.
C. An RTP media stream will transcode the codec as it flows the SBCE.
D. An RTP media stream will typically flow through the SBCE.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 34
To receive both the 46xxsettings.txt file and the firmware updates, what are the two locations in Avaya Session Border Controller for Enterprise (SBCE) administration where you would configure the IP address that Remote Workers telephones use? (Choose two.)

A. in the Application Relay tab of the Relay Services page
B. in the Networks tab of the Network Management page
C. in the Interfaces tab of the Network Management page
D. in the Reverse Proxy tab of the Relay Services page

Correct Answer: AB
Section: (none)
Explanation

Explanation/Reference:

QUESTION 35
In Avaya Aura® 7, how are calls typically routed from Avaya Aura® Communication Manager (CM) to Avaya Aura® Messaging (AAM)?

A. Using a direct SIP trunk group between CM and AAM.
B. Using a direct H323 trunk group between CM and AAM.
C. Using SIP via Avaya Aura® Session Manager (SM), AAM is built as a user with a Communication Profile and registry routing forwards the calls to AAM.
D. Using SIP via Avaya Aura® Session Manager (SM), a dial pattern or regular expression forwards the call to AAM.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 36 Considering the message flow to an Avaya Aura® Contract Center (AACC) Agent Desktop, which protocol is used to communicate between AACC and Avaya Aura® Application Enablement Services (AES)?

A. WCF
B. TSAPI
C. TR87
D. DMCC

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 37
Considering the message flow to an Avaya Aura® Contract Centre (AACC) Agent Desktop, which protocol is used to communicate between AACC, CCT, and the Agent Desktop PC?

A. CSTA
B. TSAPI
C. SIP
D. WCF

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 38
What are two ways to verify that STUN/TURN messages are being received from web browser at the Avaya Session Border Controller for Enterprise (SBCE)? (Choose two.)

A. Enable traceFW with the STUN/TURN option enabled.
B. Enable traceSBC with the STUN/TURN option enabled.
C. Enable traceHTTP with the STUN/TURN option enabled.
D. Enable debug logging on SBCE and look in ipcs.log.
Correct Answer: BD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 39 Which tracing tools that help to debug WebRTC protocols are available on the Avaya Breeze™ platform?

A. traceTURN, traceSTUN, and traceHTTP
B. traceWEB and traceSM
C. traceSTUN, traceTURN, and traceCE
D. traceHTTP and traceCE

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 40 Which statement about Remote Workers on Avaya Session Border Controller for Enterprise (SBCE) is true?

A. With SBCE, Remote Workers must use a different dial plan to Office Workers.
B. With SBCE, Remote Workers have less telephone features available compared to Office Workers.
C. With SBCE, Remote Workers no longer need to use Virtual Private Network (VPN).
D. With SBCE, Remote Workers have to come to the office to get new firmware on their phones.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 41
On the Avaya Session Border Controller for Enterprise (SBCE), which tool would you use to view WebRTC messages coming through SBCE?

A. webrtctrace on
B. traceWEBRTC
C. traceHTTP
D. traceSBC

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 42
A company is deploying an Avaya Session Border Controller for Enterprise (SBCE) for their Remote Workers only. The Remote Workers use 9640 hard phones which need to have 46xxsettings.txt downloaded to them.

What is the minimum number of IP-addresses they need to assign to their private and public Network Interface Cards (NICs)?

A. 1 IP-address to their private NIC, and 1 IP-address to their public NIC.
B. 2 IP-addresses to their private NIC, and 1 IP-address to their public NIC.
C. 1 IP-address to their private NIC, and 2 IP-addresses to their public NIC.
D. 2 IP-addresses to their private NIC, and 2 IP-addresses to their public NIC.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 43 When enabling Remote Worker telephones to access a Public Directory, which additional configuration item needs to be configured on the Avaya Session Border Controller for Enterprise (SBCE)?

A. an LDAP End Point Policy Group
B. a reverse proxy for LDAP
C. an application relay for LDAP
D. an LDAP Server Flow

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 44
Which three statements about the Avaya Session Border Controller for Enterprise (SBCE) are true? (Choose three.)

