



7220X^{Q&As}

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**QUESTION 1**

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 2

Where are Avaya Aura?Communication Manager (CM) translation files stored?

- A. /var/home/ftp/pub
- B. /etc/home/defty
- C. /craft/home/xlations
- D. /var/home/Avaya/xln/

Correct Answer: A

QUESTION 3

What is the function of a Virtual Network Region?

- A. It allows one Network Region to temporarily use bandwidth allocated to another Network Region if it runs out of bandwidth.
- B. It makes DSP resources available in other Network Regions.
- C. It allows Inter-Gateway Alternate Routing (IGAR).
- D. It prevents oversubscription of WAN links for interconnecting Network Regions with different bandwidth limitations.

Correct Answer: A

QUESTION 4



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 5

After implementation, Avaya Aura?Session Manager (SM) replication status is Not Polling, and both replica nodes are not reachable. The network connectivity has been verified, although Avaya Aura?System Manager (SMGR) cannot connect to SM, but can connect other network components.

Based on an analysis of what is working and not working, where should the administrator try to isolate the issue?

- A. Avaya Aura?Session Manager (SM)
- B. Avaya Aura?System Manager (SMGR)
- C. Avaya Aura?Communication Manager (CM)
- D. Avaya Aura?Utility Server (US)

Correct Answer: A

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