



7497X^{Q&As}

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QUESTION 1

A customer used the debug utility in the Chrome browser after launching the chat session, go to More Tools>Developer Tools, and they find the following error message:

WebSocket connection to `ws://192.168.10.50/services/websocket/chat` failed: Error during WebSocket handshake: Unexpected response code: 403

What is the problem indicated by this error message?

- A. The customer Webchat is connected but there is a problem with the Webchat snap-in.
- B. The customer Webchat is unable to connect to Avaya Oceana® Webchat snap-in.
- C. The customer Webchat is rejected by the browser proxy or antivirus installed in the PC.
- D. The customer Webchat is connected but there are no agents available in Avaya Oceana®.

Correct Answer: A

QUESTION 2

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 ?AuthorizationService3.4.0.0.340003 - 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.handleAuthenticationSystemException(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 3

A customer has performed the backup operation for Avaya Oceana® solution.



Where can you see the backup of UCAStore service that has been completed 100%?

- A. In the System Manager on the Server Administration under Backup and Restore Job Status
- B. In the System Manager on the Cluster Administration under Backup and Restore Job Status
- C. In the System Manager on the Avaya Breeze™
- D. In the System Manager on the Server Management

Correct Answer: A

QUESTION 4

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 ?AuthorizationService3.4.0.0.340003
?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.handleAuthenticatio
nSystemException(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 -ucm-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

Correct Answer: A

QUESTION 5

Which component receives AES messages with call details; for example, Dialed Number, CLID, UII, and UCID, during the Avaya Oceana® voice call?

- A. Work Assignment
- B. UCM
- C. Context Store
- D. CSC

Correct Answer: A



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