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QUESTION 1

A customer has added a CS1000 SIP Entity and Entity Link using TLS port 5061, but users are unable to call any Avaya Aura users that are connected via the same Avaya Aura Session Manager (SM). Which two of the following traces or logs are most relevant to debugging this problem and should be included in the trouble ticket raised with Tier 3 support?

A. "list trace tac xxx", where xxx is the TAC of the trunk group between Avaya Aura Communication Manager and SM

B. "tshark -i eth1 -w " on SM

C. the latest /var/log/ecs logfile on Avaya Aura Communication Manager

D. traceSM with TLS handshaking enabled on SM

E. the ppm.log in /var/log/Avaya/jboss/SessionManager on SM

F. System Event Log (SEL) on the CS1000

Correct Answer: BD

QUESTION 2

What is the name of the packet capturing utility embedded in most Linux Servers, including Avaya Aura Communication Manager (CM)?

A. wshark

B. cshark

C. pcap

D. tshark

E. snort

Correct Answer: D

QUESTION 3

How can you view the entire contents of the current Avaya Aura@ Communication Manager (CM) call processing log file, specifically for a certain date range?

A. By using the CM SAT to enter the list callp log all commands

B. By using the Linux cd to /var/log/Avaya and cat ecs.log commands

C. By using the Linux cd to /var/log/esc and ls -l commands to find current ; cat

D. By using the CM SAT to enter the display callproc log all command

E. By using the Linux cd to /var/log/Avaya and cat callproc.log commands

F. By using the Linux command grep to filter the log file contents based on a specific date range

Correct Answer: C

QUESTION 4

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.

Correct Answer: C

QUESTION 5

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

Correct Answer: ACE

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