



7497X^{Q&As}

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QUESTION 1

A customer is monitoring the Work Assignment (WA) PU log files to troubleshoot an issue with the Avaya Oceana Agent Workspaces and receive the following log messages:

Log File: wa-wae-pu-*.log

```
09-20 11:41:29, 855 [wa-engine-thread ] INFO WaeEventManager ?[.2.0.0.480_1]
```

```
[M:processInboundEvent (ResourceStateEvent) ] [T:].
```

```
Resource state change for ResourceStateEvent
```

```
[triggeringWorkId=00002000521474393284, state=NOT_READY,
```

```
nativeResourceID=6006800,sourceId=e_CM_1, channel=Voice, accountId=6006800, workLimit=1,
```

```
activeWorkCount=0] successfully processed
```

What is the current status of the Agent Workspaces?

- A. NOT_READY
- B. READY
- C. BUSY
- D. CONNECTED

Correct Answer: B

QUESTION 2

Which two steps must be completed before restoring the backup of the Avaya Oceana® solution? (Choose two.)

- A. Uninstall the UCASStoreService, no need to restart the nodes of the Avaya Oceana Cluster 1 to delete the UCASStoreSpace.
- B. Uninstall UCASStoreService, then restart the nodes of the Avaya Oceana Cluster 1 to delete the UCASStoreSpace.
- C. Ensure that the UCASStoreService is installed on the Avaya Oceana Cluster1.
- D. Ensure that the UCASStoreService is not installed on the Avaya Oceana Cluster1.

Correct Answer: BD

QUESTION 3



The AES to CSL SSL connection is successful but CSC disconnects after logging the following line on the CSC PU logs:

```
18/02 14:50:21.436 [CstaProv] DEBUG avaya.khepri.dmcc.CstaProvider - onSetPrivilegesNegResponse()
UNKNOWN_APPLICATION
```

What is causing this problem?

- A. The AES is not equipped with a correct AES license
- B. The AES CTI CSC user and password are incorrect
- C. Avaya Oceana® is not equipped with an Oceana Base license.
- D. The AES Switch Link is down to Communication Manager.

Correct Answer: A

Reference: https://documentation.avaya.com/bundle/troubleshootingAvayaOceana_r3.5/page/Potential_other_reasons_for_CSC_not_connected_to_AES.html

QUESTION 4

A customer is testing Avaya Oceana Voice Call Flow.

From where can the customer see the Context ID for a particular Active call if the customer does not want to enable "Analyze Oceana Log files"?

- A. From SMGR CSC Attribute Information by clicking on Avaya Breeze™, Configuration and CSServices Attributes
- B. From AES DMCC Summary Information by clicking on Status and Control, DMCC Service Status, No. of Associations
- C. From ED Admin Console Instances by clicking Active Instance and then click on the Context Store Cluster Block
- D. From the ED Admin Console by clicking Voice Work Flows get Context ID from opened information pop up

Correct Answer: D

QUESTION 5

Refer to the exhibit. Which statement about the exhibit is true?



Replica Group: AvayaBreeze_3.4

Replica Nodes

4 Items

<input type="checkbox"/>	Replica Node	Host Name	Product	Synchronization Status
<input type="checkbox"/>	hr oceana1	br01.lab.trn.avaya.com	CE	Synchronized
<input type="checkbox"/>	hr oceana1	br02.lab.trn.avaya.com	CE	Synchronized
<input type="checkbox"/>	hr oceana1	br03.lab.trn.avaya.com	CE	Synchronized
<input type="checkbox"/>	hr oceana1	br04.lab.trn.avaya.com	CE	Synchronized

Select: All, None

- A. It displays the Avaya Oceana Breeze™ nodes that are synchronized with Session Manager.
- B. It displays the need for running a DRS replication Service for Avaya Breeze™ nodes.
- C. It displays a successful DRS replication from System Manager to the Avaya Breeze™ nodes.
- D. It displays the need to repair the replication service from System Manager to the Avaya Breeze™ nodes.

Correct Answer: A