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# Avaya Messaging Support Certified Exam

## Avaya 71801X

### Version Demo

**Total Demo Questions: 12**

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# Topic Break Down

| Topic | No. of Questions |
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| Topic 1, Avaya Aura Messaging Overview | 45 |
| Topic 2, Avaya Aura Messaging Installation and Configuration | 52 |
| Topic 3, Avaya Aura Messaging Administration | 14 |
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| Topic 5, Mix Questions | 1 |
| Total | 128 |

QUESTION NO: 1

In Avaya IX™ Messaging High Availability, VSN is designed to support up to how many SIP ports?

**A.** 100

**B.** 120

**C.** 150

**D.** 220

**ANSWER: B**

**Explanation:**

120 is the supported maximum number of SIP ports for a VSN in an Avaya IX Messaging High Availability deployment. A VSN, or Virtual Server Node, is used in the high-availability architecture to provide the messaging service role while allowing redundancy and failover between the participating systems. The SIP-port limit is a capacity-design figure: it identifies the maximum supported number of simultaneous SIP integration ports that can be assigned to that VSN configuration. Administrators should use this limit when sizing a deployment, determining trunk and port requirements, and ensuring that the high-availability environment remains within its tested operating boundaries. Capacity planning must consider the VSN limit rather than simply the resources available on an individual host, because the supported design limit applies to the messaging service configuration as a whole. The Avaya IX Messaging system requirements documentation identifies the SIP-port capacity for the High Availability VSN configuration as 120. See the Avaya IX Messaging System Requirements documentation and the Avaya Support portal for product documentation and release-specific deployment guidance.

**QUESTION NO: 2**

Avaya Messaging includes a set of pre-designed TUI's intended to support which two Legacy products? (Choose two.)

**A.** Octel Serenade

**B.** Octel Aria

**C.** Audix

**D.** Call Pilot

**ANSWER: A B**

**Explanation:**

Avaya Messaging provides pre-designed telephone user interface profiles to ease migration from established Octel voicemail platforms while preserving a familiar caller and subscriber experience. **Octel Serenade** is one of the legacy systems represented by these profiles. Selecting its associated interface allows organizations to retain recognized voice prompts, key mappings, and common mailbox-navigation behavior during a transition to Avaya Messaging. This reduces retraining requirements and helps maintain continuity for users who have longstanding experience with the Serenade interaction model.

**Octel Aria** is the other legacy product supported through the pre-designed interfaces. Its profile is intended to provide the established Aria-style telephone interaction experience, helping subscribers continue to perform routine messaging tasks using an interaction pattern that matches their previous voicemail environment. These migration-oriented interface choices are part of Avaya Messaging's support for organizations modernizing legacy messaging deployments. Avaya product documentation and downloads are available through the Avaya Support portal; additional product and solution information is provided on the Avaya Products page.

**QUESTION NO: 3**

An organization has 40,000 Advanced users in a large Avaya IX™ Messaging deployment. Based on the remote Content Sync Engine sizing guideline, how many remote Content Sync Engine servers are required?

**A.** One remote Content Sync Engine server

**B.** Two remote Content Sync Engine servers

**C.** Three remote Content Sync Engine servers

**D.** Four remote Content Sync Engine servers

**ANSWER: B**

**Explanation:**

**Two remote Content Sync Engine servers** are required. The sizing guideline is one remote Content Sync Engine server for every 20,000 Advanced users. For 40,000 Advanced users, the deployment requires two remote CSE servers to distribute the unified messaging synchronization workload.

Administrators should also consider the enabled synchronization features, mail-server response time, network capacity, and actual user activity when validating final server sizing. See the Avaya Support portal for release-specific capacity guidance.

## QUESTION NO: 4

Which two prerequisites and considerations must be met prior installing Avaya IX™ Messaging? (Choose two.)

**A.** Antivirus software must be installed and operating according to specifications.

**B.** The corporate telephone system and PBX must be installed and functioning properly.

**C.** The server must have the operating system installed, patched and completely updated.

**D.** Create all accounts on the server locally, and it doesn't need to have any domain accounts provisioned.

**ANSWER: B C**

**Explanation:**

The corporate telephone system and PBX must be installed and functioning properly because Avaya IX Messaging integrates with the telephony environment to provide call answering, message access, notification, and related messaging services. Installation readiness therefore includes confirming that the PBX and its required connectivity are already operational. This lets the installer validate the telephony integration and configure the messaging system against a working call-processing platform rather than attempting to diagnose underlying telephone-system issues during deployment.

