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## Q&A

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**Exam : 74970X**

**Title : Avaya Oceana™ Solution  
Support Exam**

**Version : DEMO**

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**

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**

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.Idap.LdapDAOClientImpl.handleAuthenticati
onSystemException(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**

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.Idap.LdapDAOClientImpl.handleAuthenticati
onSystemException(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**

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

**Answer: A**