A. Split horizon DNS with FQDN is recommended to allow smartphones to seamlessly register with Avaya Session Border Controller for Enterprise, when out of range of Wi-Fi over the Mobile network, and register direct with Avaya Aura®Session Manager when connected to a corporate Wi-Fi.
B. You must use HTTPS as opposed to HTTP when web browsing to the Element Management System (EMS).
C. When ignoring traffic considerations, it is possible to co-reside WebRTC, Remote Worker, and SIP Trunking applications on the same Avaya Session Border Controller for Enterprise (SBCE).
D. Remote Worker and SIP Trunking can use the same IP addresses for both services.
E. You can SSH to Avaya Session Border Controller for Enterprise using PuTTY with standard port 22.

Correct Answer: ABE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 45
After a new implementation the customer began to experience dropped calls and an 'all lines busy' error condition. The carrier confirmed their service was operational and all lines tested came back good. After contacting Avaya, support confirmed there were more calls being presented than the telephone switch could handle.

Which pre-implementation step was omitted?

A. properly sizing trunk capacity
B. interoperability testing
C. upgrading the circuits
D. correct licensing specifications

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:
QUESTION 46
Which three standards does the Avaya Aura® Application Enablement Services (AES) support? (Choose three.)

A. Computer Supported Telecommunications Applications (CSTA)
B. Media Stream Reservation Protocol (MSRP)
C. Telephony Server API (TSAPI)

D. Java Telephony API (JTAPI)
E. Far End Camera Control (FECC)

Correct Answer: ACD
Section: (none)
Explanation

Explanation/Reference:
Reference: https://www.avaya.com/en/documents/avaya-aura-application-enablement-services---uc4303.pdf

QUESTION 47 A customer calls Avaya support because their 3rd party SIP telephones are not working. Support is able to confirm that the telephones are not supported and do not integrate with Communication Manager or

Session Manager. Which two pre-implementation steps were omitted? (Choose two.)

A. Establish connectivity.
B. Test all third-party equipment and software.
C. Provide accurate licensing specification.
D. Access support.avaya.com to verify customer systems compatibility.
E. Upgrade Communication and Session Manager.

Correct Answer: CE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 48 Which three statements are true about Avaya Aura® Messaging (AAM)?
(Choose three.)

A. 20 Voice Ports are always reserved for retrieving messages.
B. AAM can run on Avaya-provided hardware that runs Linux® and Avaya Aura® System Platform, or VMware in a virtualized environment.
C. You can choose to use the Avaya Message Store or Microsoft Exchange Store.
D. AAM Multi-Server configuration separates Application Servers from Avaya Message Store.
E. Each message application server allows for up to 100 simultaneous SIP or H323 sessions, with 300 active ports permitted per Voice Mail Domain (VMD).

Correct Answer: BCD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 49 The WebRTC snap-in is showing a yellow caution icon under
License Mode.

What does this error mode indicate?

A. The license was installed incorrectly.
B. The license 30 day grace period has expired.
C. There is a license error but the snap-in continues to function.
D. The snap-in license has expired and is out of service.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 50 The Entity Monitoring column on the Session Manager Dashboard shows two
figures per line.

How should these two figures be interpreted?

A. the first number indicates the number of retries, the second number indicates the total number of links monitored
B. the first number indicates the number of unmonitored links, the second number indicates the total number of monitored links
C. the first number indicates the total number of links monitored, the second number indicates the number of links downD. the first number indicates the number of links down, the second number indicates the total number of links monitored

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 51 Which two methods can be used to determine the status of the Switch/CTI Link between Avaya Aura® Communication Manager (CM) and Avaya Aura® Application Enablement Services (AES)?
(Choose two.)

A. Observe the AES Alarm Report.
B. Run an ASAI test on AES.
C. Observe the CM dashboard.
D. Observe the AES dashboard.
E. Run the `status aesvcs cti-link` command on CM.

Correct Answer: BE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 52
In Avaya Aura® 7 the Avaya Session Border Controller for Enterprise (SBCE) license is installed on an external WebLM server and the EMS points to the WebLM server using a URL.

What is the correct syntax of that URL where 135.60.232.41 is the IP address of the WebLM server?

