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Avaya Equinox Solution with Avaya Aura Collaboration Applications Support Exam

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QUESTION 1

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 2

A customer has used the AAM URL utility to verify a user Bill Evans configuration parameters from Avaya Multimedia Messaging. A snippet of the output is displayed below.

{"avayaRequestTimeout": {"maximum":120, "minimum":30,"recommended":120}, "capabilities":

{"richContent":true}, "conversationsResource": {"href":"https://amm3.lab.trn.avaya.com:8443/aem/resources/users/bevans%

40trn.avaya.com/conversations",

"maxIdsLimit":30, "maxMessageCount":15},"domains":["trn.avaya.com"],"limits":

{"maxAudioSize":1048576,"maxGenericAttachmentSize":3145728,"maxImageSize":1048576,"maxTextLength":535,"maxVideoSize":3145728},

"messages":"https://amm3.lab.trn.avaya.com:8443/aem/resources/users/bevans%40trn.avaya.com/messages",

What is the significance of "richContent:true:" from the following output?

A. richContent: true is associate with a separate license per each Equinox User

B. richContent: true does not give any additional features to the Equinox Users

C. richContent: true means the User has enhanced Record Audio capabilities

D. richContent: true provides features like Record Audio, Record Video, Take a Photo

Correct Answer: D

QUESTION 3

A customer is trying to connect a User using Web Client from a public network. The attempt shows "Connecting" and never goes to Ready Status. While troubleshooting this issue using traceSBC the customer noticed that there are no trace messages in the SBC; however, other users are able to connect to Equinox Solution using their Web Clients.

What can be the problem with user\\'s Web Client?

A. There is a problem with the SBC B1 physical interface connectivity to network.

B. There is a problem with the Security Certificate on the user\\'s PC

C. There is a problem with the user\\'s PC and Chrome Browser Settings

D. There is a problem with the SBC Reverse Proxy settings for Equinox Clients

Correct Answer: B

QUESTION 4

While troubleshooting Avaya Equinox Solution issues from a public network, which component should be debugged first to understand the problem?

A. Avaya Aura®Communication Manager

B. Avaya Aura®Web Gateway

C. Session Border Controller

D. Session Manager

Correct Answer: D

QUESTION 5

A customer can login to Equinox Web Client successfully but they cannot make or receive calls. The customer tried to call one of their Thick Client and received "Failed INTERNAL_ERROR" on this Web Client. While troubleshooting they find the following error message on the AAMS monitoring active sessions.

ICE Trace [135.60.134.xx:6200 ->136.60.135.xx:3478] ALLOCATE-REQUEST Failed

Which reason is a valid reason for this problem?

A. SBC is not configured with the right reverse proxy address and port for AAWG

B. SBC is not configured with the right reverse proxy address and port for AADS

C. STUN/TURN IP Address has been configured correctly on AAMS Server

D. STUN/TURN IP Address has been configured incorrectly on AAMS Server

Correct Answer: D

QUESTION 6

When Avaya Equinox Clients register from the public internet, through which of the SBC interfaces do they

register?

A. SBC M11 interface

B. SBC A1 interface

C. SBC B1 interface

D. SBC M2 interface

Correct Answer: B

QUESTION 7

Using a web GUI, where can you check the Avaya Multimedia Messaging (AMM) log events?

A. From the SMGR home page, navigate to SMGR > Services > Events > Log Viewer

B. Use the AMM web GUI and navigate to Log Management > Logs and Events

C. Use the AMM command line to view log events on the command mode

D. From the SMGR home page, navigate to SMGR > Elements > Log Viewer

Correct Answer: A

QUESTION 8

A customer has misconfigured the AADS FQDN in the AADS dynamic configuration window and it is recommended to set the AADS server FQDN in the Dynamic Configuration to the correct value.

Which parameter must be updated for AADS Server FQDN?

A. Set ESMSRVR to the correct FQDN

B. Set ACSSRVR to the correct FQDN

C. Set ACSERVER to the correct FQDN

D. Set ACSSERVR to the correct FQDN

Correct Answer: A

QUESTION 9

Which three tracing options are available on traceSBC tool? (Choose three.)

A. WEBRTC

B. TLS Handshake

C. SDP

D. STUN/TURN/ICE

E. SRTP

Correct Answer: ACD

QUESTION 10

Refer to the exhibit. What is the significance of the Text box area highlighted with the red box on the Avaya Multimedia Server WebGUI?

AVAYA

Text

Avaya Multimedia Messaging

- **Service Control**
  Application Management

+ Storage Management

- Client Administration
   Client Settings
  Feature Entitlements

- Server Connections

- LDAP Configuration
  Federation Configuration
  Trusted Hosts

- CORS Configuration
  Certificate Validation

- Cluster Configuration
   Cluster Nodes

+ Performance

  Multi-Site Configuration

+ Logs Management

Start and Stop Applicat

Multimedia Messaging

Start   Stop

A. It will not display any information related to the Server Alarms or Errors

B. It will display information regarding Multimedia Messaging Services

C. It will display details of any Alarms or Errors if present on the Server

D. It will display information related to currently logged in Web users

Correct Answer: B

QUESTION 11

A customer is trying to analyze the log files from Avaya Aura?Web Gateway. They have logged in to the AAWG server via SSH and they do not remember the location of the AAWG log files. What is the CLI shortcut command/script to run on the Web Gateway to locate the AAWG log files?

A. cdto log

B. cdto logs

C. cd logs

D. cd2 logs

Correct Answer: D

QUESTION 12

Avaya currently uses an online diagnostic methodology for partners to raise trouble tickets and receive assistance. The methodology is named Avaya Diagnostic Methodology. When Avaya Tier 3 support works a trouble ticket, what is the final step in the Avaya Diagnostics Methodology that they will perform?

A. Install a patch to fix the problem.

B. Update the Knowledge Management database.

C. Implement corrective actions.

D. Implement a solution.

Correct Answer: B

QUESTION 13

In Equinox Team Engagement Deployment, Equinox Client registers and communicates to which component?

A. Avaya Aura®Session Manager

B. Equinox Management Server

C. Avaya Aura®Web Gateway

D. Avaya Aura®Media Server

Correct Answer: C

QUESTION 14

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

QUESTION 15

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

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