



Avaya

Exam Questions 72201X

Avaya Aura Core Components Support Certified Exam

NEW QUESTION 1

A customer calls Avaya Support stating their Session Manager (SM) is down. After doing some troubleshooting, the technician sees SM is in the Deny New Service state, and in Restricted license mode.

What does the Restricted license mode indicate in this scenario?

- A. The SM license is not accessible or does not exist.
- B. There is a license error but SM continues to function.
- C. The license 30 day grace period has expired and SM service is being denied.
- D. The license was installed incorrectly.
- E. The SM has exceeded the license capacity and is operating in restricted mode.

Answer: C

NEW QUESTION 2

How can an inactive SM100 be reset?

- A. Click the repair button on the Replication page with the affected Avaya Aura® Session Manager (SM) selected.
- B. Click the 'Reset' button on the Security Module Status page in Avaya Aura® System Manager (SMGR).
- C. Run the resetSM100 command from RHEL Command Line Interface of Avaya Aura® Session Manager (SM)
- D. Restart Services on the Avaya Session Border Controller for Enterprise (SBCE).
- E. Run the reboot SM100 command from RHEL Command Line Interface of Avaya Aura® System Manager (SMGR).
- F. Use the SMGR web interface to reset the SM100 by navigating to Services > Security > Security Module.

Answer: F

NEW QUESTION 3

What is the function of Avaya Aura® Communication Manager in H.323 to SIP routing?

- A. It does not handle any feature processing for either endpoint.
- B. It only handles feature processing for H.323 endpoints.
- C. It only handles feature processing for SIP endpoints.
- D. It handles feature processing for both H.323 and SIP endpoints.

Answer: D

NEW QUESTION 4

When viewing the Avaya Aura® System Manager (SMGR) alarms, which alarm information is particularly useful for finding more information in the available documentation?

- A. NotificationOID
- B. Status
- C. Source IP address
- D. Event ID
- E. M/E Ref Number/SysOID
- F. Severity

Answer: D

NEW QUESTION 5

A customer reports that when they make a call from an H.323 endpoint at the Main office to an H.323 telephone at the Branch office across the WAN, the call fails due to codec mismatch. Which five Avaya Aura® Communication Manager (CM) System Administration Terminal (SAT) forms can be used to troubleshoot this problem? (Choose five.)

- A. codec
- B. ip-network-region
- C. media-gateway
- D. ip-codec-set
- E. network-region-control
- F. ip-services
- G. ip-network-map

Answer: ABCDE

NEW QUESTION 6

Which command can be used to investigate PPM issues in Avaya Aura® Communication Manager?

- A. list trace station
- B. traceSM
- C. list trace tac
- D. SIP tracer_asset log
- E. status ppm

Answer: B

NEW QUESTION 7

Using the Avaya Aura® Session Manager (SM) command line interface, which Linux command will display a quick, at-a-glance status of SM internal services?

- A. statSM
- B. traceSM
- C. smconfig
- D. statapp
- E. smstatus

Answer: E

NEW QUESTION 8

Ignoring Presence, how many event packages does an AST endpoint need to subscribe to be fully functional in a non-IMS environment?

- A. 1
- B. 3
- C. 7
- D. 12
- E. 16

Answer: C

NEW QUESTION 9

A customer wants to implement CAC Sharing between the Session Manager (SM) in Main office and Communication Manager located in a branch location. What are the steps involved in implementing CAC Sharing?

- A. Configure Network Regions and Network Regions Group in Communication Manager, assign Bandwidth limits to the location, enable Shared Bandwidth Management for CM SIP entity in Session Manager.
- B. Configure Network Regions and Network Regions Group in Communication Manager, assign Bandwidth limits to the Entity Link, enable Shared Bandwidth Management for CM SIP entity in Session Manager.
- C. Configure Network Regions and Network Regions Group in Communication Manager, enable Shared Bandwidth Management, assign Bandwidth limits to the location, enable Shared Bandwidth Management for CM SIP entity in Session Manager.
- D. Configure Network Regions and Shared Bandwidth Management Groups in Communication Manager, assign Bandwidth limits to the location, enable Shared Bandwidth Management for CM SIP entity in Session Manager.
- E. Configure Network Regions and Shared Bandwidth Management Groups in Communication Manager, enable Shared Bandwidth Management, assign Bandwidth limits to the location, enable Shared Bandwidth Management for Network Region SIP entity in Session Manager.