A. https://135.60.232.41:8443/WebLM/LicenseServer
B. https://135.60.232.41:8080/LicenseServer
C. https://135.60.232.41:52233/WebLM/LicenseServer
D. https://135.60.232.41/WebLM

Correct Answer: D
Section: (none)
Explanation
Explanation/Reference:
Reference: https://downloads.avaya.com/elmodocs2/ir/r2_0/IR_R2_0_Doc_CD/CD/html/29157.htm

QUESTION 53
A Maintenance Engineer logs onto the Command Line Interface (CLI) of Avaya Aura® Messaging (AAM) and issues the `vmstat` command.

What information will the display present?

A. statistical information about voicemail boxes
B. information about the volatile memory
C. status information about the virtual machine

D. count of mailbox password violation attempts

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 54 To validate the initial system status of Breeze with the WebRTC Snap-I, which two components should be checked?
(Choose two.)

A. application
B. configured certificates
C. cluster status
D. licensing status
E. installation status

Correct Answer: AE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 55
What are two valid Avaya Aura® Messaging (AAM) Measurement Report types? (Choose two.)

A. Occupancy
B. Load
C. Users
D. Disk Usage
E. Feature

Correct Answer: BE
Section: (none)
Explanation

Explanation/Reference:
Reference: https://downloads.avaya.com/css/P8/documents/100166431 (page 289)

QUESTION 56 What are the steps necessary to trace SIP messages going through the Avaya Session Border Controller for
Enterprise (SBCE)?

A. Login to the EMS using a web browser, then access Device specific settings > Troubleshooting > Tracing, and click on Start traceSBC.
B. Login to the active Avaya Session Border Controller for Enterprise (SBCE) using SSH port 22, issue the `su - root` command, and then execute the `traceSBC` command.
C. Login to the EMS using port SSH 222, issue the `sudo su` command, and then execute the `traceSBC` command.
D. Login to the active Avaya Session Border Controller for Enterprise (SBCE) using SSH port 222, issue the `sudo su` command, and then execute `the traceSBC` command.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 57

In Avaya Aura® Messaging (AAM), which Command Line Interface command produces the same output as what is shown on the Process Status Results page in the AAM Web GUI?

A. `sysstatus`
B. `vmstat`
C. `appstat`
D. `statapp`

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 58 Which two trace tools are available for Session Manager?
(Choose two.)

A. the `CallTrace` command on the Session Manager Command Line Interface
B. the `traceSM` command on the Session Manager Command Line Interface
C. Trace Viewer in the System Manager GUI
D. the `List trace` command on the Session Manager Command Line Interface
E. Pcap

Correct Answer: BE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 59 Which types of certificates can be verified from the Avaya Aura® Application Enablement Services (AES) web console?

A. common a default Avaya SIP certificates
B. only Avaya server certificates
C. common and default Avaya server certificates
D. default certificates and Avaya server certificates

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 60
What are two ways to view the ipcs.log file of an Avaya Session Border Controller for Enterprise (SBCE) High Availability (HA) system? (Choose two.)
A. Login to the EMS using a web browser, then click on Logs > System Logs.
B. Login to the active SBCE, and cat /archive/syslog/ipcs/ipcs.log.
C. Login to the EMS and cat /archive/syslog/ipcs/ipcs.log.
D. Login to the EMS using a web browser, then click on the active SBCE under Installed Devices, then click on View System Logs.
E. Login to the EMS and cat /var/log/ipcs.log.

Correct Answer: AB
Section: (none)
Explanation

QUESTION 61
Avaya Aura® Messaging (AAM) needs to communicate with Avaya Aura® Session Manager (SM) whose identity certificates have been signed by Avaya Aura® System Manager (SMGR) Certificate Authority (CA).

How does AAM get a copy of the Trusted SMGR CA Certificate?

A. The certificate is retrieved from SMGR automatically when AAM services are started.
B. The certificate needs to be manually installed.
C. The certificate installs as a result of running 'initTM –f'.
D. The certificate installs as a result of the enrollment process.

Correct Answer: C
Section: (none)
Explanation

QUESTION 62 What is the way to check the version of Presence Services snap-in installed on the Avaya
Breeze™ platform?

