

CAT-180^{Q&As}

CA Service Desk Manager r12 Professional Exam

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QUESTION 1

To ensure the successful upgrade of the Service Desk Primary Server in an architecture where the MDB is remote from the Service Desk r11 Primary Server, at the very least the MDB needs to be:

- A. v1.0 or higher
- B. v1.2 or higher
- C. v1.3 or higher
- D. v1.5 or higher

Correct Answer: D

QUESTION 2

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 3

Security access to CA Service Desk objects from command line utilities:

- A. is configured in the contact record.
- B. is configured in the access type record.
- C. is configured in Active Directory group membership.
- D. cannot be configured because there is no security on the command line utilities.

Correct Answer: B

QUESTION 4

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 5

Which characteristic applies to bad-balancing clusters?

- A. Some computers only start if others fail.
- B. Computers must be stored at different locations.
- C. Requests for processing are distributed across computers.
- D. All computers use Redundant Array of Independent Disks (RAID) technology.



Correct Answer: C

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