

## Avaya.78202T.v2025-12-14.q94

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### NEW QUESTION: 1

Select the two valid methods for sending voicemails to email using Voicemail Pro:

- A. SNMP and MAPI
- B. TAPI and SMTP
- C. SMTP and MAPI
- D. TAPI and Outlook
- E. Outlook and SNMP

**Answer: A,C ([LEAVE A REPLY](#))**

### NEW QUESTION: 2

By adding a 4-port expansion card to the Avaya IP Office™ 500V2, how many expansion units can the Avaya IP Office™ support in total?

- A. 14
- B. 12
- C. 10
- D. 8

**Answer: ([SHOW ANSWER](#))**

By adding a 4-port expansion card to the Avaya IP Office™ 500V2, the system can support a maximum of 14 expansion units in total. The IP Office 500V2 supports a flexible expansion configuration, and this card allows for additional ports to connect more devices, such as phones or trunk lines.

### NEW QUESTION: 3

In which application can Debug level be set to Verbose to generate log files for troubleshooting?

- A. Voicemail Pro
- B. one-X Portal for IP Office
- C. Avaya Equinox Client

D. Media Manager

**Answer: A ([LEAVE A REPLY](#))**

**NEW QUESTION: 4**

When creating a Short Code for connecting to a start point in Voicemail Pro modules, which Short Code feature should be utilized?

- A. Voicemail On
- B. Voicemail Collect
- C. Voicemail Call
- D. Voicemail Off

**Answer: ([SHOW ANSWER](#))**

**NEW QUESTION: 5**

Given an IP Phone that is not working, which of the following is an example of "Top-Down Troubleshooting"?

- A. Validate that the gateway IP address is present in the IP Phone configuration.
- B. Attempt to ping the IP Phone and make a call if the ping is successful.
- C. Replace the patch cord of the IP Phone, and if it boots up, make a call.
- D. Check for an indicator light where the IP Phone is connected and listen for a dial tone.

**Answer: ([SHOW ANSWER](#))**

Reference: [https://downloads.avaya.com/elmodocs2/ip\\_phones/r2\\_0/233507\\_2/lanad052.html](https://downloads.avaya.com/elmodocs2/ip_phones/r2_0/233507_2/lanad052.html)

**NEW QUESTION: 6**

If no Music-on-Hold source is selected, what will a caller hear when a user places them on hold, and how can this behavior be customized?

- A. A caller will hear silence, which can be customized to play a pre-recorded message or a periodic tone by configuring the Music-on-Hold source.
- B. A caller will hear a double bleep tone, which cannot be customized as it is a default system behavior.
- C. A caller will hear ringing, which can be customized to play music or a pre-recorded message by configuring the Music-on-Hold source.
- D. A caller will hear an automated voice saying "Please Hold", which can be customized to play a different message by configuring the Music-on-Hold source.

**Answer: B ([LEAVE A REPLY](#))**

Reference: <https://downloads.avaya.com/css/P8/documents/100119917>

**NEW QUESTION: 7**

Which method is NOT recommended to avoid corruption of the data on the SD card when removing the SD card from the IP Office?

- A. Dial the shutdown short code to shut down the card before removing the SD card.
- B. Use the Manager application to shut down the card before removing the SD card.

- C. Use System Monitor to shut down the card before removing the SD card.
- D. Pull out the card. Special shutdown is not required.

**Answer:** ([SHOW ANSWER](#))

Reference: <https://www.manualslib.com/manual/824589/Avaya-Ip-Office-Essential-Edition.html?page=92>

#### **NEW QUESTION: 8**

When monitoring the IP Office system using the System Status Application (SSA), which of the following information is NOT displayed by default?

- A. The current time and date of the IP Office system.
- B. The software version and patch level of the IP Office system.
- C. The CPU and memory utilization of the IP Office system.
- D. The number of active calls and the call status on the IP Office system.

**Answer:** C ([LEAVE A REPLY](#))

Reference: <https://downloads.avaya.com/css/P8/documents/100073350> Page: 12

#### **NEW QUESTION: 9**

A customer reports a delay of 5 seconds in receiving calls over analog trunks on the target phone. What could be the cause of this problem?

- A. Improper configuration of the system Locale.
- B. High level is set on Incoming Call Route.
- C. Ring delay is not configured on system telephony settings.
- D. IP Office is not receiving the ICLID from PSTN.

**Answer:** D ([LEAVE A REPLY](#))

Reference: [https://downloads.avaya.com/elmodocs2/ip\\_office/R3.1/maintenance.pdf](https://downloads.avaya.com/elmodocs2/ip_office/R3.1/maintenance.pdf)

#### **NEW QUESTION: 10**

Which three statements about Avaya IP Office™ Server Edition (non-Select) are true? (Choose three.)

- A. It can be upgraded to the Select version.
- B. It is a software-based solution.
- C. It requires a primary and secondary server.
- D. It can be expanded to support 2,000 users in non-Select.
- E. It must have an Avaya IP Office™ 500V2 Gateway to support SIP trunks.

**Answer:** A,B,D ([LEAVE A REPLY](#))

It can be upgraded to the Select version: The Avaya IP Office™ Server Edition (non-Select) can be upgraded to the Select version, offering additional features and scalability options.

It is a software-based solution: The Server Edition is a software-based solution that runs on a server platform, as opposed to hardware-based systems.

It can be expanded to support 2,000 users in non-Select: The non-Select version of the Server Edition can support up to 2,000 users, making it suitable for medium to large deployments.

**NEW QUESTION: 11**

When upgrading from a release pre-11.1 to 11.1 or later, which Avaya IP Office™ platform is not affected by the change from CentOS6 to CentOS7?

