

CAT-180^{Q&As}

CA Service Desk Manager r12 Professional Exam

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QUESTION 1

Which statement about the CA Service Desk Universe is TRUE?

- A. It is only used in clustered environments.
- B. It is an optional add-on for CA Service Desk.
- C. It uses a default name of MyUniverse, which you must not change.
- D. It is made up of classes in the form of tables, and objects in the form of columns.

Correct Answer: D

QUESTION 2

What is the purpose of multiframes?

- A. To build forms
- B. To create tabs in CA Service Desk
- C. To add Free-Standing Cells to reports
- D. To customize dashboards in InfoView

Correct Answer: B

QUESTION 3

To use locale-sensitive numeric input formats with pdm_userload, which option should you use?

- A.?
- B.?
- C.?
- D.?



Correct Answer: D

QUESTION 4

When implementing an architecture that includes CA Service Desk r12 with CA Workflow, which default port

assignments apply? (Choose two)

- A. CA Workflow Tomcat Startup: 8090
- B. CA Workflow Tomcat Shutdown: 8095
- C. CA Service Desk Tomcat Startup: 5250
- D. CA Service Desk Tomcat Shutdown: 9085

Correct Answer: AB

QUESTION 5

You are planning an upgrade to CA Service Desk r12. Which statement about implementing the r12 architecture is TRUE?

- A. A separate server for CA Business Intelligence is recommended.
- B. CA Workflow must only be installed on the CA Service Desk primary server.
- C. FAST Search and Transfer Enterprise Search Platform (FAST ESP) and CA Business Intelligence must be installed on the same computer.
- D. If CA Service Desk and FAST ESP are installed on the same computer, FAST ESP services should be started before CA Service Desk services to avoid port conflicts.

Correct Answer: A



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