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**Exam :** 270-551

**Title :** Unicenter Service Support r11.2  
Advanced Implementation Exam

**Vendors :** CA

**Version :** DEMO

NO.1 Which command removes a region from the Global\_Servers table?

- A. pdm\_deleteload -r
- B. pdm\_terminateload -r
- C. pdm\_userload -r
- D. pdm\_removaload -r

Answer: C

NO.2 During the implementation of a single distributed Unicenter Service Desk (Unicenter SD) system,

which phase follows the verification of Version Control Operations?

- A. Perform Web Screen Painter (WSP) Adaptation Distributions.
- B. Implement a Remote Keyword Search Server.
- C. Implement a Remote Login Validation Server.
- D. Implement the Web Director.

Answer:A

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NO.3 Where are the delete requests processed after the adapted forms are published?

- A. In the \$NX\_ROOT/site/mods/www folders
- B. In the \$NX\_ROOT/site/mods/www/html/web/<InterfaceType>/<FormGroup> folder
- C. In the \$NX\_ROOT/site/mods/wsp/project/web/<InterfaceType>/<FormGroup> folder
- D. In the C:\Program Files\CA\Unicenter Service Desk\site\mods folder

Answer:A

NO.4 How do you edit JavaScript in Web Screen Painter (WSP)?

- A. Use the Source View tab.
- B. Use the Administration tab.
- C. Use the Options tab.
- D. Use the Edit File list.

Answer:A

NO.5 You can edit .html files using Source View. Is this statement true or false?

- A. True
- B. False

Answer:A

NO.6 The usp\_contact table stores the attributes of a cnt object that store a user's notification methods. Is

this statement true or false?

- A. True
- B. False

Answer:A

NO.7 What is used to implement security in Web Screen Painter (WSP)?

- A. Set of check boxes on the Administration tab
- B. Set of options on the Schema Designer window
- C. Set of check boxes on the Access tab of a function type
- D. Set of check boxes on the Function Access tab of an Access Type

Answer: D

NO.8 What is the first step for creating a new detail form using a form template?

- A. Select the table object for the new detail form.
- B. Select the detail.template form in Web Screen Painter (WSP).
- C. Create and save a title list in Web Screen Painter (WSP).
- D. Create and save a new list template in Web Screen Painter (WSP).

Answer: B

NO.9 In a CA Workflow Process Definition, the Operations list in the Workitem tab contains the web service

calls.

- A. True
- B. False

Answer:A

NO.10 In which outbound mail queue does the SMTP email notification method place email messages?

- A. \$NX\_ROOT/mail\_queue
- B. \$NX\_ROOT/site
- C. \$NX\_ROOT/site/mail\_queue
- D. \$NX/site/mail\_queue

Answer: C

NO.11 What is the first step for enabling Multi-Site Support on the master region?

- A. Define all regions, starting with the master region.

- B. Configure the multi-site option, global\_name, in Options Manager.
- C. Define your global queue names.
- D. Replicate global queue names to all regions.

Answer: B

NO.12 How do you help ensure that local groups are available through replication?

- A. By enabling replication rules on each region
- B. By typing pdm\_publish and pressing Enter
- C. By associating local groups with global queue names
- D. By using Web Screen Painter (WSP) on the production system to publish schema adaptations

Answer: C

NO.13 Which notification method uses the pdm\_mail executable to construct an email message and place it in the outbound mail queue?

- A. SMTP
- B. HTTP
- C. POP3
- D. IMAP

Answer:A

NO.14 Which two tasks can an administrator perform with the help of web service policies and problem types?

- A. Enable ticket flooding.
- B. Limit access to certain web service calls.
- C. Enable different applications to have individual settings for the web service calls.
- D. Enable Public Key Infrastructure (PKI) authentication.

Answer: BC

NO.15 Which call always uses the DEFAULT web service policy?

- A. loginServiceManaged()
- B. login()
- C. loginManaged()
- D. loginService()

Answer: B

NO.16 The Analyst access type always has complete access to Schema Designer. Is this statement true or false?

- A. True
- B. False

Answer: B

NO.17 Which file does Web Screen Painter (WSP) create when you set Schema Designer to Test Mode?

- A. base.maj
- B. ddict.sch
- C. wsptest.mods
- D. cmdb\_ext.sch

Answer: C

NO.18 When a contact record is created from the LDAP directory, if that user is a member of the associated LDAP group, the access type must be set manually on the contact record for that user. Is this statement true or false?

- A. True
- B. False

Answer: B

NO.19 What is the first step for ensuring members of the Domain Admins Active Directory group have the Analyst Service Desk Web Client and Access Type?

- A. Create a contact using Merge LDAP.
- B. Configure the Analyst access type.
- C. Log in to the Service Desk Web Client.
- D. Open the Service Desk Web Client.

Answer: B

NO.20 To preview a list form, you must click Preview on the Web Screen Painter toolbar. Is this statement true or false?

- A. True
- B. False

Answer:A