Answer: C

Explanation:



The screenshot displays the Avaya Aura Session Manager configuration interface. On the left, a sidebar menu shows 'SIP Entities' selected. The main panel is titled 'Loop Detection' and 'Monitoring'. It includes the following settings:

- Securable:** ☐
- Call Detail Recording:** both
- Loop Detection Mode:** Off
- SIP Link Monitoring:** Use Session Manager Configuration
- CRLF Keep Alive Monitoring:** CRLF Monitoring Disabled
- Supports Call Admission Control:** ☒
- Shared Bandwidth Manager:** ☒
- Primary Session Manager Bandwidth Association:** SessionManager
- Backup Session Manager Bandwidth Association:** SessionManager_02

NEW QUESTION 10

What is the correct statement about Interfaces and IP addresses on an Avaya Session Border Controller for Enterprise (SBCE) used for SIP-Trunking and Remote Worker services?

- A. SIP-Trunking and Remote Worker services must use different IP addresses configured on separate interfaces.
- B. SIP-Trunking and Remote Worker services can share the same IP address on the same interface.
- C. Only one IP-address should be configured for both SIP-Trunking and Remote Worker services.
- D. SBCE should not be used for both SIP-Trunking and Remote Worker services simultaneously.
- E. None of the above.

Answer: B

Explanation:

Source: <https://support.avaya.com/ext/index?page=content&id=SOLN341386>

NEW QUESTION 10

Session Manager uses five unique certificates for secure communications using Transport Layer Security (TLS). Which two of the following certificates are the most important for communication with other entities?

- A. SIP certificates
- B. Sal Agent certificates
- C. WebSphere certificates
- D. HTTPS certificates
- E. Management certificates
- F. ACME certificates

Answer: AE

NEW QUESTION 15

After completing Discipline 2 – Describe the Problem of the 8D Troubleshooting Methodology, what are the next two disciplines to be completed in sequence?

- A. Discipline 3 – Prevent Recurrences, Discipline 4 – Determine Root Cause
- B. Discipline 3 – Develop Interim Containment Actions, Discipline 4 – Determine Root Cause
- C. Discipline 3 – Implement Corrective Actions, Discipline 4 – Determine Root Cause
- D. Discipline 3 – Implement a Work-around, Discipline 4 – Determine Root Cause
- E. Discipline 3 – Develop Interim Containment Actions, Discipline 5 – Choose and Verify Corrective Actions

Answer: B

NEW QUESTION 19

Avaya Aura® System Manager (SMGR) holds a copy of the Avaya Aura® Communication Manager (CM) database, and it is important that the database is kept identical in both SMGR and CM. If they ever stop being synchronized, what should be done to get them synchronized again?

- A. Go to the Inventory > Synchronize > Communication System, and send the database from SMGR to CM.
- B. Issue a save translations all command in CM.
- C. Go to the Replication page and issue a Repair of the database on SMGR.
- D. Go to the Inventory > Synchronize > Communication System, and synchronize the database from CM to SMGR.
- E. Use the command 'sync database' on both CM and SMGR to synchronize the databases.

Answer: D

NEW QUESTION 23

What are three purposes of the Shared Bandwidth Management feature introduced in Avaya Aura® R7.1? (Choose three.)

- A. Protect the quality of existing connections by allowing oversubscription
- B. Provide more DSP resources to the Remote Workers
- C. Better determination of bandwidth usage at any location
- D. Protect the quality of existing connections by preventing oversubscription
- E. Prevent the use of compressed Codecs during video call
- F. Dynamically adjust the available bandwidth based on network conditions

Answer: ACF

NEW QUESTION 27

When one entity is marked as down on the Session Manager dashboard, which two of the following troubleshooting tools can be used to investigate the problem?

