



7220X^{Q&As}

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**QUESTION 1**

A customer states they are having voice quality issues when they make calls over a WAN link. You would like see what the Quality of Service is for a call, as the customer makes the call.

Which Avaya Aura® Communication Manager (CM) SAT command will display packet loss and jitter for a call in progress?

- A. monitor station qos xxxx, where XXXX is the station number
- B. list monitor qos
- C. status station qos xxxx, where XXXX is the station number
- D. list trace station xxxx, where XXXX is the station number.

Correct Answer: D

QUESTION 2

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.

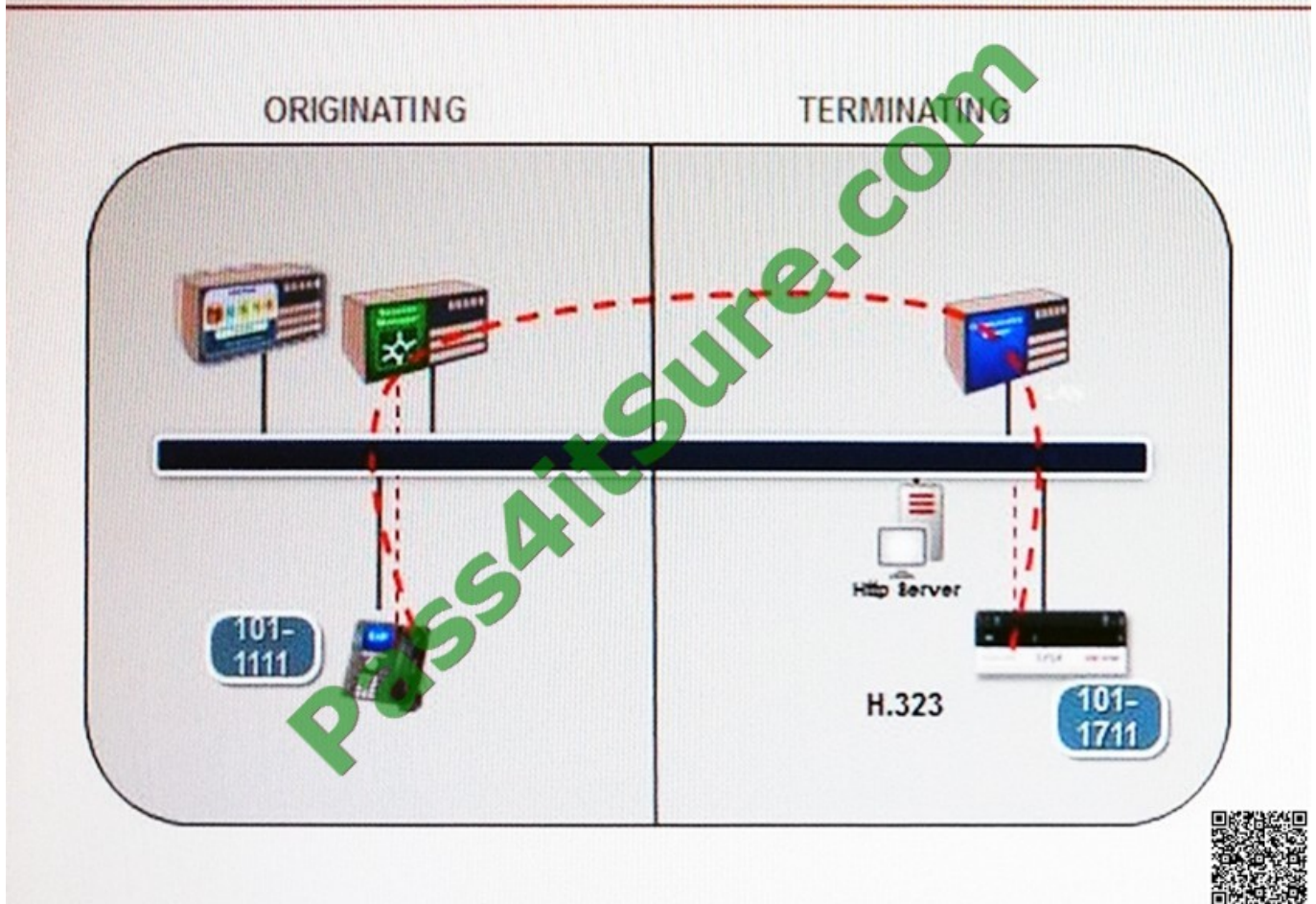
Correct Answer: C

QUESTION 3

Refer to the Exhibit.



Call Flow for SIP to H.323 Routing



A SIP user is calling an H.323 user.

In this call flow, in which phase does Avaya Aura?Communication Manager (CM) handle the call processing for each endpoint?

