



3309^{Q&As}

Avaya Aura® Experience Portal with POM Implementation and Maintenance Exam

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QUESTION 1

After installing a five server Avaya Aura Experience Portal (AAEP) system you check the port distribution page only to see the name of the media Processing Platform (MPP) servers in the system have allocated ports. Which two are the most probable causes of this issue? (Choose two)

- A. The AAEP WebLM license has expired; either it was a temporary license or the client's Enterprise WebLM server is down
- B. One or more MPP system resources are overloaded
- C. The specified VoIP gatekeeper or SIP gateway is incorrect
- D. The Postgres service on the Experience Portal manager (EPM) is not running

Correct Answer: AC

QUESTION 2

You are about to install Avaya Aura Experience Portal (AAEP) on a server that already has Linux installed. Which three items should you verify before installing AAEP? (Choose three)

- A. The server has a static IP address configured
- B. The server has anti-virus software installed and running
- C. The SELinux feature is set to 'Permissive' or 'Disabled'
- D. The Linux firewall is disabled
- E. NTP is configured to synchronize the server's clock with a reliable time source

Correct Answer: ACD

QUESTION 3

You need to check the Avaya Aura experience Portal (AAEP) Proactive Outreach Manager (POM) licensing screen. Which field(s) may be altered?

- A. the Short Message Service (SMS) and Email Connection along with the Maximum Outbound Ports
- B. the Maximum Outbound Ports
- C. the SMS and Email Connections
- D. the Email Connections and the Maximum Outbound Ports

Correct Answer: B



QUESTION 4

You have just installed Proactive Out roach Manager (POM) 2 SP 4 or newer on your Avaya Aura Experience Portal (AAEP) 6.0. You run your first campaign and the POM monitor appear to show an Active Job, but no outgoing calls appear to

be made. You notice the following entry in the CrnpMgrService.out log file:

CmpMgtService.out

@2011-10-21-02-32-43|P_POMCM002|ERROR|POMCM|||OUT call web service returned fault:

Transport error: 401 Error: Unauthorized | 192.9.84.93 #####

Which step must you take to correct the issues and continue with this procedure?

- A. Login to Experience Portal Manager (EPM) using a user with an assigned role of "Administration" and ensure that the Outcall User Name and Password administered in POM Configuration > POM Server > Outbound Settings > Voice Server link is the same as in User Management > Users > and that it is enabled and not locked.
- B. Login to EPM using a user with an assigned role of "Administration" and ensure that the Outcall User name administered in POM Configuration > POM Server > Outbound Settings > voice Server link has the assigned role of "Web Services".
- C. Login to EPM using a user with an assigned role of "Administration" ensure that the Outcall U Name and Password administered in System Configuration > VPMS Servers > VPM5 Settings > Web Service Authentication > Outcall is the same as in User Management > Users > and then enabled and not locked.
- D. Login to EPM CLI using a Linux user with root permissions and ensure that the Outcall User Nan and Password administered in POM Configuration > POM Server > Outbound Settings > Voice server link contains a valid password and" is not locked.

Correct Answer: B

QUESTION 5

A customer has added a Contact Data source and then runs the upload, which then fails. Which log should be checked for possible error messages?

- A. \$POM_HOME/logs/PIM_CmpMgr.log* log files
- B. \$POM_HOM?logs/PIM_CmpDir.log* log files
- C. \$POM_HOME/logs/PIM_Web.log log files
- D. \$POM_HOME/logs/CmpMgrService.out* log files

Correct Answer: A

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