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Support

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QUESTION 1

A customer has hired a new system technician to support their Avaya IXTM Workplace solution. While troubleshooting an issue with Avaya IXTM Workplace AAMS, the system technician has locked the Avaya IXTM Workplace AAMS Server as part of the procedure, however accidentally forgot to unlock it later.

How will Clients be affected by a locked AAMS?

- A. Avaya IXTM Workplace clients will display the error "AAMS resource is locked".
- B. Users will be able to register on their Avaya IXTM Workplace Clients (Windows/Mac/iOS/Android), but not on Avaya IXTM Workplace for Web Clients.
- C. Users will not be able to register on their Avaya IXTM Workplace Clients (Windows/Mac/iOS/Android) and Avaya IXTM Workplace for Web Clients
- D. Calls to/from Avaya IXTM Workplace for Web Clients will fail.

Correct Answer: C

QUESTION 2

When using the collectLogs.sh utility for AADS and AAWG, what will the -nt option achieve?

- A. Log files will not be content indexed.
- B. Log files are not combined into a single file and can be reviewed in situ.
- C. Log files will be content indexed.
- D. Log files will be combined into a single archive.

Correct Answer: D

QUESTION 3

When a user has registered on Avaya IXTM Workplace Client, the following error message was displayed:

VoIP Service Limited. VoIP service is currently available with limited service.

While troubleshooting, a support engineer used the AADS URL tool to verify the current settings received by the Client from AADS, and identified an incorrect FQDN value for SET SIPPROXYSRVR parameter.

Where and how can this error be corrected?

- A. In System Manager web GUI, verify and correct the SM Instance FQDN under Session Manager Administration.
- B. In Session Manager CLI, run the smconfig script and verify and correct the SM FQDN.
- C. In System Manager web GUI, verify and correct the SM SIP Entity FQDN under Routing.



D. In AADS web GUI, verify and correct an FQDN value for Session Manager under DNS Mapping.

Correct Answer: B

QUESTION 4

A user is trying to register their Avaya IXTM Workplace for Web Client from the Public Network, but it displays the message:

"Connecting" indefinitely

Using traceSBC reveals no messages at all.

What is the reason for the clients failure to register?

- A. There is a problem with the user's Client certificate.
- B. The STUN/TURN configuration is incorrect on the ASBCE.
- C. The STUN/TURN configuration is incorrect on the Media Server.
- D. There is an issue with the ASBCE B1 interface.

Correct Answer: D

QUESTION 5

What is the default Logging Level setting on Avaya Aura Device Services?

- A. INFO
- B. FINEST
- C. FINE
- D. WARNING

Correct Answer: A

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