A. Using Avaya Aura® System Manager (SMGR) Navigate to Elements > Engagement Development Platform > Server Administration, and read the Version displayed.
B. Using Avaya Aura® System Manager (SMGR) Navigate to Elements > Engagement Development Platform > Server Management, and read the Version displayed.
C. Using PuTTY SSH to the Avaya Breeze™ platform, login as cust, then execute the `swversion` command.
D. Using PuTTY SSH to the Avaya Breeze™ platform, login as cust, then execute the `swversion- PresenceServices` command.

Correct Answer: A
Section: (none)
Explanation

QUESTION 63 Which method can be used to verify the Client and TSAPI services have been
administered correctly?

A. The TSAPI test is call initiated from CTI endpoints using SIP telephones.
B. The TSAPI test is call initialed from within Avaya Aura® Communication Manager (CM) command line using the test TSAPI interface command.
C. The TSAPI test is call initiated within the TSAPI web interface > TSAPI Monitoring Tool menu.
D. The TSAPI test is call initiated within the Utilities > Diagnostics > AE ServiceTSAPI Test menu.

Correct Answer: C
Section: (none)
Explanation

QUESTION 64
After upgrading Avaya Aura® Application Enablement Services (AES), the customer's CTI application does not seem to be working. Which

two methods can be used to verify AES system status? (Choose two.)

A. Access the TSAPI web interface to monitor AES.
B. Access the AES command line, and run the `status aesvcs cti-link` command.
C. Access the AES web console, and view the services status in the AES menu.
D. Access Communication Manager (SAT), and run the `statapp` command to view AES services status.

E. Using Communication Manager's System Administration Terminal (SAT), run the `status aesvcs cti-link` command to see the service state.
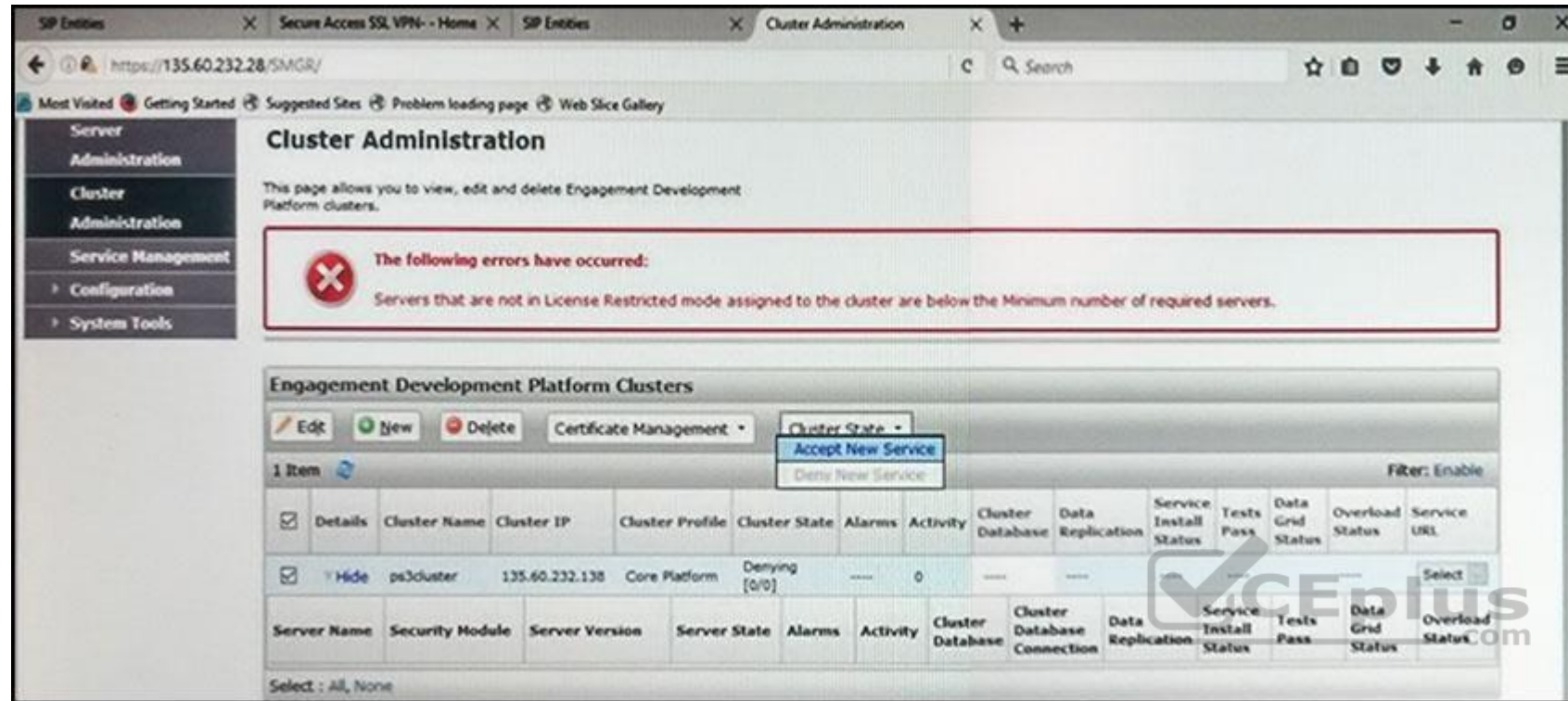
Correct Answer: BC
Section: (none)
Explanation

