



7241X^{Q&As}

Avaya Equinox Solution with Avaya Aura Collaboration Applications
Support Exam

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QUESTION 1

An Avaya support engineer has advised the customer to collect the log files from Avaya Equinox Client (Thick Client). What is the procedure to collect logs for Avaya Equinox Thick Client?

- A. Select Settings-> Trouble Ticket and then click on Report a Problem to collect the logs
- B. Select Settings-> Logs and then click on Report a Problem to collect the logs
- C. Select Settings-> Support and then click on Report a Problem to collect the logs
- D. Select Settings->Log Pack and then click on Report a Problem to collect the logs

Correct Answer: C

QUESTION 2

Which two statements are correct about Avaya Tier 2/Business Partners? (Choose two.)

- A. They describe the problem to Tier 3 in an escalation ticket, and Tier 3 performs Containment Actions.
- B. They provide a package of data attached to the case they've opened, and escalate to Tier 3.
- C. They immediately escalate to Tier 3 when the issue is encountered.
- D. They isolate and resolve the issue, then escalate to Tier 3 for corrective action.
- E. They isolate the issue, and if no root cause is found, they escalate to Tier 3 for resolution.

Correct Answer: BE

QUESTION 3

What is the command to check the status of Avaya Multimedia Messaging (AMM) status?

- A. service AMMService status
- B. svc AMMservice status
- C. statusaem.sh
- D. srv amm status

Correct Answer: C

QUESTION 4

A customer is unable to login to the Equinox Virtual Meeting Room from Avaya Equinox Thick Clients and



Web Clients. While tracing the Session Manager they identified the following error message in the Trace:

404 Not Found (No route available)

Which reason is a valid reason for this problem?

- A. SIP Trunk to Communicate Manager is Down
- B. Equinox Clients Configuration Issue
- C. Incorrect Dial Pattern in the Session Manager
- D. Communication Manager ARS Routing Issue

Correct Answer: C

QUESTION 5

Which log is the most relevant log file recommended for troubleshooting the AMM issues?

- A. AMM_log.log
- B. AMMSService.log
- C. amm.log
- D. AMM.log

Correct Answer: D

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