The server must have the operating system installed, patched and completely updated because IX Messaging is installed onto a supported server operating system, and its application prerequisites depend on that operating environment being ready. Applying the supported operating-system updates before installation establishes the required baseline for security, stability, and dependable operation of the messaging services. These are stated as installation prerequisites in the IX Messaging system-requirements guidance. See the Avaya IX Messaging system requirements and Avaya's Support documentation portal for product documentation and release-specific requirements.

## QUESTION NO: 5

Which three features does Avaya IX™ Messaging offer? (Choose

**A.** Linux operating system

**B.** PBX and Cloud Integration

**C.** H.323 integration

**D.** Fax, Speech, Transcription Services

**E.** JITC Security and Encryption

**ANSWER: B D E**

**Explanation:**

Avaya IX™ Messaging is designed as an enterprise messaging platform that connects with existing PBX environments and can be deployed in cloud-oriented architectures, so **PBX and Cloud Integration** is a core capability. This enables organizations to retain their telephony infrastructure while providing centralized messaging services and flexible deployment options. Avaya IX Messaging also supports unified, multimodal messaging functions, including fax processing, speech-based capabilities, and transcription-related services; therefore, **Fax, Speech, Transcription Services** correctly identifies a feature set delivered by the platform. Security is also a central product characteristic. **JITC Security and Encryption** reflects the product's support for hardened security requirements and encryption protections needed by security-sensitive enterprise and government deployments. Together, these capabilities describe integration, messaging-service, and security features of Avaya IX Messaging rather than a general-purpose platform component. Avaya's product information describes IX Messaging as a secure, scalable messaging solution with unified communications and integration capabilities. See Avaya IX Messaging product information and the Avaya Support documentation portal for product documentation and deployment materials.

## QUESTION NO: 6

What is the minimum capacity of the operating system drive to be reserved on the Avaya IX™ Messaging Windows Server 2012 and 2016?

**A.** It must be 80 GB or greater.

**B.** It must be 100 GB or greater.

**C.** It must be 120 GB or greater.

**D.** It must be 150 GB or greater.

**ANSWER: B**

**Explanation:**

It must be 100 GB or greater. Avaya IX Messaging installation guidance specifies that the operating-system drive for supported Windows Server 2012 and Windows Server 2016 deployments must have at least 100 GB reserved. This is a baseline capacity requirement for the system volume, rather than merely the space initially occupied by the Windows operating system. Reserving this capacity allows the server to accommodate the operating system, required IX Messaging software components, installation and upgrade activity, temporary working files, logs, updates, and normal system-level growth without placing the platform in an unsupported storage condition. The requirement applies to the operating-system drive independently of any additional storage that may be planned for messaging data, backups, recordings, or other deployment-specific content. During server planning, the system volume should therefore be provisioned at or above 100 GB before the IX Messaging installation begins. Administrators should also consult the applicable release documentation and compatibility material for the specific deployment, since sizing requirements for non-system volumes can vary by architecture and feature set. Avaya documentation and product-support resources are available through Avaya Documentation and Avaya Support.

## QUESTION NO: 7

Running Carbonite Availability backup software requires additional space on the IXM Drive. Which statement about running Carbonite Availability is true?

