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**Vendor:** Avaya

**Exam Code:** 3104

**Exam Name:** Avaya one-X UC Soft Clients  
Implementation and Maintenance Exam

**Version:** Demo

**QUESTION 1**

With regard to the Avaya one-X® CES architecture, which adapter provides off-PBX extension support?

- A. SipCM
- B. Audio Transcoding
- C. Modular Messaging
- D. IPS

**Correct Answer:** A

**QUESTION 2**

You have a standardize Handset Server, and you need to setup the Avaya one-X® CES to interact with the IBM HTTP Server (IHS). You first configure a property in the config.properties file, and then you must run a Linux command.

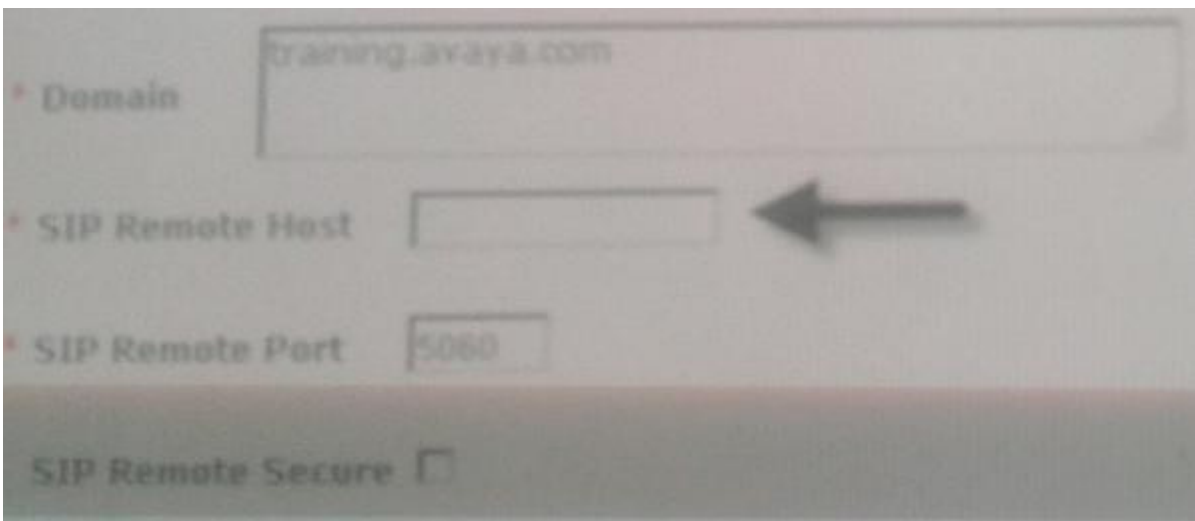
Which Linux command must you run?

- A. run\_config\_httpservers.p1
- B. run\_config\_httpservice\_jython.sql
- C. run\_config\_httpservers.sql
- D. run\_config\_httpservers\_jython.p1

**Correct Answer:** D

**QUESTION 3**

Refer to the exhibit.



A technician in the process of configuring the Avaya one® CES Telephony Services.

Which IP address is required to define the Remote Host parameter?

- A. The Session Manager SIP Interface IP address
- B. The Communication manager SIP Interface IP address
- C. The CES SIP interface IP address
- D. The Handset Server SIP Interface IP address

**Correct Answer:** B

**QUESTION 4**

At which stage the installation is the co-resident Handset server configured?

- A. During the integration with the Presence Server
- B. During the installation of the Avaya one-X® CES solution template.
- C. Before the template installation as a prerequisite
- D. Only after the installation of the template has completed

**Correct Answer: B**

#### **QUESTION 5**

A telephony service (Session Manager) is going to be taken offline during a maintenance window. To reduce user problems and error messages on the CES system, you need to stop communications between the CES and the Session Manager.

Which procedure on the Avaya one-X® CES server will temporarily stop the telephony services associated with this server?