- A. PC based Avaya IP Office™ servers
- B. Avaya IP Office™ 500V2 control unit
- C. UCM
- D. Virtualized Avaya IP Office™ servers

**Answer:** ([SHOW ANSWER](#))

The Avaya IP Office™ 500V2 control unit is not affected by the change from CentOS6 to CentOS7 when upgrading from a release prior to 11.1 to 11.1 or later. The CentOS6 to CentOS7 transition applies to the software-based solutions, like Virtualized Avaya IP Office™ servers or UCM, but the hardware-based Avaya IP Office™ 500V2 control unit is not impacted by this change.

**NEW QUESTION: 12**

What is the approach for updating the voice prompts on the Embedded Voicemail?

- A. Leveraging the External File Management feature in the System Status Application
- B. Adopting the Embedded Monitoring Management tool
- C. Using the Embedded File Management option in the Manager Application
- D. Utilizing the Voice Wizard capability in the Manager Application

**Answer:** C ([LEAVE A REPLY](#))

**NEW QUESTION: 13**

When you erase security settings and set them back to default, which three passwords will you be prompted to change?

- A. Administrator Password
- B. Security Password
- C. User Password
- D. System Password
- E. Voicemail Pro Password

**Answer:** A,B,D ([LEAVE A REPLY](#))

Administrator Password: This is the password used to access the administrative functions of the system.

Security Password: This password is used for security-related settings within the system.

System Password: This password is required to access and manage the system's configuration.

**NEW QUESTION: 14**

A customer wants to ensure that a warning message is heard by the participants of the call when call recording is enabled.

To enable this warning message, which setting needs to be set?

- A.** Edit the applicable user on either the Manager Application or the Web Manager, and enable 'Play advice on Call Recording' on the Voice Recording tab.
- B.** From the Web Manager, go to Applications > Media Manager and enable 'Play advice on Call Recording'.
- C.** In the Manager application, go to the system settings and enable "Play advice on Call Recording" on the Voicemail tab.
- D.** From the Voicemail Pro Client go to Administration > Preferences > General and enable Play advice on Call Recording' on the General tab

**Answer: A (LEAVE A REPLY)**

To ensure that a warning message is heard by participants when call recording is enabled, you need to edit the applicable user either in the Manager Application or Web Manager. On the Voice Recording tab, enable the option "Play advice on Call Recording". This setting ensures that a warning message is played to the call participants when recording starts.

#### **NEW QUESTION: 15**

Which method can be used to add new users to a Server Edition in Select mode?

- A.** LMS
- B.** LDAP
- C.** Outlook Plugin
- D.** Duplicate User

**Answer: B (LEAVE A REPLY)**

The LDAP (Lightweight Directory Access Protocol) method can be used to add new users to a Server Edition in Select mode. LDAP integration allows for user information to be automatically imported from an existing directory service, such as Microsoft Active Directory, streamlining the user creation process.

#### **NEW QUESTION: 16**

A customer asks you to create a Hunt group on an existing Avaya IP Office™ 500V2 system for the main incoming number. The group will have four members, and an incoming call will ring for all members at once. They should also get a visual indication that a call is waiting.

Which Ring Mode should be selected?

- A.** Collective Call Waiting
- B.** Sequential
- C.** Collective
- D.** Rotary Call waiting

**Answer: (SHOW ANSWER)**

The Collective ring mode should be selected when you want all members of the hunt group to ring simultaneously. This allows all four members to receive the incoming call at once. Additionally, a visual indication (such as a call waiting light) will be provided to notify members when a call is waiting, which is a feature supported by the Collective ring mode.

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**NEW QUESTION: 17**

If calls into IP500 V2 are not ringing to the expected user, which statement accurately describes how to validate call routing?

- A. Use Customer Call Status (CCS) to see the user to which the call is ringing.
- B. Capture a System Monitor trace and escalate to Avaya for analysis.
- C. Use the System Status Application (SSA) to see the user to which the call is ringing.
- D. Wait until the system is idle and place test calls to listen to the ringing phone.

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 18**

When using the System Status Application for troubleshooting, which two options can be utilized for gathering data? (Choose two.)

- A. Development Tracing and Resource View
- B. Resource View and Selective View
- C. Continuous Log and Snapshot Only
- D. Snapshot Only and Development Tracing
- E. Continuous Log and Development Tracing

**Answer:** C,E ([LEAVE A REPLY](#))

Reference: <https://downloads.avaya.com/css/P8/documents/100150298> Page: 14-15

**NEW QUESTION: 19**

A customer reports that after they rebooted the IP Office, some users are not receiving calls as they did before.

Which two tools can you use to identify the last system changes made?

- A. Web-Manager
- B. Monitor
- C. Manager
- D. System Status Application

**Answer:** C,D ([LEAVE A REPLY](#))

Reference: <https://downloads.avaya.com/css/P8/documents/100175142> Page: 26

**NEW QUESTION: 20**

Which Avaya IP Office™ 500V2 base module supports both Analogue and Digital telephony?

- A. Base Carrier Module
- B. Combination Module
- C. TCM8 Module
- D. VCM Module

**Answer: (SHOW ANSWER)**

The Combination Module for the Avaya IP Office™ 500V2 base module supports both Analogue and Digital telephony. It combines multiple telephony interfaces into a single module, offering flexibility to connect both analogue and digital devices to the system.

### NEW QUESTION: 21

A customer wants to use the Avaya IP Office™ server to allocate IP addresses to phones that are connected to the subnet that LAN2 is connected to.

To meet the customer's requirement, what needs to be configured?

- A. Enable the SNTP server on LAN2.
- B. Enable NAT on LAN 2.
- C. Set the DHCP Mode for LAN2 to Client.
- D. Set the DHCP Mode for LAN2 to Server.

**Answer: D (LEAVE A REPLY)**

To allow the Avaya IP Office™ server to allocate IP addresses to phones connected to the subnet that LAN2 is connected to, the DHCP Mode for LAN2 needs to be set to Server. This configuration allows the server to provide IP addresses to the devices connected to LAN2, such as the IP phones, enabling proper network communication.

