



3313^{Q&As}

Avaya Aura Contact Center Maintenance and Troubleshooting Exam

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QUESTION 1

While investigating an issue with Contact Center Manager Server (CCMS), you discover that the Task Flow Executor (TFE) frequently restarts. In an effort to discover the cause of the restarts, you decide to review the TFE log file.

Which file contains the most recent TFE logs?

- A. D:\Avaya\logs\CCMS\CCMS_TFE_1
- B. D:\Avaya\Logs\CCMS_TFE_5
- C. D:\Avaya\Logs\CCMS\TFE_1
- D. D:\Avaya\Logs\CCMS\CCMS_TFE_5

Correct Answer: B

QUESTION 2

When troubleshooting an Avaya Aura Contact center High Availability (HA) system implementation, where can you view HA cluster switchover allowable variable information that displays pass or FAIL flags for the HA cluster?

- A. SMMC System Tray > HA Cluster information
- B. SMMC System Tray > Database information
- C. SMMC System Tray > General information
- D. SMMC System Tray > System information

Correct Answer: B

QUESTION 3

Real displays are not being updated with data. You suspect that CCMA is not receiving real-time data from CCMS.

To verify that the Multicast transmission is being received from the CCMS you open a command prompt window and type which command?

- A. rtrtrace
- B. mCast.exe
- C. icertdtrace
- D. mRcv.exe

Correct Answer: D



Test the RSM service using the Multicast Receive utility (mRcv.exe), if you are having problems with real-time displays. The mRcv.exe utility displays statistical information according to the settings specified in a configuration tool called mRcv.ini.

<https://downloads.avaya.com/css/P8/documents/100093298>

QUESTION 4

The Avaya Aura Contact Center installer initiates a series of individual application installations, with each one creating its own log file.

If an application installation fails, which directory provides detailed logs on the installation failure?

- A. C:\Avaya\Logs\Sysops\MSiLogs
- B. C:\Avaya\Logs\Sysops\UniversalInstall
- C. C:\Avaya\Logs\Sysops\MSiLogs>ContactCenterManagerAdministration
- D. C:\Avaya\Logs\Sysops\MSiLogs\InstallLogs

Correct Answer: A

<https://downloads.avaya.com/css/P8/documents/100142076>

QUESTION 5

You are experiencing issues with voice treatments being played to callers. You believe there may be a problem with the co-resident Avaya Aura Server (AAMS).

Where would you go to find AAMS related errors?

- A. Alarm Viewer in the AAMS server utility
- B. Windows Application Event Log on the AAMS
- C. Alarms page in the system status section of the AAMS Element Manager
- D. Event logs located in D:\Avaya\Logs\MAS on the AAMS

Correct Answer: C

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