Explanation/Reference:

QUESTION 65

Refer to the exhibit.

In the Cluster Administration screen of a PresenceServices cluster, when you try to change the cluster state to Accept New Service, you receive the error:

Servers that are not in License Restricted mode assigned to the cluster are below the Minimum number of required servers.

You check that a server has been administered under Engagement Development Platform > Server Administration which shows green check under License Mode, and a System State of Denying.

Which action needs to be taken to solve this problem?

A. Edit the Cluster, access the Servers tab, and assign the server to the cluster; then set the cluster to Accept New Service.
B. Under Engagement Development Platform > Server Administration, select the server and change the System State to Accept New Service, then return to the Cluster Administration screen and set the cluster to Accept New Service.
C. Obtain and install an Avaya Breeze™ license on webLM with more instances of Avaya Breeze™ nodes.
D. Edit the cluster to change the cluster profile from Core Platform to General Purpose.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 66 How can you enable all levels of the log, including debug, to be dumped into
the ps.log file?

A. Web browse to Avaya Aura® System Manager (SMGR), navigate to Services > Events > Logs > Log Settings, then enter PresenceServices into the Logger filed, and enter ALL into Log Level.

B. Use SSH to the PresenceServices Avaya Breeze™ node and execute the `ce dlogon PresenceServices` command.

C. Use SSH to the PresenceServices Avaya Breeze™ node and execute the `edp dlogon all` command.

D. Use SSH to Avaya Aura® System Manager (SMGR) and execute the `edp dlogon all` command.

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 67
Where can an administrator go to validate the Breeze/WebRTC cluster is synchronized to Avaya Aura® System Manager (SMGR)?

A. the Duplication menu in SMGR web interface
B. the Replication menu in WebRTC web interface
C. the Synchronization menu in Breeze web interface
D. the Replication menu in SMGR web interface

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 68 Which statement about Instant Message and Presence delivery to a SIP Remote
Worker is true?

A. IM is sent/from to a Remote Worker via Session Manager and SBCE; Presence notifications are relayed from Breeze to Remote Worker via SBCE but without passing through Session Manager.
B. Presence and IM is delivered to SIP Remote Workers without passing through Session Manager.
C. Presence notifications and IM are sent to a Remote Worker via Session Manager and Avaya SBCE.
D. Presence notifications are sent to a Remote Worker via Session Manager and SBCE; IM is relayed from Breeze to Remote Worker via SBCE but without passing through Session Manager.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 69
In Avaya Aura® 7, how are calls typically routed from Avaya Aura® Communication Manager (CM) to Avaya Aura® Messaging (AAM)?

A. Using an in-directly routed H.323 trunk group between CM and AAM via Session Manager
B. Using a direct H323 trunk group between CM and AAM.
C. Using SIP via Avaya Aura® Session Manager (SM), AAM is built as a user with a Communication Profile and registry routing forwards the calls to AAM.
D. Using SIP via Avaya Aura® Session Manager (SM), a dial pattern or regular expression forwards the call to AAM.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 70
In which way can you verify that STUN/TURN messages are being received from web browser at the Avaya Session Border Controller for Enterprise (SBCE)?

