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**Vendor:** Avaya

**Exam Code:** 3102.1

**Exam Name:** Avaya Aura® Session Manager and  
System Manager Implementation and Maintenance Exam

**Version:** Demo

### Question: 1

Company XYZ has a multi-location voice network. They have Session Manager at their main site and Avaya Communication Manager (CM) and Cisco Call Manager at their branch locations. Which type of messages does Session Manager send to the Avaya and Cisco PBX configured as SIP Entities to monitor their status?

- A. ENTITY
- B. LINK
- C. OPTIONS
- D. STATUS

---

Answer: C

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### Question: 2

Type :  Local  Remote

\* Remote Server IP : 135.124.228.111

\* Remote Server Port : 22

\* User Name : training

\* Password : \*\*\*\*\*

\* File Name : /tmp/backup  Use Default

When performing a remote backup of system Manager data the administrator is asked for a user name and password. Which statement best explains why a user name and password are required?

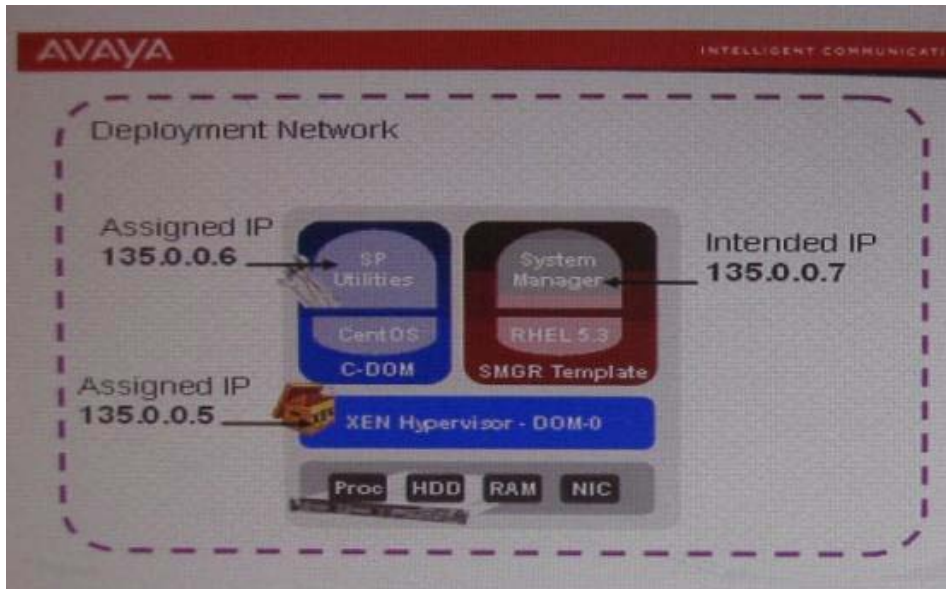
- A. The backed-up data file is encrypted. The username and password are used in encryption process and subsequently to access the file on restoring backed up data.
- B. The backed-up data is stored on a remote server using SCP. The user name and password are used to login remote server.
- C. Because System Manager Date is being exported from the server for security and authentication purpose system Manager once again checks the administrator's credentials.
- D. All System Manager Data is backed up to common storage repository setup during installation. For system Manager to access the repository the correct user name and password must be supplied.

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Answer: B

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### Question: 3



Which URL should be used to access the web console to install a System Manager template?

- A. <https://135.0.0.5/webconsole>
- B. <https://135.0.0.6/webconsole>
- C. <https://135.0.0.7/SMGR>
- D. <https://135.0.0.7/webconsole>

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Answer: C

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### Question: 4

After a power failure or database crash, the Postgres database may become corrupted and the Postgres server may not restart. The recovery action is to clear the writer-Ahead Log (WAL) and optionally reset other control data, using which command?

- A. `pg_resetxlog`
- B. `pg_clearwal`
- C. `pg_dump`
- D. `service postgresql restart`
- E. `service wall restart`

---

Answer: A

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### Question: 5

```
System Manager:          135.122.76.116
Local Instance Name:    NearEndSM
Local Management Host:  135.122.76.27
Local Asset Host:       135.122.76.28
Local Asset State:      Deny New SIP
Local Management State: Enabled

Other Session Managers:
TrainBSM Management Host: 135.122.76.139
TrainBSM Asset Host:      135.122.76.140
```

Review the output of the command shown in the exhibit. Which command is used to generate these results and what does it tell you?

