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## Avaya Equinox™ Solution with Avaya Aura® Collaboration Applications Support Exam

Avaya 7241X

Version Demo

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## QUESTION NO: 1

With which two users can Avaya Multimedia Messaging (AMM) subscribers exchange text-based Instant Messages?  
(Choose two.)

- A. AMM users outside of the customer enterprise
- B. Other AMM users within the customer enterprise
- C. Presence-enabled users within the customer enterprise
- D. Microsoft Lync-enabled users within the customer enterprise
- E. Microsoft Lync-enabled users outside of the customer enterprise

**ANSWER: C D**

## QUESTION NO: 2

What is the command to check the status of Avaya Multimedia Messaging (AMM) status?

- A. service AMMService status
- B. svc AMMservice status
- C. statusaem.sh
- D. srv amm status

**ANSWER: C**

## QUESTION NO: 3

A customer can login to the user Web Client successfully but they cannot make or receive calls. While troubleshooting they trace the SBC and find the following trace messages and trace stops reaching SBC:

```
15:46:42.112 | |<==HTTP==>|
HTTP:
/csa/resources/tenants/default/users/opeterson/clients/c54d486c-
e191-
15:46:42.153 | | <-TurnAllocateRequest--| STUN: Allocate Request
equinox
15:46:42.153 | |-----ICMP----->| Destination unreachable
{Port unreachable}
135.60.135.181:6212 --UDP-> 135.60.134.95:3478
Destination unreachable (Port unreachable)
Original destination: 135.60.135.181 UDP/3478
```

Which reason is a valid reason for this problem?

- A. This indicates that the STUN/TURN Port must be 3847 on SBC Server.
- B. This indicates that the STUN/TURN Port is not opened on SBC Server
- C. This indicates that the STUN/TURN Port is opened correctly on SBC Server
- D. This indicates that the STUN/TURN Port must be 3748 on SBC Server

**ANSWER: D**

## QUESTION NO: 4

Consider an Equinox Web Client joining a Virtual Meeting Room from a Public Network. Which two components provide the media resources to the Equinox Web Client? (Choose two.)

- A. Avaya Aura® Media Server
- B. Session Manager
- C. Session Border Controller
- D. Avaya Aura® Web Gateway
- E. Equinox Avaya Aura® Media Server
- F. Avaya Aura® Communication Manager

**ANSWER: A B**

## QUESTION NO: 5

Avaya Equinox Clients require a Communication Manager Endpoint Profile to use video capabilities during the calls. Which option is mandatory for the Clients to use video?

- A. IP Video Softphone must be disabled
- B. Enhanced IP Features must be disabled
- C. Enhanced IP Features must be enabled
- D. IP Video Softphone must be enabled

**ANSWER: C**

## QUESTION NO: 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

**ANSWER: B**

## QUESTION NO: 7

The first three steps of the 8D Troubleshooting Methodology are performed by the Avaya Business Partner or Avaya Tier 2. Step 1 is Establish the Team.

What are steps two and three? (Choose two.)

- A. Identify Root Cause
- B. Choose Corrective Actions
- C. Describe the Problem
- D. Prevent Recurrences
- E. Containment Actions

**ANSWER: A C**

## QUESTION NO: 8

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.

**ANSWER: C D E**

## QUESTION NO: 9

A customer is trying to connect Jane Doe using Web Client from a public network. The attempt shows "Connecting" and it never goes to Ready Status. While troubleshooting this issue using traceSBC the customer notices that the TLS handshake is never reaching AAWG. They suspect a problem with the reverse proxy configuration of AAWG on SBC. They have retrieved the tracing message:

```
08:0|Alert (Level: Fatal, Description: Protocol Version)
08:0|Level: Fatal (2)
08:0|Description: Protocol Version (70)
```

What can you conclude from analyzing the trace message?

- A. AADS Reverse Proxy configurations in SBC is set to HTTPS instead of HTTP
- B. AADS Reverse Proxy configurations in SBC is set to HTTP instead of HTTPS
- C. AAWG Reverse Proxy configurations in SBC is set to HTTP instead of HTTPS
- D. AAWG Reverse Proxy configurations in SBC is set to HTTPS instead of HTTP

**ANSWER: C**

## QUESTION NO: 10

Which three steps are recommended for collecting and downloading the logs from AAWG, AMM, AADS servers? (Choose three.)

- A. Logs Management-> Log Level -> Adjust Service Logging Level -> Current Logging Level
- B. Logs Management -> Logs -> Adjust Service Logging Level -> Current Logging Level
- C. Logs Management-> Log Level -> Collect Log Pack

D. Logs Management-> Log Level -> Download Logs

E. Logs Management-> Log Level -> Collect Logs

**ANSWER: B D E**