- A. Navigate to the Avaya one-X® Servers tab.  
Select Telephony  
Locate the Telephony services  
Click the Suspend button
- B. Navigate to the Avaya one-X® System tab  
Select SIP Local  
Locate the telephony services
- C. Navigate to the Avaya one-X® CES System tab  
Select SIP Local  
Locate the telephony services  
Click on the Suspend button
- D. Navigate to System Platform  
Select Virtual Machine management  
Locate the CES virtual machine  
Click on Suspend button.

**Correct Answer: A**

#### **QUESTION 6**

In the process of migrating user data from Avaya one-X® Portal 5.2 to Avaya one-X® CES, you discover that all of the user data was not imported. You have checked to ensure that the server names are the same between the two systems, and the system profile and group profile are present.

Which statement correctly describes the last action you need to take to discover why all of the user data was not imported?

- A. Ensure all of the users are present in the Provisioned User Tab on the Avaya one-X® CES server.
- B. Ensure all of the users are present in the User Data tab on the System Manager.
- C. Ensure all of the users are present in the Unprovisioned User Tab on the Avaya one-X® CES Server.
- D. Ensure all of the users are present in the User data tab on the Session Manager.

**Correct Answer: C**

#### **QUESTION 7**

During the Avaya one-X® CES template installation, a technique installs a co-resident Handset Server. However, it is now determined that the Handset Server will be deployed on a different server.

Which set of procedure is required to remove the co-resident Handset Server functionality from the Avaya one-X® CES?

- A. Login to the System Platform  
Navigate to Virtual Machine Management and run the Avaya one-X® CES template configuration wizard  
Deselect the Handset Server option

- Restart the CES.
- B. Login to the Avaya one-X® CES system via the web administration page.  
Navigate to Servers Handset Configuration  
Deselect the Handset Server option  
Restart the CES
  - C. Login to the Restart the CES system via the command Line Interface tool.  
Enter the command: Handset Server disable  
Restart the CES.
  - D. Login to the System Platform  
Navigate to Virtual Machine Management  
Reinstall the Restart the CES system template with the Handset Server option deselected.

**Correct Answer: A**

#### **QUESTION 8**

Which two servers are optional with regard to the Restart the CES solution? (Choose two)

- A. Session Manager
- B. LDAP
- C. Communication Manager
- D. Presence

**Correct Answer: BD**

#### **QUESTION 9**

An Avaya one-X® CES solution brings Unified Communications (UC) to the desktop and mobile handset in a single tool.

Which UC clients provide this service?

- A. Avaya Presence Services and Avaya one-X® Communicator
- B. Avaya one-X® Communicator and Avaya one-X® Mobile.
- C. Avaya one-X® Mobile and Avaya Aura® Conferencing
- D. Avaya one-X® Communicator and Avaya Modular messaging

**Correct Answer: B**

#### **QUESTION 10**

The Avaya one-X® CES solution template states that it was successfully installed. However, you are now unable to login the Avaya one-X® CES Web Administration portal or you received a 500 internal error upon login. When attempting to verify the database, you see that it is not running.

Which step do you need to complete to get the database back up and running?

- A. Login to the CLI of the Avaya one-X® CES server as root Switch to dbinst user.  
Run the command db2start  
Switch back to root and restart WAS
- B. Login to the CLI of the Avaya one-X® CES server as admin Switch to root  
Run the command: db2start  
Switch back to admin and restart WAS
- C. Login to the CLI of the Avaya one-X® CES server as root Switch to admin user  
Run the command: db2start  
Restart WAS
- D. Login to the CLI of the Avaya one-X® CES server as admin Switch to root  
Run the command db2start  
Restart WAS

**Correct Answer: A**

#### **QUESTION 11**

While at a customer site, an out-of-memory space permanent generation (PermGen) error occurs. Which troubleshooting steps you perform so that error does not occur again?

- A. Delete the template  
Restart Tomcat (log into Communication Manager as admin) Type: /sbin/service/ reboot.  
Install the template
- B. Delete the template  
Restart Tomcat (log into the Avaya one-X® CES server as admin) Type: /sbin/service tomcat restart  
Install all template
- C. Delete the template  
Restart Tomcat (log into System Manager as admin/su to root) Type: /sbin/service tomcat reboot  
Login to the System Platform Web console  
Install the template
- D. Delete the template  
Restart Tomcat (log into cdom as admin/su to root) Type: /sbin/service tomcat restart  
Login to the System Platform Web console  
Install the template

**Correct Answer:** D

#### **QUESTION 12**

After the completion of Avaya one-X® CES solution template, you find that the transcoding service is unable to connect to the Transcoding Server in the Avaya one-X® CES system, you see that the state is unavailable.

