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Avaya OceanaSM Solution Support Exam

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Question: 1

When describing the Avaya Oceana Monitor, which cluster will have a monitoring snap-in installed that will create a web socket subscription service to feed statistics?

- A. Each cluster
- B. Common Component cluster
- C. UAC cluster
- D. OCP cluster

Answer: C

Question: 2

Which statement correctly describes the Avaya Oceana Monitor?

- A. It provides a single location to view the status of Cluster1 components.
- B. It provides a single location to view the status of each supported Oceana component.
- C. It provides a single location to view the status of the UAC Oceana component.
- D. It provides a single location to view the status of the UCM Oceana component.

Answer: D

Question: 3

After the new implementation has been performed by the Avaya Business Partner, a customer is trying to login to their Agents Workspaces. While the agent is trying to login, the engineer finds the following error messages:

```
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.handleAuthenticat
ionSystemException(LdapDAOClientImpl.java:116)
```

Which Avaya Oceana® snap-in log file contains these log messages?

- A. cd /var/log/Avaya/dcm/pu/UnifiedAgentController and tail -f ua-ucm pu-1.log
- B. cd /var/log/Avaya/dcm/pu/AuthorizationService/ and tail -f AuthorizationService.log
- C. cd /var/log/Avaya/dcm/pu/UnifiedAgentController and tail -f ua-bpm-pu-1.log
- D. cd /var/log/Avaya/services/AuthorizationService/ and tail -f AuthorizationService.log

Answer: A

Question: 4

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.handleAuthenticat  
ionSystemException(LdapDAOClientImpl.java:116)
```

What is causing these error messages?

- 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

Question: 5

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

- 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: 6

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

- A. Unified Collaboration Administration (UCA)
- B. Call Server Connector (CSC)
- C. Unified Collaboration Model (UCM)
- D. Engagement Designer (ED)

Answer: A

Explanation:

Reference: <https://downloads.avaya.com/css/P8/documents/101045022>

Question: 7

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?

- A. /var/log/Avaya/dcm/pu/UnifiedAgentController/ua-bpm-pu.log
- B. /var/log/Avaya/services/UCASStoreService/UCASStoreService.log
- C. /var/log/Avaya/dcm/pu/CSCService/CSCService.log
- D. /var/log/Avaya/services/ContactCenterService/ContactCenterService.log

Answer: B

Question: 8

Which credentials does Avaya Oceana Workspaces use for Agent login?

- 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

Explanation:

Reference: <https://downloads.avaya.com/css/P8/documents/101045186>

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