# 3313<sup>Q&As</sup>

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Avaya Aura Contact Center Maintenance and Troubleshooting Exam

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**QUESTION 1**

Which two Avaya Aura Contact Center (AACC) Log files can be analyzed using the Avaya SIP Sleuth tool? (Choose two.)

A. AAMS Sip message logs

B. CCMS_ASM

C. CCMS_SGM_SipMessages

D. 11S Access logs

Correct Answer: AC

**QUESTION 2**

Real displays are not being updated with data. You suspect that CCMA is not receiving real-time data from CCMS.

To verify that the Multicast transmission is being received from the CCMS you open a command prompt window and type which command?

A. rtrtrace

B. mCast.exe

C. icertdtrace

D. mRcv.exe

Correct Answer: D

Test the RSM service using the Multicast Receive utility (mRcv.exe), if you are having problems with real-time displays. The mRcv.exe utility displays statistical information according to the settings specified in a configuration tool called mRcv.ini.

https://downloads.avaya.com/css/P8/documents/100093298

**QUESTION 3**

You need to enable additional debugging information for the contact center Multimedia (CCMM) Email manager to resolve an issue.

Which step will you take to enable additional debugging information?

A. Access the application Event Log properties on the CCMM server and select the checkboxes for verbose, information, warning, Error, and Critical under event Level.

B. Run the TraceControl utility for the CCMM application, select Email and set the Event Level to Debug and change the file Size Limit and max. Files.

C. Run the Tracecontrol utility for the, application, select Email and set Level to Debug and change the file size Limit and Max. Files.

D. Run the Tracecontrol utility on the CCMM server and select the Event Level checkboxes for verbose, information, warning, Error, and critical.

Correct Answer: B

QUESTION 4

When a call is placed, a SIP Invite message is sent (for example: INVITE sip:Joe@abc_sample.corn). What is the next message sent in this sequence?

A. 200 ACK

B. 200 Ringing

C. 180 Ringing

D. 180 ACK

Correct Answer: A

QUESTION 5

Trace Control is utility used to manager traces for the Contact Center servers.

Which three statements regarding for the Trace Control Utility are true? (Choose three.)

A. The functionality of the Trace Control Utility is split between separate menu tabs for each installed Contact Center application.

B. Logging is controlled with the trace Control Utility.

C. The Trace Control Utility provides the ability to save trace settings in a .doc format.

D. The Trace Control Utility can be accessed from windows > Apps > TraceControl.

Correct Answer: BCD

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