Vendor: Avaya

Exam Code:7230X

Exam Name: Avaya Aura® Communication
Applications Support Exam

Version: Demo

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

QUESTION 2

Which three standards does the Avaya Aura® Application Enablement Services (AES) support? (Choose three.)

A. Computer Supported Telecommunications Applications (CSTA)

B. Media Stream Reservation Protocol (MSRP)

C. Telephony Server API (TSAPI)

D. Java Telephony API (JTAPI)

E. Far End Camera Control (FECC)

Correct Answer: ACD

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

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QUESTION 3

Which types of certificates can be verified from the Avaya Aura? Application Enablement Services (AES) web console?

A. common a default Avaya SIP certificates

B. only Avaya server certificates

C. common and default Avaya server certificates

D. default certificates and Avaya server certificates

Correct Answer: D

QUESTION 4

A customer reports that remote worker users cannot see their feature buttons. Their Avaya Session Border Controller for Enterprise (SBCE) was recently damaged and replaced due to a lightning strike. After doing some troubleshooting, support was able to see that PPM was misconfigured in the SBCE.

Which tool was used, and which symptoms were visible that pointed to this issue?

A. List trace; PPM requests were going to Avaya Aura® Session Manager instead of the PPM server

B. traceSM; SIP requests were going to Avaya Aura® Session Manager instead of SBCE

C. traceHTTP; all HTTP requests were going to SBCE instead of Avaya Aura® Communication Manager

D. traceSBC with PPM debugging enabled; PPM requests were seen to be going to the Utility Server instead of Session Manager

Correct Answer: A

QUESTION 5

After upgrading Avaya Aura® Application Enablement Services (AES), the customer\\'s CTI application does not seem to be working.

Which two methods can be used to verify AES system status? (Choose two.)

A. Access the TSAPI web interface to monitor AES.

B. Access the AES command line, and run the status aesvcs cti-link command.

C. Access the AES web console, and view the services status in the AES menu.

D. Access Communication Manager (SAT), and run the statapp command to view AES services status.

E. Using Communication Manager\\'s System Administration Terminal (SAT), run the status aesvcs cti-link command to see the service state.

Correct Answer: BC

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

QUESTION 7
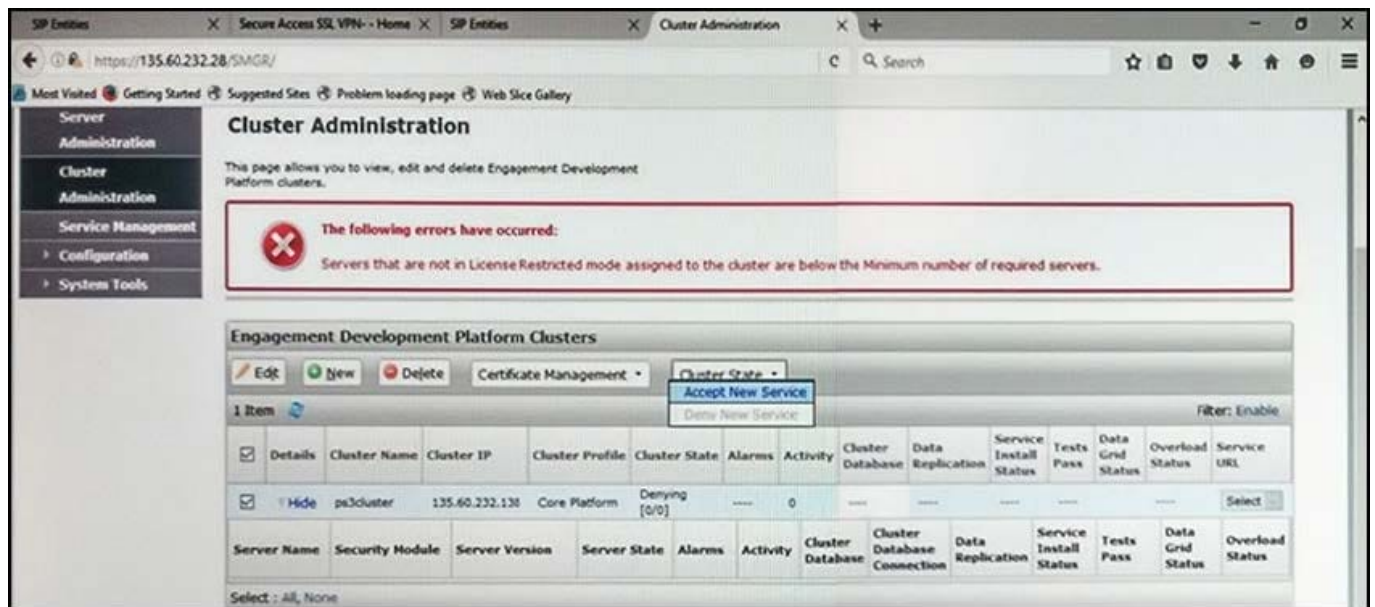
Refer to the exhibit.

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 Engagement Development Platform > 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 Engagement Development Platform > 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 BreezeTM license on webLM with more instances of Avaya BreezeTM nodes.

