Avaya Aura® System Manager

1. 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.

Answer(s): D

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2. Which statement about Avaya Tier 2/Business Partners is true?

A. They immediately escalate to Tier 3 as issue is encountered.

B. They describe the problem to Tier 3 in an escalation ticket and Tier 3 isolates and resolves the issue.

C. They isolate issue, resolve issue then escalate to Tier 3 for corrective action.

D. They isolate the issue, and if no root cause is found, escalate to Tier 3 to resolve the issue.

Answer(s): D

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3. A Network Administrator of a company has been made aware of a problem with the telephone system, and contacts a few colleagues who have dealt with similar problems in the past.

Which Discipline in 8D Methodology describes the action of the Network Administrator?

A. D4

B. D3

C. D2

D. D1

Answer(s): A

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4. Avaya Support personnel report a case, including root cause and resolution, in the Knowledge Base.
Which 8D Methodology discipline covers this action?

A. D8

B. D7

C. D6

D. D5

Answer(s): B

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5. Which two statements describe the 8D Troubleshooting Methodology? (Choose two.)

A. It is eight steps that guarantee a logical way to isolate an issue.

B. It is eight steps that ensure a faster time to resolution.

C. It is eight steps used to guarantee systems are operational after an implementation.

D. It is eight steps that define how to escalate third-party integration issues.

Answer(s): A E

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6. Under which condition is a Business Partner/Avaya Tier 2 not required to escalate to Avaya Tier 3?

A. when the customer issue is not service affecting

B. when the Business Partner/Avaya Tier 2 have isolated issue and found a resolution

C. when the issue for the customer is intermittent

D. when the issue is a common one resolved through an upgrade

Answer(s): B

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7. After completing Discipline 4, Determining Root Cause, of the 8D Troubleshooting Methodology, what is the next discipline to be completed?

A. Discipline 5 Implement a Work-around

B. Discipline 5 Implement Corrective Actions

C. Discipline 5 Choose Corrective Actions

D. Discipline 5 Prevent Recurrences

Answer(s): C

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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

Answer(s): D

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9. In the 8D Troubleshooting Methodology, which two steps does Discipline 3, Contain Interim Actions, involve?
(Choose two.)

A. Try actions that bypass the issue, like creating a work-around for temporary restoral of service.

B. Capture potential triggers.

C. Evaluate systems and components.

D. Develop immediate controlled actions to isolate the problem.

E. Develop a hypothesis based on the outcome of the various controlled actions and the system's reactions.

Answer(s): C D

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10. 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 ADM that Avaya Tier 3 support will perform?

A. Install a patch to fix the problem.

B. Praise individuals for contribution.

C. Implement a solution.

D. Update the Knowledge Management database.

Answer(s): C

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11. Incoming SIP Trunking calls from Service Provider to Session Manager are failing because Avaya Session Border Controller for Enterprise (SBCE) is not sending a domain name in the TO, FROM and REQUEST headers.
What needs to be changed in SBCE to make this happen?

A. In SBCE GUI, navigate to Global Profiles > Routing. Edit the Session Manager Routing Profile to link to a URI Group, which has the To, From and Request Headers and Replace Action set to Overwrite with domain name.

B. In Avaya Session Border Controller for Enterprise (SBCE) GUI, navigate to Global Profiles > Server Configuration > Edit the Session Manager server entry to set "Overwrite Domain Name."

C. In SBCE GUI, navigate to Global Profiles > Topology Hiding. Edit the SessionManager_TH to change the To, From and Request Headers Replace Action, to Overwrite with domain name.

D. In SBCE GUI, navigate to Device Specific Settings > Endpoint Flows > Server Flows. Edit the Session Manager flow to change the End Point Policy Group to default-low.

Answer(s): C

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12. 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

Answer(s): D

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13. Which tool has an option to debug the TLS handshake between the server and the client?

A. SIP Trace Config and SIP Trace Viewer

B. List trace tac 701

C. traceSM

D. List trace tac 701/tls

Answer(s): C

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14. 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.

Answer(s): D

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15. A customer reports that their Avaya Aura® Communication Manager (CM) enabled SIP telephones (AST) can only see the effect of their telephone being Call Forwarded after they log off and log on again. Also stopping the call forward feature does not show until their endpoint is

logged off and logged on again.
What is the cause of the problem?

A. A coverage path has not been setup.

B. The Call Forwarding feature has not been assigned to a button.

C. Data Privacy is enabled in the station's Class of Service.

D. An entry is missing in the private-numbering System Administration Terminal (SAT) form.

Answer(s): C

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16. A customer called in stating they cannot place WebRTC calls. You discover that when the WebRTC snap-in sends an Invite to Avaya Aura® Media Server (AAMS), Avaya Breeze TM is not sending the correct information in the Request URI to match a regular expression in Session Manager.
Where do you configure the Media Server URI (ce-msml@avayA.com) that Avaya Breeze TM will send to
AAMS via Avaya Aura® Session Manager (SM)?

A. Use Avaya Aura® System Manager web GUI to access the Engagement Development Platform > Configuration > Attributes.

B. Use SSH to Avaya Breeze TM and edit the "/etc/config.properties" file.

C. Use Avaya Aura® System Manager web GUI to access the Inventory > Manage Elements, and then edit the Avaya Breeze TM element.

D. Use Avaya Aura® System Manager web GUI to access the Engagement Development Platform > Configuration > Avaya Aura® Media Server.

Answer(s): D

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17. You are troubleshooting an IM and Presence problem, and discover all application processes are not running on the Avaya Breeze TM platform.
How can the application processes be started?

