



Exam : HP0-286

Title : HP OpenView Service Center 6.x

Ver : 04-09-2009

QUESTION 1:

How frequently should an LFSCAN be run on a system that is converted out to a relational database?

- A. Once a Month
- B. Once Every 6 Months
- C. Once a Week
- D. Never

Answer: D

QUESTION 2:

Where would you find information on how to scale an environment for 450 concurrent users on Oracle using HP-UX?

- A. In the knowledge Base in the Basic Server Sizing Worksheet
- B. In the document database conversion and RDBMS support
- C. On the Web Site in the compatibility matrix
- D. In the document Installation Guide for HP-UX

Answer: A

QUESTION 3:

Which field of the link record must match with the input of the field on the form in order to perform a fill action?

- A. Target table
- B. Source Field
- C. Source table
- D. Target Field

Answer: B

QUESTION 4:

Where do you globally restrict the maximum number of logins that each user is allowed?

- A. Contact record
- B. Operator record
- C. System Information Definition
- D. Sc.ini file

Answer: C

QUESTION 5:

Which method can be used to limit the records returned on a query at the database layer?

- A. Stored Query
- B. Append Query on a profile
- C. Inboxes
- D. Mandanten Security

Answer: D

QUESTION 6:

Which two variables are invalid? (Choose two.)

- A. \$Second Wind
- B. \$SecondWind
- C. \$2ndWind
- D. \$Wind2
- E. \$Second Wind

Answer: C,E

QUESTION 7:

What are the steps needed to adjust the shared_memory value in the sc.ini file?

- A. Modify the parameter in the sc.ini file then save
- B. Stop all clients, stop the server, modify the parameter, save, reboot the system, then restart the server
- C. Stop all clients, stop the server, modify the parameter, save then restart the server
- D. Stop all clients,, modify the parameter in the sc.ini file then save

Answer: C

QUESTION 8:

Which factor affects the key selected for a query in P4?

- A. A sort order is specified
- B. Record list is enabled
- C. The partial.key capability word
- D. The query is performed in the background

Answer: A

QUESTION 9:

Which two types of unloads are valid? (Choose two.)

- A. Dbdict
- B. Binary
- C. Formatted text
- D. List
- E. Ascii

Answer: B,C

QUESTION 10:

What feature allows you schedule the removal of unwanted data from the system?

- A. Scheduled Delete
- B. Purge/Archive
- C. Data Vault
- D. Scheduled Maintenance

Answer: B

QUESTION 11:

Which process would most likely help a company prevent unplanned IT Service disruptions?

- A. Service Level Management
- B. Problem Management
- C. Change Management
- D. Incident Management

Answer: C

QUESTION 12:

How can information from two related tables be displayed on one form?

- A. Create a virtual join
- B. Give the fields the same name in both tables
- C. Specify both tables in the Filename option of the form
- D. Perform a cascade update

Answer: A

QUESTION 13:

What is the maximum size of a P4 file system?

- A. 2 GB per table
- B. 2 GB per pool
- C. 2 GB total
- D. 2 GB per physical file

Answer: D

QUESTION 14:

What is a common cause of poor response times?

- A. Additional client perspectives
- B. Inefficient queries
- C. Lack of client hard drive space
- D. Incorrect JRE version on the client

Answer: B

QUESTION 15:

Production authorization codes are tied to _____.

- A. The IP Address
- B. The machine name
- C. The customer Id
- D. The domain name

Answer: A

QUESTION 16:

What are two features/benefits of using the Help Server? (Choose two.)

- A. The Help server is the only way to access the online help
- B. The Help server can replace individual Windows client help installations
- C. The help server can be used to deploy tailored versions of ServiceCenter documentation
- D. The help server decreases the size of the help file

Answer: B,C

QUESTION 17:

Which field of the link record must match with the input of the field on the form in order to perform a fill action?

- A. Target Field
- B. Source table
- C. Source Field
- D. Target table

Answer: C

QUESTION 18:

Which record allows you to establish default settings within applications such as allowing users access without an operator record?

- A. Menu
- B. Profile
- C. Preferences
- D. Environment

Answer: D

QUESTION 19:

Which debugging parameter should be used to determine the source of poor query performance within a ServiceCenter System that is not pushed out to a relational database?