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

Correct Answer: B

QUESTION 8

Who is responsible for Discipline 4, Determining Root Cause, of the 8D Troubleshooting Methodology?
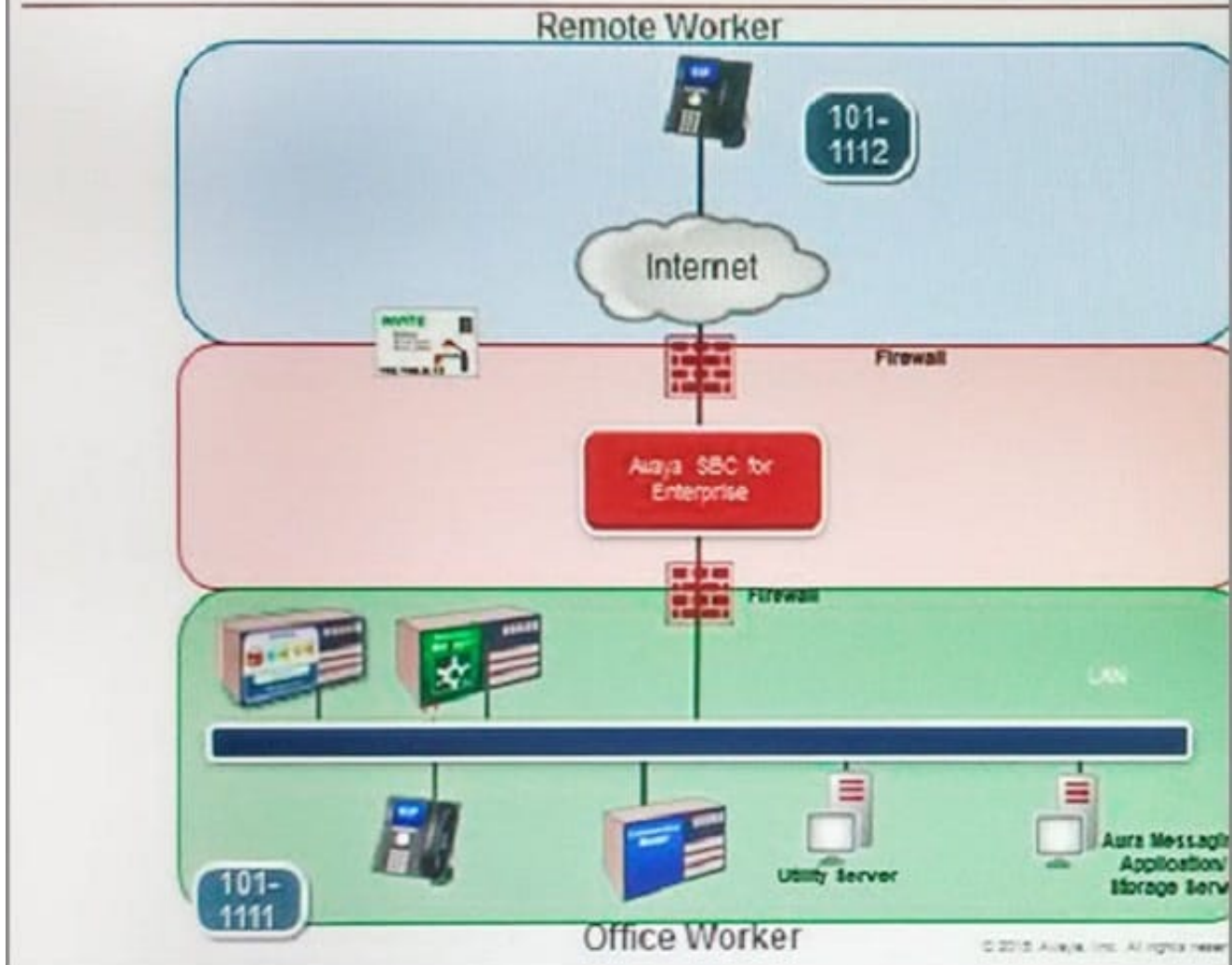
A. Business Partners

B. Avaya Tier 2

C. Third Party Support

D. Avaya Tier 3

Correct Answer: B

QUESTION 9

Architecture: Messaging

Remote Worker

101-1112

Internet

Firewall

Avaya SBC for Enterprise

Firewall

LAN

101-1111

Utility Server

Aura Messagin Application/ Storage Serv

Office Worker

Refer to the exhibit.

After some system maintenance was completed over the weekend, a customer calling from the office states they hear a fast busy when trying to access their voicemail. Avaya support verifies local network connectivity is up and Avaya Aura® Messaging server is registering

no alarms. A SIP trace displays a 404 Not Found error message.

Based on what is already working, to where can the issue potentially be isolated?

A. endpoint routing configuration issue

B. interoperability testing

C. network outage

D. routing configuration issues

Correct Answer: D

QUESTION 10

The WebRTC snap-in is showing a yellow caution icon under License Mode.

What does this error mode indicate?

A. The license was installed incorrectly.

B. The license 30 day grace period has expired.

C. There is a license error but the snap-in continues to function.

D. The snap-in license has expired and is out of service.

Correct Answer: C

Reference: https://downloads.avaya.com/css/P8/documents/101029760 (page 14)

QUESTION 11

Which method can be used to verify the Client and TSAPI services have been administered correctly?

A. The TSAPI test is call initiated from CTI endpoints using SIP telephones.

B. The TSAPI test is call initialed from within Avaya Aura® Communication Manager (CM) command line using the test TSAPI interface command.

C. The TSAPI test is call initiated within the TSAPI web interface > TSAPI Monitoring Tool menu.

D. The TSAPI test is call initiated within the Utilities > Diagnostics > AE ServiceTSAPI Test menu.

Correct Answer: C

QUESTION 12

Avaya currently uses the online tool called Avaya Diagnostic Methodology (ADM) for partners to raise trouble tickets and receive assistance, and expects customers/partners to have performed the following tasks before raising a trouble ticket.

1.

Clearly stated the problem.

2.

Detailed the findings.

3.

Clarified the problem.

When they receive the trouble ticket, what is the next step in the diagnostic methodology that Avaya Tier 3 support will perform?

A. Identify a patch to fix the problem.

B. Update the Knowledge Management database.

C. Implement a solution.

D. Determine the cause.

Correct Answer: D