- A. both endpoints in the originating phase
- B. H.323 endpoint in originating phase, SIP endpoint in terminating phase
- C. SIP endpoint on originating phase, H.323 endpoint in terminating phase
- D. both endpoints in the terminating phase

Correct Answer: C

QUESTION 4

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

Correct Answer: BD

QUESTION 5

A customer reports that several Remote Worker new hires were trying to call co-workers in the office, but noticed their feature buttons were not working. After running a SIP trace, the administrator did not see any PPM Responses coming from Avaya Aura?Communication Manager (CM).

After looking ah how the call flow is supposed to go, the administrator looked at the SIP communication profile and saw that CM had not been administered as a sequenced application.

If CM had been added to the endpoint's SIP Communication Profile as a Sequenced Application, which step was missing in the call flow?

- A. PPM is downloaded to the Remote Worker telephone from Avaya Aura?Session Manager (SM) via Avaya Session Border Controller for Enterprise (SBCE).
- B. PPM is downloaded to Avaya Aura?Session Manager (SM) from CM.
- C. PPM is downloaded to the Remote Worker telephone from Avaya Aura?System Manager (SMGR).
- D. PPM is downloaded to the Remote Worker telephone from CM.

Correct Answer: A

QUESTION 6

What is the name of the packets capturing utility embedded in most Linux Servers, including Avaya Aura?Communication Manager (CM)?

- A. wshark
- B. cshark
- C. pcap
- D. tshark

Correct Answer: D

QUESTION 7



Which statement about Interfaces and IP addresses on an Avaya Session Border Controller for Enterprise (SBCE) used for SIP-Trunking and Remote Worker services is true?

- A. SIP Trunking and Remote Worker services can use different IP addresses configured on the same Interface.
- B. SIP-Trunking and Remote Worker services can share the same IP address.
- C. Only one IP-address should be configured per interface.
- D. SIP-Trunking and Remote Worker services cannot run on the same SBCE.

Correct Answer: A

QUESTION 8

Which three statements are true regarding Avaya Aura?7.x? (choose three.)

- A. Avaya Aura?Communication Manager (CM) performs Collaboration Services.
- B. The database in Avaya Aura?Media Server (AAMS) is periodically synchronized with System Manager (SMGR)
- C. Avaya Aura?Session Manager (SM) performs SIP Session Management and Bandwidth Management.
- D. System Manager (SMRG) frequently sends heartbeats to SIP Entities.
- E. Presence Services in Avaya Aura?7 is hosted as an Avaya Breeze?snap-in.

Correct Answer: CDE

QUESTION 9

Which three statements about media-processing resources (DSPs) are true? (Choose three.)

- A. SIP-SIP two-party calls will always use SIP Direct Media.
- B. Two-party calls originated by H.323 stations, trunks, or media gateways, and terminated by SIP stations or trunks, cannot shuffle.
- C. H.323-H.323 two-party calls will always shuffle.
- D. Two-party calls originated by SIP stations or trunks, and terminated by H.323 trunks, media gateways, or other vendors\ H.323 stations, will always shuffle.
- E. If a direct media path cannot be established between two IP endpoints the call will fail from release 7.0.

Correct Answer: ABE

QUESTION 10

A customer has just added a CS1000 SIP Entity and Entity Link using TLS port 5061. Users are unable to call any Avaya Aura?users which are connected via the same Avaya Aura?Session Manager (SM).



They have run a traceSM and see no SIP messages coming from the CS1000 in the trace. They can ping between the CS1000 and SM100.

Which two traces or logs are most relevant to debugging this problem and should be included in the trouble ticket raised with Tier 3 support? (Choose two.)

- A. "list trace tac xxx", where xxx is the TAC of the trunk group between Avaya Aura?Communication Manager and SM
- B. "tshark -i eth1 -w " on SM
- C. the latest /var/log/ecs logfile on Avaya Aura?Communication Manager
- D. traceSM with TLS handshaking enabled on SM
- E. the ppm.log in /var/log/Avaya/jboss/SessionManager on SM

Correct Answer: BD

QUESTION 11

Which statement describes the steps to save the traceSM log file?

- A. While traceSM is running, type \\w\\ and a filename; the file is written to the user\\'s current directory.
- B. Export all logs from the Avaya Aura?System Manager (SMGR) log viewer.
- C. While traceSM is running, type \\w\\ and a filename; the file is written to the /tmp directory.
- D. Execute traceSM -w .

Correct Answer: D

QUESTION 12

How can you check to see if the Avaya Aura?Session Manager (SM) application processes are running?

- A. Execute the SM CLI statapp command.
- B. On the SM dashboard select Status Applications from the Shutdown System pull-down menu.
- C. On the SM dashboard select Status Applications from the Service State pull-down menu.
- D. Execute the SM status all command.

Correct Answer: A

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