

## 7241X<sup>Q&As</sup>

Avaya Equinox Solution with Avaya Aura Collaboration Applications  
Support Exam

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**QUESTION 1**

Which two options are available while running the traceSM on the Session Manager? (Choose two.)

- A. TLC Handshaking
- B. WEBRTC
- C. SIP
- D. SDP
- E. STUN/TURN/ICE

Correct Answer: CD

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**QUESTION 2**

Which three communication flows apply to Avaya Equinox Web Clients? (Choose three.)

- A. Registers and uses SIP Signaling with Communication Manager
- B. Obtains Dynamic Configuration from SM
- C. Exchanges multimedia information with AMM via https
- D. Communicates with WebRTC Sig. with AAWG
- E. Obtains Dynamic Configuration from AADS

Correct Answer: ACD

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**QUESTION 3**

Which command can be used on the Communication Manager to perform a real-time trace on the station?

- A. list trace terminal
- B. list trace tac
- C. list trace station
- D. list trace extension

Correct Answer: C

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**QUESTION 4**

Which log is the most relevant log file recommended for troubleshooting the AADS issues?

- A. AAD\_log.log
- B. aads.log
- C. AADSService.log
- D. AADS.log

Correct Answer: B

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## QUESTION 5

Consider an Equinox Web Client joining a Virtual Meeting Room from a Public Network. Which two components provide the media resources to the Equinox Web Client? (Choose two.)

- A. Avaya Aura@Media Server
- B. Session Manager
- C. Session Border Controller
- D. Avaya Aura@Web Gateway
- E. Equinox Avaya Aura@Media Server
- F. Avaya Aura@Communication Manager

Correct Answer: AB

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## QUESTION 6

A customer is unable to login to a specific Equinox Virtual Meeting Room (example, John Doe) from Avaya Equinox Thick Clients and Web Clients. While troubleshooting the problem they have found the following error message in the traceSM.

503 Service Unavailable, Reason: "NoDefaultMCUService"

What can be interpreted from the above log entry to find the solution?

- A. There is no Video Media Server available to fulfill this request.
- B. There is no Video Media Server available to fulfill this request.
- C. There is no meeting type assigned to John Doe virtual room.
- D. There is no virtual room created for the user John Doe.

Correct Answer: C

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**QUESTION 7**

A user cannot attach rich media files to Avaya Multimedia Messaging (AMM) conversations. What is causing this problem?

- A. The user has not been entitled for Rich Content in AMM Web GUI > Client Administration > Feature Entitlements
- B. The AMM License for the user is not installed on WebLM and therefore the user cannot use rich media.
- C. The AMM has not been configured to access the WebLM server for the user to use rich media.
- D. The Rich Content plug-in needs to be installed on the User's PC to use the rich media features on AMM.

Correct Answer: B

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**QUESTION 8**

Which two statements are correct about Avaya Tier 2/Business Partners? (Choose two.)

- A. They describe the problem to Tier 3 in an escalation ticket, and Tier 3 performs Containment Actions.
- B. They provide a package of data attached to the case they've opened, and escalate to Tier 3.
- C. They immediately escalate to Tier 3 when the issue is encountered.
- D. They isolate and resolve the issue, then escalate to Tier 3 for corrective action.
- E. They isolate the issue, and if no root cause is found, they escalate to Tier 3 for resolution.

Correct Answer: BE

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**QUESTION 9**

Which monitoring option is a real-time tool available in Avaya Aura?Media Server (AAMS) while troubleshooting the issue?

- A. Monitoring -> Real-time viewer
- B. Monitoring -> Active Sessions
- C. Monitoring -> Real-time Tracing
- D. Monitoring -> Capture Traces

Correct Answer: B

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**QUESTION 10**

Which URL is correct URL through which user configuration parameters for Avaya Multimedia Messaging can be verified?

- A. <https://8443/aem/resources>
- B. <https://8434/aem/resources>
- C. <https://8443/amm/resources>
- D. <http://8443/amwg/resources>

Correct Answer: A

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## QUESTION 11

A customer has hired a new Level1 engineer to support their Avaya Equinox solution. While troubleshooting an issue with Equinox AAMS, Level1 engineer had locked the Equinox AAMS Server.

What will be the impact of this operation?

- A. Avaya Equinox Thick Clients and Web Clients can login and make or receive calls
- B. Avaya Equinox Thick Clients and Web Clients can login but cannot make or receive calls
- C. Avaya Equinox Thick Clients and Web Clients cannot login
- D. Avaya Equinox Thick Clients can login but Web Clients cannot login

Correct Answer: A

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## QUESTION 12

The first three steps of the 8D Troubleshooting Methodology are performed by the Avaya Business Partner or Avaya Tier 2. Step 1 is Establish the Team.

What are steps two and three? (Choose two.)

- A. Identify Root Cause
- B. Choose Corrective Actions
- C. Describe the Problem
- D. Prevent Recurrences
- E. Containment Actions

Correct Answer: AC

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## QUESTION 13

In the Distributed OTT deployment, which component is implemented across multiple servers for scalability of the Avaya Equinox™ solution?

- A. User Portal + Web Gateway
- B. SIP B2B User Agent
- C. H.323 Gatekeeper
- D. Equinox Conference Control

Correct Answer: C

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## QUESTION 14

A customer is unable to login to the Equinox Virtual Meeting Room from Avaya Equinox Thick Clients and Web Clients. While tracing the Session Manager they identified the following error message in the Trace:

404 Not Found (No route available)

Which reason is a valid reason for this problem?

- A. SIP Trunk to Communicate Manager is Down
- B. Equinox Clients Configuration Issue
- C. Incorrect Dial Pattern in the Session Manager
- D. Communication Manager ARS Routing Issue

Correct Answer: C

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## QUESTION 15

A user, Bill Evans, is using the Avaya Equinox Thick Client but cannot add an image file while sending an IM to Jane Doe (Web Client). The customer receives an error message: "This file can't be added".

What can be the problem with Bill Evan's Equinox Thick Client?

- A. Bill Evans is not assigned with Enhanced Feature License in AMM
- B. Bill Evans is not assigned with Enhanced Feature License in AAWG
- C. Bill Evans is not assigned with Enhanced Feature License in AADS
- D. Bill Evans is not assigned with Enhanced Feature License in SMGR

Correct Answer: B

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