



# 7497X<sup>Q&As</sup>

Avaya Oceana? Solution Support Exam

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### QUESTION 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 ?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)
```

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

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### QUESTION 2

From where can you change the log-level for Avaya Oceana® snap-in components?

- A. Omnichannel Datastore
- B. System Manager
- C. Avaya Control Manager
- D. Breeze logging

Correct Answer: D

Reference: <https://downloads.avaya.com/css/P8/documents/101040893> (68)

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### QUESTION 3

When a customer wants to perform a backup of the Avaya Oceana® solution, which three actions must they take? (Choose three.)

- A. Backup Avaya Control Manager DB
- B. Backup Omnichannel Cache DB
- C. Backup Avaya Aura® Session Manager



- D. Backup UCASStoreService
- E. Backup Cluster#1 Snap-in\\'s SVAR files

Correct Answer: ABD

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#### QUESTION 4

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

Where can you see the backup of UCASStore 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

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#### QUESTION 5

During troubleshooting of Avaya Control Manager (ACM), it was found that ACM is not synchronized fully with the Communication Manager, and you are advised to run the Avaya Synchronizer tool.

Which statement about the Avaya Synchronizer tool is true?

- A. Choose Import Mode: Sync (run every time for synchronization)
- B. Choose Import Mode: Initial (run every time for synchronization)
- C. Choose Import Mode: (renew for renewing synchronization)
- D. Choose Import Mode: Initial (only for initial synchronization)

Correct Answer: C

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