A. Enable traceFM with the STUN/TURN option enabled.
B. Enable traceSBC with the STUN/TURN option enabled.
C. Enable traceHTTP with the STUN/TURN option enabled.
D. Enable debug logging on SBCE and look in ipcs.log.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 71 Which three protocols assist the WebRTC functionality to overcome the Network Address Translations (NAT) challenges?
(Choose three.)

A. ICE
B. SRTCP
C. TURN
D. HTTPS
E. STUN

Correct Answer: ACE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 72 Which three statements about Avaya Breeze ™ with WebRTC Snap-in are true?
(Choose three.)

A. WebRTC uses a STUN/TURN server to relay WebRTC media from the public network through to the Avaya Aura® Media Server (AAMS).
B. WebRTC and Presence Services Snap-ins can co-reside on a General Purpose Cluster.
C. WebRTC uses the Avaya Aura© Media Server (AAMS) to convert WebRTC media to SIP media.
D. The WebRTC Snap-in will validate the authorization token created and encrypted by the web server.
E. The web browser uses the "Cluster IP Address" to reach an Avaya Breeze ™ node when making a WebRTC call.

Correct Answer: ABD
Section: (none)
Explanation

Explanation/Reference:
QUESTION 73
A customer reports that they cannot place WebRTC calls. You discover there is a problem with communication between Avaya Breeze ™ and the Avaya Aura® Media Server (AAMS).

Where in Avaya Breeze ™ do you set/check the User ID for Restful TLS authentication?

A. Use the System Manager (SMGR) web GUI to access Breeze > Configuration > Avaya Aura Media Server
B. Use the System Manager (SMGR) web GUI to access Breeze > Cluster Administration > General > Cluster Attributes
C. Use the System Manager (SMGR) web GUI to access Breeze > Configuration > Attributes
D. Use the System Manager (SMGR) web GUI to access Breeze > Server Administration > Dashboard

Correct Answer: B

Explanation/Reference:

QUESTION 74 Which statement about Avaya Session Border Controller
(SBC) is true?

A. The Avaya SBC secures and authenticates Integrated Services Digital network (ISDN) calls placed to/from the Public Switched Telephone Network (PSTN).
B. The Avaya SBC is the enabling and secure pivot point for SIP Communications in and out of the Enterprise.
C. The Avaya SBC is a service within System Manager (SMGR) to support deployments.
D. The Avaya SBC is the enabling and secure pivot point for H.323 Communications in and out of the Enterprise.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 75 A technician is trying to access the Avaya Aura ® Media Server (AAMS) after receiving a troubleshooting ticket. After failing to enter the system using different web browsers, the technician realizes the incorrect URL was
being used.

Which URL must be used to access the AAMS web page?

A. https: AAMS FQDN or IP address:8443/emlogin
B. http: AAMS FQDN or IP address:8443/emlogin
C. https: AAMS FQDN or IP address:443/emlogin
D. https: SMGR FQDN or IP address:8443/emlogin

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 76
A customer reports that they cannot place calls to the Public Network using the SIP Service Provider after a technician had finished fixing an issue in the Session Border Controller (SBC).

Within Avaya SBC, in which three places do you check the configuration of the SIP Trunks? (Choose three.)

A. PPM Services
B. Media Interface
C. Routine Configuration
D. Signaling Interfaces
E. Server Configuration

Correct Answer: CDE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 77

Refer to the exhibit.

In the Cluster Administration screen of a PresenceServices cluster, when you try to change the cluster state to Accept New Service, you receive the error:

Servers that are not in License Restricted mode assigned to the cluster are below the Minimum number of required servers.

You check that a server has been administered under Breeze > Server Administration which shows green check under License Mode, and a System State of Denying.

Which action needs to be taken to solve this problem?

