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Avaya Aura® Communication Applications Support Exam

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QUESTION 1

You are troubleshooting an IM and Presence problem, and discover all application processes are not running on the Avaya Breeze TM 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

QUESTION 2

How can you enable all levels of the log, including debug, to be dumped into the ps.log file?

A. Web browse to Avaya Aura® System Manager (SMGR), navigate to Services > Events > Logs > Log

Settings, then enter PresenceServices into the Logger filed, and enter ALL into Log Level.

B. Use SSH to the PresenceServices Avaya Breeze™ node and execute the ce dlogon PresenceServices command.

C. Use SSH to the PresenceServices Avaya Breeze™ node and execute the edp dlogon all command.

D. Use SSH to Avaya Aura® System Manager (SMGR) and execute the edp dlogon all command.

Correct Answer: A

QUESTION 3

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

QUESTION 4

A customer reports that they cannot place WebRTC calls. You discover there is a problem with communication between Avaya Breeze ™ and the Avaya Aura® Media Server (AAMS). Where in Avaya Breeze ™ do you set/check the User ID for Restful TLS authentication?

A. Use the System Manager (SMGR) web GUI to access Breeze > Configuration > Avaya Aura Media Server

B. Use the System Manager (SMGR) web GUI to access Breeze > Cluster Administration > General > Cluster Attributes

C. Use the System Manager (SMGR) web GUI to access Breeze > Configuration > Attributes

D. Use the System Manager (SMGR) web GUI to access Breeze > Server Administration > Dashboard

Correct Answer: B

QUESTION 5

Considering the message flow to an Avaya Aura® Contact Center (AACC) agent, which statement about the media path from the incoming caller is true?

A. It is not anchored on the Avaya Aura® Media Server.

B. It is anchored on the Avaya Aura® Media Server if using SIP agent.

C. It is anchored on the Avaya Aura® Media Server until the agent answers the call.

D. It is anchored on the Avaya Aura® Media Server for the duration of the call.

Correct Answer: B

QUESTION 6

Which statement about Avaya Tier 2/Business Partners is true?

A. They immediately escalate to Tier 3 as issue is encountered.

B. They describe the problem to Tier 3 in an escalation ticket and Tier 3 isolates and resolves the issue.

C. They isolate issue, resolve issue then escalate to Tier 3 for corrective action.

D. They isolate the issue, and if no root cause is found, escalate to Tier 3 to resolve the issue.

Correct Answer: D

QUESTION 7

Which statement about Avaya Session Border Controller (SBC) is true?

A. The Avaya SBC secures and authenticates Integrated Services Digital network (ISDN) calls placed to/ from the Public Switched Telephone Network (PSTN).

B. The Avaya SBC is the enabling and secure pivot point for SIP Communications in and out of the Enterprise.

C. The Avaya SBC is a service within System Manager (SMGR) to support deployments.

D. The Avaya SBC is the enabling and secure pivot point for H.323 Communications in and out of the Enterprise.

Correct Answer: B

QUESTION 8

In the 8D Troubleshooting Methodology, which two steps does Discipline 3, Contain Interim Actions, involve? (Choose two.)

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

B. Capture potential triggers.

C. Evaluate systems and components.

D. Develop immediate controlled actions to isolate the problem.

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

Correct Answer: CD

Reference: http://asq.org/learn-about-quality/eight-disciplines-8d/

QUESTION 9

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

QUESTION 10

Which statement about Remote Workers on Avaya Session Border Controller for Enterprise (SBCE) is true?

