Question 1

To take a backup of the Intersystem cache database, which application file must run from the Install directory of Omni channel Windows Multimedia Server?

Options:

A- \Avaya\Oceana\Oceana\Backup And Restore\Backup and Restore.exe

B- \Avaya\Oceana\Oceana\Backup And Restore\OmnichannelBackup.exe

C- \Avaya\Oceana\Oceana\Backup And Restore\Backup.exe

D- \Avaya\Oceana\Oceana\Backup And Restore\CacheDatabaseBkp.exe

Answer:

A

Question 2

When a customer wants to perform a backup of the Avaya Oceana solution, which three actions must they take? (Choose three.)

Options:

A- Backup Avaya Control Manager DB.

B- Backup Omni channel Cache DB.

C- Backup Avaya Aura Session Manager.

D- Backup UCA Store Service.

E- Backup Cluster# 1 Snap-in's SVAR files.

Answer:

A, B, D

Question 3

Question Type: MultipleChoice

A customer wants to take a backup of their email, Web chat and SMS interactions. Which Avaya Oceana component must be backed up?

Options:

A- UCM Data Collector Database Backup

B- Omni store DB Database Backup

C- UCA Store Service Database Backup

D- Omni store DB Controller Data Store

Answer:

C

Question 4

Question Type: **MultipleChoice**

Which statement regarding UCA Store Backup is correct?

Options:

A- UCA Store backup can be taken without entering the backup password.

B- UCA Store backup can be run immediately or scheduled later.

C- UCA Store backup is immediately for the Avaya Oceana solution.

D- UCA Store backup can be run immediately and it does not support backup scheduling.

Answer:

B

Question 5

Question Type: **MultipleChoice**

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

Options:

A- Uninstall the UCA Store Service, no need to restart the nodes of the Avaya Oceana Cluster 1 to delete the UCA Store Space.

B- Uninstall UCA Store Service, than restart the nodes of the Avaya Oceana Cluster I to delete the UCA Store Space.

C- Ensure that the UCA Store Service is installed on the Avaya Oceana Cluster 1.

D- Ensure that the UCA Store Service is not installed on the Avaya Oceana Cluster 1.

Answer:

B, D

Question 6

Question Type: **MultipleChoice**

To perform the restore of the Intersystem cache database, which application file must run from the Install directory of the Omni channel Windows Multimedia Server?

Options:

A- \Avaya\Oceana\Oceana\Backup And Restore\BackupAndRestore.exe

B- \Avaya\Oceana\Oceana\Backup And Restore\CacheDatabaseRestore.exe

C- \Avaya\Oceana\Oceana\Backup And Restore\Restore.exe

D- \Avaya\Oceana\Oceana\Backup And Restore\OmnichannelRestore.exe

Answer:

A

Question 7

Question Type: MultipleChoice

A customer has performed the backup operation for Avaya Oceana solution.

Where can you see the backup of UCA Store service that has been completed 100%?

Options:

A- In the System Manager on the Server Administration under Backup and Restore Job Status

B- In the System Manager on the Cluster Administration under Backup and Restore Job Status

C- In the System Manager on the Avaya Breeze

D- In the System Manager on the Server Management

Answer:

A

Question 8

Which credentials does Avaya Oceana Workspaces use for Agent login?

Options:

A- Avaya Breeze Authorization Service and Avaya Control Manager Agent username and password

B- Avaya Breeze Authorization Service and Avaya Communication Manager Agent username and password

C- Avaya Breeze Authorization Service and Avaya Communication Manager extension and password

D- Avaya Breeze Authorization Service and LDAP as Authentication Authority

Answer:

A

Question 9

A customer reports that Avaya Oceana Workspace agents are not able to connect, and they want to troubleshoot Unified Agent Controller (UAC).

Which log will show more relevant logs for UAC?

Options:

A- /var/log/Avaya/dcm/pu/UnlfiedAgentController/ua-bpm-pu.log

B- /var/log/Avaya/services/UCAStoreService/UCAStoteServlce.log

C- /var/log/Avaya/dcm/pu/CSCService/CSCService.log

D- /var/log/Avaya/servlces/ContactCentefService/ContactCenterService.log

Answer:

B

Question 10

Question Type: MultipleChoice

Unified Agent Controller (UAC) gets the status of the agent stations and Interactions data from which Avaya Oceana core component?

Options:

A- Unified Collaboration Administration (UCA)

B- Call Server Connector (CSC)

C- Unified Collaboration Model (UCM)

D- Engagement Designer (ED)

Answer:

A

Question 11

Question Type: **MultipleChoice**

If not using Security Assertion Markup Language (SAML) authentication in the deployed solution which statement regarding the Avaya Oceana Agent/Supervisor Login is correct?

Options:

A- Avaya Oceana Workspaces relies on CM for authentication and authorization.

B- Avaya Oceana Workspaces does not require UAC authorization while logging in.

C- Avaya Oceana Workspaces requires LDAP Authentication while logging in.

D- Avaya Oceana Workspaces does not require LDAP Authentication while logging in.

Answer:

A

Question 12

Question Type: **MultipleChoice**

A customer is unable to login to Agent Workspaces, and the administrator finds the following error messages in the log files.

2018-04-19 06:04:45,386 [WebContainer : 4] AuthorizationService ERROR -- AuthorizationService-3.4.0.0.340003 -- 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.handleAuthenticationSystemException(LdapDAOClientImpl.ja

What is causing these error messages?

Options:

A- An LDAP connection issue was caused due to an incorrect LDAP parameter.

B- The session timed out due to a browser issue.

C- The Multimedia Cache database is unable to connect.

D- SMGR is not authorizing Agent to login.

Answer:

D