7241X^{Q&As}

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QUESTION 1

A customer is trying to connect a User using Web Client from a public network. The attempt shows "Connecting" and never goes to Ready Status. While troubleshooting this issue using traceSBC the customer noticed that there are no trace messages in the SBC; however, other users are able to connect to Equinox Solution using their Web Clients.

What can be the problem with user\\'s Web Client?

A. There is a problem with the SBC B1 physical interface connectivity to network.

B. There is a problem with the Security Certificate on the user\\'s PC

C. There is a problem with the user\\'s PC and Chrome Browser Settings

D. There is a problem with the SBC Reverse Proxy settings for Equinox Clients

Correct Answer: B

QUESTION 2

Avaya currently uses an online diagnostic methodology for partners to raise trouble tickets and receive assistance. The methodology is named Avaya Diagnostic Methodology. When Avaya Tier 3 support works a trouble ticket, what is the final step in the Avaya Diagnostics Methodology that they will perform?

A. Install a patch to fix the problem.

B. Update the Knowledge Management database.

C. Implement corrective actions.

D. Implement a solution.

Correct Answer: B

QUESTION 3

A customer can login to Equinox Web Client successfully but they cannot make or receive calls. The customer tried to call one of their Thick Client and received "Failed INTERNAL_ERROR" on this Web Client. While troubleshooting they find the following error message on the AAMS monitoring active sessions.

ICE Trace [135.60.134.xx:6200 ->136.60.135.xx:3478] ALLOCATE-REQUEST Failed

Which reason is a valid reason for this problem?

A. SBC is not configured with the right reverse proxy address and port for AAWG

B. SBC is not configured with the right reverse proxy address and port for AADS

C. STUN/TURN IP Address has been configured correctly on AAMS Server

D. STUN/TURN IP Address has been configured incorrectly on AAMS Server

Correct Answer: D

QUESTION 4

A customer has used the AAM URL utility to verify a user Bill Evans configuration parameters from Avaya Multimedia Messaging. A snippet of the output is displayed below.

{"avayaRequestTimeout": {"maximum":120, "minimum":30,"recommended":120}, "capabilities":

{"richContent":true}, "conversationsResource":
{"href":"https://amm3.lab.trn.avaya.com:8443/aem/resources/users/bevans%

40trn.avaya.com/conversations",

"maxIdsLimit":30, "maxMessageCount":15},"domains":["trn.avaya.com"],"limits":

{"maxAudioSize":1048576,"maxGenericAttachmentSize":3145728,"maxImageSize":1048576,"maxTextLength":535,"maxVideoSize":3145728},

"messages":"https://amm3.lab.trn.avaya.com:8443/aem/resources/users/bevans%40trn.avaya.com/messages",

What is the significance of "richContent:true:" from the following output?

A. richContent: true is associate with a separate license per each Equinox User

B. richContent: true does not give any additional features to the Equinox Users

C. richContent: true means the User has enhanced Record Audio capabilities

D. richContent: true provides features like Record Audio, Record Video, Take a Photo

Correct Answer: D

QUESTION 5

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

A. Discipline 5 -Implement Corrective Actions

B. Discipline 5 -Choose Corrective Actions

C. Discipline 5 -Implement a Work-around

D. Discipline 5 -Prevent Recurrences

Correct Answer: B

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