

## 72201X Dumps

### Avaya Aura Core Components Support Certified Exam

<https://www.certleader.com/72201X-dumps.html>



**NEW QUESTION 1**

When submitting a package of information to Avaya Support for a case, which file format is used for a trace taken using Wireshark?

- A. wshark
- B. pcapng
- C. zip
- D. gif
- E. None of the above

**Answer: B**

**NEW QUESTION 2**

A remote worker using the Avaya Communicator on a mobile phone obtains a private IP address delivered from the corporate network over WiFi when in range of the wireless hot-spot. When the remote worker is out of range of the corporate WiFi, it obtains a Public IP address via the 3G/4G mobile Service Provider. What strategy prevents the user from having to change the SIP Proxy Server address in the smartphone when roaming between the public and corporate private networks?

- A. Network Address Translation (NAT)
- B. Avaya Session Border Controller for Enterprise (SBCE) public IP-address
- C. Split Horizon DNS with FQDN
- D. Virtual Private Network (VPN)

**Answer: C**

**NEW QUESTION 3**

A customer calls Avaya Support stating their Session Manager (SM) is down. After doing some troubleshooting, the technician sees SM is in the Deny New Service state, and in Restricted license mode.

What does the Restricted license mode indicate in this scenario?

- A. The SM license is not accessible or does not exist.
- B. There is a license error but SM continues to function.
- C. The license 30 day grace period has expired and SM service is being denied.
- D. The license was installed incorrectly.
- E. The SM has exceeded the license capacity and is operating in restricted mode.

**Answer: C**

**NEW QUESTION 4**

How can an inactive SM100 be reset?

- A. Click the repair button on the Replication page with the affected Avaya Aura® Session Manager (SM) selected.
- B. Click the 'Reset' button on the Security Module Status page in Avaya Aura® System Manager (SMGR).
- C. Run the resetSM100 command from RHEL Command Line Interface of Avaya Aura® Session Manager (SM)
- D. Restart Services on the Avaya Session Border Controller for Enterprise (SBCE).
- E. Run the reboot SM100 command from RHEL Command Line Interface of Avaya Aura® System Manager (SMGR).
- F. Use the SMGR web interface to reset the SM100 by navigating to Services > Security > Security Module.

**Answer: F**

**NEW QUESTION 5**

An IP (AST) user 1011111 and H.323 user 1011711 share a common Communication Manager (Evolution) server. Given the following actions:

CM will negotiate the codec for the H.323 endpoint based on CM configuration.

Session Manager verifies SIP user 1011111 in the registry and authenticates it. After authenticating the SIP user, Session Manager checks the SIP user's profile for sequence applications and routes the request to Communication Manager.

Communication Manager performs feature processing and terminates the call to the H.323 endpoint. If SIP user 1011111 calls H.323 user 1011711, in which order will these actions take place?

- A. 4, 2, 1, 3
- B. 4, 3, 2, 1
- C. 4, 2, 3, 1
- D. 3, 4, 2, 1
- E. 2, 4, 1, 3

**Answer: C**

**NEW QUESTION 6**

In Avaya Aura® Communication Manager (CM), what are the three valid formats of the list trace command? (Choose three.)

- A. List trace tac 701
- B. List trace ras ip-address 135.60.232.213
- C. List trace previous
- D. List trace 1031711
- E. List trace next
- F. List trace ssm

**Answer: ABC**

**NEW QUESTION 7**

Avaya support is monitoring a telephone system that is going down several times per day.

They discovered a software error that keeps triggering an auto restart. Which command can be used to determine the root cause?

- A. display reset 4 all
- B. display initcauses
- C. display restart all
- D. display interchangestatus
- E. display server-status all

**Answer:** B

**NEW QUESTION 8**

When viewing the Avaya Aura® System Manager (SMGR) alarms, which alarm information is particularly useful for finding more information in the available documentation?

- A. NotificationOID
- B. Status
- C. Source IP address
- D. Event ID
- E. M/E Ref Number/SysOID
- F. Severity

**Answer:** D

**NEW QUESTION 9**

What is the reason why the initial REGISTER request from a SIP endpoint is rejected by Avaya Aura® Session Manager (SM)?

