CAT-180^{Q&As}

CA Service Desk Manager r12 Professional Exam

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QUESTION 1

You need to import string fields, such as organization names, into the CA Service Desk database. To do this, you will need to convert them to their internal database values. Which utility enables you to perform this task?

A. pdm_deref

B. pdm_extract

C. pdm_discimp

D. pdm_userload

Correct Answer: A

QUESTION 2

When creating archive and purge rules, you can use the Additional Query field to: (Choose two)

A. create new configuration option name objects.

B. build a query using drag-and-drop functionality.

C. refine the selection criteria beyond the basic configuration object name.

D. use more detailed archiving to separate files for organizations and tenants.

Correct Answer: CD

QUESTION 3

Before you upgrade to CA Service Desk rl2, as a pre-upgrade step, you should run:

A. pdm_status

B. pdm_k_reindex

C. pdm_webcache

D. SQLCheckr12UniqueIndexes.sql

Correct Answer: D

QUESTION 4

Which code calls a web form?

A. Resource ID

B. Resource name

C. Resource pointer

D. Resource reference

Correct Answer: B

QUESTION 5

What is the preferred method for making site defined fields available to Web Intelligence reports?

A. Create a Web Screen Painter Frameset.

B. Update the CA Universe in Business Objects.

C. Add entries to the wspcol table using the Web Screen Painter.

D. Create a derived Universe in Business Objects and update the derived Universe.

Correct Answer: D

QUESTION 6

When is a report instance created?

A. When you view a report

B. When a scheduled report runs successfully

C. When you select a report type for your schedule

D. When you modify an out-of-the-box (OOTB) report

Correct Answer: B

QUESTION 7

When you run pdm backup:

A. It shuts down the daemons in UNIX only first.

B. It shuts down the services in Windows only first.

C. It shuts down the daemons in UNIX or the services in Windows first.

D. It does not need to shut down the daemons in UNIX or the services in Windows at any stage.

Correct Answer: A

QUESTION 8

Which utility do you use to re-index your knowledge tools?

A. pdm_kt_index

B. pdm_k_reindex

C. pdm_tool_index

D. pdm_knov;ledge_reindex

Correct Answer: B

QUESTION 9

Which component has a Willingness Value?

A. Web engine

B. Data extractor

C. pdm_userload input file

D. Database interface (DBI)

Correct Answer: A

QUESTION 10

Which parts comprise the Central Management Console (CMC) home page? (Choose three)

A. Define

B. Manage

C. Navigate

D. Organize

E. Users and Groups

Correct Answer: ABD