### NEW QUESTION: 22

Refer to the exhibit.

The screenshot shows the configuration for a SIP Line (Line Number 9) in the Avaya IP Office. The 'Session Timers' section is expanded, showing 'Refresh Method' set to 'Auto' and 'Timer (seconds)' set to 'On Demand'. The 'Forwarding and Twinning' section shows 'Send Caller ID' set to 'None'. The 'Redirect and Transfer' section shows 'Incoming Supervised REFER' and 'Outgoing Supervised REFER' both set to 'Auto'. A large red 'AVAYA' watermark is overlaid on the image.

Suppose you have configured enough SIP channels to carry the expected communications load, but some users report that they cannot call out, and callers cannot get through.

Given the exhibit, which configuration setting is responsible for the problem?

- A. Caller ID is not passed by some carriers.
- B. The timer should be set to 2 minutes.

- C. Calls are being referred incorrectly.
- D. The system is misconfigured to ignore refresh messages.

**Answer: A ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 23**

You have changed the default port numbers for UDP, TCP and TLS in the Avaya IP Office™ to support a SIP Remote Worker.

On which two additional items do you need to change the port numbers as well? (Choose two.)

- A. Manager PC
- B. Network topology
- C. Internet Router/Firewall
- D. Client device

**Answer: C,D ([LEAVE A REPLY](#))**

Internet Router/Firewall: The ports on the router/firewall need to be updated to allow traffic through the new port numbers for SIP communication.

Client device: The client device (such as a SIP phone or softphone) also needs to be configured to use the new port numbers for communication with the Avaya IP Office™ system.

#### **NEW QUESTION: 24**

Where should the firmware files (.bin) for an IP telephone be placed on the system SD card?

- A. /temp
- B. /dynamic
- C. /primary
- D. /backup
- E. /vmail

**Answer: ([SHOW ANSWER](#))**

#### **NEW QUESTION: 25**

To grant a user access to the SSA tool for advanced system monitoring and troubleshooting, which specific security rights group must the user be a member of?

- A. System Status group
- B. Admin System group
- C. Installation group
- D. Maint Admin group

**Answer: A ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 26**

What is the reason for starting the expansion modules before powering up the control unit, as recommended by Avaya?

- A. It is simpler to start with the expansion unit at the top and then work your way down.
- B. All expansion units must be powered for the control unit to detect them.

C. The control unit may not always detect the expansion units if powered up last.

D. The expansion units require more time to power up than the control unit.

**Answer: B (LEAVE A REPLY)**

Reference:

[https://downloads.avaya.com/elmodocs2/ip\\_office/R4.2/Newissuesept08/eng/ip\\_office\\_installation.pdf](https://downloads.avaya.com/elmodocs2/ip_office/R4.2/Newissuesept08/eng/ip_office_installation.pdf)

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### **NEW QUESTION: 27**

If the in-use trunk is out of service, a customer needs to ensure that outgoing calls can use a secondary route.

How would this be achieved?

A. by setting an Out of Service trunk on the primary trunk

B. by enabling the In Service option and add the primary ARS in the In Service Route on the secondary ARS

C. by setting the Time Profile with a business hours profile, and adding a secondary ARS in the Out of Hours Route on the primary ARS

D. by enabling the In Service option and add a secondary ARS in the Out of Service Route on the primary ARS

**Answer: D (LEAVE A REPLY)**

To ensure that outgoing calls can use a secondary route if the primary trunk is out of service, the In Service option should be enabled. You would then add a secondary ARS (Automatic Route Selection) in the Out of Service Route on the primary ARS. This ensures that if the primary trunk becomes unavailable, the secondary route will be used for outgoing calls.

### **NEW QUESTION: 28**

Which two requirements are necessary for a Small Community Network (SCN) with Distributed Voicemail? (Select two.)

A. Installation of IIS on all Voicemail Pro servers

B. Support for Port 80

C. Local Host file

D. Preferred Edition Licenses on all IP Office systems

E. SMTP communication unblocked between Voicemail servers

**Answer: B,E (LEAVE A REPLY)**

Reference: <https://downloads.avaya.com/css/P8/documents/100174760> Page: 133 to 140

### **NEW QUESTION: 29**

When you connect to the Avaya IP Office™ using System Monitor, the time, date, and IP address of the system you are connected to is displayed.

Which additional key piece of information is displayed?

A. the date of the last system upgrade

B. the last time any changes were made to the system

- C. the time the system has been up since the last reboot
- D. the name of the last user to connect to the system using System Monitor

**Answer:** ([SHOW ANSWER](#))

When you connect to the Avaya IP Office™ using System Monitor, it displays several key pieces of information, including the time, date, and IP address of the system. Additionally, it shows the time the system has been up since the last reboot, providing insight into the system's uptime.

#### **NEW QUESTION: 30**

What is the potential problem that can be mitigated by implementing a properly configured multi-site SCN solution?

- A. Compromised call encryption
- B. Blocked ACD routes
- C. Overlapping dial plans
- D. Oversubscribed VMPro ports

**Answer:** C ([LEAVE A REPLY](#))

#### **NEW QUESTION: 31**

Which Configuration tile within the Configuration Wizard, must be populated first, before any other tiles can be seen?

- A. Users
- B. Status
- C. Ignite
- D. System

**Answer:** D ([LEAVE A REPLY](#))

Within the Configuration Wizard, the System tile must be populated first before any other tiles can be seen. This step involves configuring the system settings, which are required as a foundational setup before proceeding with other configurations such as users, voicemail, or telephony settings.

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#### **NEW QUESTION: 32**

System Alarms can be viewed in two applications, but only one of them can generate alarm notification via email.

Which application can send an email notification for an alarm?

- A. Monitor Application
- B. Web Manager Application
- C. Manager Application
- D. System Status Application

Answer: ([SHOW ANSWER](#))

**NEW QUESTION: 33**

What is the exact default short code used to toggle the modem function on the analog trunk card, which can be modified for custom requirements?

