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Exam : **3104**

Title : Avaya one-X® UC Soft
Clients Implementation and
Maintenance Exam

Vendors : Avaya

Version : DEMO

NO.1 The Avaya one-X® Client Enablement Services (CES) has the choice of template sizes.

Which factor is used to decide the template size?

- A. Extra feature purchased by the customer
- B. The version of System Platform
- C. The server type
- D. The type of mobile device that is being integrated into Avaya one-X® CES

Answer: C

NO.2 Which two servers are optional with regard to the Restart the CES solution? (Choose two)

- A. Session Manager
- B. LDAP
- C. Communication Manager
- D. Presence

Answer: B,D

NO.3 While at a customer site, an out-of-memory space permanent generation (PermGen) error occurs.

Which troubleshooting steps you perform so that error does not occur again?

- A. Delete the template

Restart Tomcat (log into Communication Manager as admin)

Type: /sbin/service/ reboot.

Install the template

- B. Delete the template

Restart Tomcat (log into the Avaya one-X® CES server as admin)

Type: /sbin/service tomcat restart

Install all template

- C. Delete the template

Restart Tomcat (log into System Manager as admin/su to root)

Type: /sbin/service tomcat reboot

Login to the System Platform Web console

Install the template

- D. Delete the template

Restart Tomcat (log into cdom as admin/su to root)

Type: /sbin/service tomcat restart

Login to the System Platform Web console

Install the template

Answer: D

NO.4 Which Avaya product performs the SIP network routing for Avaya one-X® CES?

- A. Session Manager
- B. Application Enablement Services
- C. Communication Manager
- D. System Manager

Answer: A

NO.5 When setting up the Presence Server in Avaya one-X® CES, you see that the Management Service must be established.

Which IP address is used for the host Management Service?

- A. Session Manager
- B. Communication Manager
- C. System Manager
- D. System Platform

Answer: C

NO.6 To prepare for the installation of the Avaya one-X® CES solution template, a new administrator account was added to the admin security group in the enterprise Directory. When trying to login to the Avaya one-X® CES server, you receive the error message The User name or password you provided not recognized.

Which troubleshooting action should you take do to resolve problem?

- A. Login to the Enterprise Directory and verify the user name.
- B. Login as admin and change the user name in the Avaya one-X® CES server.
- C. Login to the System Manager/User management/Users and synchronize the System manager with the Avaya one-X® CES server.
- D. Login to the System Platform and edit the user name.

Answer: C

NO.7 You are in the process of investigating an error in the General Logging log. You first look at the systemOut.log and you see that the protocol Aspect is enabled.

What is the other General log file you need to check to determine what the problem is?

- A. SNMP log file
- B. SAL log file
- C. Trace.log file
- D. Avaya one-X® CES log file

Answer: C

NO.8 While setting up the interface to Avaya Aura® Conferencing, one of the values is the BCAPI host.

Which IP address is the BCAPI host?

- A. Avaya Web Conferencing
- B. Bridge
- C. Web Portal
- D. Conference Manager

Answer: A

NO.9 After the completion of Avaya one-X® CES solution template, you find that the transcoding service

is unable to connect to the Transcoding Server in the Avaya one-X® CES system, you see that the state is unavailable.

Which troubleshooting steps are needed to resolve problem?

A. Verify that the property values in the Transcoding server is Same as what is stated in the System Manager server.

Determine that the /tmp/transcoding directory is present on the transcoding server

Verify the Host IP address

Restart the Avaya one-X® CES server

B. Ensure the /tmp/transcoding directory is Present on the handset Server

Verify the Host IP address is the same as the loopback IP address

Restart the transcoding Server.

C. Ensure the /tmp/transcoding Server is the same as what is stated on the Avaya one-X CES admin web site.

Determine that the /tmp/transcoding directory is present on the Avaya one-X CES server.

Verify the host IP address is same as the loopback IP address.

D. Update the Avaya one-X CES Transcoding Services value via the Admin page.

Verify that the Host IP address and the loopback IP address are not same.

Restart the Transcoding server.

Answer: A

NO.10 You have a case where the calls to the user gets routed to Avaya one-X® Mobile and voicemail at

the same time. You have verified that the user's desktop telephone is set to Send all calls, however, the Avaya one-X® Mobile device is disabled and the calls are registering as a call entry.

Which statement correctly describes the solution to this problem?

A. Set Avaya one-X® Mobile client to Send all Calls on the mobile device when the Avaya Deskphone is set to Block All Calls.

B. Set Avaya one-X® Mobile client to Block all calls on the mobile device when Avaya Deskphone is set to Block All Calls.

C. Set Avaya one-X® Mobile client to Block all calls on the mobile device when Avaya Deskphone is set to Send All Calls.

D. Set Avaya one-X® Mobile client to Send all calls on the mobile device when Avaya Deskphone is set to Send All Calls.

Answer: C