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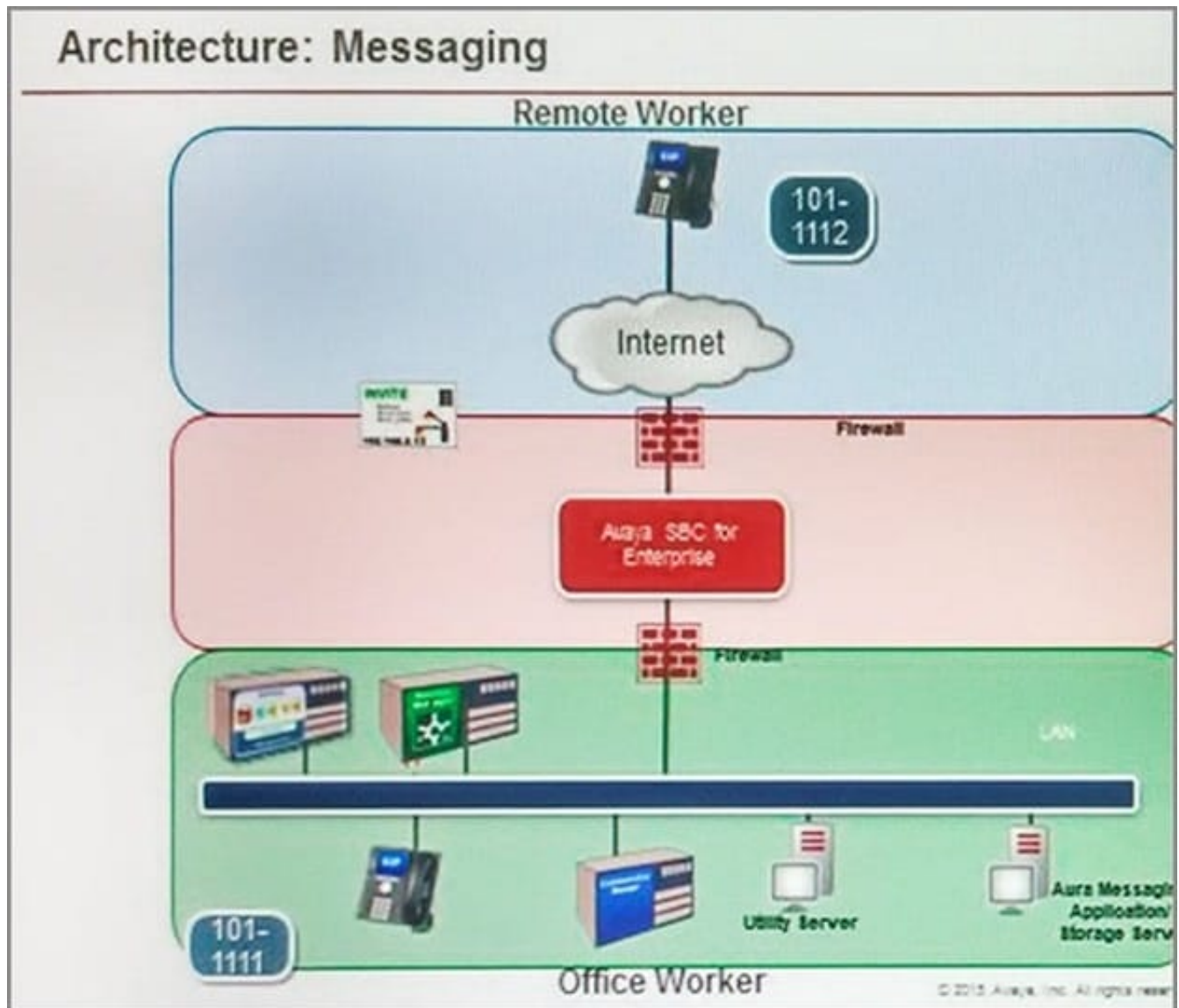
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QUESTION 1

Refer to the exhibit.

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® Communication

Manager is not working.

Correct Answer: D

QUESTION 2

Which three statements are true about Avaya Aura® Messaging (AAM)? (Choose three.)

A. 20 Voice Ports are always reserved for retrieving messages.

B. AAM can run on Avaya-provided hardware that runs Linux® and Avaya Aura® System Platform, or VMware in a virtualized environment.

C. You can choose to use the Avaya Message Store or Microsoft Exchange Store.

D. AAM Multi-Server configuration separates Application Servers from Avaya Message Store.

E. Each message application server allows for up to 100 simultaneous SIP or H323 sessions, with 300 active ports permitted per Voice Mail Domain (VMD).

Correct Answer: BCD

QUESTION 3

Which statement about Remote Workers on Avaya Session Border Controller for Enterprise (SBCE) is true?

A. With SBCE, Remote Workers must use a different dial plan to Office Workers.

B. With SBCE, Remote Workers have less telephone features available compared to Office Workers.

C. With SBCE, Remote Workers no longer need to use Virtual Private Network (VPN).

D. With SBCE, Remote Workers have to come to the office to get new firmware on their phones.

Correct Answer: A

QUESTION 4

In which way can you verify that STUN/TURN messages are being received from web browser at the Avaya Session Border Controller for Enterprise (SBCE)?

A. Enable traceFM with the STUN/TURN option enabled.

B. Enable traceSBC with the STUN/TURN option enabled.

C. Enable traceHTTP with the STUN/TURN option enabled.

D. Enable debug logging on SBCE and look in ipcs.log.

Correct Answer: B

QUESTION 5

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.

Correct Answer: D

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