



270-551

(Unicenter Service Support r11.2 Advanced Implementation Exam)

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Question: 1

You can edit .html files using Source View. Is this statement true or false?

- A. True
- B. False

Answer: A

Question: 2

In a CA Workflow Process Definition, the Operations list in the Workitem tab contains the web service calls.

- A. True
- B. False

Answer: A

Question: 3

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

Question: 4

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

Question: 5

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

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D. By using Web Screen Painter (WSP) on the production system to publish schema adaptations

Answer: C

Question: 6

Where are the deleted schema adaptations published?

- A. In the \$NX_ROOT\bin folder
- B. In the \$NX_ROOT\bin\group> folder
- C. In the \$NX_ROOT\bin\group> folder
- D. In the C:\Program Files\Unicenter\bin folder

published?

- group> folder
- group> folder

Answer: A

Question: 7

In which outbound mail folder are messages placed?

- A. \$NX_ROOT/mail_out
- B. \$NX_ROOT/site/mail_out
- C. \$NX_ROOT/site/mail_out
- D. \$NX/site/mail_out

place email

Answer: C

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