- A. swversion displays the Session Manager Release information.
- B. statapp displays the current status of the Session Manager services.
- C. initDRS displays the Session Manager Node registration and data replication.
- D. traceSM displays a ladder trace of the SIP requests going in and out of the Session Manager.
- E. smconfig displays the network information and status the Session Manager.

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Answer: E

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### Question: 6

During a post-installation check of System Manager and Session Manager you discover that the Session lager replica node is stuck at "Synchronizing". You run the initTM command in Session Manager but the replication status does not change. Which step will be effective in resolving the problem?

- A. Reset the enrollment password.
- B. Run traceSM to monitor the synchronization events and restart the Security Module.
- C. Delete the Session Manager Replica node in System Manager, verify the enrollment password is valid In System Manager and run the initTM command again in Session Manager.
- D. Verify the enrollment password is valid in System Manager and run the initTM command again in Session Manager.

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Answer: D

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### Question: 7

Which three types of handles can be selected for a user when creating users in system manger?  
(Choose three.)

- A. SMTP
- B. H.323
- C. IBM
- D. XMPP
- E. undefined

---

Answer: A, C, D

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### Question: 8

A new Application Sequence has already been defined in the network. A technician has been asked to apply Application Sequence to all incoming calls for all employees in the Berlin office. Which sequence describes the steps that should be taken?

- A. Go to the User Management page and use the filter option to list only the users in the Berlin office-Select each user from the filtered list and edit each user's User Profile. Apply the new Application Sequence to the Terminating Application Sequence for each user.
- B. Navigate to the Communication Profile Editor and use the filter option to list only the users in the Berlin location. Select All. Select the new Application Sequence from the Terminating Application Sequence drop down box.
- C. Go to the list of Application Sequences and edit the new Application Sequence, adding the Berlin location to the list of associated locations.
- D. Edit the Berlin Location to include the new Application Sequence as its Terminating Application Sequence.

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Answer: B

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### Question: 9

Which statement is true with regard to SIP Monitoring being enabled on a SIP Entity?

- A. Session Manager will monitor the status of that SIP Entity by sending SIP OPTIONS requests.
- B. SIP Entity will monitor the status of Session Manager by sending SIP OPTIONS requests.
- C. Session Manager will monitor the status of that SIP Entity by sending SIP SUBSCRIBE requests.
- D. Session Manager will monitor the status of that SIP Entity by sending SIP NOTIFY requests.
- E. System Manager will monitor the status of that SIP Entity by sending SIP OPTIONS requests.

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Answer: A

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### Question: 10

Digit Conversion in Adaptation can be specified to modify "origination" type headers. Which three are origination / source type URIs? (Choose three.)

- A. Request-URI
- B. P-Asserted-Identity
- C. Refer-To (in REFER messages)
- D. History-info (calling portion)
- E. Contact (in 3xx response)

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Answer: B, D, E

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### Question: 11

While reviewing the session Manager logs, you notice a log entry that describes that state of an entity "down". Later, you check the logs and notice another log entry that reports the same entity is "partially up". Which troubleshooting procedure will help you to isolate and identify the Entity problem?

- A. Run traceSM to capture SIP INVITE message from the entity to determine if there is a display in the network.
- B. Run SIP monitoring diagnostics along with ICMP ping to the Entity to verify its connectivity.
- C. Run traceSM100 to capture SIP MONITOR message from the entity to determine if there is a delay in the network.
- D. Run SIP Entity Performance on the Entity to determine id SIP OPTIONS messages are being blocked on the network.

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Answer: A

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### Question: 12

What are two reasons for creating a network location? (Choose two.)

- A. Locations are used to implement Call Admission Control.
- B. The location of a caller is used to determine which Session Manager will process the request.
- C. Locations are used to limit the number of users that may register to the session manager specific physical location.
- D. Session Manager uses the termination location of a caller to determine which dial patterns to look at when routing the call.
- E. Session Manager uses the origination location of a caller to determine which dial patterns to look at when routing the call.

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Answer: A, E

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### Question: 13

What is the benefit of using the Communication Profile Editor to modify users?

- A. It allows an administrator to change some values of a User Profile for multiple SIP users at one time.
- B. It allows an administrator to change the values of the Session Manager Profile settings for only a single SIP System Manager user at one time.
- C. It allows an administrator to change some values of the Communication Profile settings for multiple SIP System Manager Users at one time.
- D. It allows an administrator to change all values of a User Profile for multiple users at one time.

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Answer: B

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### Question: 14

What is validated when the Transport Layer Security (TLS) handshake and mutual TLS authentication is performed between the SIP entity and Session Manager?