- A. 9000
- B. \*9000#
- C. #9000\*
- D. #9000#

Answer: ([SHOW ANSWER](#))

**NEW QUESTION: 34**

A customer wants all users to import their Outlook contacts into their one-X Portal personal directories.

What is the recommended way for users to achieve this?

- A. Add each Outlook contact individually to the personal directory.
- B. Copy and paste all contacts from Outlook into the personal directory.
- C. Use a .csv format to import the Outlook contacts.
- D. Notify the customer that this is not a recommended practice.

Answer: C ([LEAVE A REPLY](#))

**NEW QUESTION: 35**

A remote worker using Avaya Windows Communicator visits the office headquarters where IP Office and one-X® Portal are located.

Which two technologies can enable the worker to re-register locally? (Select two.)

- A. Session Border Controller
- B. Wi-Fi calling
- C. Split-brain DNS
- D. Port Address Translation (PAT)
- E. Extensible Messaging and Presence Protocol (XMPP)

Answer: B,C ([LEAVE A REPLY](#))

Reference: <https://downloads.avaya.com/css/P8/documents/100175092> Page: 40

**NEW QUESTION: 36**

Which tool or application can be used to collect diagnostic information and logs for escalating technical issues to Avaya support?

- A. Avaya IP Office Manager

- B. WebLM License Manager
- C. System Status Application (SSA)
- D. Avaya Diagnostic Server (ADS)

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 37**

The Avaya IP Office™ 500V2 can have a maximum of two Combination Cards installed at the same time.

What are the two versions of Avaya IP Office™ Combination Cards that are available? (Choose two.)

- A. PRI Trunk Version: 6 DS, 2 POTS, 4 PRI, and 10 VCM
- B. Analog Trunk Version: 6 DS, 2 POTS, 4 Analog trunks, and 10 VCM
- C. SIP Trunk Version: 6 DS, 2 POTS, 4 SIP trunks, and 10 VCM
- D. E&M Trunk Version: 6 DS, 2 POTS, 4 E&M, and 10 VCM
- E. BRI Trunk Version: 6 DS, 2 POTS, 4 BRI, and 10 VCM

**Answer:** ([SHOW ANSWER](#))

The Avaya IP Office™ 500V2 supports two versions of the Combination Cards:

The Analog Trunk Version provides support for 6 DS, 2 POTS, 4 Analog trunks, and 10 VCM channels.

The BRI Trunk Version offers 6 DS, 2 POTS, 4 BRI trunks, and 10 VCM channels.

These two versions allow for various types of trunk configurations for connecting the system to external networks.

**NEW QUESTION: 38**

Using the Upgrade selection from Manager, File-Advanced-Upgrade, assuming all passwords have been set, and all security settings are left at the default values, which account is required when upgrading Avaya IP Office™ 500V2?

- A. Manager
- B. Security
- C. Administrator
- D. System

**Answer:** C ([LEAVE A REPLY](#))

When upgrading Avaya IP Office™ 500V2, the required account is the Administrator account. This account has the necessary permissions to perform system upgrades, manage configurations, and access all system settings required during the upgrade process.

**NEW QUESTION: 39**

What is the purpose of the "SMTP Authentication" setting in the email configuration of Avaya IP Office?

- A. It requires login credentials to be entered for email communication between IP Office and the SMTP server.

- B. It disables email communication between IP Office and the SMTP server.
- C. It enables email communication between IP Office and the SMTP server without requiring login credentials.
- D. It encrypts email communication between IP Office and the SMTP server using SSL/TLS.

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 40**

You have purchased a pre-configured Avaya Application Server, which includes Voicemail Pro and one-X® Portal applications. You need to verify if both applications are running.

Which application should you use, and what steps would you take to confirm the status of the applications?

- A. Web Manager Application, navigate to the System Status > Applications menu and check for the status of Voicemail Pro and one-X® Portal.
- B. Monitor Application, check the status of the applications on the home screen dashboard.
- C. Manager Application, navigate to the Server > Applications menu and check the status of Voicemail Pro and one-X® Portal.
- D. Application Server, log in and run a command to check the status of the applications.

**Answer:** ([SHOW ANSWER](#))

Reference: <https://downloads.avaya.com/css/P8/documents/100173993>

#### **NEW QUESTION: 41**

Which two applications can invoke Secure Digital (SD) card commands?

- A. IP Office System Monitor
- B. Avaya Control Manager
- C. IP Office Manager
- D. Avaya Aura® System Manager
- E. IP Office Web Manager

**Answer:** A,C ([LEAVE A REPLY](#))

#### **NEW QUESTION: 42**

If ContactStore is running on a separate server from Voicemail Pro, a registry key must be set in the ContactStore server.

What is the exact purpose of this registry key, which poses potential security risks if not set correctly?

- A. It tells ContactStore the exact location of the folder shared with Voicemail Pro for reliable communication.
- B. It stores the ContactStore License in the server running ContactStore for auditing purposes.
- C. It provides read/write access to browser users for easy management.
- D. It registers ContactStore with IP Office for seamless integration.

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 43**

Time profiles can be used to automate a customer out-of-hours setting. It is also possible to override these times manually to either deactivate or activate the time profile.

To allow the customer to set or clear the time profile, what can you create?

- A. Time Profile
- B. Short Code
- C. Hunt Group
- D. Directory Number

**Answer: B** ([LEAVE A REPLY](#))

To allow the customer to manually set or clear the time profile, a Short Code can be created. Short codes can be configured to activate or deactivate time profiles, enabling the customer to override the automated time profile settings as needed.

**NEW QUESTION: 44**

Which three statements about IP Office Server Edition (non-Select) are true? (Choose three.)