A. With SBCE, Remote Workers must use a different dial plan to Office Workers.

B. With SBCE, Remote Workers have less telephone features available compared to Office Workers.

C. With SBCE, Remote Workers no longer need to use Virtual Private Network (VPN).

D. With SBCE, Remote Workers have to come to the office to get new firmware on their phones.

Correct Answer: A

QUESTION 11

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
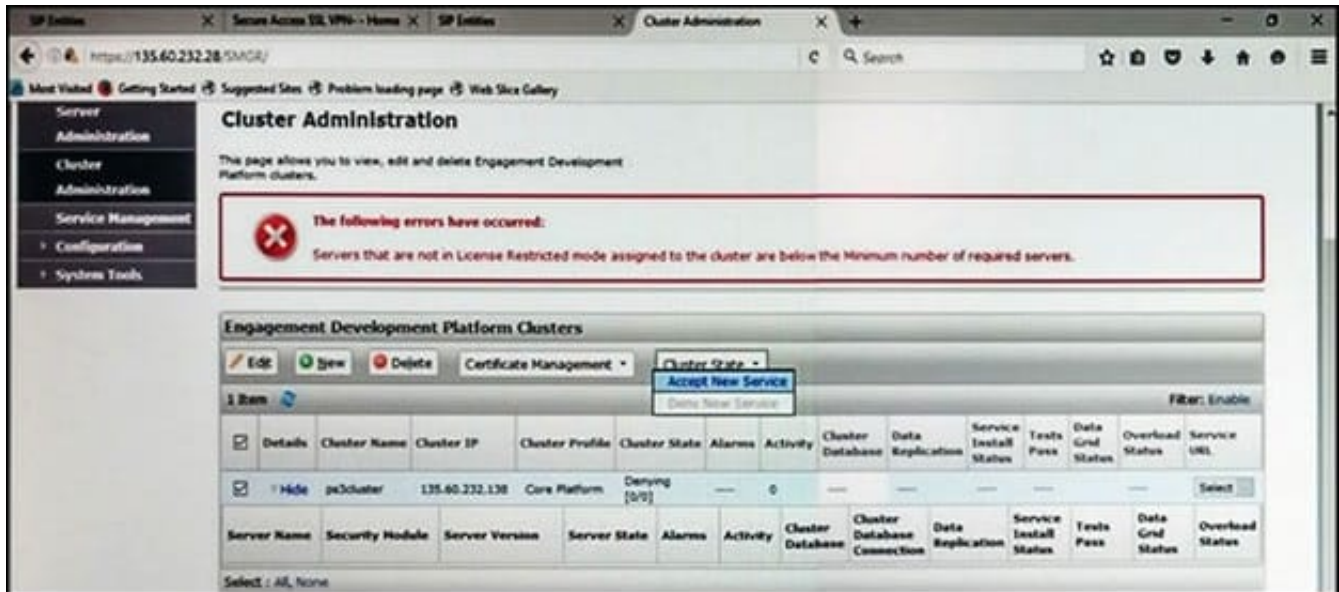
B. Using SSH client login to the Breeze server and run the command CEnetSetup

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

QUESTION 12

Refer to the exhibit.

In the Cluster Administration screen of a PresenceServices cluster, when you try to change the cluster state to Accept New Service, you receive the error:

Servers that are not in License Restricted mode assigned to the cluster are below the Minimum number of required servers.

You check that a server has been administered under Breeze > Server Administration which shows green check under License Mode, and a System State of Denying.

Which action needs to be taken to solve this problem?

A. Edit the Cluster, access the Servers tab, and assign the server to the cluster; then set the cluster to Accept New Service.

B. Under Avaya Breeze > Server Administration, select the server and change the System State to Accept New Service, then return to the Cluster Administration screen and set the cluster to Accept New Service.

C. Obtain and install an Avaya Breeze™ license on webLM with more instances of Avaya Breeze™ nodes.

D. Edit the cluster to change the cluster profile from Core Platform to General Purpose.

Correct Answer: B

QUESTION 13

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

QUESTION 14

Which statement about Network Routing Policies in Avaya Aura® Session Manager (SM) is true?

A. A dial pattern and routing policy are necessary in SM to call from an H323 device to a Basic/Native SIP device (without an Avaya Aura® Communication Manager profile).

B. A dial pattern and routing policy are necessary in SM to call from a Basic/Native SIP device (without a CM profile) to an H323 device on Avaya Aura® Communication Manager (CM).

C. A dial pattern and routing policy are necessary in SM to call from an H323 device to an AST device on the same Avaya Aura® Communication Manager (CM).

D. A dial pattern and routing policy are necessary in SM to call from an AST device to an H323 device on the same Avaya Aura® Communication Manager (CM).

Correct Answer: A

QUESTION 15

What are the steps necessary to trace SIP messages going through the Avaya Session Border Controller for Enterprise (SBCE)?

A. Login to the EMS using a web browser, then access Device specific settings > Troubleshooting > Tracing, and click on Start traceSBC.

B. Login to the active Avaya Session Border Controller for Enterprise (SBCE) using SSH port 22, issue the su – root command, and then execute the traceSBC command.

C. Login to the EMS using port SSH 222, issue the sudo su command, and then execute the traceSBC command.

D. Login to the active Avaya Session Border Controller for Enterprise (SBCE) using SSH port 222, issue the sudo su command, and then execute the traceSBC command.

Correct Answer: A

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