

# 270-551

## ComputerAssociates

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

**Answer: C**

**Question: 6**

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

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