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QUESTION 1

When implementing an architecture that includes CA Service Desk rl2 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 2

Which characteristic applies to an Active-Active clustering configuration?

A. One computer starts if another fails.

B. One computer uses two processors.

C. Two computers process the same data.

D. Two computers are switched on and off alternatively throughout the day.

Correct Answer: C

QUESTION 3

In which log file can you view the actions, events, and system changes that occurred during the installation of CA Service Desk r12?

A. configure.bg

B. install_mdb.log

C. pdm_migrationr12.log

D. ServiceDesk_r12_0_Installation.bg

Correct Answer: D

QUESTION 4

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 5

You need to use a third-party scheduler to archive and purge rules. Which executable do you run?

A. bop_cmd

B. domsrver

C. pdm_backup

D. pdm_discimp

Correct Answer: A

QUESTION 6

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 7

Which language are macros related to Service Level Agreements (SLAs) written in?

A. PL/I

B. PERL

C. SPEL

D. Visual Basic

Correct Answer: C

QUESTION 8

Out-of-the-box (OOTB), which roles have reports populated in their report web forms? (Choose two)

A. Managers

B. Administrators

C. Level 1 Analysts

D. Level 2 Analysts

Correct Answer: AB

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

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