



# 72300X<sup>Q&As</sup>

Avaya Aura Communication Applications Support Exam

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### QUESTION 1

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

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### QUESTION 2

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

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### QUESTION 3

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

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#### QUESTION 4

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

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#### QUESTION 5

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

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#### QUESTION 6



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

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#### QUESTION 7

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

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#### QUESTION 8

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

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### QUESTION 9

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

Reference: [http://www.brooks.com/my-brooks/suppliers/~~/media/Files/Suppliers/Documents/5\\_Why\\_Root\\_Cause\\_Corrective\\_Actions.pdf](http://www.brooks.com/my-brooks/suppliers/~~/media/Files/Suppliers/Documents/5_Why_Root_Cause_Corrective_Actions.pdf)

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### QUESTION 10

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

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### QUESTION 11

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

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

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#### QUESTION 12

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

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#### QUESTION 13

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

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#### QUESTION 14

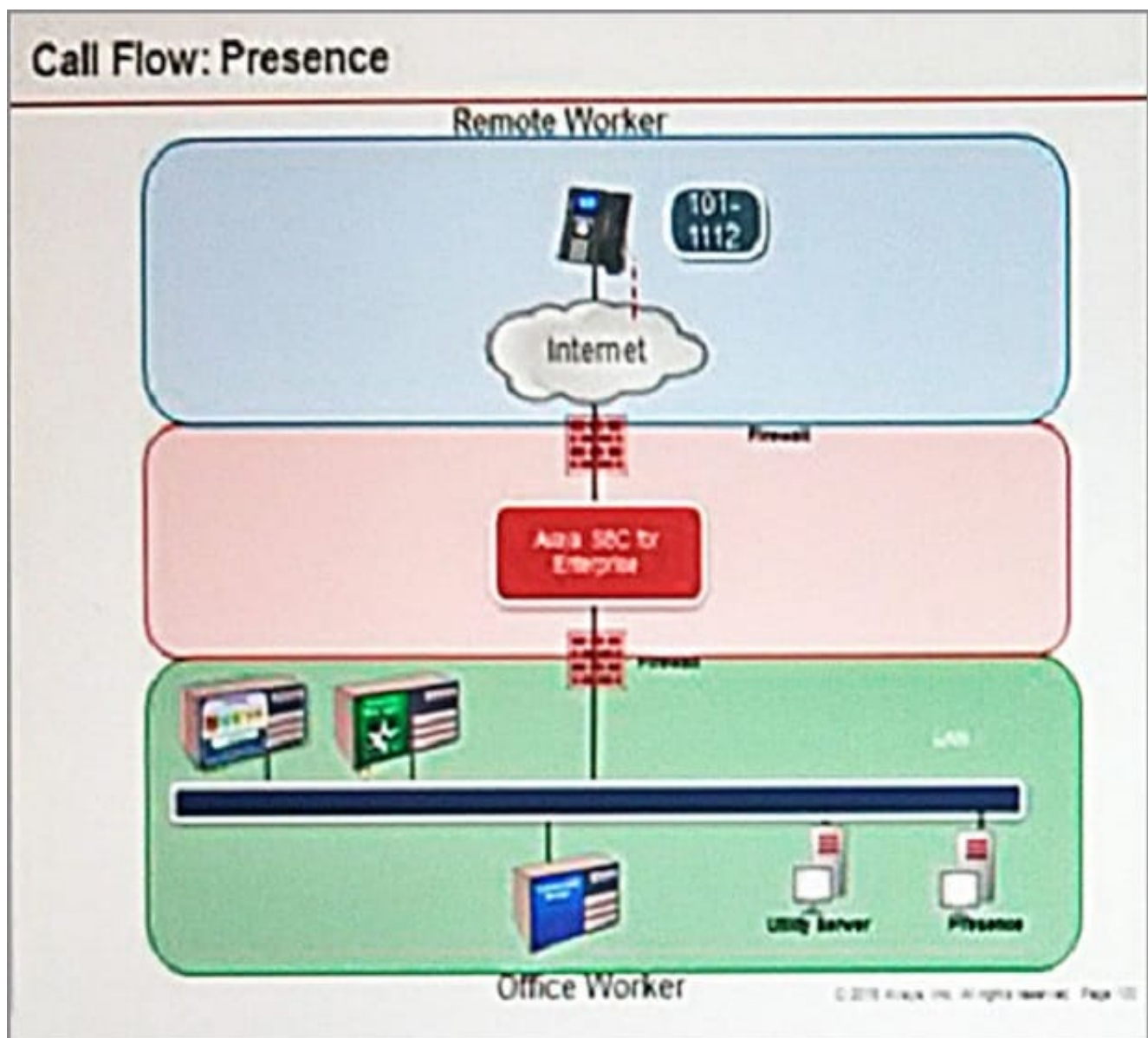
Which three statements about Avaya Breeze™ with WebRTC Snap-in are true? (Choose three.)



- 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

#### QUESTION 15





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

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