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# 3101<sup>Q&As</sup>

## Avaya Aura® Communication Manager and CM Messaging - Embedded Maintenance and Troubleshooting Exam

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**QUESTION 1**

Which document would you use to interpret the information in the exhibit?



A. Communication Manager Alarms

B. Communication Manager procedures

C. Communication Manager server Alarms

D. Communication Manager Denial Event

Correct Answer: A

**QUESTION 2**

A user is a new employee of ABC Co. and their manager supplies them with 9600 desktop IP telephone and login information and tells the user to plug the cord into the jack near their desk. The user plugs in the telephone, lifts the handset, but there is no dial tone and call cannot be made.

What should the user do? (Choose two)

A. Unplug the telephone and plug it back again.

B. returns the telephone because it is defective

C. Wait for the prompt for the extension number and password

D. Plug the telephone into another jack.

Correct Answer: AC

**QUESTION 3**

A customer is reporting an out of range temperature alarm. Where would a technician go to validate and troubleshoot the alarm?

A. System Access Terminal (SAT): display alarms

B. System Management Interface (SMI) Current Alarms/Server Alarms

C. System Management Interface (SMI) Current Alarms/ CommunicaMgr Alarms

D. System Access Terminal (SAT): displays events

Correct Answer: B

## QUESTION 4

Communication Manager Messaging (CMM) is down and upon checking the communication Manager Alarm log you find several trunk alarms associated with CMM trunk group.

Which document will be the most helpful to determine the meaning of alarm?

A. Avaya Aura Communication manager Server Alarms

B. Avaya Aura Communication manager Messaging Alarms and Errors

C. Implementing Avaya Aura Communication Manager Messaging

D. Maintenance Alarms for Avaya Aura Communication Manager, media gateways and servers

Correct Answer: A

Reference page: 6 Communication Manager Server Alarms

## QUESTION 5

It is 10 AM and you are responsible For maintaining a Communication Manager System. Your local electric company just Informed you that there will be a power outage between 6-10 PM tonight. At 1PM you are expected to add equipment, extensions, and mailbox for four temporary workers who are working onsite through tomorrow afternoon. Your regular CM (full) backup is scheduled for 9 PM but it does not include CMM.

What information should you save, at what Interface, and when to ensure that there are no problems tomorrow morning?

A. Save translations at the SAT at 5 PM

B. Perform full CM backup and CMM backup (all categories) at CM SMI at 5 PM.

C. Perform full CM backup from the CM SMI at 5 PM.

D. Perform full CM backup at the CM SMI immediately

E. Save translations at the SAT and perform a CMM backup at the C MM SMI at 2 PM.

Correct Answer: B

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