A. SSH to Avaya Breeze TM, and execute the start a command.

B. SSH to Avaya Breeze TM, and execute the service presence start command.

C. Accept Service on the cluster using Avaya Aura® System Manager web GUI.

D. SSH to Avaya Breeze TM, and execute the service ps start command.

Answer(s): C

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18. Which statement about Network Routing Policies in Avaya Aura® Session Manager (SM) is true?

A. A dial pattern and routing policy are necessary in SM to call from an H323 device to a Basic/Native SIPdevice (without an Avaya Aura® Communication Manager profile).

B. A dial pattern and routing policy are necessary in SM to call from a Basic/Native SIP device (without a CM profile) to an H323 device on Avaya Aura® Communication Manager (CM).

C. A dial pattern and routing policy are necessary in SM to call from an H323 device to an AST device on the same Avaya Aura® Communication Manager (CM).
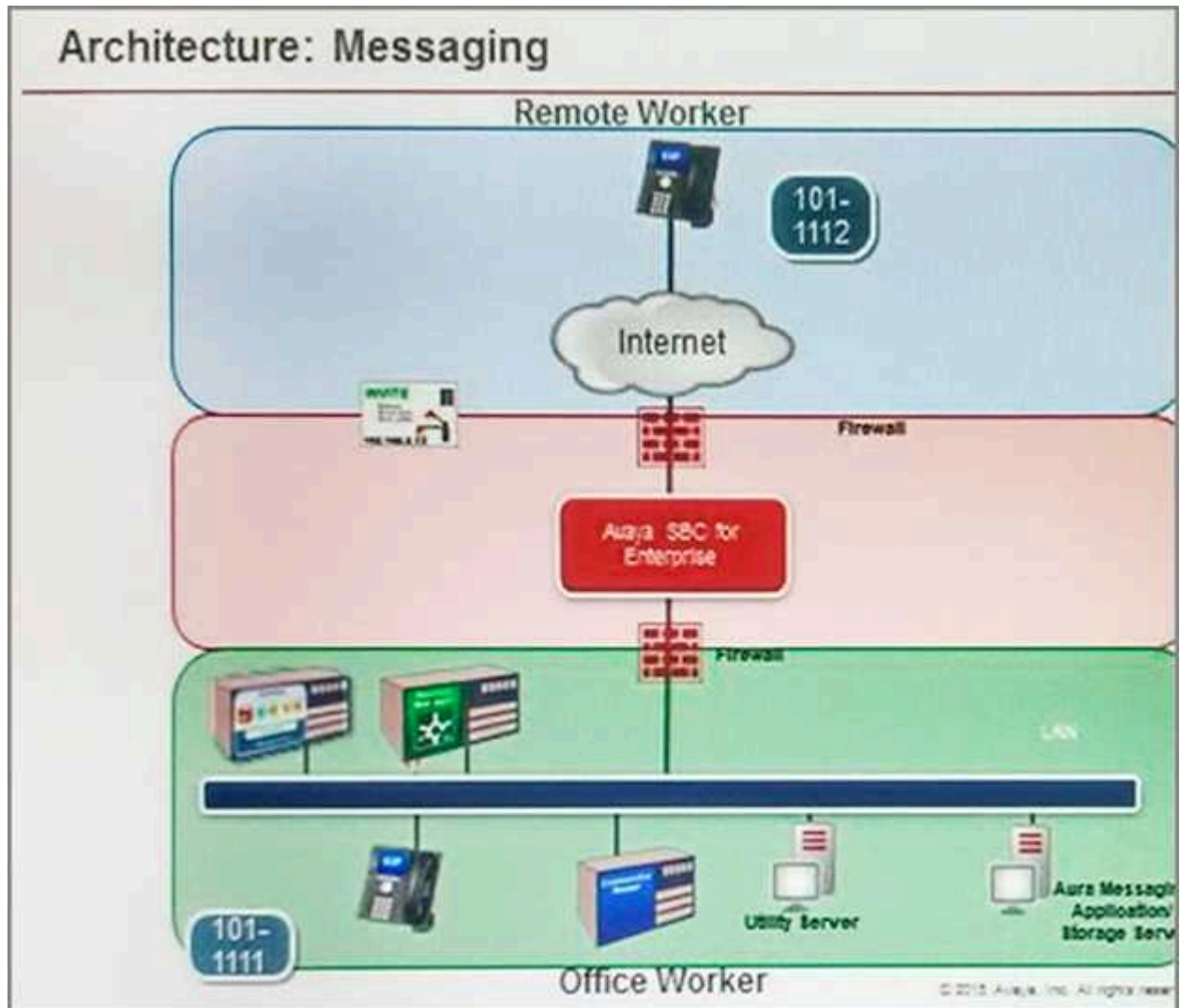
D. A dial pattern and routing policy are necessary in SM to call from an AST device to an H323 device on the same Avaya Aura® Communication Manager (CM).

Answer(s): B

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19. Refer to the exhibit.

Architecture: Messaging

Avaya Tier 3 support receives a case escalated by Tier 2 where the customer cannot receive incoming calls, but can make calls out successfully. The trace shows that the incoming calls arrive at the Avaya Session Border Controller for Enterprise (SBCE) but fail to get routed into the customer enterprise network.

Based on this information, what is and is not working?

A. The local area network, Avaya Aura® Communication Manager, and Avaya Aura® Session Manager are working. SBCE is partially working, but routing may be incorrect.

B. The local area network, Avaya Aura® Communication Manager, and Avaya Aura® Session Manager are working. The public network is not working.

C. The local area network, Avaya Aura® Communication Manager, and Avaya Aura® Session Manager are working. SBCE is not working.

D. The local area network and Avaya Aura® Session Manager are working. Avaya Aura® CommunicationManager is not working.

Answer(s): A

20. 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.

Answer(s): A B