- A. dbcachequery
- B. sqldebug:1
- C. debugquery:999
- D. debugp4:1000

Answer: C

QUESTION 20:

Where do you define which background processes start up when the ServiceCenter Server starts?

- A. Add or remove ServiceCenter registry Entries

- B. Add or remove the processes from the startup record of the info file
- C. Check or uncheck the "initialize" check box from the processes on the initialization record of the startup file
- D. Check or uncheck the "suppress" check box for the processes in the startup record of the info file

Answer: B

QUESTION 21:

What processes does ServiceCenter provide out-of-the-box?

- A. Discovery
- B. ITIL aligned
- C. Framework
- D. Asset Lifecycle Management

Answer: B

QUESTION 22:

What feature must be configured to allow clients to automatically log on using their domain authentication?

- A. Trusted sign-on
- B. Multithreaded processing
- C. SSL Encryption
- D. Load Manager

Answer: A

QUESTION 23:

What report shows the semaphores for the shared memory categories?

- A. Scenter reportsem
- B. Scenter -reportshm
- C. Scenter - reportlocks
- D. Scenter - reportlic

Answer: A

QUESTION 24:

What should be taken into consideration when designing keys for a dbdict?

- A. The keys should be designed to contain the most used query fields
- B. Each key should contain the unique key field on the dbdict
- C. Every field in the dbdict should be contained in at least one key
- D. The more keys defined on the dbdict, the better the performance

Answer: A

QUESTION 25:

Where is the user Lockout feature enabled?

- A. System Information record
- B. Menu record
- C. Operator record
- D. Contacts record

Answer: A

QUESTION 26:

What are two valid debug parameters? (Choose two.)

- A. Perf_debug:1
- B. Tracing:1
- C. SCDebug:p4:3
- D. Debugdbquery:999
- E. RTM:3

Answer: D,E

QUESTION 27:

Which port(s) must be opened for a network firewall between Windows Clients and the server?

- A. The default listener(s)
- B. All potentially available ports in the operation system defined range
- C. No ports need to be opened
- D. You can't use a firewall between Windows Clients and the server

Answer: B

QUESTION 28:

Where can server or client properties be configured? (Choose two.)

- A. Server OS command line
- B. ServiceCenter DATA directory
- C. Startsc.bat
- D. Sc.ini

Answer: A,D

QUESTION 29:

Which method will allow you to retrieve version information about the binary and application levels?

- A. Select "About ServiceCenter client" from the Help Menu
- B. Select "Version Information" from the Help Menu
- C. Select the "Version Information" button on the information tab in the "Administration" section
- D. Issue the "Scenter-version" command from the RUN directory

Answer: C

QUESTION 30:

The most efficient way to populate combo boxes with frequently-updated information from other tables is to use _____.

- A. Dynamic view dependencies (DVD)
- B. A global list, set to update regularly
- C. A file query in format control
- D. A calculation in format control

Answer: B

QUESTION 31:

Which two actions will optimize performance when converting a table to a relational database? (Choose two.)

- A. Use varbinary data types whenever possible
- B. Choose a mapping option that minimize the number of tables for the file
- C. Add the file to the sqlsystemtables
- D. Map the whole file as a BLOB
- E. Only map used fields

Answer: B,E

QUESTION 32:

How are ServiceCenter server port applications made?

- A. A separate port number is used for each client session
- B. One port is used for the initial client request and then a new port for each client session is required
- C. One port is used for the initial client request and then a new port is required for each client request
- D. The same port number is used for each client session

Answer: B

QUESTION 33:

What two features are exclusive to the web client? (Choose two.)

- A. Accessibility support
- B. Load/Unload client side
- C. Multi-platform client support
- D. Export list to text file
- E. Spellchecker

Answer: A,C

QUESTION 34:

What statement accurately describes Load Manager?

- A. Each load-manager instance has to have its own authorization code
- B. ServiceCenter systems in a load-managed environment have to be on the same server
- C. Load Manager can only run on systems completely converted to a relational database
- D. Load Manager is a mandatory tool for all ServiceCenter instances

Answer: C

QUESTION 35:

Which log automatically tracks information about inefficient queries (by default)?