**A.** There is at least 200MB free space on the drive as is occupied by the program's files.

**B.** There is at least equal free space on the drive as is occupied by the program's files.

**C.** There is at least three time as much free space on the drive as is occupied by the program's files.

**D.** There is at least twice as much free space on the drive as is occupied by the program's files.

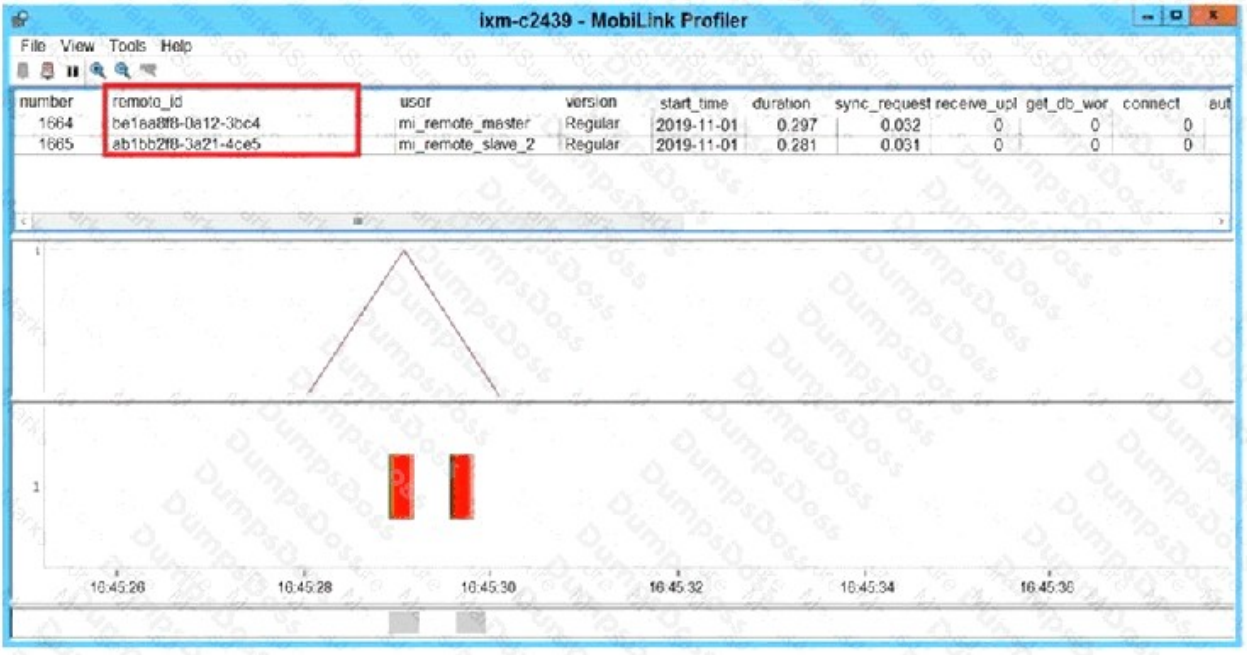
**ANSWER: D**

**Explanation:**

There is at least twice as much free space on the drive as is occupied by the program's files. Carbonite Availability maintains replication and recovery information in addition to the files being protected. On an IX Messaging server, this means the applicable IXM drive must have sufficient unused capacity to accommodate the protected data and the additional working space required while Carbonite Availability records changes and supports recovery operations. Avaya's IX Messaging system requirements specify the two-to-one free-space requirement for the drive when Carbonite Availability is used. Capacity planning must therefore be based on the space already used by the relevant program files, with at least double that amount remaining free before the software is run. This requirement is operationally important: replication is continuous, and the backup/availability component needs room to process changes without immediately exhausting the volume. Meeting the stated reserve helps ensure that the availability configuration can run as designed and that recovery-related data can be maintained. Administrators should verify free disk capacity on the IXM drive before enabling or operating Carbonite Availability, and should continue to monitor it as the protected file set grows. See Avaya's IX Messaging system requirements and the Carbonite Support site for product support resources.

## QUESTION NO: 8

Refer to the Exhibit.




The exhibit shows the healthy server with data synch working between the Consolidated server and the voice server node.

What does Remote_id stand for?

**A.** The unique ID for each voice server node which is successfully synchronizing data from Primary server

**B.** The unique ID for each voice server node which is added in a High Availability solution

**C.** The unique ID for Consolidated server which is successfully synchronizing data from voice server

**D.** The unique ID for each voice server node which is successfully synchronizing data from Consolidated server

**ANSWER: D**

**Explanation:**

The unique ID for each voice server node which is successfully synchronizing data from Consolidated server is correct. In an Avaya IX Messaging MobiLink deployment, the Consolidated server is the central point that maintains and distributes synchronized messaging and subscriber-related data to participating voice-server nodes. The *Remote_id* shown by the

profiler is the identifier associated with the remote voice-server node in that synchronization relationship. It lets the Consolidated server distinguish one connected voice server from another and associate status, replication activity, and synchronization records with the appropriate node.

In the healthy state depicted, the value therefore identifies the voice-server node receiving and successfully processing synchronization from the Consolidated server. This unique node association is important in a multi-node environment because each voice server must be tracked independently for data consistency and operational troubleshooting. Avaya product documentation and support resources describe the administration and maintenance context for IX Messaging systems, including MobiLink and node synchronization: Avaya Documentation Portal and Avaya Support.

## QUESTION NO: 9

Which two license levels are used in Avaya Messaging release 11? (Choose two.)

