

CAT-180^{Q&As}

CA Service Desk Manager r12 Professional Exam

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QUESTION 1

By default, the Object Manager resides on:

- A. the Primary Server
- B. the Reporting Server
- C. the Secondary Server
- D. both the Primary and Secondary Servers

Correct Answer: A

QUESTION 2

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

QUESTION 3

Before you upgrade to CA Service Desk r12, 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 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

In a dereferencing tool specifications file, hooks correspond to specified input fields. These hooks are represented by:



- A. zeros.
- B. asterisks
- C. ampersands
- D. question marks

Correct Answer: D

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