



# Avaya

## Exam Questions 72201X

Avaya Aura Core Components Support Certified Exam

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#### NEW QUESTION 1

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

- A. It is eight steps that guarantee a logical way to isolate an issue.
- B. It is eight steps that guarantee a thorough analysis of a failure, containment actions, full resolution, prevention for the future.
- C. It is eight steps that define how to escalate third-party integration issues.
- D. It is eight steps that used to guarantee systems are operational after an implementation.
- E. It is eight steps that ensure a faster time to resolution.
- F. It is eight steps that are only applicable to hardware issues.

**Answer:** ABE

#### NEW QUESTION 2

Avaya support is monitoring a telephone system that is going down several times per day.

They discovered a software error that keeps triggering an auto restart. Which command can be used to determine the root cause?

- A. display reset 4 all
- B. display initcauses
- C. display restart all
- D. display interchangestatus
- E. display server-status all

**Answer:** B

#### NEW QUESTION 3

A customer called Avaya Support after their telecom administrator was unable to add 50 new telephones for new hires. Avaya Support determined that the number of telephones exceeded the capacity the system could support. Which pre-implementation step was omitted?

- A. Accessing support.avaya.com to verify customer systems compatibility.
- B. Testing all third-party equipment and software.
- C. Verifying that the version installed is compatible with existing versions.
- D. Providing accurate licensing specifications.
- E. Ensuring that the hardware meets the requirements.

**Answer:** D

#### NEW QUESTION 4

Where can you access Product Change Notifications (PCNs), Documentation, Knowledge- based articles, and make Parts/Service requests?

- A. pids.avaya.com
- B. avaya-learnintj.com
- C. avaya.com
- D. support.avaya.com
- E. support.avaya.org

**Answer:** D

#### NEW QUESTION 5

A SIP station to SIP station call on a single Feature or Evolution Server uses four signaling legs between CM and SM (not including the initial off-hook imsorig).

When does Communication Manager insert the shortcut flag during call processing?