- A. The initial REGISTER request does not contain authentication details.
- B. The initial REGISTER request is rejected only if the user provided the wrong security code/password.
- C. It must confirm the reliable delivery of this initial REGISTER request.
- D. System manager needs time to look-up the Communication Address in its database.
- E. The initial REGISTER request contains an invalid contact header.

**Answer:** A

**Explanation:**

Source: <https://downloads.avaya.com/css/P8/documents/100175557>

**NEW QUESTION 10**

A customer reports that when they make a call from an H.323 endpoint at the Main office to an H.323 telephone at the Branch office across the WAN, the call fails due to codec mismatch. Which five Avaya Aura® Communication Manager (CM) System Administration Terminal (SAT) forms can be used to troubleshoot this problem? (Choose five.)

- A. codec
- B. ip-network-region
- C. media-gateway
- D. ip-codec-set
- E. network-region-control
- F. ip-services
- G. ip-network-map

**Answer:** ABCDE

**NEW QUESTION 10**

Where can you access Product Change Notifications (PCNs), Documentation, Knowledge- based articles, and make Parts/Service requests?

- A. pids.avaya.com
- B. avaya-learnintj.com
- C. avaya.com
- D. support.avaya.com
- E. support.avaya.org

**Answer:** D

**NEW QUESTION 15**

Which statement is true about Interfaces and IP addresses on an Avaya Session Border Controller for Enterprise (SBCE) used for SIP Trunking and Remote Worker services?

- A. SIP Trunking and Remote Worker services cannot run on the same SBCE.
- B. Only one interface should be configured per IP address.
- C. SIP Trunking and Remote Worker services can share the same IP address and interface.
- D. SIP Trunking and Remote Worker services must use different IP addresses and interfaces.

**Answer:** D

**NEW QUESTION 17**

What is the function of a Virtual Network Region?

- A. It allows one Network Region to temporarily use bandwidth allocated to another Network Region if it runs out of bandwidth.
- B. It makes DSP resources available in other Network Regions.
- C. It allows Inter-Gateway Alternate Routing (IGAR).
- D. It prevents oversubscription of WAN links for interconnecting Network Regions with different bandwidth limitations.
- E. It enables the use of different codecs between Network Regions.

**Answer:** D

**NEW QUESTION 19**

You are preparing to enable EASG to provide Avaya Services local and remote access for performing support and system optimization. What are the three methods to enable EASG during the implementation? (Choose three.)

- A. During the OVA deployment
- B. Using the CLI command EASGManage after deployment
- C. Open a ticket to Avaya services and request to enable it
- D. Using SMGR web GUI, check the "Enable EASG" check box on the desired component in the Inventory/Manage Elements screen
- E. Using the SDM after the deployment
- F. Using SSH to access Avaya servers

**Answer:** ABD

**NEW QUESTION 23**

A customer states they are having voice quality issues when they make calls over a WAN link. You would like to see what the Quality of Service is for a call, as the customer makes the call.

Which Avaya Aura® Communication Manager (CM) SAT command will display packet loss and jitter for a call in progress?

- A. monitor station qos xxxx, where XXXX is the station number
- B. list monitor qos
- C. status station qos xxxx, where XXXX is the station number
- D. list trace station xxxx, where XXXX is the station number.
- E. status media-gateway
- F. list trace h248

**Answer:** D

**NEW QUESTION 27**

What is the primary benefit of a Virtual (Intervening) Network Region in Avaya Aura® Communication Manager?

- A. To allow Inter-Gateway Alternate Routing (IGAR)
- B. To simplify bandwidth management between Network Regions connected via a WAN
- C. To allow one Network Region to temporarily use bandwidth allocated to another Network Region if it runs out of bandwidth
- D. To provide temporary overflow bandwidth when the direct allocation of bandwidth between connected Network Regions is not available
- E. To optimize the quality of audio and video between endpoints in different Network Regions.

