



7230X^{Q&As}

Avaya Aura® Communication Applications Support Exam

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QUESTION 1

In an Avaya Aura® Presence Services (PS) message flow, which type of message does a Remote Worker first send to PS?

- A. NOTIFY
- B. SUBSCRIBE
- C. OPTIONS
- D. REGISTER

Correct Answer: D

QUESTION 2

A Maintenance Engineer logs onto the Command Line Interface (CLI) of Avaya Aura® Messaging (AAM) and issues the vmstat command.

What information will the display present?

- A. statistical information about voicemail boxes
- B. information about the volatile memory
- C. status information about the virtual machine
- D. count of mailbox password violation attempts

Correct Answer: B

QUESTION 3

traceSBC is a tool that can be used to trace the calls that cross through the Avaya Session Border Controller (SBC), calls to the public network, or calls from the public network.

Which two statements describe another function of traceSBC? (Choose two.)

- A. traceSBC can only be used to view PPM messages if they are transported using HTTP instead HTTPS
- B. traceSBC can trace SIP trunk calls but not Remote Workers calls at the same time
- C. traceSBC command can be used from CLI ipsec user
- D. traceSBC can be used to view STUN/TURN messages.



E. traceSBC parses Avaya SBCE log files and displays SIP and PPM messages, you can use the tool even in case of TLS and HTTPS

Correct Answer: DE

QUESTION 4

A customer reports that their Avaya Aura® Communication Manager (CM) enabled SIP telephones (AST) can only see the effect of their telephone being Call Forwarded after they log off and log on again. Also stopping the call forward feature does not show until their endpoint is logged off and logged on again.

What is the cause of the problem?

- A. A coverage path has not been setup.
- B. The Call Forwarding feature has not been assigned to a button.
- C. Data Privacy is enabled in the station's Class of Service.
- D. An entry is missing in the private-numbering System Administration Terminal (SAT) form.

Correct Answer: C

QUESTION 5

In the 8D Troubleshooting Methodology, which two steps does Discipline 3, Contain Interim Actions, involve? (Choose two.)

- A. Try actions that bypass the issue, like creating a work-around for temporary restoral of service.
- B. Capture potential triggers.
- C. Evaluate systems and components.
- D. Develop immediate controlled actions to isolate the problem.
- E. Develop a hypothesis based on the outcome of the various controlled actions and the system's reactions.

Correct Answer: CD

Reference: <http://asq.org/learn-about-quality/eight-disciplines-8d/>

QUESTION 6

When a user is forwarded to Avaya Aura® Messaging (AAM), Avaya Aura® Communication Manager (CM) needs to indicate to AAM who the call was originally destined for, so that the message is left in the correct mailbox. Which SIP header is used to indicate for whom the call was originally destined, and the reason for being forwarded to AAM?

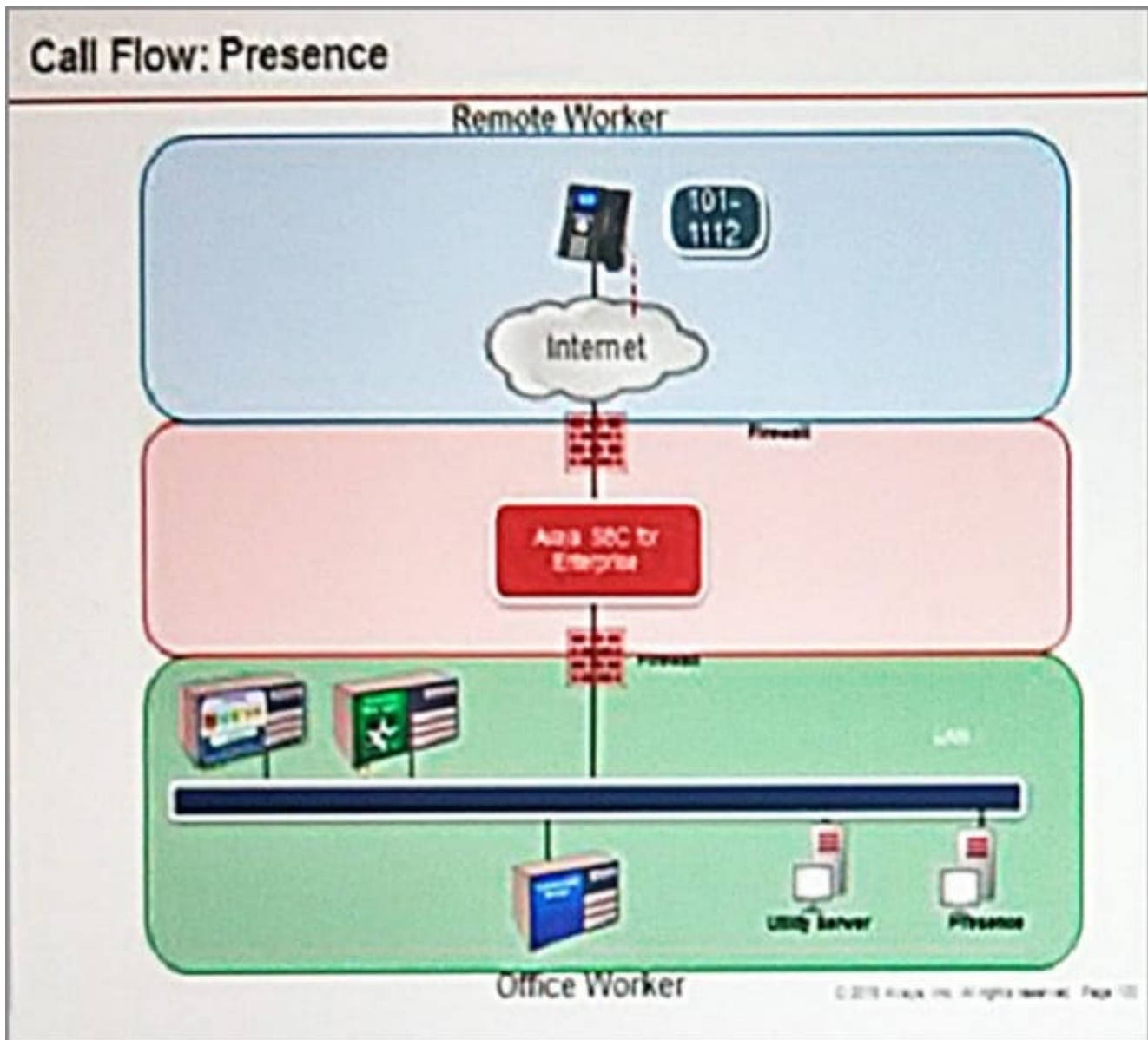
- A. B = history info



- B. To
- C. Request
- D. P-Asserted-Identity

Correct Answer: C

QUESTION 7



Refer to the exhibit.

SIP endpoint 101-1112 is updating its Presence status with the Avaya Aura® Presence (PS).

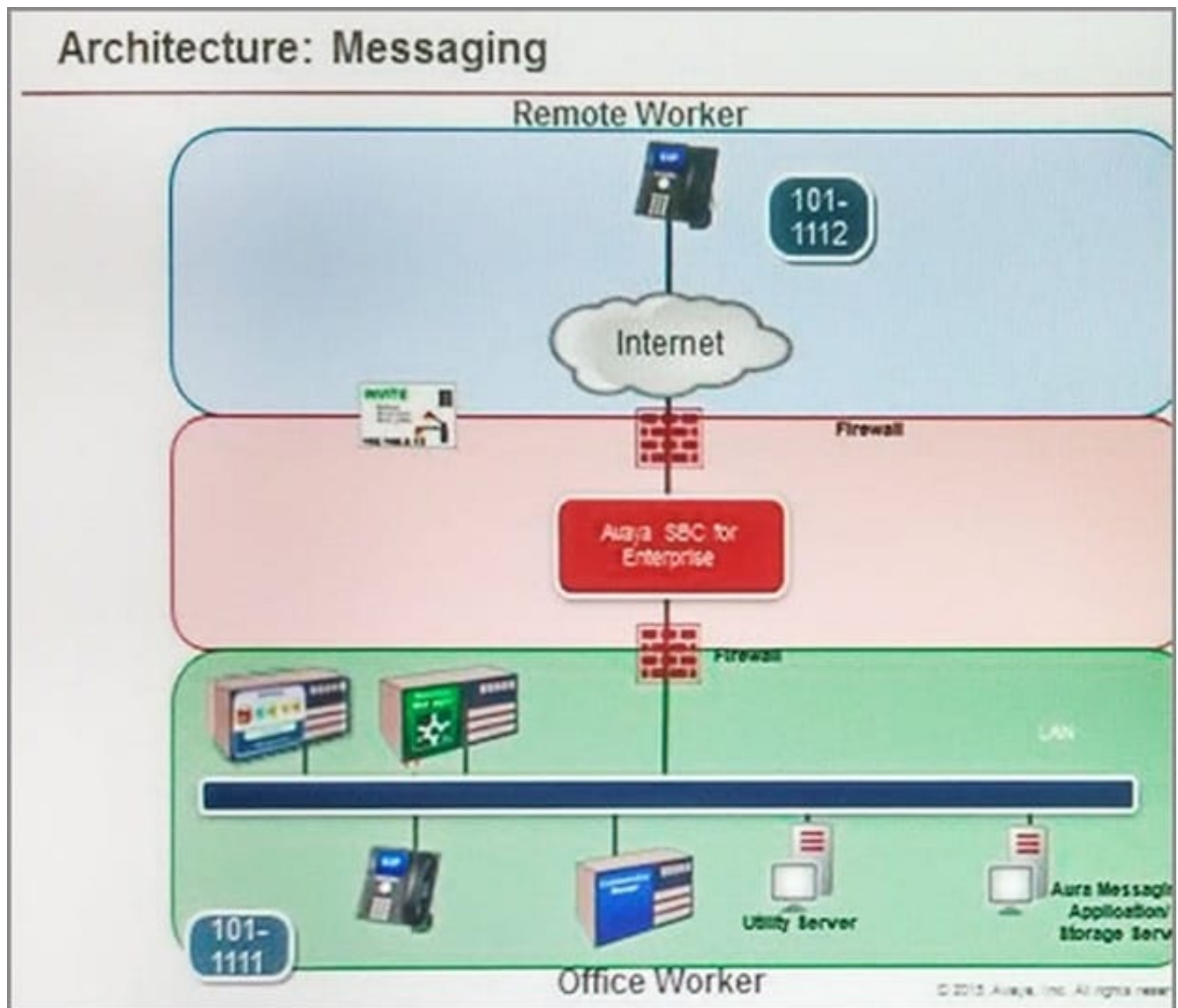


Based on the exhibit, which statement about the message flow is true?

- A. Avaya Aura® Presence sends Notify to the telephone via Avaya Aura® Session Manager.
- B. Phone sends Register message to Avaya Aura® Session Manager via Avaya Session Border Controller for Enterprise.
- C. The telephone sends Subscribe message to Avaya Aura® Session Manager via Avaya Session Border Controller for Enterprise.
- D. Avaya Aura® Presence sends Notify to the SIP endpoint via Avaya Session Border Controller for Enterprise.

Correct Answer: A

QUESTION 8





Refer to the exhibit.

Avaya Tier 3 support receives a case escalated by Tier 2 where the customer cannot receive incoming calls, but can make calls out successfully. The trace shows that the incoming calls arrive at the Avaya Session Border Controller for Enterprise (SBCE) but fail to get routed into the customer enterprise network.

Based on this information, what is and is not working?

- A. The local area network, Avaya Aura® Communication Manager, and Avaya Aura® Session Manager are working. SBCE is partially working, but routing may be incorrect.
- B. The local area network, Avaya Aura® Communication Manager, and Avaya Aura® Session Manager are working. The public network is not working.
- C. The local area network, Avaya Aura® Communication Manager, and Avaya Aura® Session Manager are working. SBCE is not working.
- D. The local area network and Avaya Aura® Session Manager are working. Avaya Aura® Communication Manager is not working.

Correct Answer: D

QUESTION 9

A technician is trying to access the Avaya Aura ® Media Server (AAMS) after receiving a troubleshooting ticket. After failing to enter the system using different web browsers, the technician realizes the incorrect URL was being used.

Which URL must be used to access the AAMS web page?

- A. https: AAMS FQDN or IP address:8443/emlogin
- B. http: AAMS FQDN or IP address:8443/emlogin
- C. https: AAMS FQDN or IP address:443/emlogin
- D. https: SMGR FQDN or IP address:8443/emlogin

Correct Answer: A

QUESTION 10

To validate the initial system status of Avaya Breeze™ with the WebRTC Snap-in, which three components should be checked? (Choose three.)

- A. Configured certificates



- B. Licensing mode
- C. Cluster Status
- D. Installation status
- E. WebRTC Service within Service Management > Services

Correct Answer: BCE

QUESTION 11

After upgrading Avaya Aura® Application Enablement Services (AES), the customer's CTI application does not seem to be working.

Which two methods can be used to verify AES system status? (Choose two.)

- A. Access the TSAPI web interface to monitor AES.
- B. Access the AES command line, and run the status aesvcs cti-link command.
- C. Access the AES web console, and view the services status in the AES menu.
- D. Access Communication Manager (SAT), and run the statapp command to view AES services status.
- E. Using Communication Manager's System Administration Terminal (SAT), run the status aesvcs cti-link command to see the service state.

Correct Answer: BC

QUESTION 12

Which method can be used to verify the Client and TSAPI services have been administered correctly?

- A. The TSAPI test is call initiated from CTI endpoints using SIP telephones.
- B. The TSAPI test is call initialed from within Avaya Aura® Communication Manager (CM) command line using the test TSAPI interface command.
- C. The TSAPI test is call initiated within the TSAPI web interface > TSAPI Monitoring Tool menu.
- D. The TSAPI test is call initiated within the Utilities > Diagnostics > AE ServiceTSAPI Test menu.

Correct Answer: C

QUESTION 13



Avaya Aura® Messaging (AAM) needs to communicate with Avaya Aura® Session Manager (SM) whose identity certificates have been signed by Avaya Aura® System Manager (SMGR) Certificate Authority (CA).

How does AAM get a copy of the Trusted SMGR CA Certificate?

- A. The certificate is retrieved from SMGR automatically when AAM services are started.
- B. The certificate needs to be manually installed.
- C. The certificate installs as a result of running `initTM -f\`.
- D. The certificate installs as a result of the enrollment process.

Correct Answer: C

QUESTION 14

A customer called in stating they cannot place WebRTC calls. You discover that when the WebRTC snap-in sends an Invite to Avaya Aura® Media Server (AAMS), Avaya Breeze™ is not sending the correct information in the Request URI to match a regular expression in Session Manager. Where do you configure the Media Server URI (ce-msml@avaya.com) that Avaya Breeze™ will send to AAMS via Avaya Aura® Session Manager (SM)?

- A. Use Avaya Aura® System Manager web GUI to access the Engagement Development Platform > Configuration > Attributes.
- B. Use SSH to Avaya Breeze™ and edit the `/etc/config.properties` file.
- C. Use Avaya Aura® System Manager web GUI to access the Inventory > Manage Elements, and then edit the Avaya Breeze™ element.
- D. Use Avaya Aura® System Manager web GUI to access the Engagement Development Platform > Configuration > Avaya Aura® Media Server.

Correct Answer: D

QUESTION 15

In which two Avaya Aura® Communication Manager (CM) System Administration Terminal (SAT) forms does the SIP domain need to be configured? (Choose two.)

- A. signaling-group
- B. ip-network-region
- C. ip-network-map
- D. trunk-group

Correct Answer: AB



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