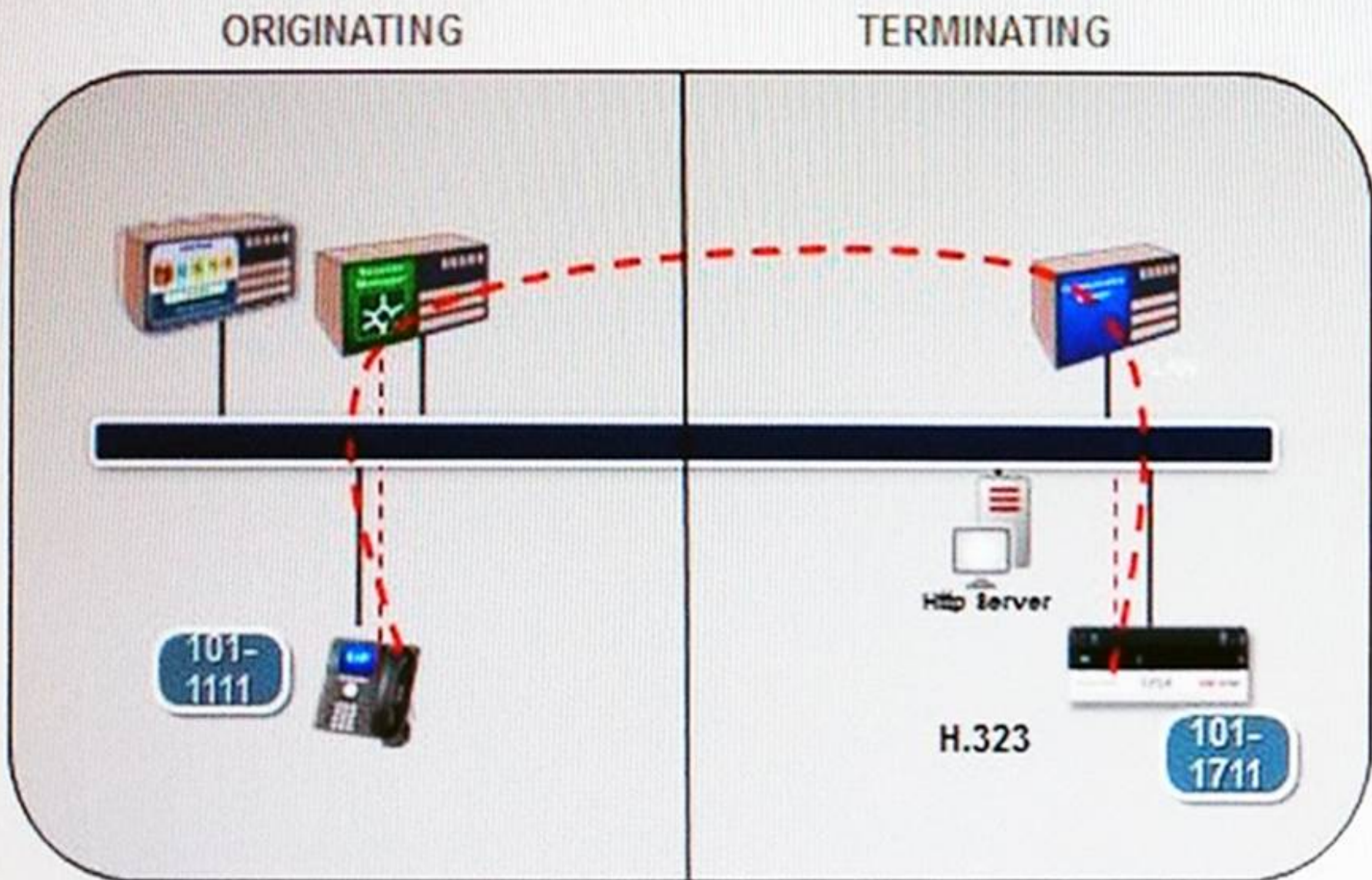
- A. during the origination phase (imsorig) of call processing
- B. during the termination phase (imsterm) of call processing
- C. during the initialization phase (imsinit) of call processing
- D. during the dialing analysis phase (imsdialana) of call processing
- E. during the routing phase (imsroute) of call processing

**Answer:** A

#### NEW QUESTION 6

Refer to the Exhibit.

## Call Flow for SIP to H.323 Routing



When a SIP user calls an H.323 user, at which phase does Avaya Aura® Communication Manager (CM) handle the call processing for each endpoint?

- A. Both endpoints in the originating phase.
- B. H.323 endpoint in the originating phase, SIP endpoint in the terminating phase.
- C. SIP endpoint in the originating phase, H.323 endpoint in the terminating phase.
- D. Both endpoints in the terminating phase.

**Answer: C**

### NEW QUESTION 7

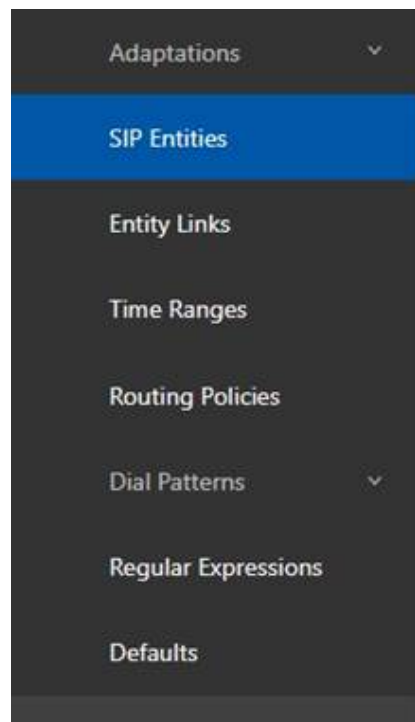
A customer wants to implement CAC Sharing between the Session Manager (SM) in Main office and Communication Manager located in a branch location. What are the steps involved in implementing CAC Sharing?

