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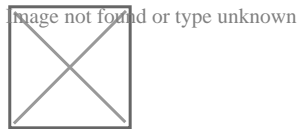
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Question 1

A customer is monitoring the Work Assignment (WA) PU log files to troubleshoot an Issue with the Avaya Oceana Agent Workspaces and receive the following log messages:

What is the current status of the Agent Workspaces?

Options:

A) NOT_READY

B) READY

C) BUSY

D) CONNECTED

Answer:

A

Question 2

A customer is unable to login to the Agent Workspaces with Multimedia Channels. Given these log messages:

What is causing these log messages?

Options:

A) Multimedia Cache database not reachable.

B) The LDAP database Is not reachable.

C) The EDM database Is not reachable.

D) The ORC Rest service Is not working.

Answer:

A

Question 3

A customer is troubleshooting the integration between AES and Avaya Oceana Call Server Connector. During the integration the customer finds the following message while checking the AES DMCC log files

After reviewing the error message, which action will fix the customer's problem?

Options:

A) Match the correct CSC user password In AES and CSC service.

B) Reboot the AES server and re deploy CSC service.

C) Redeploy CSC Service and reboot Oceana Cluster 1.

D) Change the CSC user password in AES server and reboot AES.

Answer:

A

Question 4

A customer is unable to login to Agent Workspaces, and the administrator finds the following error messages in the log files.

Options:

A) An LDAP connection issue was caused due to an incorrect LDAP parameter.

B) The session timed out due to a browser issue.

C) The Multimedia Cache database is unable to connect.

D) SMGR is not authorizing Agent to login.

Answer:

D

Question 5

After the new Implementation has been performed by the Avaya Business Partner, a customer is trying to login.

While the agent is trying to login, the engineer finds the following error messages:

Options:

A) cd /var/log/Avaya/dcm/pu/UnifiedAgentController and tail -f ua-ucm pu-1.log

B) cd /var/log/Avaya/dcm/pu/AuthorizationService/ and tall --fAuthorlzationService.log

C) cd /var/log/Avaya/dcm/pu/UnifiedAgentControllet and tail -f ua-bpm-pu-1.log

D) cd /var/log/Avaya/services/AuthorizationService/ and tail -f AuthorizatlonService.log

Answer:

A

Question 6

The CSC SSL connection is successful but CSC disconnects after locoing the following line in the

CSC PU logs:

What is causing this problem?

Options:

A) The AES is not equipped with a correct AES license.

B) The AES CTI CSC user and password are Incorrect.

C) Avaya Oceana is not equipped with an Oceana Base license.

D) The AES Switch Link Is down to Communication Manager.

Answer:

B

Question 7

Consider the log message:

Which component and log file contains log messages of this kind?

Options:

A) ORCRestService PU Log file

B) CustomerControllerService PU Logs file

C) SMSVendotSnapin Service Log file

D) MessagingSetvice Service Log file

Answer:

A

Question 8

A customer is monitoring the Work Assignment (WA) PU log files to troubleshoot an Issue with the Avaya Oceana Agent Workspaces and receive the following log messages:

What is the current status of the Agent Workspaces?

Options:

A) NOT_READY

B) READY

C) BUSY

D) CONNECTED

Answer:

A

Question 9

After the new Implementation has been performed by the Avaya Business Partner, a customer is trying to login.

While the agent is trying to login, the engineer finds the following error messages:

Options:

A) cd /var/log/Avaya/dcm/pu/UnifiedAgentController and tail -f ua-ucm pu-1.log

B) cd /var/log/Avaya/dcm/pu/AuthorizationService/ and tall --fAuthorIzationService.log

C) cd /var/log/Avaya/dcm/pu/UnifiedAgentControllet and tail -f ua-bpm-pu-1.log

D) cd /var/log/Avaya/services/AuthorizationService/ and tail -f AuthorizatlonService.log

Answer:

A

Question 10

Given the following CSC attribute string:

What is the significance of CM7 in the CSC communication manager list?

Options:

A) It should match the Communication Manage FQDN.

B) It should match the Communication Manager host name.

C) It should match the Communication Manager IP address.

D) It should match the Switch Connection Name in the AES server.

Answer:

D

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