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CA Service Desk Manager r12 Professional Exam

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QUESTION 1

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 2

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 3

Which tasks does the Migration Console perform? (Choose two)

A. Identifies duplicate records on your database

B. Applies Management Database (MDB) updates

C. Verifies adaptations are in place and working as expected

D. Upgrades user scoreboard queries for role-based operations

Correct Answer: BD

QUESTION 4

The InfoView Navigation Panel lists folders and categories and provides options to manage them. Which statement about InfoView categories is TRUE?

A. A document can be assigned to one category only.

B. The Favorites category contains the folders you frequently access.

C. A category is not constrained by the storage location of the object.

D. Unlike folders, which can be corporate or personal, categories can be corporate only.

Correct Answer: C

QUESTION 5

In a configuration with a Remote Management Database (MDB), what is the preferred requirement for the primary CA Service Desk Server?

A. Single Processor, 2 GHz; 2 GB RAM

B. Dual Processor, 2 GHz; 4 GB RAM

C. Dual Processor, 3GHz; 8 GB RAM

D. Quad Core Processor; 8 GB RAM

Correct Answer: B

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