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QUESTION 1

A customer is unable to login to the Agent Workspaces with Multimedia Channels. Given these log messages:

```
2018-04-23 07:01:11, 358 [pool-128-thread-1] config.OcpOceanaMonitorWASProduction INFO
[M:setOceanaHeartbeatMessage][T:null]. OceanaHeartbeatMessage.MessageText: [GigaSpaces connection OK.
Database connection is Broken. ORC Rest service is reachable (http 200). AgentControllerService Alive, Cluster Status
ACTIVE] Status: [ERROR] 2018-04-24 07:02:09,853 [pool128-thread-1] serviceability.AgentControllerStatusTask
ERROR -[M:agentControllerStatusRunnable] [T:null].error in DB Connection
com.avaya.ocp.db.util.PersistenceException: java.sql.SQLException: [Cache JDBC] Communication link failure:
Connection refused at com.avaya.ocp.db.util.DbConnFactoryDbcpPool.getConnection
(DbConnFactoryDbcpPool.java:166)
```

What is causing these log messages?

- A. Multimedia Cache database not reachable
- B. The LDAP database is not reachable
- C. The EDM database is not reachable
- D. The ORC Rest service is not working

Correct Answer: A

QUESTION 2

To perform the restore of the Intersystem cache database, which application file must run from the Install directory of the Omnichannel Windows Multimedia Server?

- A. Avaya\Oceana\Oceana\BackupAndRestore\BackupAndRestore.exe
- B. Avaya\Oceana\Oceana\BackupAndRestore\CacheDatabaseRestore.exe
- C. Avaya\Oceana\Oceana\BackupAndRestore\Restore.exe
- D. Avaya\Oceana\Oceana\BackupAndRestore\OmnichannelRestore.exe

Correct Answer: A

Reference: <https://downloads.avaya.com/css/P8/documents/101045282> (59)

QUESTION 3

The AES to CSL SSL connection is successful but CSC disconnects after logging the following line on the CSC PU logs:

```
18/02 14:50:21.436 [CstaProv] DEBUG avaya.khepri.dmcc.CstaProvider - onSetPrivilegesNegResponse()
UNKNOWN_APPLICATION
```



What is causing this problem?

- A. The AES is not equipped with a correct AES license
- B. The AES CTI CSC user and password are incorrect
- C. Avaya Oceana® is not equipped with an Oceana Base license.
- D. The AES Switch Link is down to Communication Manager.

Correct Answer: A

Reference: https://documentation.avaya.com/bundle/troubleshootingAvayaOceana_r3.5/page/Potential_other_reasons_for_CSC_not_connected_to_AES.html

QUESTION 4

A customer is running an Avaya Oceana® solution and a technical engineer is troubleshooting an operational issue. When they make a test voice call to Avaya Oceana® it is not delivered to the available agents. During the isolation the engineer finds that the ED Work Flow Instance is not created inside Engagement Designer.

What should be analyzed from Avaya Oceana® to check the incoming calls to Avaya Oceana® from the Avaya Aura® stack?

- A. CallServerConnector
- B. UCM-PU
- C. UCMServices
- D. UCMDataCollector

Correct Answer: D

QUESTION 5

A customer reports that Avaya Oceana Workspace agents are not able to connect, and they want to troubleshoot Unified Agent Controller (UAC).

Which log will show more relevant logs for UAC?

- A. `/var/log/Avaya/dcm/pu/UnifiedAgentController/ua-bpm-pu.log`
- B. `/var/log/Avaya/services/UCASStoreService/UCASStoreService.log`
- C. `/var/log/Avaya/dcm/pu/CSCService/CSCService/.log`
- D. `/var/log/Avaya/services/ContactCenterService/ContactCenterService.log`

Correct Answer: B



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