

# 7241X<sup>Q&As</sup>

Avaya Equinox Solution with Avaya Aura Collaboration Applications  
Support Exam

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### QUESTION 1

A customer is trying to connect a User using Web Client from a public network. The attempt shows "Connecting" and never goes to Ready Status. While troubleshooting this issue using traceSBC the customer noticed that there are no trace messages in the SBC; however, other users are able to connect to Equinox Solution using their Web Clients.

What can be the problem with user's Web Client?

- A. There is a problem with the SBC B1 physical interface connectivity to network.
- B. There is a problem with the Security Certificate on the user's PC
- C. There is a problem with the user's PC and Chrome Browser Settings
- D. There is a problem with the SBC Reverse Proxy settings for Equinox Clients

Correct Answer: B

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### QUESTION 2

What are the three main components of the Avaya Aura?Multimedia Messaging (AMM) architecture? (Choose three.)

- A. Avaya Equinox Client
- B. Avaya Aura?Multimedia Messaging
- C. Avaya Aura?Core
- D. System Manager
- E. Linux Operating System

Correct Answer: BCD

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### QUESTION 3

A customer has misconfigured the AADS FQDN in the AADS dynamic configuration window and it is recommended to set the AADS server FQDN in the Dynamic Configuration to the correct value.

Which parameter must be updated for AADS Server FQDN?

- A. Set ESMSRVR to the correct FQDN
- B. Set ACSSRVR to the correct FQDN
- C. Set ACSERVER to the correct FQDN
- D. Set ACSSERVR to the correct FQDN

Correct Answer: A

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**QUESTION 4**

A customer can login to Equinox Web Client successfully but they cannot make or receive calls. The customer tried to call one of their Thick Client and received "Failed INTERNAL\_ERROR" on this Web Client. While troubleshooting they find the following error message on the AAMS monitoring active sessions.

ICE Trace [135.60.134.xx:6200 ->136.60.135.xx:3478] ALLOCATE-REQUEST Failed

Which reason is a valid reason for this problem?

- A. SBC is not configured with the right reverse proxy address and port for AAWG
- B. SBC is not configured with the right reverse proxy address and port for AADS
- C. STUN/TURN IP Address has been configured correctly on AAMS Server
- D. STUN/TURN IP Address has been configured incorrectly on AAMS Server

Correct Answer: D

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**QUESTION 5**

Which logging level on AAWG, AMM, and AADS Servers is not recommended to run on the system for long time periods, as it adversely affects system performance and should not be used for diagnostic purposes?

- A. WARNING
- B. FINE
- C. FINEST
- D. INFO

Correct Answer: D

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**QUESTION 6**

A user cannot attach rich media files to Avaya Multimedia Messaging (AMM) conversations. What is causing this problem?

- A. The user has not been entitled for Rich Content in AMM Web GUI > Client Administration > Feature Entitlements
- B. The AMM License for the user is not installed on WebLM and therefore the user cannot user rich media.
- C. The AMM has not been configured to access the WebLM server for the user to use rich media.
- D. The Rich Content plug-in needs to be installed on the User's PC to use the rich media features on AMM.

Correct Answer: B

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**QUESTION 7**

While troubleshooting Avaya Equinox Solution issues from a public network, which component should be debugged first to understand the problem?

- A. Avaya Aura@Communication Manager
- B. Avaya Aura@Web Gateway
- C. Session Border Controller
- D. Session Manager

Correct Answer: D

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**QUESTION 8**

Which log is the most relevant log file recommended for troubleshooting the AMM issues?

- A. AMM\_log.log
- B. AMMSService.log
- C. amm.log
- D. AMM.log

Correct Answer: D

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**QUESTION 9**

A customer has hired a new Level1 engineer to support their Avaya Equinox solution. While troubleshooting an issue with Equinox AAMS, Level1 engineer had locked the Equinox AAMS Server.

What will be the impact of this operation?

- A. Avaya Equinox Thick Clients and Web Clients can login and make or receive calls
- B. Avaya Equinox Thick Clients and Web Clients can login but cannot make or receive calls
- C. Avaya Equinox Thick Clients and Web Clients cannot login
- D. Avaya Equinox Thick Clients can login but Web Clients cannot login

Correct Answer: A

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**QUESTION 10**

Which three communication flows apply to Avaya Equinox Thick Clients? (Choose three.)

- A. Obtains Dynamic Configuration from SMGR

- B. Obtains Dynamic Configuration from AADS
- C. Registers and uses SIP Signaling with ASM
- D. Exchanges multimedia information with AMM via https
- E. Registers and uses SIP Signaling with Communication Manager

Correct Answer: BCD

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#### QUESTION 11

What is the recommendation for AAMS security certificate?

- A. Ensure AAMS has application certificate from SMGR
- B. Ensure AAMS has application certificate from AMM
- C. Ensure AAMS has application certificate from AAWG
- D. Ensure AAMS has application certificate from AADS

Correct Answer: A

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#### QUESTION 12

Which URL is used for AMM to verify the Avaya Equinox Clients messaging configuration profile parameters while troubleshooting the issue?

- A. <https://:8443/aem/resources/>
- B. <https://:8344/amm/resources/>
- C. <https://:8443/ame/resources/>
- D. <https://:8443/aam/resources/>

Correct Answer: A

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#### QUESTION 13

A user reports that they can login (Web Client) successfully but they cannot make or receive calls. While troubleshooting you trace the SBC and find the following trace messages on the SBC:

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HTTP:

/csa/resources/tenants/default/users/opeterson/clients/c54d486ce191

| | |

HTTP:

/csa/resource/tenants/default/users/opeterson/clients/c54d486ce191| |