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Vendor:Avaya

Exam Code:3313

Exam Name:Avaya Aura Contact Center Maintenance
and Troubleshooting Exam

Version:Demo

QUESTION 1

When troubleshooting an Avaya Aura Contact center High Availability (HA) system implementation, where can you view HA cluster switchover allowable variable information that displays pass or FAIL flags for the HA cluster?

- A. SMMC System Tray > HA Cluster information
- B. SMMC System Tray > Database information
- C. SMMC System Tray > General information
- D. SMMC System Tray > System information

Correct Answer: B

QUESTION 2

Which two Avaya Aura Contact Center (AACC) Log files can be analyzed using the Avaya SIP Sleuth tool? (Choose two.)

- A. AAMS Sip message logs
- B. CCMS_ASM
- C. CCMS_SGM_SipMessages
- D. 11S Access logs

Correct Answer: AC

QUESTION 3

You need to enable additional debugging information for the contact center Multimedia (CCMM) Email manager to resolve an issue.

Which step will you take to enable additional debugging information?

- A. Access the application Event Log properties on the CCMM server and select the checkboxes for verbose, information, warning, Error, and Critical under event Level.
- B. Run the TraceControl utility for the CCMM application, select Email and set the Event Level to Debug and change the file Size Limit and max. Files.
- C. Run the Tracecontrol utility for the, application, select Email and set Level to Debug and change the file size Limit and Max. Files.
- D. Run the Tracecontrol utility on the CCMM server and select the Event Level checkboxes for verbose, information, warning, Error, and critical.

Correct Answer: B

QUESTION 4

Real displays are not being updated with data. You suspect that CCMA is not receiving real-time data from CCMS.

To verify that the Multicast transmission is being received from the CCMS you open a command prompt window and type which command?

- A. rtrtrace
- B. mCast.exe
- C. icertdtrace
- D. mRcv.exe

Correct Answer: D

Test the RSM service using the Multicast Receive utility (mRcv.exe), if you are having problems with real-time displays. The mRcv.exe utility displays statistical information according to the settings specified in a configuration tool called mRcv.ini.

<https://downloads.avaya.com/css/P8/documents/100093298>

QUESTION 5

You are experiencing issues with voice treatments being played to callers. You believe there may be a problem with the co-resident Avaya Aura Server (AAMS).

Where would you go to find AAMS related errors?

- A. Alarm Viewer in the AAMS server utility
- B. Windows Application Event Log on the AAMS
- C. Alarms page in the system status section of the AAMS Element Manager
- D. Event logs located in D:\Avaya\Logs\MAS on the AAMS

Correct Answer: C

QUESTION 6

Which two virtualization environments does Avaya Aura Contact Center (AACC) support? (Choose two.)

- A. Citrix XEN Server
- B. VMware ESXi 5.x
- C. Microsoft Hyper-V

D. VMware ESXi 4.x

Correct Answer: CD

QUESTION 7

At an elevated level, engineers have designed the architecture of SIP around four (4) varieties of components.

Which SIP entity is comprised of two sub-components, where one component initiates SIP requests and the other component responds to requests?

- A. SIP Gateway
- B. Back-to-Back User Agent
- C. SIP Gateway Manager
- D. User Agent

Correct Answer: D

QUESTION 8

The Avaya SIP Sleuth tool is used for viewing, analyzing, filtering and querying SIP message logs. Which two logs does Avaya SIP Sleuth support? (Choose two.)

- A. AAMS SIP message logs
- B. Network SIP message logs
- C. CCMS_ASM message logs
- D. CCMS SIP message logs

Correct Answer: AD

QUESTION 9

Which Contact Center Multimedia utility is used to view multimedia contacts listed by the type of contact (e.g. Email, IM, Outbound, Web Chat, and etc.)?

- A. CCMA > Multimedia
- B. Multimedia Dashboard
- C. Multimedia Administrator
- D. CCMM Database Logging

Correct Answer: A

QUESTION 10

The C:\WINDOWS\system32\drivers\etc\hosts file on the Contact Center Manager Server (CCMS) contains multiple entries for each host. You have removed the duplicate entries by manually editing the file.

What should you do next to completely resolve the issue?

- A. Run the Server Configuration utility, save and apply all changes, then reboot the CCMS server.
- B. Reboot the CCMS server.
- C. Use the windows services utility to restart the MAS Configuration manager services.
- D. Run the CCMS network Configuration utility, save and apply all changes, then reboot the CCMS server.

Correct Answer: C

QUESTION 11

nslookup is a Windows operating system tool that can be used to test whether name resolution is functioning properly.

Which three statements regarding the nslookup troubleshooting tool are true? (Choose three.)

- A. nslookup displays the fully-qualified Hostname and IP Address of the Target
- B. Run nslookup from the Windows command line
- C. nslookup displays the server Hostname and IP Address
- D. Run nslookup from Windows > Apps > Services

Correct Answer: BCD

QUESTION 12

The SIP CTI link between a SIP-enabled Avaya Aura Contact Center (AACC) and Application Enablement Services (AES) employs secure communication.

Which three objectives does secure communication commonly aim to achieve? (Choose three.)

- A. Authorization
- B. Public Key
- C. Confidentiality

D. Integrity

E. Private Key

Correct Answer: ACD