**A.** Basic

**B.** Primary

**C.** Enhanced

**D.** Advanced

## ANSWER: A C

**Explanation:**

Avaya Messaging Release 11 uses the **Basic** and **Enhanced** license levels. These levels define the messaging feature entitlement assigned to a deployment and allow the system to be licensed according to the organization's required messaging capability. Basic licensing provides the foundational Avaya Messaging service entitlement, while Enhanced licensing is the higher feature level for deployments that require the additional capabilities associated with that entitlement. The license level is an important part of initial system planning because it determines the authorized feature set before the system is placed into service and should be validated during installation, administration, and support activities. Avaya product documentation and support material identify the applicable licensing and administration requirements for each Messaging release; administrators should use the documentation that corresponds to the exact installed release and update level when confirming entitlements. Official Avaya documentation is available through the Avaya Documentation portal, and product-specific support documents, downloads, and notices can be accessed through Avaya Support.

## QUESTION NO: 10

Which two statements about Avaya IX™ Messaging integration with a third party PBX are true? (Choose two.)

**A.** The number of PBXs are limited by the license.

**B.** In multi-PBX/multi-node, PBX with MWI with SIP and with CTI are supported.

**C.** Integration of multiple PBXs is only supported if the PBXs support same type of MWI integration.

**D.** In multi-PBX/multi-node, all PBXs/nodes can use any trunk type for integration.

**E.** It is recommended that all PBXs/nodes use SIP trunks for integration.

## ANSWER: B E

**Explanation:**

In a multi-PBX or multi-node Avaya IX Messaging deployment, the integration design can accommodate PBXs using distinct message-waiting-indication and call-control capabilities, including SIP-based MWI and CTI-based integration. This flexibility is important where an enterprise has a mixed telephony environment or is migrating PBX platforms while retaining centralized messaging. The supported integration method is selected and configured for each applicable PBX or node according to its capabilities and the IX Messaging integration requirements.

Using SIP trunks for all PBX or node integrations is also the recommended design approach. SIP provides a standards-based IP signaling method that simplifies interoperability and administration across a distributed deployment, while helping create a more consistent integration architecture. A consistent SIP-based design is particularly beneficial for organizations operating multiple PBXs because it reduces variation in trunking technologies and aligns the messaging solution with modern IP telephony practices. Avaya's product information and support resources are available at Avaya Messaging and Avaya Support.

## QUESTION NO: 11

What are three deployment configuration considerations for installation of Avaya IX™ Messaging? (Choose three.)

**A.** Network or mapped drives are not supported.

**B.** Network or mapped drives are supported.

**C.** An Avaya IX™ Messaging server may be installed on the root drive.

**D.** The drives may be a physical drive, or a single drive with partitions.

**E.** An Avaya IX™ Messaging server cannot be installed on the root drive.

## ANSWER: A D E

**Explanation:**

Avaya IX™ Messaging installation planning requires local storage volumes rather than network-attached or mapped-drive locations. The application's installation and data paths must be available locally to the server so that the messaging services have dependable access to their required files and do not depend on a network mapping, connection state, or remote-file-system behavior. Storage may be implemented using separate physical disks or by dividing a single local physical disk into partitions, provided the required installation layout and capacity planning are met. This gives administrators flexibility in virtualized or smaller deployments while retaining local disk access.

The operating-system root drive must not be used as the Avaya IX™ Messaging server installation location. Installing the messaging server on a non-root local drive separates application files and messaging data from core operating-system files, supports the documented directory layout, and helps with capacity management and maintenance. These deployment requirements should be verified before setup begins, along with applicable server sizing and platform prerequisites. See the Avaya IX™ Messaging documentation at Avaya Product Documentation and the Avaya Support site.

## QUESTION NO: 12

In Avaya IX™ Messaging Mailbox configurations, which parameter can be set using the Synchronization Options tab of Mailbox?

**A.** The ability to connect the current Mailbox with the IMAP TSE feature

**B.** The ability to automatically allow the append availability and/or location settings depending on your telephone settings

**C.** The ability to change the location status of the Mailbox

**D.** The ability to configure the enrollment of the current mailbox in the voice verification features, and configure the related security levels

## ANSWER: A

**Explanation:**

The ability to connect the current Mailbox with the IMAP TSE feature is configured through the Mailbox Synchronization Options tab. This tab is intended for mailbox-level settings that govern integration and synchronization with the IMAP TSE service, allowing the selected mailbox to participate in that feature. Because this association is specific to an individual mailbox, the administrator configures it while editing that mailbox rather than as a general telephony, presence, location, or voice-security setting. In practice, this is where an administrator enables or manages the mailbox's connection to the IMAP

TSE capability so that the relevant message-store synchronization behavior can be applied to that subscriber. Avaya product documentation and the applicable Messaging administration guides should be consulted for the exact supported configuration sequence and any prerequisites for the deployed release. See the Avaya Support portal and the Avaya Documentation portal for current Avaya IX Messaging documentation.