Which troubleshooting steps are needed to resolve problem?

- A. Verify that the property values in the Transcoding server is Same as what is stated in the System Manager server.  
Determine that the /tmp/transcoding directory is present on the transcoding server Verify the Host IP address  
Restart the Avaya one-X® CES server
- B. Ensure the /tmp/transcoding directory is Present on the handset Server Verify the Host IP address is the same as the loopback IP address Restart the transcoding Server.
- C. Ensure the /tmp/transcoding Server is the same as what is stated on the Avaya one-X CES admin web site.  
Determine that the /tmp/transcoding directory is present on the Avaya one-X CES server.  
Verify the host IP address is same as the loopback IP address.
- D. Update the Avaya one-X CES Transcoding Services value via the Admin page.  
Verify that the Host IP address and the loopback IP address are not same.  
Restart the Transcoding server.

**Correct Answer:** A

#### **QUESTION 13**

Which features to be enabled to allow Avaya one-X CES to extend calls to mobile devices?

- A. Wideband Switching
- B. Station and Trunk MSP
- C. IP Audio Hair pinning
- D. Trunk-to-Trunk Transfer

**Correct Answer:** D

#### **QUESTION 14**

Refer to the exhibit.

**Modify Notification Service**

Type	notification
Version	1.2
* Handle	Notification
Description	Notification Server
Enabled	<input checked="" type="checkbox"/>
TLS Enabled	<input type="checkbox"/>
* Mail Domain	
Max Transport Pool Size	10
Max Queue Size	500
Retry Connect Period	10

**Monitor**

Status

Exception

**Simple Mail Transport Protocol (SMTP)**

* Host	
* Port	
* Login ID	
* Password	
* Confirm	

**TLS Configuration**

Upload Certificate

A technician is in the process of enabling Notification Service on the Avaya one-X CES. Which IP address is required for Simple mail Transport Protocol (SMTP) Host entry?

- A. The SMTP Server IP address
- B. The Presence Server IP address
- C. The Avaya one-X CES IP address
- D. The Enterprise Directory IP address

**Correct Answer: A**

**QUESTION 15**

If Avaya provides maintenance coverage of the customer's system and alarm notification to Avaya is required, you need to configure traps to be sent to SAL.

When you set the New SNMP Destination Configuration, what is the name of the NMS Device that Avaya one-X® CES uses?

- A. HP Open view
- B. SSG
- C. IBM Tivoli
- D. Sun Enterprise

**Correct Answer:** B

**QUESTION 16**

Which Avaya product performs the SIP network routing for Avaya one-X® CES?

- A. Session Manager
- B. Application Enablement Services
- C. Communication Manager
- D. System Manager

**Correct Answer:** A

**QUESTION 17**

After the integration of Presence Services, you discover that a user account is not working.

Which system needs to be accessed to verify the login name and domain transplantation rule?

- A. System Manager
- B. Avaya one-X CES
- C. Communication Manager
- D. Presence Services

**Correct Answer:** A

**QUESTION 18**

While troubleshooting after a template installation, which file needs to be validated?

- A. /vspdate/template/onesps\_template
- B. /var/log/vsp
- C. /opt/tmp/default.log
- D. /opt/tmp/default.log
- E. /opt/avaya/1xp/config.properties

**Correct Answer:** E

**QUESTION 19**

You have successfully installed Avaya one-X® CES system and associated components. The next step in the implementation is to install and configure the Avaya one-X® CES communicator clients on the user's desktop.

Which prerequisite is required to successfully complete the Avaya one-X® CES Communicator installation?

- A. The user's desktop must be a member of the Avaya one-X CES® User Security Domain.
- B. The user's desktop must be configured with DSCP QoS tagging.
- C. The user's desktop must be configured on Enterprise Directory Server.

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