- A. IP Office Server Edition can support up to 2000 users without additional hardware.
- B. IP Office Server Edition requires an IP Office 500 V2 control unit to support SIP trunks.
- C. IP Office Server Edition can be deployed as a standalone primary server or as a primary/secondary pair.
- D. IP Office Server Edition cannot be upgraded to the Select version.
- E. IP Office Server Edition is a hardware-based solution.

**Answer: (**[SHOW ANSWER](#)**)**

**NEW QUESTION: 45**

Which configuration area must be configured for the Hot Desking user?

- A. Services
- B. Extension
- C. User Rights
- D. Telephony-Supervisor Settings

**Answer: (**[SHOW ANSWER](#)**)**

For a Hot Desking user, the Extension configuration area must be configured. Hot Desking allows users to log into any available desk phone using their extension number, and this configuration ensures that the correct extension is available for use when they log into a phone.

**NEW QUESTION: 46**

Which configuration areas must be set up by all VoIP device users, agents, and hot desking users?

- A. Mobility
- B. Extension
- C. Services
- D. User Rights
- E. Telephony-Supervisor Settings

**Answer: D ([LEAVE A REPLY](#))**

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**NEW QUESTION: 47**

What is the additional security measure required for upgrading the IP Office 500 V2 using the Upgrade Wizard?

- A. Biometric authentication
- B. Firewall authentication
- C. Two-factor authentication
- D. Captcha authentication

**Answer: ([SHOW ANSWER](#))**

Reference: <http://www.mrboingo.com/index.php/archives/58>

**NEW QUESTION: 48**

Which two applications can be used to configure Users, Hunt Groups, and Incoming Call Routes with the most advanced settings? (Choose two.)

- A. Manager
- B. Web Manager Admin
- C. Web Manager
- D. WebLM

**Answer: A,C ([LEAVE A REPLY](#))**

Reference:

<https://downloads.avaya.com/css/P8/documents/101005690>

<https://downloads.avaya.com/css/P8/documents/101005673>

**NEW QUESTION: 49**

A customer has two main receptionists using SoftConsole, however, two back office workers have the SoftConsole on their PC to take calls and cover for the receptionists when they are away from their desk.

During business hours, how many licenses are required for the two SoftConsoles?

- A. 8
- B. 6
- C. 4

D. 2

**Answer: C** ([LEAVE A REPLY](#))

In this scenario, four SoftConsole licenses are required. Two for the main receptionists and two for the back-office workers who will cover the receptionists' duties.

**NEW QUESTION: 50**

Which two email clients are fully supported for IP Office IMAP services, which enable users to retrieve their voicemail messages through specific email programs? (Choose two.)

- A. Lotus Messages with Domino Server
- B. Lotus Notes with Domino Server
- C. Microsoft Office Communicator with Exchange Server
- D. MS Outlook with Exchange Server

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 51**

After the first start-up of an IP Office™ system, some default security Rights Groups are available. Which Rights Group allows access to the diagnostic application that provides real time status, historic utilization, alarm information, and more?

- A. TCPA Group
- B. Manager Group
- C. Operator Group
- D. System Status Group

**Answer: D** ([LEAVE A REPLY](#))

The System Status Group provides access to the diagnostic application that offers real-time status, historic utilization, alarm information, and more. This Rights Group is specifically designed to allow users to monitor the system's performance and troubleshoot potential issues.

**NEW QUESTION: 52**

A customer wants to have a Dual Active Voicemail Pro deployment with a primary and a secondary Voicemail Pro server.

To meet the client's requirements, which level of deployment is required?

- A. the Avaya IP Office™ Preferred Edition
- B. the Avaya IP Office™ Server Edition Select
- C. the Avaya IP Office™ Server Edition
- D. a Dual Active Voicemail Pro license

**Answer: D** ([LEAVE A REPLY](#))

To meet the customer's requirement for a Dual Active Voicemail Pro deployment with a primary and secondary Voicemail Pro server, a Dual Active Voicemail Pro license is required. This license enables the deployment of two Voicemail Pro servers that can operate simultaneously, ensuring redundancy and availability in the event of a failure on one of the servers.

**NEW QUESTION: 53**

What is the default incoming call route for data calls on the IP Office, and which feature does it access by default?

- A. Extension "Modern" and Auto-attendant
- B. Hunt group "Data" and Voicemail
- C. Hunt group "Main" and Auto-attendant
- D. RAS access "Dialin" and Voicemail

Answer: [\(SHOW ANSWER\)](#)

**NEW QUESTION: 54**

An IP Office 500 V2 has two SD card slots, and the first slot contains the System SD card with a unique feature key number.

What is the primary purpose of the unique feature key number?

- A. To store the correct version binary files
- B. To validate the license
- C. To enable firmware upgrades
- D. To select the type of voicemail (Embedded or Voicemail Pro)

Answer: **B** [\(LEAVE A REPLY\)](#)

**NEW QUESTION: 55**

What can be used to access the Avaya IP Office™ security settings?

- A. Manager Application
- B. System Status Application
- C. User Portal
- D. Monitor Application

Answer: **A** [\(LEAVE A REPLY\)](#)

The Manager Application is used to access and configure the security settings in Avaya IP Office™. This application allows administrators to set security policies, manage user access rights, and configure other system-wide settings related to security.

**NEW QUESTION: 56**

A company with 500 users has a single IP Office Server Edition providing telephony, presence and Instant Messaging, UMS, Conferencing, and Mobility support. They are acquiring a remote company with 400 users. They want to ensure all IP Office features are available to everyone and maintain Avaya support.

What is the minimum hardware requirement to achieve this?

- A. IP Office Server Edition with additional hardware resources
- B. IP Office Server Edition with added software licenses
- C. IP Office Cloud Edition with added hardware resources
- D. IP Office Cloud Edition with added software licenses

Answer: **A** [\(LEAVE A REPLY\)](#)

Reference: <https://downloads.avaya.com/css/P8/documents/100164650>

**NEW QUESTION: 57**

A customer requests that all users should be prevented from dialing international numbers.

What is the quickest way to enable this feature?

