



7220X^{Q&As}

Avaya Aura® Core Components Support Exam

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**QUESTION 1**

A customer calls Avaya Support stating their Session Manager (SM) is down. After doing some troubleshooting the technician sees SM is in the Deny New Service state, and in Restricted license mode.

What does this license mode indicate?

- A. The SM license is not accessible or does not exist.
- B. There is a license error but SM continues to function.
- C. The license 30 day grace period has expired and SM service is being denied.
- D. The license was installed incorrectly.

Correct Answer: C

QUESTION 2

Avaya currently provides Avaya Diagnostic Methodology for partners to raise trouble tickets and receive assistance.

Which three documents does Avaya expect customers/partners to have filled out before contacting support? (Choose three.)

- A. Problem Clarification
- B. Cause
- C. Knowledge Management
- D. Details/Findings
- E. Problem Statement

Correct Answer: ACE

QUESTION 3

In which two ways can you verify the Avaya Aura?Communication Manager (CM) license status? (Choose two.)

- A. Using the CM System Administration Terminal, run the status license command.
- B. Using the CM Linux console interface, run the statuslicense command.
- C. Using the CM System Administration Terminal, run the test license command.
- D. Using the System Manager Web GUI, access the CM element > license menu.
- E. Using the CM System Administration Interface, access the WebLM > status license menu.

Correct Answer: BC

**QUESTION 4**

Which two statements regarding the core architecture in the Avaya Aura?7 solution are true? (Choose two.)

- A. SIP trunks can only be configured on Avaya Aura?Session Manager (SM).
- B. SIP user Agents register with Avaya Aura?Session Manager (SM).
- C. SIP User Agents can register to Avaya Aura?Communication Manager (CM) or Avaya Aura?Session Manager (SM).
- D. Avaya Aura?Media Server (AAMS) cannot connect to Avaya Aura?Communication Manager (CM) without routing via Avaya Aura?Session Manager (SM).
- E. Avaya Aura?Media Server (AAMS) connects directly to Avaya Aura?Communication Manager (CM) using SIP.

Correct Answer: BE

QUESTION 5

A customer faces a situation in which the SIP endpoints do not register to Session Manager using Transport Layer Security (TLS). A test reveals that the SIP endpoints do register using the Transmission Control Protocol (TCP). While investigating the problem, the company decides to temporarily use the TCP.

What 8D Discipline covers this decision?

- A. D5
- B. D4
- C. D2
- D. D1
- E. D3

Correct Answer: E

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