**Answer:** B

**NEW QUESTION 29**

A SIP station to SIP station call on a single Feature or Evolution Server uses four signaling legs between CM and SM (not including the initial off-hook imsorig). When does Communication Manager insert the shortcut flag during call processing?

- A. during the origination phase (imsorig) of call processing
- B. during the termination phase (imsterm) of call processing
- C. during the initialization phase (imsinit) of call processing
- D. during the dialing analysis phase (imsdialana) of call processing
- E. during the routing phase (imsroute) of call processing

**Answer:** A

**NEW QUESTION 30**

Ignoring Presence, how many event packages does an AST endpoint need to subscribe to be fully functional in a non-IMS environment?

- A. 1
- B. 3
- C. 7
- D. 12
- E. 16

**Answer:** C

**NEW QUESTION 34**

A customer called Avaya Support stating that shortly after some maintenance work was done, they cannot make or receive calls. Which command in Avaya Aura® Communication Manager (CM) can the administrator execute to determine if the H.248 Gateways were placed in a maintenance busy state?

- A. Status signaling group x

- B. Status health
- C. Status media-gateways
- D. Trace trunk x
- E. Status maintenance busy

**Answer:** E

#### NEW QUESTION 37

How can you obtain a list of Avaya Aura® Communication Manager (CM) alarms that have been raised today, including previous alarms that are no longer active using CM SAT?

- A. Execute the display alarms previous command and hit F3.
- B. Execute the display alarms command, then change the 'Previous ?' field from N to Y and hit F3.
- C. Execute the display alarms command, then change the 'Resolved ?' field from N to Y and then hit F3.
- D. Execute the display alarms command, then change the 'Historical ?' field from N to Y and hit F3.
- E. Execute the display alarms active command and hit F3.

**Answer:** B

#### NEW QUESTION 40

Which screen in the Avaya Aura® Media Server will display the Media Server service status and Operational State?

- A. Server Status
- B. Cluster Status
- C. Element Status
- D. Monitoring
- E. System Manager Dashboard

**Answer:** C

#### NEW QUESTION 44

In which four ways can you verify the Avaya Aura® Communication Manager (CM) license status? (Choose four.)

- A. Using the CM System Administration Terminal, run the status license command.
- B. Using the CM Linux console interface, run the statuslicense command.
- C. Using the CM System Administration Terminal, run the test license command.
- D. Using the System Manager Web GUI, access the CM element > license menu.
- E. Using the CM System Administration Interface, access the WebLM > status license menu.
- F. Using the System Manager Web GUI, access the CM element > alarms menu.
- G. Using the CM System Administration Terminal, run the license list command.
- H. Using the CM Linux console interface, run the license list command.

**Answer:** ABDE

#### NEW QUESTION 49

Which three statements regarding the core architecture in the Avaya Aura® 7 solution are true? (Choose three.)

- A. SIP trunks can be configured on both Avaya Aura® Session Manager (SM) and Avaya Aura® Communication Manager (CM).
- B. SIP User Agents can register to both Avaya Aura® Session Manager (SM) and Avaya Aura® Communication Manager (CM).
- C. Avaya Aura® Media Server (AAMS) can connect to Avaya Aura® Communication Manager (CM) without routing via Avaya Aura® Session Manager (SM).
- D. Avaya Aura® Media Server (AAMS) connects directly to Avaya Aura® Session Manager (SM) using SIP.
- E. Avaya Aura® Session Manager (SM) is responsible for routing calls between SIP User Agents.

**Answer:** ABC

#### NEW QUESTION 51

In a SIP trace capturing PPM messages, which device sends the getCallHistory PPM request, and what is it requesting?

- A. the SIP endpoint; It is requesting its call log to be retrieved from Session Manager.
- B. the SIP endpoint; It is requesting its contact list to be retrieved from Session Manager.
- C. the Avaya Aura® Session Manager (SM) server; It is requesting the call history from System Manager.
- D. System Manager; It is requesting the call log history from Communication Manager.
- E. Communication Manager; It is requesting the call log history from System Manager.