- A. perf.log
- B. sc.alert.log
- C. sc.log
- D. queryeval.log

Answer: B

QUESTION 36:

What information found in the operator record defines access rights?

- A. Capability Expression
- B. Security Layer Expression
- C. Maximum Login
- D. Contact Name

Answer: A

QUESTION 37:

What are three valid server commands on HP-UX? (Choose three.)

- A. Scenter-shutdown
- B. Scenter-limited
- C. Scstatus
- D. Scdbutil
- E. Scenter-express
- F. Scstart

Answer: A,C,F

QUESTION 38:

How frequently should an LFSCAN be run on a system that is converted out to a relational database?

- A. Never
- B. Once Every 6 Months
- C. Once a Month
- D. Once a Week

Answer: A

QUESTION 39:

What are two optional components of a ServiceCenter Installation ? (Choose two.)

- A. Database Tier
- B. Help Server
- C. Web Clients
- D. Windows Clients
- E. ServiceCenter Server

Answer: B,C

QUESTION 40:

How many connections are established from your ServiceCenter server to your relational database?

- A. 1 per process - foreground or background
- B. 1 per ServiceCenter listener
- C. 1 per ServiceCener table
- D. 1 per user process only

Answer: A

QUESTION 41:

What is the recommended maximum number of keys in a dbdict?

- A. 50
- B. 25
- C. 35
- D. 15

Answer: B

QUESTION 42:

What log should be reviewed when a user connection terminates abnormally?

- A. error.log
- B. sc.alert.log
- C. server.log
- D. sc.log

Answer:

QUESTION 43:

What information found in the operator record defines access rights?

- A. Maximum Login
- B. Contact Name
- C. Security Layer Expression
- D. Capability Expression

Answer: D

QUESTION 44:

Which two steps are required to install the Server on HP-UX? (Choose two.)

- A. Convert P4 data to a relational database
- B. Log in as the 'root' user
- C. Set kernel parameters
- D. Run setup.exe
- E. Include the server RUN directory in the system library paths

Answer: C,E

QUESTION 45:

What are three ways that you can optimize overall performance? (Choose three.)

- A. Remove unnecessary statements from format control
- B. Keep global lists small and all queries well-keyed
- C. Decrease the ir_max_shared parameter value
- D. Minimize duplication on forms, especially fields and tabs with dynamic view dependencies (DVD)
- E. Convert the schedule table to a relational database

Answer: A,B,D

QUESTION 46:

Which backup option should be used on a 24x7 system converted to a relational database?

- A. ServiceCenter hot backup
- B. Servicecenter cold backup
- C. The backup procedures of the target relational database
- D. Relational Databases do not need to be backed up

Answer: C

QUESTION 47:

What utility allows you to track changes to a record during the development phase of implementation?

- A. Document Engine

- B. Wizard Creation Tool
- C. Revision Auditing
- D. Development Auditing

Answer: D

QUESTION 48:

What are two reasons why displaying a record in a particular form can take a long time?
(Choose two.)

- A. Excessive or inefficient dynamic view dependencies (DVD)
- B. Outdated display drivers
- C. An outdate version of the JRE is on the client machine
- D. The record is too large for the recordsize limit
- E. The font used on the form is not one on the local machine
- F. An inefficient query in format control that occurs on display

Answer: A,F

QUESTION 49:

How efficient is the following query if the dbdict contains a key in the order of last name and first name?
first.name="JACK" and last.name="BILL"

- A. Fully keyed
- B. Double Keyed
- C. Not keyed
- D. Partially keyed

Answer: D

QUESTION 50:

Which feature in data policy is similar to the required query in format control?

- A. Available
- B. Match field/match file
- C. Validation
- D. Mandatory

Answer: B

QUESTION 51:

What should be done to optimize the size of the database?

- A. Run an LFMAP
- B. Convert to a relational database
- C. Decrease the recordsizelimit parameter to 16KB
- D. Regularly purge and archive data according to your company's policies

Answer: D

QUESTION 52:

Where is the list of processes initiated at server startup defined?

