

# 3313<sup>Q&As</sup>

Avaya Aura Contact Center Maintenance and Troubleshooting Exam

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### QUESTION 1

If web Services Security is enabled, which three issues will you see unless the correct certificates have been imported to relevant machines? (Choose three.)

- A. Certificate warning messages when browsing CCMA
- B. TLS Link between AACC and AES IS disconnected
- C. Avaya Agent Desktop (AAD) does not launch successfully
- D. TLS Link between AACC and CM disconnected

Correct Answer: ABD

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### QUESTION 2

In a SIP environment, which component of the Avaya Aura Contact Center (AACC) performs call signaling?

- A. SIP Proxy Server
- B. SIP Gateway Manager
- C. SIP Computer Telephony Integration (CTI)
- D. SIP Redirect Server

Correct Answer: A

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### QUESTION 3

You want to install the Service Packs on Avaya Aura Contact Center (AACC) co-resident server that contains Contact Center Manager Server (CCMS), Contact Center Manager Administration (CCMA), and Communication Control Toolkit (CCT). You have downloaded the Service Packs from the Avaya website.

How can the Service Packs be installed using the Avaya Update Manager?

- A. Copy all Service Pack files to the folder that was used to install the previous set of Service Packs and then start the Contact Center Patch Manager. The previous folder will be scanned automatically and all new Service Packs will be offered for installation.
- B. Copy all Service Pack files to D:\Avaya\servicePacks and then start the Contact Center Patch Manager. The new Service Packs will be automatically detected and offered for installation.
- C. Browse for the top-level folder that contains all folders where Service Pack files are located, click on install and then click scan for updates to locate all Service Packs. The selected folder and all folders underneath it will be scanned, the new Service Packs will be offered for installation.
- D. Add the folder containing each patch to the patch directory list in the Avaya Update Manager and then click Scan for

updates to locate all Service Packs. The selected folders will be scanned, and the new Service Packs will be offered for installation.

Correct Answer: C

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#### QUESTION 4

You are in the process of troubleshooting the Contact Center License Manager.

You must confirm that the server identified in the Contact Center License Manager Registry key matches the Contact Center License Manager server configured in which utility?

- A. Access and partition Manager
- B. server configuration
- C. Contact center Management
- D. Multimedia Administration Tool

Correct Answer: A

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#### QUESTION 5

nslookup is a Windows operating system tool that can be used to test whether name resolution is functioning properly.

Which three statements regarding the nslookup troubleshooting tool are true? (Choose three.)

- A. nslookup displays the fully-qualified Hostname and IP Address of the Target
- B. Run nslookup from the Windows command line
- C. nslookup displays the server Hostname and IP Address
- D. Run nslookup from Windows > Apps > Services

Correct Answer: BCD

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