**Answer:** A

#### NEW QUESTION 56

Session Manager uses five unique certificates for secure communications using Transport Layer Security (TLS). Which two of the following certificates are the most important for communication with other entities?

- A. SIP certificates
- B. Sal Agent certificates
- C. WebSphere certificates
- D. HTTPS certificates
- E. Management certificates
- F. ACME certificates



**Answer:** AE

**NEW QUESTION 61**

When a call is made between two Avaya SIP Telephones (AST) users, Session Manager processes the call through various phases. What is the maximum number of phase tags that Session Manager uses, and what are they called?

- A. Three - ingress, process, egress
- B. Two - imsortig and imsterm
- C. Two - origappseq and termappseq
- D. Four - imsortig, origdone, imsterm, termdone
- E. Five - start, connect, progress, alert, end

**Answer:** D

**NEW QUESTION 63**

When retrieving a message from Avaya Aura® Messenger (AAM), what is the purpose of the RE-INVITE message?

- A. The RE-INVITE message is sent to establish a media path for the message retrieval process.
- B. The RE-INVITE message is used to retry the initial INVITE message if it was not transmitted successfully.
- C. The RE-INVITE message is used to authenticate the user before message retrieval can begin.
- D. The RE-INVITE message is sent to connect the voice port to the caller.

**Answer:** A

**NEW QUESTION 65**

During installation, the Trust Management Service establishes trust between different entities through the exchange of security certificates. Which three entities does the Trust Management Service establish trust between?

- A. Identity Management
- B. Communication Manager
- C. System Manager
- D. Certificate Authority
- E. Session Manager
- F. Media Gateway Controller

**Answer:** BDE

**NEW QUESTION 68**

Where are Avaya Aura® Communication Manager (CM) translation files stored?

- A. /var/home/ftp/pub
- B. /etc/home/defty
- C. /craft/home/xlations
- D. /var/home/Avaya/xln/
- E. /var/home/cm/translations
- F. /usr/local/cm/translations

**Answer:** E

**NEW QUESTION 73**

When one entity is marked as down on the Session Manager dashboard, which two of the following troubleshooting tools can be used to investigate the problem?

- A. List trace station on Avaya Aura® Communication Manager
- B. statapp on the Command Line Interface of Avaya Aura® Session Manager
- C. traceSM on the Command Line Interface of Avaya Aura® Session Manager
- D. the replication page in Avaya Aura® System Manager
- E. Avaya Aura® Session Manager Entity Link Connection Status page in Avaya Aura® System Manager
- F. Wireshark on the network switch

**Answer:** CE

**NEW QUESTION 75**

A customer reports that several Remote Worker new hires were trying to call co-workers in the office, but noticed their feature buttons were not working. After running a SIP trace, the administrator did not see any PPM Responses coming from Avaya Aura® Session Manager (SM).

After looking at how the call flow is supposed to go, the administrator looked at the SIP communication profile and saw that CM had not been administered as a sequenced application.

If CM had been added to the endpoint's SIP Communication Profile as a Sequenced Application, which step was missing in the call flow?

- A. PPM is downloaded to the Remote Worker telephone from Avaya Aura® System Manager (SMGR).
- B. PPM is downloaded to the Remote Worker telephone from Avaya Aura® Session Manager (SM) via Avaya Session Border Controller for Enterprise (SBCE).
- C. PPM is downloaded to Avaya Aura® Session Manager (SM) from CM.
- D. PPM is downloaded to the Remote Worker telephone from CM.
- E. None of the above.

**Answer:** B

**NEW QUESTION 80**

You are configuring Shared Bandwidth Management for Call Admission Control (CAC) between Communication Manager (CM) and Session Manager (SM). Which three tasks must you perform to achieve this? (Choose three.)

