

# Demo Questions

## AVAYA 7497X Exam

Avaya Oceana Solution Support

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### Question #1 Topic 1

When describing the Avaya Oceana Monitor, which cluster will have a monitoring snap-in installed that will create a web socket subscription service to feed statistics?

- A. Each cluster
- B. Common Component cluster
- C. UAC cluster
- D. OCP cluster

**Correct Answer: C**

### Question #2 Topic 1

Which statement correctly describes the Avaya Oceana Monitor?

- A. It provides a single location to view the status of Cluster1 components.
- B. It provides a single location to view the status of each supported Oceana component.
- C. It provides a single location to view the status of the UAC Oceana component.
- D. It provides a single location to view the status of the UCM Oceana component.

**Correct Answer: D**

### Question #3 Topic 1

After the new implementation has been performed by the Avaya Business Partner, a customer is trying to login to their Agents Workspaces. While the agent is trying to login, the engineer finds the following error messages:

```
2018-04-19 06:04:45,386 [WebContainer : 4] AuthorizationService ERROR ""
AuthorizationService-3.4.0.0.340003 "" Caught exception while authenticating with data source:
HR-LAB javax.naming.CommunicationException: 135.35.67.19:636 [Root exception is
java.net.ConnectException: Connection timed out]at
com.avaya.zephyr.services.production.AuthorizationService.Ldap.LdapDAOClientImpl.handleAuthen
ticationSystemException(LdapDAOClientImpl.java:116)
Which Avaya Oceana® snap-in log file contains these log messages?
```

- A. cd /var/log/Avaya/dcm/pu/UnifiedAgentController and tail ""f ua ""uqm-pu-1.log
- B. cd /var/log/Avaya/dcm/pu/AuthorizationService/ and tail ""f AuthorizationService.log
- C. cd /var/log/Avaya/dcm/pu/UnifiedAgentController and tail ""f ua-bpm-pu-1.log
- D. cd /var/log/Avaya/services/AuthorizationService/ and tail ""f AuthorizationService.log A

**Correct Answer:** *Explanation*

#### **Question #4Topic 1**

A customer is unable to login to Agent Workspaces, and the administrator finds the following error messages in the log files.

```
2018-04-19 06:04:45,386 [WebContainer : 4] AuthorizationService ERROR ""
AuthorizationService-3.4.0.0.340003 "" Caught exception while authenticating with data source:
HR-LAB javax.naming.CommunicationException: 135.35.67.19:636 [Root exception is
java.net.ConnectException: Connection timed out]at
com.avaya.zephyr.services.production.AuthorizationService.Ldap.LdapDAOClientImpl.handleAuthen
ticationSystemException(LdapDAOClientImpl.java:116)
What is causing these error messages?
```

- A. An LDAP connection issue was caused due to an incorrect LDAP parameter.
- B. The session timed out due to a browser issue.
- C. The Multimedia Cache database is unable to connect.
- D. SMGR is not authorizing Agent to login.

**Correct Answer:** *D*

#### **Question #5Topic 1**

If not using Security Assertion Markup Language (SAML) authentication in the deployed solution, which statement regarding the Avaya Oceana Agent/Supervisor Login is correct?

- A. Avaya Oceana Workspaces relies on CM for authentication and authorization
- B. Avaya Oceana Workspaces does not require UAC authorization while logging in
- C. Avaya Oceana Workspaces require LDAP Authentication while logging in
- D. Avaya Oceana Workspaces does not require LDAP Authentication while logging in

**Correct Answer:** Aoactive\_contact/r4/pc4\_implementingp.pdfanswer: C