- A. Apply a Short Code to System Short Codes.
- B. Apply a Short Code to User Rights.
- C. Apply a Short Code to External Lines.
- D. Apply a Short Code to ARS.

**Answer: D** ([LEAVE A REPLY](#))

The quickest way to prevent users from dialing international numbers is to apply a Short Code to ARS (Automatic Route Selection). By configuring ARS with specific short codes for international dialing, you can restrict or block access to international calls for all users.

**NEW QUESTION: 58**

A customer using Voicemail Pro wants to retrieve information left by the caller through a web interface.

Which Voicemail Pro feature can the technician suggest?

- A. Campaign
- B. Avaya Contact Recorder
- C. Auto Attendant
- D. Looped Announcement
- E. Voicemail Collect

**Answer: (**[SHOW ANSWER](#)**)**

**NEW QUESTION: 59**

Which application allows users to access their own recordings within Media Manager?

- A. Web Self Media Manager
- B. Web Self Administration
- C. Web Self Management
- D. Web Self Recordings

**Answer: B** ([LEAVE A REPLY](#))

**NEW QUESTION: 60**

You are trying to assign a user as a Power User in the User Form of Manager, but the option is not available in the profile drop-down menu.

What is the most likely reason for this?

- A. The IP Office system is running an incompatible software version.
- B. The feature has not been enabled in the IP Office system's licensing.
- C. The user's extension has not been configured correctly.
- D. The user does not have the necessary User Right assigned to them.

**Answer: B ([LEAVE A REPLY](#))**

**NEW QUESTION: 61**

Which application is utilized for upgrading IP Office Server Edition?

- A. Linux Command Line Interface
- B. System Status Application
- C. Web Manager
- D. Manager Application

**Answer: D ([LEAVE A REPLY](#))**

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**NEW QUESTION: 62**

Time profiles can be used to automate a customer's out-of-hours setting, and it is also possible to override these profiles manually to either deactivate or activate them.

What additional steps are required to allow customers to control the time profile using their phones?

- A. Create a new hunt group with the time profile settings and assign the customer's extensions to it.
- B. Create a new directory number with the time profile settings and assign it to the customer's phones.
- C. Create a new user right group with the time profile settings and assign it to the customer's user accounts.
- D. Create a new short code with the time profile settings and assign it to the customer's phones.

**Answer: D ([LEAVE A REPLY](#))**

**NEW QUESTION: 63**

A customer wants to synchronize the time and date of their IP Office with a local server. In the System menu/Time Config Source, which of the following options would you select?

- A. Local
- B. Network Time Protocol
- C. SNTP
- D. Simple Network Time Protocol
- E. Voicemail Pro/Manager

**Answer: ([SHOW ANSWER](#))**

**NEW QUESTION: 64**

In a new deployment of Avaya Communicator, a user can make calls, but the Presence and Instant Messaging features are not functioning.

Which of the following is the reason for the user's inability to use these features?

- A. The user's profile has not been correctly configured.
- B. The new codecs are not supported by the system.
- C. The user is not set up as an agent in the system.
- D. The IP Office is configured with the Essential Edition only.

**Answer: D (LEAVE A REPLY)**

Reference: <https://downloads.avaya.com/css/P8/documents/101005862>

**NEW QUESTION: 65**

When reviewing the Alarms section of the System Status application, you notice alarms with different colors.

What does the red color indicate?

- A. The alarm has a warning severity level.
- B. The alarm has a critical severity level.
- C. The alarm is active.
- D. The alarm is no longer active.

**Answer: B (LEAVE A REPLY)**

In the System Status application, alarms displayed in red indicate that the alarm has a critical severity level. Critical alarms typically indicate severe system issues that need immediate attention to avoid potential system failure or service disruption.

**NEW QUESTION: 66**

A customer wants to enable a secondary dial tone when making outgoing calls for a specific group of users.

Where should this function be enabled?

- A. on the User Telephony configuration
- B. on the Short Code configuration
- C. on the ARS table configuration
- D. on the System Telephony configuration

**Answer: (SHOW ANSWER)**

Reference: [https://downloads.avaya.com/elmodocs2/ip\\_office/R4.1/Short\\_Codes.pdf](https://downloads.avaya.com/elmodocs2/ip_office/R4.1/Short_Codes.pdf)

**NEW QUESTION: 67**

When a voicemail message is left for a user, and if the customer is using Embedded Voicemail, where are the voice files held?

- A. on the User PC
- B. on the voicemail server
- C. on the Application Server

D. on the System SD card

**Answer: D** ([LEAVE A REPLY](#))

When a voicemail message is left for a user and the customer is using Embedded Voicemail, the voice files are stored on the System SD card. The SD card provides local storage for the voicemail system on the Avaya IP Office™, allowing users to access and manage their voicemail messages.

**NEW QUESTION: 68**

When implementing a fully integrated multi-site network using only IP500 control units, which license is required to be on all sites to ensure messaging capabilities?

- A. Advanced Small Community Networking
- B. IP500 IP Office Multi-Site Network
- C. IP500 Voice Networking Channels
- D. Preferred Edition – Messaging

**Answer: (**[SHOW ANSWER](#)**)**

Reference: <https://downloads.avaya.com/css/P8/documents/101005793>

**NEW QUESTION: 69**

A customer requires that all users be blocked from making international calls.

Which method can be used to efficiently apply this restriction to the IP Office Platform's short codes?

- A. Assigning the short code to a user permission.
- B. Adding the short code to the ARS table.
- C. Configuring the short code for each user individually.
- D. Assigning the short code to all external lines.

**Answer: B** ([LEAVE A REPLY](#))

**NEW QUESTION: 70**

For trunks with a combo card, which two types of interfaces could be present for connecting to Analog or Digital trunk lines? (Choose two.)