- 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:**





### Loop Detection

### Monitoring

Securable:	<input type="checkbox"/>
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:	<input checked="" type="checkbox"/>
Shared Bandwidth Manager:	<input checked="" type="checkbox"/>
Primary Session Manager Bandwidth Association:	SessionManager ▼
Backup Session Manager Bandwidth Association:	SessionManager_02 ▼

#### NEW QUESTION 8

What do SIP messages captured using the traceSM with ??a=showSM?? option display as opposed to a regular SIP trace?

- A. The message flow details from SM100 to the PPM servlet
- B. The message flow details from the SM100 to Avaya Aura® Communication Manager (CM)
- C. The message flow details from the network to the SIP container
- D. The message flow details from the SM100 to the Avaya Aura® Session Manager (SM) Call Processing element
- E. The message flow details from the SM100 to the SIP registrar

**Answer:** D

#### NEW QUESTION 9

In which four ways can you verify the Avaya Aura® Communication Manager (CM) license status? (Choose four.)

- A. Using the CM System Administration Terminal, run the status license command.
- B. Using the CM Linux console interface, run the statuslicense command.
- C. Using the CM System Administration Terminal, run the test license command.
- D. Using the System Manager Web GUI, access the CM element > license menu.
- E. Using the CM System Administration Interface, access the WebLM > status license menu.
- F. Using the System Manager Web GUI, access the CM element > alarms menu.
- G. Using the CM System Administration Terminal, run the license list command.
- H. Using the CM Linux console interface, run the license list command.

**Answer:** ABDE

#### NEW QUESTION 10

Which three statements are true regarding Avaya Aura® 7.x? (Choose three.)

- A. Avaya Aura® Communication Manager (CM) performs Collaboration Services.
- B. The database in Avaya Aura® Media Server (AAMS) is periodically synchronized with System Manager (SMGR).
- C. Avaya Aura® Session Manager (SM) performs SIP Session Management and Bandwidth Management.
- D. System Manager (SMGR) frequently sends heartbeats to SIP Entities.
- E. Presence Services in Avaya Aura® 7 are hosted as an Avaya Breeze® snap-in.
- F. Avaya Aura® Messaging provides unified messaging for email, voicemail, and fax messages.

**Answer:** CDE

#### NEW QUESTION 10

In addition to System Parameters IP options in Communication Manager, System Manager SIP User Communication Profile (remote worker settings), and Media Server (AAMS) Public Network settings, which other area may require troubleshooting for a remote worker connected to a public network, over an office worker connected to the corporate private network?

- A. SIP User Profiles in System Manager
- B. System Parameters sip options in Communication Manager
- C. Session Border Controller configuration
- D. Media Server (AAMS) Private Network settings
- E. Firewall rules on the remote worker's device

**Answer:** C

#### NEW QUESTION 11

When retrieving a message from Avaya Aura® Messenger (AAM), what is the purpose of the RE-INVITE message?

- A. The RE-INVITE message is sent to establish a media path for the message retrieval process.
- B. The RE-INVITE message is used to retry the initial INVITE message if it was not transmitted successfully.

- C. The RE-INVITE message is used to authenticate the user before message retrieval can begin.
- D. The RE-INVITE message is sent to connect the voice port to the caller.

**Answer:** A

#### NEW QUESTION 14

During installation, the Trust Management Service establishes trust between different entities through the exchange of security certificates. Which three entities does the Trust Management Service establish trust between?

- A. Identity Management
- B. Communication Manager
- C. System Manager
- D. Certificate Authority
- E. Session Manager
- F. Media Gateway Controller

**Answer:** BDE

#### NEW QUESTION 16

Which two statements are true regarding Full and Half call model processing in Avaya systems?

- A. Avaya Aura® Session Manager (SM) always performs Half call model processing.
- B. Avaya Aura® Communication Manager (CM) configured as a Feature Server performs Full call model processing.
- C. Avaya Aura® Communication Manager (CM) configured as an Evolution Server performs Full call model processing.
- D. Avaya Aura® Session Manager (SM) always performs Full call model processing.
- E. Avaya Aura® System Manager (SMGR) performs Full call model processing.