- A. entity link
- B. entity name
- C. domain
- D. certificate

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Answer: D

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### Question: 15

Which two statements describe how adaptations affect the routing of a request? (Choose two)

- A. Session Manager making the routing decisions after applying any administered incoming adaption
- B. Session Manager making the routing decisions after applying any administered outgoing adaption
- C. Session Manager making the routing decisions before applying any administered incoming adaption
- D. Session Manager making the routing decisions before applying any administered outgoing adaption

---

Answer: A, D

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### Question: 16

Which parameter is required when installing the System Manager 6.1 (SMGR) template?

- A. SMGR IP address
- B. The IP of the remote server providing High Availability
- C. Subnet network mask
- D. Network Time Protocol (NTP) settings.
- E. Default Gateway IP

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Answer: A, C, D

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### Question: 17

What is the outcome of running SMnetsetup on a server that has an existing installation of session manager 601?

- A. The network and date/time is configured on the server.
- B. A System Manager System administrator login will be created.
- C. The same version of the Session Manager software currently Installed is re-installed?
- D. The current version of the Session Manager software is upgraded.

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Answer: A

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### Question: 18

From where can a System Manager (SMGR) export of user data be performed?

- A. from an SSH session with the System Platform Dom-0
- B. from an SSH session with the System Manager virtual machine
- C. from an SSH session with the System Platform C-Dom (utilities domain)
- D. from a web client access System Manager web interface User Management

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Answer: D

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### Question: 19

A technician is tasked with moving a user from one redundant Session Manager pair to another. Which sequence describes the steps that should be taken?

- A. Go to the User's User Profile. Select different Session Manager instance from the Primary Session Manager and Secondary Session Manager lists.
- B. Go to the user's User Profile. De-select the current community. Select the new community.
- C. Navigate to the Communities page. Select the Community into which the user will be moved. Select the user from a drop down list to add the user to the community.
- D. Go to the Locations page. Select a location, define it as a Primary community and add the user. Select another location, define it as a Secondary community and add the user.

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Answer: A

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### Question: 20

A technician wants to schedule a bulk operation to take place at a convenient time in the future. What are two methods for scheduling bulk operations? (Choose two.)

- A. # Sh exportUpmUsers.sh -u admin -p admin123 -t 2013:05:01:12:00:00
- B. # sh exportUpmUsers.sh -u admin -p admin123 -d 2013:05:01:12:00:00
- C. Navigate to Users > User Management, click 'More Options' and select 'Import Users'. Choose 'schedule' in the options.
- D. Navigate to Users > User Management, click 'More Options' and select 'Export Users'. Choose 'schedule' in the options.

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Answer: C, D

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### Question: 21

Which statement describes the relationship between System Manager and System Platform?

- A. System Platform hosts System Manager.
- B. System Platform provides access to System Manager's data repositories.
- C. System Manager is the User Interface through which System Platform is administered.
- D. System Manager and System Platform are peer applications, both installed on Avaya S8800 servers.

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Answer: A

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### Question: 22

Which two statements describe the purpose of a System Manager (SMGR) role? (Choose two.)

- A. It provides access to any number of resources managed by SMGR.
- B. It impacts the originating and terminating applications that can be sequenced for a user.
- C. It is automatically held by users that have been added to any group containing that role.
- D. It can be held by multiple administrators at the same time and a single administrator can have multiple roles enabling tight control of access.

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Answer: A, D

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### Question: 23

How is request routed to a "Named" Application?

- A. Session Manager uses the phase tag of a route header of the incoming request and matches it to a dial pattern then uses the associated Routing Policy.
- B. Session Manager uses the route header of the incoming request and matches it to a dial pattern then uses the associated Routing Policy.
- C. Session Manager uses the Request URI of the incoming request and matches it to a dial pattern then uses the associated Routing Policy.
- D. Session Manager uses the termination application sequence associated to the Communication Profile of the user to route the request.

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Answer: C

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### Question: 24

Which two statements about backing up System Manager (SMGR) product and user profile data are true? (Choose two)

- A. It is used when moving user details from one SMGR to another SMGR in the Avaya Aura ecosystem.
- B. It is made to a file location, either on or off the SMGR server.
- C. It is made to preserve user and other configuration data during a SMGR upgrade.
- D. It is used later when attempting to restore role definitions that may have become corrupted without affecting other configuration changes made after the backup was taken.

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Answer: B, C

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### Question: 25

Which two functionalities does the SIP firewall provide to protect Session Manager from SIP flood attack? (Choose two.)

