



# 7241X<sup>Q&As</sup>

Avaya Equinox Solution with Avaya Aura Collaboration Applications  
Support Exam

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### QUESTION 1

After completing Discipline 4, Root Causes, of the 8D Troubleshooting Methodology, what is the next discipline to be completed?

- A. Discipline 5 -Implement Corrective Actions
- B. Discipline 5 -Choose Corrective Actions
- C. Discipline 5 -Implement a Work-around
- D. Discipline 5 -Prevent Recurrences

Correct Answer: B

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### QUESTION 2

During the daily system health checkup, a customer found that their AAWG services are not running and they have to start it manually.

What is the CLI shortcut command/script to restart the AAWG service?

- A. svc csa restart
- B. svc cas restart
- C. service aawg start
- D. svc aawg restart

Correct Answer: A

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### QUESTION 3

Refer to the exhibit. When an Administrator logged in to their Avaya Multimedia Messaging Server they noticed that the Multimedia Messaging Services are STOPPED.



## Avaya Multimedia Messaging

- **Service Control**
  - Application Management
- + Storage Management
- Client Administration
  - Client Settings
  - Feature Entitlements
- Server Connections
- LDAP Configuration
  - Federation Configuration
  - Trusted Hosts
- CORS Configuration
  - Certificate Validation
- Cluster Configuration
  - Cluster Nodes
- + Performance
  - Multi-Site Configuration
- + Logs Management

Start and Stop Applicat

Multimedia Messaging

Start

Stop

What is the CLI command the Administrator can use to check the status of AMM services?

- A. svc mss status
- B. perflogviewer.sh
- C. statusrm.sh
- D. statusaem.sh

Correct Answer: D

**QUESTION 4**

A customer has deployed Avaya Equinox Team Engagement Solution and they want to test the Multimedia feature on their Equinox Clients. The customer uses messaging domain "trn.avaya.com". When a user, Bill Evans, tries to send an IM from the Thick Client to John Doe (Web Client) it returns the error message: "Send Failed". The customer decides to troubleshoot the issue and they get the following AMM configuration parameters when they verify for Bill Evans using <https://8443/aem/resources>.

```
{ "addresses": "https://uk-c3-amm3.lab.trn.avaya.com:8443/aem/resources/users/behans%40trn.avaya.com/addresses", "avayaRequestTimeout": { "maximum": 120, "minimum": 30, "recommended": 120 }, "capabilities": { "richContent": true }, "conversationsResource": { "href": "https://uk-c3-amm3.lab.trn.avaya.com:8443/aem/resources/users/bevans%40trn.avaya.com/conversations", "maxIdsLimit": 30, "maxMessageCount": 15 }, "domains": { "avaya.com" }, "limits": { "maxAudioSize": 1048576, "maxGenericAttachmentSize": 3145728, "maxImageSize": 1048576, "maxTextLength": 525, "maxVideoSize": 3145728 }, "messages": "https://uk-c3-amm3.lab.trn.avaya.com:8443/aem/resources/users/bevans%40trn.avaya.com/messages", "outbox": "https://uk-c3-amm3.lab.trn.avaya.com:8443/aem/resources/users/messages", "self": "bevans@trn.avaya.com", "services": { "markAsReadIf": "https://uk-c3-amm3.lab.trn.avaya.com:8443/aem/services/users/bevans%40trn.avaya.com/conversations/markAsReadIf", "validateAddresses": "https://uk-c3-amm3.lab.trn.avaya.com:8443/aem/services/users/bevans%40trn.avaya.com/validateAddress" } }
```

Which reason is a valid reason for the customer problem?

- A. The customer has configured a wrong AMM Server messaging URL
- B. The customer has configured a wrong AMM Server port number "8443"
- C. The customer has configured a wrong AMM messaging domain "avaya.com"
- D. The customer has configured a correct AMM messaging domain "avaya.com"

Correct Answer: C

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**QUESTION 5**

For partners to raise trouble tickets and receive assistance, Avaya currently uses the online Avaya

Diagnostic methodology. They expect customers/partners to perform the following tasks before raising a



trouble ticket:

- Clearly state the problem.
- Detail findings.
- Clarify the problem.

When Avaya Tier 3 Support receives the trouble ticket, what is the next step in the Diagnostic methodology that they will perform?

- A. Update the Knowledge Management database.
- B. Implement a solution.
- C. Determine the cause.
- D. Identify a patch to fix the problem.

Correct Answer: C

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