**Answer:** AB

#### NEW QUESTION 17

Where are Avaya Aura® Communication Manager (CM) translation files stored?

- A. /var/home/ftp/pub
- B. /etc/home/defty
- C. /craft/home/xlations
- D. /var/home/Avaya/xln/
- E. /var/home/cm/translations
- F. /usr/local/cm/translations

**Answer:** E

#### NEW QUESTION 22

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 25

Which statement describes the steps to save the traceSM log file?

- A. While traceSM is running, type 'w' and a filename; the file is written to the user's current directory.
- B. Export all logs from the Avaya Aura® System Manager (SMGR) log viewer.
- C. While traceSM is running, type 'w' and a filename; the file is written to the /tmp directory.
- D. Execute traceSM -w <filename>.
- E. Use the Linux command cp traceSMlog <filename>

**Answer:** A

#### NEW QUESTION 27

After implementation, the Avaya Aura® Session Manager (SM) replication status is Not Polling, and both replica nodes are not reachable. The network connectivity has been verified, although Avaya Aura® System Manager (SMGR) cannot connect to SM, but can connect to other network components. Based on an analysis of what is working and not working, where should the administrator try to isolate the issue?

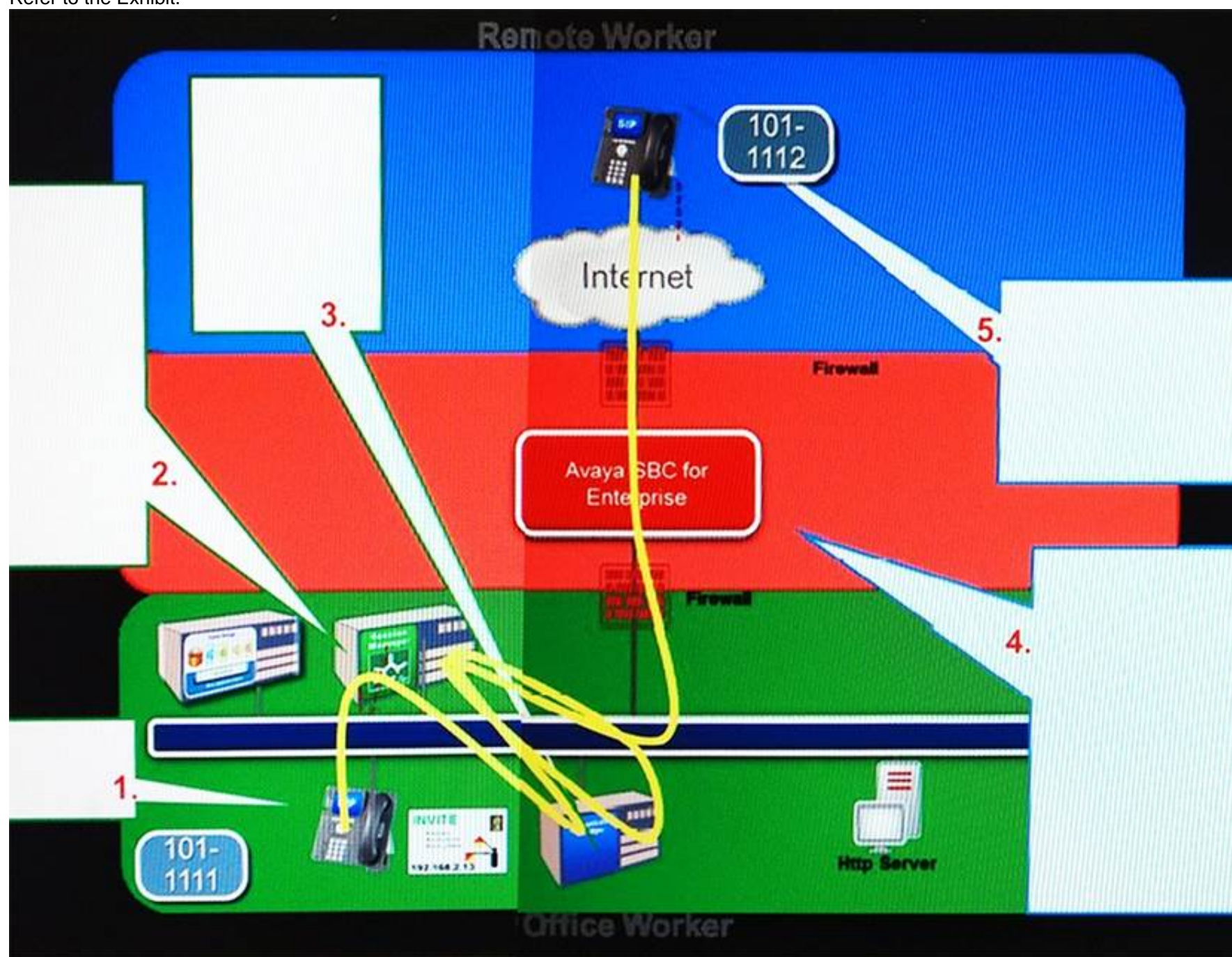
- A. Avaya Aura® Session Manager (SM)
- B. Avaya Aura® System Manager (SMGR)
- C. Avaya Aura® Communication Manager (CM)
- D. Avaya Aura® Utility Server (US)
- E. Network switch configuration

