



**Free Questions for 7497X by dumpssheet**

**Shared by Carney on 15-04-2024**

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## Question 1

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**Question Type:** MultipleChoice

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A customer is running an Avaya Oceana solution, and the technical engineer is troubleshooting an operational issue. The customer is using the centralized logging Kibana interface to debug the log files.

Which action can the engineer take to quickly filter all the ERROR messages in the log files?

### Options:

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- A-** Add a custom filter type error, and then add this filter in selection criteria.
- B-** Set the log level to FINE to see error messages.
- C-** By default all the errors are highlighted in Kibana.
- D-** Under Filters, choose the level, and then select Add Filter Error.

### Answer:

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A

## Question 2

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**Question Type: MultipleChoice**

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A customer is running an Avaya Oceana solution and the technical engineer is troubleshooting an operational issue. When they make a test voice call to Avaya Oceana, the engineer finds an issue with the Avaya Oceana Unified Collaboration model and wants to check the UCM log.

Which two log locations contain the logs for the UCM component? (Choose two.)

**Options:**

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- A- Services Log Files /var/log/Avaya/service/UCService/ or ContactCenterService/ or OpenUM/
- B- UCSSStore log file to /var/log/Avaya/services/UCMStoreService/UCMStoreService
- C- CSCService Log Files /var/log/Avaya/services/CSCService/CSCService.log
- D- PU Service log file to /var/log/Avaya/dcm/pu/UCMService/or UCM Data Collector/ or ContactCentreService/
- E- Services log file to /var/log/Avaya/service/UCMService/ or UCMDDataCollector/ or ContactCentreService/

**Answer:**

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A, B

**Question 3**

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**Question Type: MultipleChoice**

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A customer is running an Avaya Oceana solution and the technical engineer is troubleshooting an operational issue. When they make a test voice call to Avaya Oceana, It Is not delivered to the available agents. During the isolation, the engineer found that the CSC TSAPI application is unable to receive CM events through AES.

To find out what is causing this problem, which logs need to be checked?

**Options:**

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- A-** CSC Service log- /var/log/Avaya/services/CallServerConnector/CallServerConnector.log  
PU logs- /var/log/Avaya/dcm/CallServerConnectorService
- B-** CSC Service log- /var/log/Avaya/services/CallServerConnector/CallServerConnector.log  
PU logs- /var/log/Avaya/dcm/CallConnectorService
- C-** CSC Service log- /var/log/Avaya/services/CallServerConnector/ CallServerConnector.log  
PU logs- /var/log/Avaya/dcm/pu/pu.log
- D-** CSC Service log- /var/log/Avaya/services/CallServerConnector/CallServerConnector.log  
PU logs- /var/log/Avaya/dcm/ CallServerConnectorService

**Answer:**

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B

## Question 4

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### Question Type: MultipleChoice

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

```
2018-04-23 07:01:11, 358 [pool-128-thread-1] config.OcpOceanaMonitorWASProduction INFO --  
[M:setOceanaHeartbeatMessage][T:null]. OceanaHeartbeatMessage.MessageText: [GigaSpaces connection OK. Database connection  
is Broken. ORC Rest service is reachable (http 200). AgentControllerService Alive, Cluster Status ACTIVE] Status: [ERROR]
```

```
2018-04-24 07:02:09,853 [pool-128-thread-1] serviceability.AgentControllerStatusTask ERROR --  
[M:agentControllerStatusRunnable][T:null].error in DB Connection com.avaya.ocp.db.util.PersistenceException: java.sql.SQLException:  
[Cache JDBC] Communication link failure: Connection refused at com.avaya.ocp.db.util.DbConnFactoryDbcpPool.getConnection  
(DbConnFactoryDbcpPool.java:166)
```

What is causing these log messages?

### Options:

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- 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:

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A

## Question 5

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### Question Type: MultipleChoice

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An administrator logs in to ED admin console to check the current interactions status and finds an ED instance with Event Type "ROUTE\_CONTACT\_SMS".

How is the event type mapped to the SMS channel In Avaya Oceana?

### Options:

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- A-** The Event Type is mapped to the route point, which is configured in SMS Configuration through the Omni channel administration utility.
- B-** The Event Type is mapped to the workflow name, which is configured in SMS Configuration through the Omni channel administration utility.
- C-** The Event Type is mapped to the tag, which is configured in SMS Configuration through the Omni channel administration utility.
- D-** The Event Type is mapped to the SMS snap in name, which is configured in SMS Configuration through the Omni channel administration utility.

**Answer:**

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A

## Question 6

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**Question Type: MultipleChoice**

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Which two log files are used to troubleshoot CSC-AES connection problems? (Choose two.)

**Options:**

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**A-** /var/log/Avaya/dcm/pu/CallServerConnector

**B-** /var/log/Avaya/services/CallServerConnector

**C-** /var/log/Avaya/dcm/pu/AgentControllerService

**D-** /var/log/Avaya/services/CustomerControllerService

**Answer:**

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A, C

## Question 7

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**Question Type:** MultipleChoice

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A customer is running an Avaya Oceana solution and a technical engineer is troubleshooting an operational issue. Many components are logging errors showing that they cannot connect to Unified Collaboration Module (UCM).

Which three actions will help to verify the current deployed state of UCM In the solution? (Choose three.)

### Options:

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- A-** Run `deploy-service -lv` on the Breeze server.
- B-** Check the service install status on cluster Administrator page in SMGR.
- C-** Look at the Oceana Monitor page.
- D-** Look at the Event Log in System Manager.
- E-** Check the status of duster 1 in SMGR.

### Answer:

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B, C, E



## Question 8

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### Question Type: MultipleChoice

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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:

```
Cd /var/log/avaya/aes/dmcc-trace.log hr-oceana1-aes DmccMain[24600] -06:00 2017 275 1 com.avaya/aes | :StartApplicationSTE:  
com.avaya.sessionsvc.SessionServicesImp1 WARNING --Authentication failed: clientID=XML Encrypted: 192.168.1.100:25067,  
user=csc
```

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

### Options:

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- 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:

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A

## Question 9

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**Question Type:** MultipleChoice

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For an Avaya Oceana interaction that is being routed through a Self Service (Elite IVR) application Communication Manager, which state is true?

### Options:

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- A- WorkRequestID=RouteRequestID=ContactID
- B- WorkRequestID=ContextStoreID-UCID=ContactID
- C- WorkRequestID=CustomerID=UCID=ContactID
- D- WorkRequestID=ContextStoreID and ContactID=UCID

### Answer:

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B

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