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Avaya Equinox Solution with Avaya Aura Collaboration Applications Support Exam

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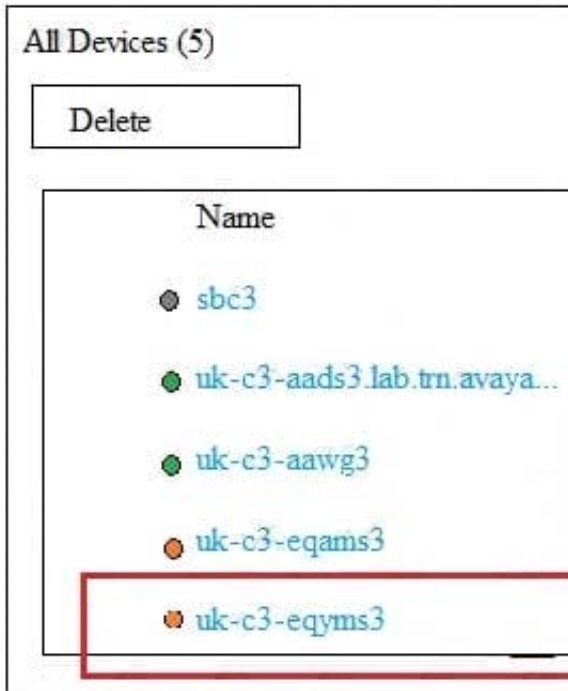
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QUESTION 1

Refer to the exhibit. A customer logs into the Equinox Management Server and Equinox Video Media Server shows "amber" status under All Devices as shown below.

What can be the problem with the Equinox Video Media Server?

A. Equinox Video Media Server is In-Service but has some alarms

B. Equinox Video Media Server is Out of Service and not reachable

C. Equinox Video Media Server is In-Service but currently unresponsive

D. Equinox Video Media Server is in blocked state by Administrator

Correct Answer: C

QUESTION 2

Which three steps are included in Discipline 3, Develop Interim Containment Actions, of the 8D Troubleshooting Methodology? (Choose three.)

A. Implement protections

B. Evaluate systems and components

C. Develop immediate controlled actions to isolate the problem

D. Try actions that bypass the issue, like creating a work-around for temporary restoral of service.

E. Develop a hypothesis based on the outcome of the various controlled actions and the system\\'s

reactions.

Correct Answer: CDE

QUESTION 3

What can be the impact of an incorrect ESMSRVR URL in the AADS Server?

A. Avaya Equinox Clients does not have any impact for ESMSRVR settings

B. Avaya Equinox Clients will not be able to make or receive calls

C. Avaya Equinox Clients message service will not work

D. Avaya Equinox Clients will not be able to login

Correct Answer: C

QUESTION 4

A customer wants check if the Equinox User configuration parameters are configured correctly.

Which URL is the correct AADS URL to be used for this verification?

A. https://:8343/acs/resources/configurations

B. https://:8443/asc/resources/configurations

C. http://:8443/acs/resource/configurations

D. https://:8443/acs/resources/configuration

Correct Answer: A

QUESTION 5

For partners to raise trouble tickets and receive assistance, Avaya currently uses the online Avaya

Diagnostic methodology. They except customers/partners to perform the following tasks before raising a

trouble ticket:

-Clearly state the problem.

-Detail findings.

-Clarify the problem.

When Avaya Tier 3 Support receives the trouble ticket, what is the next step in the Diagnostic methodology

that they will perform?

A. Update the Knowledge Management database.

B. Implement a solution.

C. Determine the cause.

D. Identify a patch to fix the problem.

Correct Answer: C

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