**Answer:** A



### NEW QUESTION 32

Refer to the Exhibit.



What are the necessary configurations needed to enable a call between AST 1011111 and Remote Worker AST 1011112? (Choose all that apply.)

- A. Enable NAT traversal in Avaya Aura® Session Manager (SM).
- B. Configure a trusted SIP Entity and Entity link for remote workers in Avaya Session Border Controller for Enterprise (SBCE).
- C. Disable SIP Options in Avaya Session Border Controller for Enterprise (SBCE).
- D. Set the Remote Worker AST to register from an IP address equal to the Avaya Session Border Controller for Enterprise (SBCE) Remote Worker Public IP address.
- E. Configure the Remote Worker AST differently from the Office Worker AST in the Avaya Aura® System Manager (SMGR) user profiles.

**Answer:** ABDE

### NEW QUESTION 33

You notice that the Entity\_Link between your Session Manager and Communication Manager is down.

From Communication Manager, which four commands can be used to verify the health of this SIP link? (Choose four.)

- A. List trace station
- B. Status signaling group
- C. Status trunk
- D. Status health
- E. statapp
- F. Show entity-links
- G. Display link-monitoring
- H. List network-interfaces

**Answer:** ABCF

### NEW QUESTION 35

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 current command.
- 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 41

Who is primarily responsible for completing Discipline 4 – Determining Root Cause, of the 8D Troubleshooting Methodology?

- A. The customer
- B. Avaya Tier 1
- C. Avaya Tier 3
- D. Avaya Tier 4
- E. Avaya Tier 2