- A. The startup record within the info table within Servicecenter
- B. The initialization record within the startup table within ServiceCenter
- C. The ServiceCenter Server registry
- D. The sc.startup.bat file in the Run Directory

Answer: A

QUESTION 53:

What tool allows the administrator to automatically display a message to the logged on users?

- A. One Note
- B. Broadcast
- C. Comm Wave
- D. Publish/Subscribe

Answer: B

QUESTION 54:

What are two valid debug parameters? (Choose two.)

- A. RTM:3
- B. Tracing:1
- C. SCDebug:p4:3
- D. Debugdbquery:999
- E. Perf_debug:1

Answer: A,D

QUESTION 55:

What two factors magnify the impact of a poorly-keyed query? (Choose two.)

- A. The size of the records returned
- B. Foreground vs background execution
- C. The amount of records in the table
- D. Frequency of execution
- E. The rights of the user performing the query

Answer: C,D

QUESTION 56:

Which tool can be used to limit user access to modifying columns that display in a record (QBE) list?

- A. Document Engine Object
- B. Format Control Privileges
- C. Data Policy
- D. Format Control Validations

Answer: C

QUESTION 57:

What two places allow you to control the timezone for users? (Choose two.)

- A. System Information Definition record
- B. Timeset table
- C. Schedule table
- D. Operator table
- E. tzfile table

Answer: A,D

QUESTION 58:

What optional performance-tuning tool is available with ServiceCenter that allows for distribution of client database requests to multiple servers?

- A. Distribution Manager
- B. Capacity Manager
- C. Load Distributor
- D. Load Manager

Answer: D

QUESTION 59:

What security feature can be enabled to allow system administrator to accommodate multi-company environments so that users only see data that is relevant to their business?

- A. Operators
- B. Mandanten
- C. Profiles
- D. Capability words

Answer: B

QUESTION 60:

Which area of the Document Engine allows you to define how a record is displayed and what options are available at specific times and circumstances?

- A. Process
- B. File
- C. State
- D. Object

Answer: C

QUESTION 61:

Which utility allows data in a source table to be moved to one or more target tables?

- A. Data Policy
- B. Global List
- C. Stored Query
- D. Cascade Update

Answer: D

QUESTION 62:

Which two settings must be defined to set up the inactivity timer? (Choose two.)

- A. An exception list: a list of operators that the inactivity timer ignores
- B. A warning message that will be sent to the users before their inactivity time is reached
- C. The name of the schedule record
- D. A repeat interval: How often will the inactivity timer check for inactive user
- E. A time limit: the time limit that users can remain inactive until the inactivity closes their user session

Answer: A,E

QUESTION 63:

What record defines the initial application that displays when an operator logs in?

- A. Security
- B. Startup
- C. User
- D. Operator

Answer: D

QUESTION 64:

What two features are exclusive to the web client? (Choose two.)

- A. Multi-platform client support
- B. Load/Unload client side
- C. Export list to text file
- D. Accessibility support
- E. Spellchecker

Answer: A,D

QUESTION 65:

Which two actions will optimize performance when converting a table to a relational database? (Choose two.)

- A. Add the file to the sqlsystemtables
- B. Only map used fields
- C. Choose a mapping option that minimize the number of tables for the file
- D. Map the whole file as a BLOB
- E. Use varbinary data types whenever possible

Answer: B,C

QUESTION 66:

What command will shutdown all server processes regardless of their current state?

- A. Scenter -shutdown:1
- B. Scenter -forcekill
- C. Scenter - terminate:all

D. Scenter -kill -9

Answer: A

QUESTION 67:

Which utility allows you to check the scdb.* files for problems?

- A. SCANP4
- B. SCDIAG
- C. LFSCAN
- D. SCCHECKER

Answer: C

QUESTION 68:

What is the recommended maximum number of keys in a dbdict?

- A. 25
- B. 35
- C. 50
- D. 15

Answer: A

QUESTION 69:

What processes does ServiceCenter provide out-of-the-box?

- A. Discovery
- B. ITIL aligned
- C. Asset Lifecycle Management
- D. Framework

Answer: B

QUESTION 70:

Which tool can be used to limit user access to modifying columns that display in a record (QBE) list?

- A. Format Control Validations
- B. Data Policy
- C. Format Control Privileges
- D. Document Engine Object

Answer: B