- A. Removing the suspected source
- B. Rate Limiting
- C. Blocking the Entity Link
- D. Rate Blocking

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Answer: B, D

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### Question: 26

Application definitions allow system administrators to define and manage individual applications each with their own attributes. The definitions allow administrators to add one or more such applications to which of the following?

- A. application programs
- B. application data sets
- C. application sequences
- D. application lists

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Answer: C

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### Question: 27

Why is FQDN resolution important between Session Manager and System Manager when the FQDN is unresolvable to either the Session Manager or System Manager?

- A. Session Manager node registration will fail during installation and data will not be replicated from System Manager to Session Manager.
- B. System Manager node registration will fail during installation and data will not be replicated from System Manager to Session Manager.
- C. Session Manager node registration will fail during installation and data will not be replicated from Session Manager to System Manager.
- D. Trust management will fail during installation and data will not be replicated from Session Manager to System Manager.

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Answer: A

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### Question: 28

Application definition allows system administrators to define and manage individual applications, each with their own attributes? The definitions allow administrators to add one or such applications to which of the following?

- A. application programs
- B. application data sets
- C. application sequences
- D. application lists

---

Answer: C

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### Question: 29

Which statement expresses the relationship between users, roles, and groups?

- A. Roles grant permissions. Users are not directly assigned roles but inherit them through belonging to groups.
- B. A group is a name for a collection of roles and each role is assigned its own administrator user.
- C. Users can belong to groups for easy management and can be assigned roles which grant them access rights.
- D. Groups and roles directly correspond to sections of the SMGR Web Console navigation pane and, unless a user belongs to a specific role group, they cannot access the corresponding management screens.

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Answer: C

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### Question: 30

The image shows two overlapping screenshots of a web console interface. The top screenshot displays the 'Identity' form with fields for Last Name, First Name, Middle Name, Description, Login Name, Authentication Type (set to Basic), Password, and Confirm Password. The bottom screenshot displays the 'Communication Profile' form with fields for Communication Profile Password and Confirm Password. Both password fields in both screenshots are highlighted with red boxes. The interface includes a navigation bar with tabs for Identity, Communication Profile, Membership, and Contacts, and a bottom section with buttons for New, Delete, Done, and Cancel.

When creating a New User Profile, an administrator is asked to enter, two separate passwords for the new user. Which statement best describes the need for two different passwords?

- A. The Identity password is used in authenticating the user when accessing the user's management console, while the Communication Profile is used to authenticate the user when logging in on a telephone.
- B. The Communication Profile is the prime password for authenticating the user while the Identity password is a backup password used to reset the Communication Profile In cases where the prime password is forgotten.
- C. The Identity password is used when logging in to a telephone that connected to the corporate network while the Communication Profile is used while logging in with a VPN telephone or the corporate network.
- D. The Identity password is used when logging into a telephone in to a communication profile password enables further privileges and capability.

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Answer: A

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### Question: 31

A known and trusted SIP Entity is anticipated to deliver a higher than normal number of SIP messages to session Manager. Two techniques can be applied to prevent the SIP Firewall dropping or blocking from this trusted SIP Entity. Which techniques will prevent the SIP Firewall dropping or blocking packets from this trusted SIP Entity? (Choose two.)

- A. Configure the SIP Entity to point to Session Manager's Eth3 NIC.
- B. Configure the SIP Firewall Fast Track group to include the SIP Entity.
- C. Add details of the SIP Entity to the White List.
- D. Increase the Threshold packet count for the SIP Entity.

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Answer: C, D

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### Question: 32

If two standalone session Managers and one standalone System Manager are going to be installed, how many IP Addresses will you need?

- A. 3
- B. 5
- C. 6
- D. 7
- E. 9

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Answer: D

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### Question: 33

While performing routine maintenance a technician has had to re-install System Platform. Which statement describes what must be done next?

- A. The SMGR Template must be installed.
- B. The SMGR Template must be installed, followed by the utilities domain (in that order),
- C. The utilities domain must be installed, followed by the SMGR Template (In that order),
- D. The Dom-0 must be installed, followed that order) by the utilities domain and then the SMGR Template (in that order).

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Answer: A

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### Question: 34

An originating Application Sequence has been configured to route calls from a given user to a feature server. It appears however, that the feature is not being applied when a call is made. What would be the best course of action an administrator should take to identify the issue?