- A. Specify the shared bandwidth limit on the Communication Manager (SIP) Entity screen
- B. Create Network Region Groups (NRG) in Communication Manager
- C. Create Locations in Session Manager
- D. Create a Bandwidth Share Group in SM
- E. Match the Network Region used for the SIP users with the Domain in SM
- F. Configure SIP authentication between CM and SM

**Answer:** BCD

**NEW QUESTION 81**

When a 96xx telephone with SIP firmware boots up, it goes through a number of steps. These steps include:

Phone Registration. Download PPM.

Obtain IP Address and Utility Server address from DHCP Server.

Check if firmware upgrade is required and download 46xxsettings.txt file.

Send Subscribe (avaya-cm-feature-status) to Avaya Aura® Communication Manager (CM) via Avaya Aura® Session Manager (SM).

What is the correct sequence of these steps?

- A. 3, 1, 5, 1, 2
- B. 3, 5, 1, 2, 4
- C. 3, 4, 2, 1, 5
- D. 3, 4, 1, 5, 2
- E. 4, 3, 1, 2, 5
- F. 5, 3, 1, 2, 4

**Answer:** D

**Explanation:**

Source: <https://downloads.avaya.com/css/P8/documents/100182495>

**NEW QUESTION 85**

After implementation, the Avaya Aura® Session Manager (SM) replication status is Not Polling, and both replica nodes are not reachable. The network connectivity has been verified, although Avaya Aura® System Manager (SMGR) cannot connect to SM, but can connect to other network components. Based on an analysis of what is working and not working, where should the administrator try to isolate the issue?

- A. Avaya Aura® Session Manager (SM)
- B. Avaya Aura® System Manager (SMGR)
- C. Avaya Aura® Communication Manager (CM)
- D. Avaya Aura® Utility Server (US)
- E. Network switch configuration

**Answer:** A

**NEW QUESTION 90**

What documents are expected to be filled out by customers/partners before contacting support in Avaya's Diagnostic Methodology program?

- A. Problem Clarification
- B. Cause
- C. Knowledge Management
- D. Details/Findings
- E. Problem Statement
- F. Troubleshooting steps taken

**Answer:** ACE

**NEW QUESTION 91**

You notice that the Entity\_Link between your Session Manager and Communication Manager is down.

From Communication Manager, which four commands can be used to verify the health of this SIP link? (Choose four.)

- A. List trace station
- B. Status signaling group
- C. Status trunk
- D. Status health
- E. statapp
- F. Show entity-links
- G. Display link-monitoring
- H. List network-interfaces

**Answer:** ABCF

**NEW QUESTION 96**

After a successful registration, how does an Avaya SIP telephone learn if any of its Call Forward features are active at the moment?

- A. It queries the LDAP database for active feature status.
- B. It sends a Subscribe – avaya-cm-feature-status event package to Aura® Communication Manager (CM) via Aura® Session Manager (SM).

- C. It sends a PPM getDeviceData request to Aura® Session Manager (SM); Aura® Session Manager (SM) replies with a getDeviceData response.
- D. It sends a Subscribe – avaya-ccs-profile event package to Aura® Session Manager (SM); Aura® Session Manager (SM) in turn replies with a Notify-avaya-ccs-profile.
- E. It sends a SIP INFO request to Aura® Session Manager (SM), which replies with the active Call Forwarding status.

**Answer:** B

#### NEW QUESTION 99

What command is used in Linux to start a previously stopped Communication Manager?

- A. start -s CommunicaMgr
- B. restartCM
- C. start -s CM
- D. start CM
- E. start CommunicationManager

**Answer:** A

#### NEW QUESTION 102

Which four traces options can be useful when troubleshooting SIP endpoint registration issues with a phone using TCP protocol? (Choose four.)

- A. SIP Registration
- B. TLS handshaking
- C. PPM
- D. Call Processing
- E. Network Interface
- F. SIP Signaling
- G. RTP Flow

**Answer:** ABDF

#### NEW QUESTION 106

Which three SIP requests are used to allow an AST endpoint to use features provided by an Avaya Aura ® Communication Manager (CM)? (Choose three.)