- A. BRI
- B. E&M
- C. SIP
- D. Analog
- E. PRI

**Answer: A,D** ([LEAVE A REPLY](#))

Reference: <https://downloads.avaya.com/css/P8/documents/100075176>

**NEW QUESTION: 71**

What must be checked before connecting an IP Office to a one-X® Portal server?

- A. Time Profiles
- B. Hunt Group Settings
- C. User Rights

#### D. Security Settings

**Answer:** ([SHOW ANSWER](#))

Reference: <https://downloads.avaya.com/css/P8/documents/101028405> Page: 21

#### **NEW QUESTION: 72**

When creating an Avaya IP Office™ solution spanning over multiple sites, which type of trunk is used to interconnect the sites to each other?

- A. H.323
- B. SIP
- C. SM
- D. Avaya IP Office™ Line (SCN)

**Answer:** D ([LEAVE A REPLY](#))

When creating an Avaya IP Office™ solution spanning multiple sites, the Avaya IP Office™ Line (SCN) trunk type is used to interconnect the sites. The SCN (Small Community Network) trunk allows multiple IP Office systems to communicate with each other, enabling features like call routing between sites, shared directory access, and centralized voicemail.

#### **NEW QUESTION: 73**

A customer wants to hear a secondary dial-tone when making outgoing calls. Where is this function enabled?

- A. User Telephony
- B. Short Code
- C. ARS table
- D. System Telephony

**Answer:** B ([LEAVE A REPLY](#))

The function to hear a secondary dial-tone when making outgoing calls is enabled through the Short Code configuration. Short codes in the Avaya IP Office™ system can be set up for various call handling features, including the option to play a secondary dial-tone during outbound calls.

#### **NEW QUESTION: 74**

Where is the TCP Streaming Tool located?

- A. In the System Status Application (SSA)
- B. In the Monitor Application
- C. In the Manager Application
- D. In the Web Manager Application

**Answer:** B ([LEAVE A REPLY](#))

Reference: <http://www.tek-tips.com/viewthread.cfm?qid=1760220>

#### **NEW QUESTION: 75**

Upon plugging in a new IP500 V2 device, the dashboard displays two ports in one of the modules to be green, even though no telephones are connected.

What could be the reason behind it?

- A. The device has passed self-test and is powered on.
- B. Both LAN1 and LAN2 connections are disconnected.
- C. The operating system is operational, and an administrator is configuring the system.
- D. The chassis contains a Combo Card.

**Answer: D ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 76**

Where can password policies and password complexity requirements be configured for Users?

- A. Avaya Aura Security Manager
- B. Avaya IP Office Manager
- C. Avaya Cloud management console
- D. Web Self Administration application

**Answer: B ([LEAVE A REPLY](#))**

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#### **NEW QUESTION: 77**

Which two profile licenses, that are used for user configuration, can support the Avaya Workplace client for Desktop (Desktop/Tablet VoIP client)? (Choose two.)

- A. Office Worker User
- B. Power User
- C. Basic User
- D. Remote Worker User

**Answer: ([SHOW ANSWER](#))**

The two profile licenses that can support the Avaya Workplace client for Desktop (Desktop/Tablet VoIP client) are:

Office Worker User: This profile license provides the required functionality for the Avaya Workplace client, supporting VoIP services on desktop and tablet devices.

Power User: This profile license also supports the use of the Avaya Workplace client, offering advanced features for VoIP communication on desktop and tablet devices.

#### **NEW QUESTION: 78**

Where can password rules and complexities be set for Users?

- A. From the Manager application go to Advanced > Security Settings and open General Settings
- B. From the User Portal go to settings and change the security settings
- C. From the Web Manager, go to Call Management > Security.
- D. From the Manager application open your system configuration and select a user in the Users section and open the Security tab

**Answer:** ([SHOW ANSWER](#))

Password rules and complexities for Users can be set in the Manager application by navigating to Advanced > Security Settings and opening General Settings. This section allows administrators to define password policies, including complexity requirements and expiration settings for user accounts.

### **NEW QUESTION: 79**

When you first power on the Avaya IP Office™, there are two default incoming call routes. One is to route all voice calls to the Hunt Group Main, which contains the first 10 users, and the other is for data calls.

By default, where are data calls routed?

- A. RAS access Dialin
- B. Extension Modem
- C. Hunt group Main
- D. Hunt group Data

**Answer:** B ([LEAVE A REPLY](#))

By default, data calls are routed to the Extension Modem. This is a default setting in the Avaya IP Office™ for handling incoming data calls, typically intended for dial-up or fax connections.

### **NEW QUESTION: 80**

Which application is used to upgrade Avaya IP Office™ Server Edition?

- A. Linux command line
- B. Web Manager
- C. Manager
- D. System status

**Answer:** B ([LEAVE A REPLY](#))

The Web Manager is the application used to upgrade Avaya IP Office™ Server Edition. It provides an interface for managing system settings and performing tasks such as upgrading the software. You can access the Web Manager through a web browser by entering the server's IP address.

### **NEW QUESTION: 81**

Which application should you use to access and configure the IP Office Security Settings, including configuring secure access to the IP Office system?

- A. Web Manager Application
- B. System Status Application
- C. Monitor Application

D. Manager Application

**Answer: D (LEAVE A REPLY)**

Reference: <https://downloads.avaya.com/css/P8/documents/100119917>

**NEW QUESTION: 82**

Which three licenses can support the Avaya Equinox® client without the additional need for a softphone? (Select three.)

- A. Basic User
- B. Teleworker
- C. Power User
- D. Remote Worker
- E. Office Worker
- F. Receptionist

**Answer: B,D,F (LEAVE A REPLY)**

The Avaya Equinox client can be supported with Teleworker, Remote Worker, and Receptionist licenses, as they include the Avaya Equinox client.

**NEW QUESTION: 83**

What displays the progress of a software upgrade on an expansion system?

