

# 3203<sup>Q&As</sup>

Avaya Aura Messaging Implementation and Maintenance Exam

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### QUESTION 1

You are using the server console to install System Platform software on an Avaya Aura Messaging server. You have turned on the server. Inserted the DVD software into the DVD drive, and the Avaya screen is displayed. Allot about 30 seconds the system displays a \\waiting for Telnet connection-message and the installation process halts. Which process will allow you to continue using the server console to complete the installation?

- A. Eject the DVD from the server and verify you have the correct software.
- B. Insert the System Platform DVD again and wait three minutes for the installation to continue.
- C. Reset the server to restart the installation. Within 30 seconds of the system displaying the Avaya screen, press Enter or type "vspmediacheck" to verify the image on the DVD is not corrupt.
- D. Disable Telnet services by entering the command "disable telnet" then reset the server.
- E. The server console cannot be used for installation of System Platform software. You must establish a Telnet/SSH session from your laptop to continue the installation.

Correct Answer: C

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### QUESTION 2

While configuring Avaya Aura Messaging 6.x for SIP Integration, we can provide a list of servers with which it can integrate. When the Messaging Server places an outgoing call, which server in the list would it use to send the call?

- A. the first Trusted Host server
- B. the same server which received the incoming request
- C. the first server that accepts the connection in the order listed on the Telephony integration screen
- D. The Server to which messaging has the shortest route

Correct Answer: C

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### QUESTION 3

In which screen would you look to see which Communication Manager, System Platform and Avaya Aura Messaging (AAM) service packs are currently available and active on the messaging system?

- A. Open the System Management Interface and navigate to Messaging Administration > Server Maintenance > Server Configuration > Display Server configuration.
- B. Open the System Management Interface and navigate to MessagingAdministration > Messaging>Reports > System Evaluation.
- C. Open the cdom and navigate to ServerManagement PatchManagement > Manage.
- D. Open the cdom and navigate to ServerManagement >System Configuration.

Correct Answer: C

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#### QUESTION 4

You are completing the installation tasks for an Avaya Aura Messaging server and are ready to install the Messaging software. Prior to loading the software, which three steps must be completed before proceeding? (Choose three)

- A. System Platform software has been loaded with the latest approved patches and service packs
- B. Planning forms for installing Messaging have been printed and are available.
- C. The Messaging service is running on the Application server.
- D. "Pop-ups" are enabled in your Web Browser.
- E. A trusted server has been created in the Storage server.

Correct Answer: ABD

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#### QUESTION 5

You are performing an installation which includes three application servers and one storage server. You complete the administration of one application server to include integration with the telephony server. You then backup the application server. To save time; you restore this backup to the remaining two application servers. After completing the installation, you notice that only the first application server is receiving calls. The System Status (Application/AxC) page shows the AxC status as online for each application server and the Voice Messaging Application on each is running. Why is only the first server receiving calls?

- A. You did not cluster the application servers.
- B. The license files on the non-answering servers are incorrect.
- C. You still need to add trusted servers (on the storage server) for the remaining two application servers.
- D. You must complete the telephony integration for the remaining two application servers because this data is not included in the backup.

Correct Answer: D

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#### QUESTION 6

Which service will be used to retrieve the voicemail messages from Microsoft Exchange when Exchange is used as the message store?

- A. Auto Discovery Service
- B. Exchange Web Services
- C. IMAP
- D. MAPI

Correct Answer: B

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#### QUESTION 7

An Aura Messaging system has been reloaded and had a restore performed on it. Everything is working correctly except that users are having problems sending messages to voicemail boxes on remote voicemail machines. What is causing the problem?

- A. The technician performing the restore did not manually request updates from the remote machines.
- B. The remote subscriber information was not backed up prior to the reload.
- C. The Aura Messaging system is not plugged into the customers LAN.
- D. The FQDN of the remote machine was changed so messages cannot be delivered.

Correct Answer: A

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#### QUESTION 8

What are two ways to delete a user from Avaya Aura Messaging 6.1 system? (Choose two.)