A. Edit the Cluster, access the Servers tab, and assign the server to the cluster; then set the cluster to Accept New Service.
B. Under Avaya Breeze > Server Administration, select the server and change the System State to Accept New Service, then return to the Cluster Administration screen and set the cluster to Accept New Service.
C. Obtain and install an Avaya Breeze™ license on webLM with more instances of Avaya Breeze™ nodes.
D. Edit the cluster to change the cluster profile from Core Platform to General Purpose.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 78
In which way can you check the version of Presence Services snap-in installed on the Avaya Breeze ™ platform?

A. Use puTTY SSH to the Avaya Breeze ™ platform, login as cust, then execute the swversion command.
B. Use Avaya Aura ® System Manager and navigate to Elements > Breeze > Server Administration, and read the version displayed.
C. Use Avaya Aura ® System Manager and navigate to Elements > Breeze > Service Management > Services, and read the version displayed.
D. Use puTTY SSH to the Avaya Breeze™ platform, login as cust, then execute the swversion – PresenceServices command.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 79 In which three modes can you use the command traceSBC in Avaya Session Border Controller?
(Choose three.)

A. Automatic mode

B. Real-time mode
C. Ladder mode
D. Summary-time mode
E. Non real-time mode

Correct Answer: ABE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 80
You are trying to connect to the Avaya Session Border Controller (SBC) using the SSH client. After several attempts you cannot do it and realize that it is because you are using the wrong port.

Which port should you use to connect to the SBC using an SSH client?

A. 5022
B. 2222
C. 222
D. 822
E. 22

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 81
traceSBC is a tool that can be used to trace the calls that cross through the Avaya Session Border Controller (SBC), calls to the public network, or calls from the public network.

Which two statements describe another function of traceSBC? (Choose two.)

A. traceSBC can only be used to view PPM messages if they are transported using HTTP instead HTTPS
B. traceSBC can trace SIP trunk calls but not Remote Workers calls at the same time
C. traceSBC command can be used from CLI ipsec userD. traceSBC can be used to view STUN/TURN messages.
E. traceSBC parses Avaya SBCE log files and displays SIP and PPM messages, you can use the tool even in case of TLS and HTTPS

Correct Answer: DE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 82
To validate the initial system status of Avaya Breeze ™ with the WebRTC Snap-in, which three components should be checked? (Choose three.)

A. Configured certificates
B. Licensing mode
C. Cluster Status
D. Installation status
E. WebRTC Service within Service Management > Services

Correct Answer: BCE

Explanation/Reference:

QUESTION 83 A maintenance engineer logs onto the Command Line Interface (CLI) of Avaya Aura ® Messaging (AAM) and issues the vmstat command.

What information will the display present?

A. The amount of virtual memory used
B. The status information about the virtual machine
C. The statistical information about voicemail boxes
D. The count of mailbox password violation attempts

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 84 In which way can you check if the Avaya Session Border Controller (SBC) is using the correct server certificate?

A. Using Avaya SBC, navigate to Dashboard > Security > Certificates
B. Using System Manager (SMGR), navigate to Services > Security > Certificates
C. Using Avaya SBC, navigate to Dashboard > TLS Management > Server Profiles
D. Using System Manager (SMGR), navigate to Dashboard > TLS Management > Certificates

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 85 After you finish the Avaya Breeze ™ installation you notice that the host name is incorrect.

How can you change the hostname in Avaya Breeze ™?

A. Using System Manager (SMGR), navigate to Breeze > Server Administration
B. Using SSH client login to the Breeze server and run the command CEnetSetup
C. Using System Manager (SMGR), navigate to Elements > Routing > SIP Entity
D. Using SSH client login to the SMGR server and run the command CEnetSetup

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 86 In which way can you check if the Avaya Aura® Messaging (AAM) server is using the correct certificate?

A. Using AAM SMI, navigate to Administration > Messaging > Security > Server/Application Certificates

B. Using AAM SMI, navigate to Messaging > Software Management > Software Verification
C. Using AAM SMI, navigate to Administration > Messaging > Security > Trusted Certificates
D. Using AAM SMI, navigate to Administration > Server Maintenance > Security > Server/Application Certificates

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 87
In Avaya Aura® 7 the Avaya Session Border Controller for Enterprise (SBCE) license is installed on a System Manager (SMGR) WebLM server. The EMS points to the WebLM server using a URL.