- A. Run traceSM and make the call. Check the SIP INVITE is routed to the feature server. Check the content of the Route header.
- B. Make a test call. Open Session Manager calltrace.log. Look for error messages that identify routing issues.
- C. Run the 'Call Routing Test' utility from within System Manager. Filter on caller address and route header.
- D. Run a network packet capture tool, filtering for SIP messages. Make the call and check that the anticipated SIP messages are exchanged between SIP telephones.

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Answer: A

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### Question: 35

Which two wildcard characters does Session Manager allow to specify a location pattern? (Choose two).

- A. "%" (percentage)
- B. "\$" (dollar)
- C. "\*" (star/asterisk)
- D. "#" (pound/hex)
- E. "X"

---

Answer: C, E

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### Question: 36

Avaya products ensure that authentication credentials and file transfers are protected when sent across the network by using which three methods? (Choose three)

- A. Telnet
- B. HTTPS
- C. Secure Shell (SSH)
- D. Secure Copy (SCP)
- E. HTTP

---

Answer: B, C, D

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### Question: 37

A new feature server has been deployed in the network. The feature server must be applied to all calls made and received by the user. A technician has been asked to make the necessary arrangements. After adding a SIP Entity and Entity Link, which sequence describes the next steps that should be taken?

- A. Navigate to the user's User Profile and open the Session Manager Profile. From the Originating Application Sequence drop down list, select the new Application Sequence. Repeat for the Terminating Application Sequence drop down list. Mark them both as being Mandatory.
- B. Define the new feature as an Application. Add the Application to an Application Sequence. Mark the Application Sequence as Mandatory. Add the Application Sequence to user's User Profile.
- C. Create a new Application Sequence or edit one that already exists. Add details of the new feature to the Application Sequence. Mark the new feature as being mandatory. Apply the Application Sequence to user's Originating and Terminating Application Sequences In their Session Manager Profile.
- D. Define a new Application that details the new feature. Add the new Application to an Application Sequence. Mark the new feature as being mandatory. Apply the Application Sequence to both Originating and Terminating Application Sequences in the user's Session Manager Profile.

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Answer: C

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### Question: 38

An IMS type feature server has been installed by another administrator team. They have also configured session manager to route all incoming calls for a user to be routed to the new feature server. It appears from running traces and capturing network traffic that Session does indeed route the User's incoming calls to the feature server, but that the feature server does not appear to take any action besides returning the request back to Session Manager. Which field may be incorrectly configured?

- A. Application Handle
- B. Entity Link port
- C. Originating Application Sequence
- D. Terminating Application Sequence

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Answer: A

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### Question: 39

Which header in the request is considered by Session Manager when it is trying to match a dialed number?

- A. Session Manager attempts to match the FROM header of a request to a defined dial pattern.
- B. Session Manager attempts to match to the header of a request to a defined dial pattern.
- C. Session Manager attempts to match the request-URI header of a request to a defined dial.
- D. Session Manager attempts to match the ROUTE header of a request to a defined dial pattern.

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Answer: C

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### Question: 40

In which configuration do multiple Session Manager Instances run for optimal redundant

- A. Active-Standby
- B. Supervisor Redundant
- C. Hot Standby
- D. Active-Active

---

Answer: D

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### Question: 41

A routing policy administrator needs to create a policy that enables Session Manager to route to different destination based on different conditions. Time of day is one such condition. Which two Parameters may also be used by Session Manager when selecting the applicable routing policy? (Choose two.)

- A. the location of the calling party
- B. the registration state of the destination
- C. the SIP domain of the called party
- D. the origination or termination application sequences that will be applied to call, ignoring what the applications themselves may do

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Answer: A, C

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### Question: 42

Users between four customer sites are reporting frequent problems placing and receiving calls. In trying to identify the issue, you check the Bandwidth Usage between Session Manager Locations and get an error message, "Unable to access status information for SM1 – cannot connect to server, internal error". Which item is most likely the cause of this error?

- A. There is limited bandwidth between the locations.
- B. The Session Manager Service State was set to deny new service.
- C. The System Manager cannot communicate with the Session Manager because of a network issue.
- D. The Session Manager is processing high volume of calls and is causing inter-SM server connectivity problems.

---

Answer: D

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### Question: 43

R has started importing a file containing many user records. What will SMGR do if it encounters a record it cannot import?

- A. It will abort the operation and roll back any successfully imported records from the import file.
- B. Whether SMGR will abort and rollback the operation or continue processing records is entirely configurable.
- C. Whether SMGR will abort or continue processing records is entirely configurable; but you cannot rollback successfully imported users.
- D. It will continue processing the rest of the import file and collate the failures into a single XML document that can be retrieved following the import.

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Answer: B

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