- A. List trace station on Avaya Aura® Communication Manager
- B. statapp on the Command Line Interface of Avaya Aura® Session Manager
- C. traceSM on the Command Line Interface of Avaya Aura® Session Manager
- D. the replication page in Avaya Aura® System Manager
- E. Avaya Aura® Session Manager Entity Link Connection Status page in Avaya Aura® System Manager
- F. Wireshark on the network switch

Answer: CE

NEW QUESTION 29

When comparing two Remote Worker SIP clients, one is an Avaya Communicator soft client and the other is a 96X1SIP hardphone, which statement is true?

- A. Both Avaya Communicator and 96X1SIP clients register with SM via SBCE and receive their SIP Controller List by PPM download.
- B. The Avaya Communicator receives its SIP Controller List via 46xxsettings.txt file download, whereas the 96x1 receives its SIP Controller List by PPM download.
- C. If required, Avaya Communicator and 96X1SIP clients will automatically upgrade themselves from software stored on the SBCE.
- D. Avaya Communicator registers with SM via SBCE whereas the 96X1SIP telephone registers with CM via SBCE.
- E. Avaya Communicator registers with CM via SBCE whereas the 96X1SIP telephone registers with SM via SBCE.

Answer: A

NEW QUESTION 30

When a 96xx telephone with SIP firmware boots up, it goes through a number of steps. These steps include:

Phone Registration. Download PPM.

Obtain IP Address and Utility Server address from DHCP Server.

Check if firmware upgrade is required and download 46xxsettings.txt file.

Send Subscribe (avaya-cm-feature-status) to Avaya Aura® Communication Manager (CM) via Avaya Aura® Session Manager (SM).

What is the correct sequence of these steps?

- A. 3, 1, 5, 1, 2
- B. 3, 5, 1, 2, 4
- C. 3, 4, 2, 1, 5
- D. 3, 4, 1, 5, 2
- E. 4, 3, 1, 2, 5
- F. 5, 3, 1, 2, 4

Answer: D

Explanation:

Source: <https://downloads.avaya.com/css/P8/documents/100182495>

NEW QUESTION 31

The client has finished deploying Avaya Aura® Communication Manager (CM) and has signed a service contract with Avaya for technical support. What should the system administrator do in CM to allow Avaya services to log in and support the platform?

- A. Run EASGManage -disableEASG command
- B. Contact Avaya services and request login credentials
- C. Run EASGManage -enableEASG command
- D. Enable remote access in CM SAT
- E. Run EASGTurnOn command

Answer: C

NEW QUESTION 33

Which event packages would you expect to see an AST Endpoint subscribe to in Avaya Aura® System Manager?

- A. dialog, avaya-cm-feature-status, avaya-ccs-profile, reg and message
- B. avaya-cm-feature-status, entity links, reg and message-summary
- C. avaya-ccs-profile, network status and message-summary dialog
- D. dialog, avaya-cm-feature-status, avaya-ccs-profile and network status
- E. entity links, avaya-cm-feature-status, avaya-ccs-profile and reg

Answer: A

NEW QUESTION 37

How can you show that a session is actually reaching the Avaya Aura® Media Server (AAMS)?

- A. In AAMS Element Manager, Select System Status > Element Status > More Actions > display active sessions.
- B. From SSH, go to the AAMS and issue the list active sessions curren
- C. command.
- D. In AAMS Element Manager select Monitoring > Active Sessions.
- E. From Avaya Aura® System Manager (SMGR) home page, click on the Media Server, and click on the link: list active sessions.
- F. Use the command 'show sessions' on the Media Server CLI.

Answer: C

NEW QUESTION 38

Avaya Subscription event packages are used to subscribe to real-time event notifications. Which three of the following are Avaya Subscription event packages?

- A. avaya-ua-service-state
- B. avaya-ccs-profile
- C. avaya-cm-feature-status
- D. avaya-ldap-feature-status
- E. avaya-dialog-state
- F. avaya-trunk-status

Answer: BCD

NEW QUESTION 39

What is the name of the packet capturing utility embedded in most Linux Servers, including Avaya Aura® Communication Manager (CM)?

- A. wshark
- B. cshark
- C. pcap
- D. tshark
- E. snort

Answer: D

NEW QUESTION 41

A customer has added a CS1000 SIP Entity and Entity Link using TLS port 5061, but users are unable to call any Avaya Aura® users that are connected via the same Avaya Aura® Session Manager (SM). Which two of the following traces or logs are most relevant to debugging this problem and should be included in the trouble ticket raised with Tier 3 support?

- A. ??list trace tac xxx??, where xxx is the TAC of the trunk group between Avaya Aura® Communication Manager and SM
- B. ??tshark -i eth1 -w <capturefilename>?? on SM
- C. the latest /var/log/ecs logfile on Avaya Aura® Communication Manager
- D. traceSM with TLS handshaking enabled on SM
- E. the ppm.log in /var/log/Avaya/jboss/SessionManager on SM
- F. System Event Log (SEL) on the CS1000

Answer: BD

NEW QUESTION 42

What are the three types of certificates used in the Avaya Aura® server?

- A. Root or a Certificate Authority (CA) certificate and Server Identity certificates
- B. Root or a Certificate Authority (CA) and SIP default certificates
- C. Site Root certificates and Security certificates
- D. Backup server and default certificates
- E. Intermediate certificates and Domain certificates

Answer: A

Explanation:

Source: <https://downloads.avaya.com/css/P8/documents/100181346>

NEW QUESTION 43

Which four traces options can be useful when troubleshooting SIP endpoint registration issues with a phone using TCP protocol? (Choose four.)

- A. SIP Registration
- B. TLS handshaking
- C. PPM
- D. Call Processing
- E. Network Interface
- F. SIP Signaling
- G. RTP Flow

Answer: ABDF

NEW QUESTION 48

What are the two types of certificates that need to be installed on Communication Manager (CM) to establish a TLS connection with Session Manager?

- A. Backup server and default certificates
- B. Site Root certificates and Security certificates
- C. Root or Certificate Authority (CA) and SIP default certificates
- D. Root or Certificate Authority (CA) and CM Server Identity certificates
- E. Session Manager and CM inter-cluster certificates

Answer: D

NEW QUESTION 53

Which three SIP requests are used to allow an AST endpoint to use features provided by an Avaya Aura ® Communication Manager (CM)? (Choose three.)

- A. INVITE
- B. OPTIONS
- C. REGISTER
- D. SUBSCRIBE
- E. NOTIFY
- F. CANCEL

Answer: BDE

Explanation:

Source: <https://downloads.avaya.com/css/P8/documents/100182495>

NEW QUESTION 56

SIP user 1011111 and SIP user 1011112 are both based on the same Session Manager with access to a CM Evolution server. Given the following actions: Session Manager searches for the called party in the SIP registry, finds it, registers it and routes the call to it.

SIP user 1011111 calls SIP user 1011112, and an Invite request is sent to Session Manager.

Session Manager verifies SIP user 1011111 in the SIP registry and authenticates it. Session Manager checks the SIP user's profile for sequenced applications and (in this example) routes the request to Communication Manager.

Endpoints negotiate codecs and media, and RTP is sent between endpoints.

Communication Manager receives the request from Session Manager, carries out full-call model processing for both endpoints, and routes the call back to Session Manager.

If 1011111 makes a call to 1011112, in which order will the actions take place?

- A. 2, 1, 3, 5, 4
- B. 2, 3, 5, 1, 4
- C. 2, 3, 5, 4, 1
- D. 2, 3, 1, 4, 5
- E. 1, 2, 3, 5, 4

Answer: B

NEW QUESTION 58

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