What is the correct syntax of the URL where 135.xxx.xxx.xxx. is the IP address of the SMGR WebLM server?

A. https://135.xx.xxx.xx:8443/WebLM/LicenseServer
B. https://135.xx.xxx.xx:8080/LicenseServer
C. https://135.xx.xxx.xx:52233/WebLM/LicenseServer
D. https://135.xx.xxx.xx/WebLM

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 88 You need to make a traceSBC in order to find a
SIP trunk issue.

After logging into the Session Border Controller (SBC) as user ipcs, in which two valid ways can you issue the traceSBC command? (Choose two.)

A. traceSBC -trunk
B. su sroot, then enter <sroot password> and finally enter traceSBC -now
C. su root, then enter <root password> and finally enter traceSBC
D. traceSBC -nowE. sudo traceSBC

Correct Answer: CE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 89
A customer reports that none of their users can IM or see each other's presence. After troubleshooting you discover that default gateway of the Avaya Breeze ™ SM100 has the wrong IP Address in the configuration.
Where would you go to correct this problem?

A. Use Avaya Aura® System Manager web GUI to access the Breeze < Server Administration, and edit the Server Instance.
B. Use Avaya Aura® System Manager web GUI to update the SIP Entity screen.
C. Use SSH to Avaya Breeze ™, and use the route command to correct the routing table.
D. Use SSH to Avaya Breeze ™, and run SMnetSetup.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 90
In which two Avaya Aura® Communication Manager (CM) System Administration Terminal (SAT) forms does the SIP domain need to be configured? (Choose two.)

A. signaling-group
B. ip-network-region
C. ip-network-map
D. trunk-group

Correct Answer: AB
Section: (none)
Explanation

Explanation/Reference:

QUESTION 91 A customer reports that Instant Messaging (IM) and Presence are not working for one or two users.

Where would you go to check that IM and Presence have been enabled for the affected users?

A. Use Avaya Aura® System Manager (SMGR) web GUI to access the Engagement Development Platform > Service Management click on List Presence Users.
B. Use System Manager (SMGR) web GUI to access User > Users Management > Manage Users > Communication Profile. Ensure that the presence profile is enables and that the right presence server is selected.
C. Use SSH to Avaya Breeze ™and run "display user xxxx" where xxxx is the station number.
D. Use Avaya Aura® System Manager (SMGR) web GUI to access User Management > Manage Users > More Actions > Presence Users. Ensure that the presence profile is enables and that the right presence server is selected.

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 92
A customer called is stating they cannot place WebRTC calls. You discover that Avaya Breeze T™ has not been configured to allow Cross-origin Resource Sharing (CORS).

How would you allow cross-origin resource sharing for all?

A. Use SSH to Avaya Breeze ™ and edit the /etc/config.properties file.
B. Use Avaya Aura® System Manager (SMGR) web GUI to access the Breeze > Configuration > Attributes, then select the webRTC attributes and check the box Allow Cross-origin Resource Sharing.
C. Use Avaya Aura® System Manager (SMGR) web GUI to access the Inventory > Manage Elements. Edit the Avaya Breeze ™ element, and check the box Allow Cross-origin Resource Sharing.
D. Use Avaya Aura® System Manager (SMGR) web GUI to access Breeze > Configuration > HTTP Security > HTTP CORS tab, the check the box Allow Cross-origin Resource Sharing for all.

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 93
You are troubleshooting a TLS link down message between Avaya Aura® Session Manager (SM) and Avaya Session Border Controller for Enterprise (SBCE). Tracing on SM and SBCE reveals a Fatal Error Unknown CA message being sent by SBCE when it receives the Server Identity certificate from SM.

To solve this problem, which two actions need to be completed? (Choose two.)

A. Install the Certificate Authority certificate that signed SBCE identity certificate into SM.

B. Export the SBCE identity certificate and import it into SM.
C. Add the Certificate Authority certificate into the TLS profile Peer Verification List.
D. Install the Certificate Authority certificate that signed the SM identity certificate into SBCE.

Correct Answer: CD
Section: (none)
Explanation

Explanation/Reference: