

# QUESTIONS & ANSWERS

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Avaya

# 7497X

*Avaya Oceana Solution Support Exam*

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**QUESTION: 63**

When troubleshooting issues related to alarms and events raised by Context Store, which log location needs to be checked?

- A. /vat/log/Avaya/services/event.log
- B. /var/log/Avaya/cs/evenUog
- C. /var/log/Avaya/dcm/event.log
- D. /var/log/Avaya/eventing/attivemq.log

**Answer: D**

**QUESTION: 64**

Which VDN is required in Communication Manager for initiating an adjunct route to transfer calls coming from Avaya Experience Portal to Avaya Oceana®?

- A. Transfer VDN
- B. Routing VDN
- C. Ingress VDN
- D. RONA VDN

**Answer: B**

**QUESTION: 65**

The CSC SSL connection is successful but CSC disconnects after locating the following line in 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.

**Answer:** B

**QUESTION:** 66

Unified Agent Controller (UAC) gets the status of the agent stations and Interactions data from which Avaya Oceana® core component?

- A. Unified Collaboration Administration (UCA)
- B. Call Server Connector (CSC)
- C. Unified Collaboration Model (UCM)
- D. Engagement Designer (ED)

**Answer:** A

**QUESTION:** 67

A customer is troubleshooting the integration between AES and Avaya Oceana Call Server Connector. During the integration the customer finds the following message while checking the AES DMCC log files:

```
cd /var/log/avaya/aes/dmcc-trace.log hr-oceanal-aes DmccMain[24600] - 06:00 2017
275 1 com.avaya.aes [ : StartApplicationSTE:
com.avaya.sessionsvc.SessionServiceImp] WARNING - Authentication failed :
clientID=XML Encrypted: 192.168.1.100:25067, user=csc
```

After reviewing the error message, which action will fix the customer's problem?

- A. Match the correct CSC user password In AES and CSC service.
- B. Reboot the AES server and re deploy CSC service.
- C. Redeploy CSC Service and reboot Oceana Cluster 1.
- D. Change the CSC user password in AES server and reboot AES.

**Answer:** A

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