- A. Web Manager Dashboard
- B. System Tab
- C. System Monitor Program
- D. IP Office Manager on the expansion system

**Answer: (SHOW ANSWER)**

Reference: <https://downloads.avaya.com/css/P8/documents/100175282> Page: 105

**NEW QUESTION: 84**

Which of the following is the correct method to find the IP address of an IP extension in the IP Office?

- A. Use ARP from your PC.
- B. Use the Extension Summary in SSA.
- C. Look on the label on the underside of all IP Phones.
- D. Use Monitor to reset the telephone, and watch it get a new DHCP address.

**Answer: (SHOW ANSWER)**

Reference: <https://community.spiceworks.com/topic/302795-find-ip-phones-ip-address-from-avaya-ip-manager>

**NEW QUESTION: 85**

A customer wants to synchronize all their Outlook contacts into the one-X® Portal personnel directory.

What is the recommended method to achieve this while ensuring data integrity and minimal effort?

- A. Import the Outlook contacts using a .csv format and configure the synchronization settings.
- B. Manually copy and paste all contacts from Outlook to the personal directory.
- C. Add each Outlook contact individually into the personal directory and verify them against the original source.
- D. Integrate the IP Office with Outlook using the Avaya Outlook Plugin.

**Answer: A ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 86**

Which two statements correctly describe the mandatory requirements to set up a Small Community Network (SCN) consisting of four IP500v2 control units, which must adhere to specific guidelines for seamless integration? (Choose two.)

- A. Combo Cards are required in all systems to ensure compatibility.
- B. The underlying network must be configured as a flat layer 2 subnet for optimal performance.
- C. The user and group names on each system must be unique for easy identification.
- D. The total number of users within the Small Community Network must not exceed 500 for efficient management.
- E. The extension, user, and group numbering on each system must be unique to avoid conflicts.

**Answer: C,E ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 87**

A customer has two primary receptionists using SoftConsole, and four back-office employees use SoftConsole on their PCs to cover for the receptionists during breaks or lunch.

How many licenses are required to allow this setup to work?

- A. 8
- B. 6
- C. 2
- D. 4

**Answer: ([SHOW ANSWER](#))**

Reference: [http://www.ipofficeinfo.com/pdf/softconsoleinstall\\_en.pdf](http://www.ipofficeinfo.com/pdf/softconsoleinstall_en.pdf) Page: 9

#### **NEW QUESTION: 88**

Which requirement is needed to allow a user to use the Softconsole application?

- A. Enable Receptionist on the users profile options.
- B. Enable the Softconsole in the users profile options.
- C. Verify that enough Power User licenses are available.
- D. Enable the Softconsole for the hunt group that the user is a member of.

**Answer: B ([LEAVE A REPLY](#))**

To allow a user to use the Softconsole application, the Softconsole must be enabled in the user's profile options. This configuration allows the user to access the Softconsole interface, which provides features like call answering, transferring, and managing calls.

## NEW QUESTION: 89

Refer to the Exhibit.



Before simulating an error condition in relation to voicemail logs, a Business Partner has set the Voicemail Settings to a debug level of Verbose.

When setting the level to Verbose, what is the equivalent level number shown in the audit logs?

- A. 9
- B. 7
- C. 5
- D. 3

**Answer: A (LEAVE A REPLY)**

When the Voicemail Settings are set to a Verbose debug level, the equivalent level number shown in the audit logs is 9. This setting allows for the most detailed level of logging, capturing extensive information about voicemail activity.

## NEW QUESTION: 90

A customer complains about excessive lag between the speaker and listener in the IP Office VoIP system.

What should you do to determine the cause of the delay?

- A. Use Wireshark packet analyzer.
- B. Utilize SSA (System Status Application).
- C. Analyze VoIP settings of IP telephones.
- D. Enable monitoring of RTCP (Real-Time Transport Control Protocol).
- E. Debug view.

**Answer: A,D ([LEAVE A REPLY](#))**

**NEW QUESTION: 91**

By which method are alarm notifications sent to an Avaya IP Office™ support engineer?

- A. SMTP
- B. SSA
- C. TFTP
- D. System Monitor

**Answer: ([SHOW ANSWER](#))**

Alarm notifications are sent to an Avaya IP Office™ support engineer via SMTP (Simple Mail Transfer Protocol). This method allows the system to send alerts and notifications about system issues or alarms via email to designated recipients, such as support engineers or administrators.

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**NEW QUESTION: 92**

Which of the following statements about Manager used in conjunction with Server Edition is NOT correct?

- A. Manager is not compatible with Server Edition and you must use Web Manager to configure the system.
- B. Manager is the only application you can use to configure User on the Server Edition.
- C. Manager can only be installed from the Admin DVD.
- D. Manager can be installed from either the admin DVD or Web Management.

**Answer: D ([LEAVE A REPLY](#))**

Reference: <https://downloads.avaya.com/css/P8/documents/101005673>

**NEW QUESTION: 93**

Which of the following licenses provides a device with the ability to use screenpops, control several telephone devices, make third-party calls, and monitor hunt group queues?

- A. One-X® Portal License
- B. Server Edition License
- C. SIPTrunking License
- D. TAPILink Pro License
- E. Third-Party Endpoint License

**Answer: D ([LEAVE A REPLY](#))**

**NEW QUESTION: 94**

After a failure of the original Primary Avaya IP Office™ server, a restore needs to be applied to a replacement Avaya IP Office™ server.

To generate a successful restore of the backup made of the original server, which two criteria should the replacement server have? (Choose two.)

- A.** a temporary IP address that does not match the IP of the original server
- B.** the same IP address as the original server
- C.** the same software version installed on it as the original server
- D.** the same system name as the original server

**Answer: ([SHOW ANSWER](#))**

The same IP address as the original server: The replacement server needs to have the same IP address as the original server for the system to recognize and apply the backup correctly.

The same software version installed on it as the original server: The replacement server must have the same software version as the original server to ensure compatibility with the backup, as the restore process might fail if there is a version mismatch.

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