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QUESTION 1

A customer is unable to login to the Agent Workspaces with Multimedia Channels. Given these log messages:

```
2018-04-23 07:01:11, 358 [pool-128-thread-1] config.OcpOceanaMonitorWASProduction INFO
[M:setOceanaHeartbeatMessage][T:null]. OceanaHeartbeatMessage.MessageText: [GigaSpaces connection OK.
Database connection is Broken. ORC Rest service is reachable (http 200). AgentControllerService Alive, Cluster Status
ACTIVE] Status: [ERROR] 2018-04-24 07:02:09,853 [pool128-thread-1] serviceability.AgentControllerStatusTask
ERROR -[M:agentControllerStatusRunnable] [T:null].error in DB Connection
com.avaya.ocp.db.util.PersistenceException: java.sql.SQLException: [Cache JDBC] Communication link failure:
Connection refused at com.avaya.ocp.db.util.DbConnFactoryDbcpPool.getConnection
(DbConnFactoryDbcpPool.java:166)
```

What is causing these log messages?

- A. Multimedia Cache database not reachable
- B. The LDAP database is not reachable
- C. The EDM database is not reachable
- D. The ORC Rest service is not working

Correct Answer: A

QUESTION 2

During the Avaya Oceana Email Channel Interaction processing, which component is responsible for creating the contact ORC component?

- A. UCM Spaces
- B. Email Service
- C. Omnichannel Database
- D. Agent Controller

Correct Answer: B

QUESTION 3

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 4

When the 30-day license grace period ends for the Avaya Breeze™ server, the server goes into which state?

- A. Deny New Service State
- B. Block New Service State
- C. Active New Service State
- D. Accept New Service State

Correct Answer: A

Reference: <https://downloads.avaya.com/css/P8/documents/101050696> (128)

QUESTION 5

Given the following CSC attribute string:

```
[{"providerId": "uk-oceanaX-cm", "aesIP": "10.147.88.x", "cmName": "CM7"}]
```

What is the significance of CM7 in the CSC communication manager list?

- A. It should match the Communication Manager FQDN.
- B. It should match the Communication Manager host name.
- C. It should match the Communication Manager IP address.
- D. It should match the Switch Connection Name in the AES server.

Correct Answer: D



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