- A. INVITE
- B. OPTIONS
- C. REGISTER
- D. SUBSCRIBE
- E. NOTIFY
- F. CANCEL

**Answer:** BDE

#### Explanation:

Source: <https://downloads.avaya.com/css/P8/documents/100182495>

#### NEW QUESTION 107

Which five statements about media-processing resources (DSPs) are true? (Choose five.)

- A. Two-party calls originated by SIP stations or trunks, and terminated by H.323 trunks, media gateways, or other vendors' H.323 stations, will typically shuffle if CM is configured to do so.
- B. Two-party calls originated by H.323 stations, trunks, or media gateways, and terminated by SIP stations or trunks, cannot shuffle.
- C. SIP-SIP two-party calls will always use SIP Direct Media if Communication Manager (CM) is configured to do so.
- D. H.323-H.323 two-party calls will always shuffle to establish a direct media path if CM is configured to do so.
- E. If a direct media path cannot be established between two IP endpoints, the call will fail from release 7.0.
- F. CM can use DSP resources for features such as conferencing, music-on-hold, and voice messaging.
- G. SIP-SIP multi-party calls will shuffle to establish a direct media path if CM is configured to do so.

**Answer:** BCDEF

#### NEW QUESTION 109

Which three statements describe steps for searching for an Avaya Aura® System Manager (SMGR) log containing the phrase 'down'? (Choose three.)

- A. Export the entire log file to your local PC, and then locally search with an application.
- B. Navigate to Home / Services / Events / Logs / Log Viewer, then click on Filter, then Enable, and type 'down' into the Message box, then click on Apply.
- C. Navigate to Home / Services / Events / Logs / Log Harvester, then click on Harvest logs, then type 'down' into the text contains box, then click on Apply.
- D. Navigate to Home / Services / Events / Logs / Log Settings, then click on 'text search' and then type 'down' into the text search box, then click on Apply.
- E. Navigate to Home / Services / Events / Logs / Log Viewer, then click on Filter, then Enable, and type '-m down' into the Message box, then click on Apply.
- F. Use the Linux command `grep -iR "down" /var/log/avaya`

**Answer:** ABF

#### NEW QUESTION 110

What are two functions performed by System Manager in Avaya Aura®?

- A. It delivers a set of shared management services and a common console.
- B. It establishes direct media for Direct IP-IP Audio Connections and h.323 two-party calls.



- C. It provides SIP registration and authentication.
- D. It enables SIP-SIP two-party calls to use direct media with 'Initial IP-IP Direct Media' enabled.
- E. It provides centralized management of enterprise-wide dial plans.
- F. None of the above

**Answer:** AE

#### NEW QUESTION 111

SIP user 1011111 and SIP user 1011112 are both based on the same Session Manager with access to a CM Evolution server. Given the following actions:  
Session Manager searches for the called party in the SIP registry, finds it, registers it and routes the call to it.  
SIP user 1011111 calls SIP user 1011112, and an Invite request is sent to Session Manager.  
Session Manager verifies SIP user 1011111 in the SIP registry and authenticates it. Session Manager checks the SIP user's profile for sequenced applications and (in this example) routes the request to Communication Manager.  
Endpoints negotiate codecs and media, and RTP is sent between endpoints.  
Communication Manager receives the request from Session Manager, carries out full-call model processing for both endpoints, and routes the call back to Session Manager.  
If 1011111 makes a call to 1011112, in which order will the actions take place?

- A. 2, 1, 3, 5, 4
- B. 2, 3, 5, 1, 4
- C. 2, 3, 5, 4, 1
- D. 2, 3, 1, 4, 5
- E. 1, 2, 3, 5, 4

**Answer:** B

#### NEW QUESTION 112

When an Avaya SIP Telephone (AST) makes a call to another AST on the same Avaya Aura® Communication Manager (CM), which of the following statements is true about the use of SIP trunk?

- A. It is used up to the point where calls are shuffled to establish a direct media path.
- B. It is used just during call establishment and clear down only.
- C. It is used for the entire duration of the call.
- D. It is used only when the media path is established.
- E. It is not used at all.

**Answer:** C

#### NEW QUESTION 115

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