**Answer:** E

#### NEW QUESTION 46

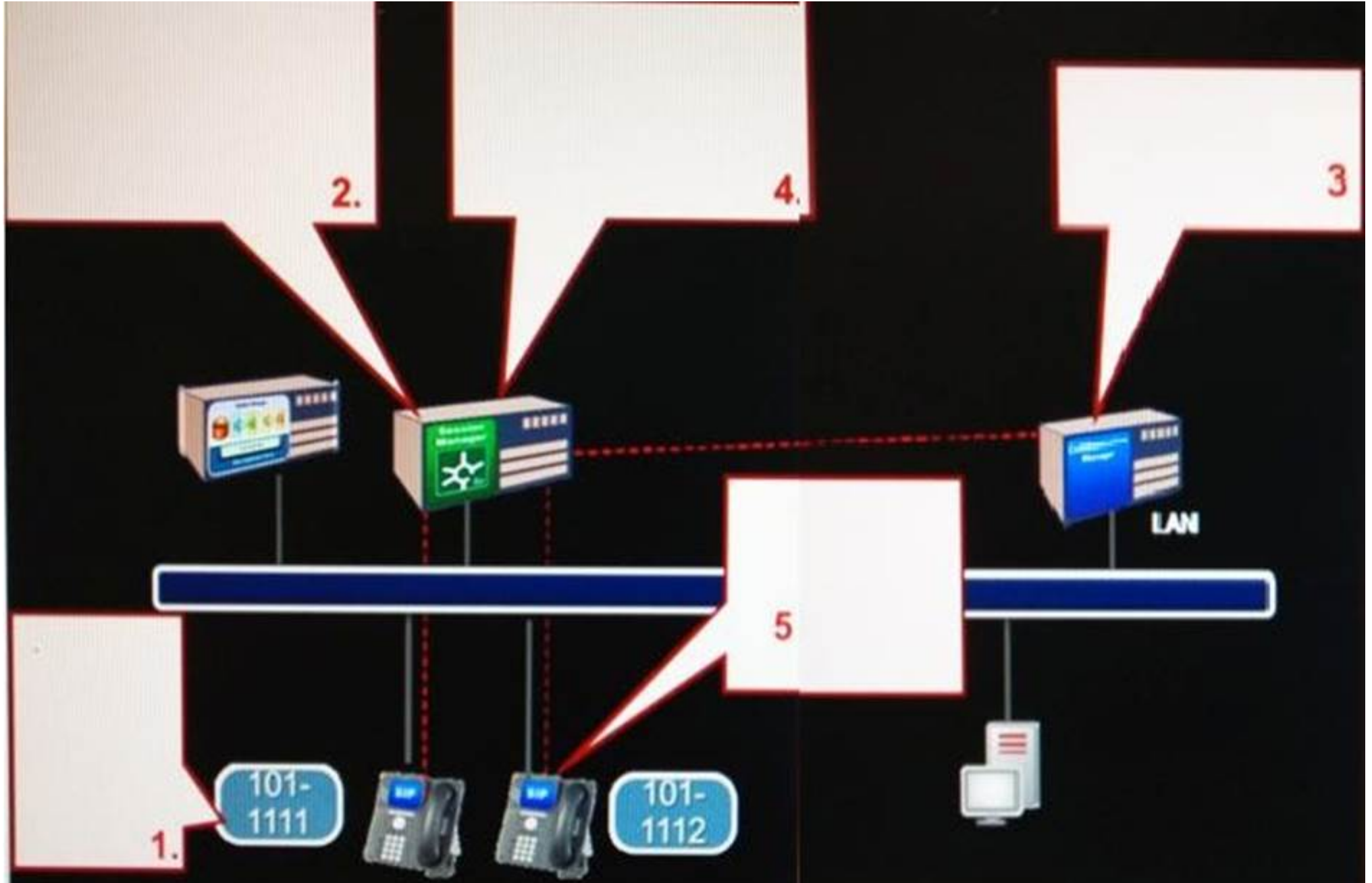
Which four traces options can be useful when troubleshooting SIP endpoint registration issues with a phone using TCP protocol? (Choose four.)

- 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

Refer to the Exhibit.



What happens when a call is made from AST 1011111 to AST 1011112? (Choose three.)

- A. In step 3, Avaya Aura® Communication Manager (CM) sends SIP Options to 1011112 looking for a 200 ok response to check it is reachable.
- B. In step 2, Avaya Aura® Session Manager (SM) matches 1011111 with a Communication Profile, and uses the defined Originating Application Sequence to route



the call to Avaya Aura® Communication Manager.

C. In step 1, when 1011111 draws dial tone it sends an Invite to Avaya Aura® Session Manager (SM) with the Request URI containing 1011111.

D. In step 2, the Avaya Aura® Session Manager (SM) uses a dial pattern and routing policy to route the call to Avaya Aura® Communication Manager (CM).

E. In step 4, Avaya Aura® Communication Manager (CM) sets up the media path between the two endpoints.

F. In step 5, the call is terminated by either endpoint or by a network failure.

**Answer:** BCE

#### NEW QUESTION 50

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