- A. In the User Report screen, enter the user's mailbox number in the Identifier field then the Delete button.
- B. In the User Management screen, enter the user's mailbox number in the Identifier field the Edit button; then select the Delete button.
- C. In the Users > Reports screen, select the respective row that has the user mailbox and Delete button on that row.
- D. In the Users > Reports screen, select the user's mailbox number link and then select the button in the next screen.

Correct Answer: BD

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#### QUESTION 9

On which component is the WebLM server software installed on an Avaya Aura Messaging server?

- A. System Domain (Dom0) of the System Platform host
- B. Console Domain (cdom) of the System Platform host
- C. Messaging Template System Management Interface (SMI)
- D. WebLM is not installed on the server hardware; it is a separate server in the customer's network

Correct Answer: B

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#### QUESTION 10

Which types of servers can be used for storing messages addressed to users in Avaya Aura Messaging Rls.6.1?

- A. Avaya Message Storage only
- B. Avaya Message Storage or Microsoft Exchange
- C. Avaya Message Store, Microsoft Exchange or Lotus Domino
- D. Avaya Message Store, Microsoft Exchange or Lotus Zimbra

Correct Answer: D

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#### QUESTION 11

A user cannot access the mailbox. The Avaya Aura Messaging 6.1 system indicates that "You have exceeded the number of password attempts allowed and you no longer have access to your mailbox. Please contact your system administrator". What are the two ways you can resolve this issue? (Choose two.)

- A. Look at the "Locked Out Users" report, select the user's mailbox number and uncheck the "Locked out from voice messaging" checkbox in the subsequent screen then select the Save button.
- B. Look at the User Management screen, enter the user's mailbox number in the Identifier field and select the Edit button. In the subsequent screen, uncheck the "Locked out from voice messaging" checkbox then select the Save button.
- C. Look at the User Management screen, enter the user's mailbox number in the Identifier field, and select the Edit button. In the subsequent screen, enter a new password for the user then select the Save button. Notify the user of the new password.
- D. In the System Policies screen, increase the number in the "Lock out users after" field.

Correct Answer: AB

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#### QUESTION 12

You have installed an Avaya Aura Messaging system and the customer wants you to create a user login for administrative purposes to include restoring data and rebooting the server as necessary, but they do not want this login to have permission to install or upgrade software. How would you accomplish this?

- A. Create a new login in Console Domain Network Configuration (cdom) under User Management use the "copy login checkbox" and choose from the drop down menu the dadmin login.
- B. Create a login using the Customer Non-Super User Profile and add the necessary permission for restore and reboot operations from the Web Access Mask screen.
- C. Create a login in System Domain (Domain-0) Web page using custom profile and administer permissions as required.
- D. Create a login in the Messaging System under System Policies and add the necessary permission for restore and reboot operations in the policy.

Correct Answer: B

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### QUESTION 13

You are attempting to load the Aura Messaging template from within System Platform but it is falling ill due to an "Insufficient resources to install this template- error. What would cause this error?

- A. The RAID array is corrupt and should be rebuilt using the RAID tool.
- B. The server on which you are attempting to install the template has a failed hard drive which needs to be replaced.
- C. The wrong template is being used or the server type.
- D. An incorrect version of System Platform has been installed.

Correct Answer: C

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### QUESTION 14

A customer has purchased an Avaya High Capacity Storage Server to be used with their deployment of Avaya Aura Messaging. Which template is required to be used on this server?

- A. Msg\_Standard.ovf
- B. Msg\_4x146GB\_HDD.ovf
- C. Msg\_HighAvailability.ovf
- D. Msg\_HighCapacity.ovf
- E. Msg\_5x200GB\_HDD.ovf

Correct Answer: B

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### QUESTION 15

A user with an Avaya Aura Messaging mailbox on a Zimbra server does not receive voice mails deliver to the Zimbra mailbox even though the user's colleagues have been leaving messages. Other users with Zimbra mailboxes are receiving their voice mails. The other users who are receiving their voicemails are on a different Zimbra mailbox server even though the Zimbra LDAP server is the same for all users. What is the first step you would use to diagnose the problem?

- A. Check the SMTP Connection diagnostic from the Messaging SMI.
- B. Check the active alarm log.
- C. Re-administer the Zimbra server.
- D. Send an email message to the user's Zimbra e-mail address.

Correct Answer: A