

# CAT-180<sup>Q&As</sup>

CA Service Desk Manager r12 Professional Exam

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### QUESTION 1

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



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### QUESTION 2

The InfoView Navigation Panel lists folders and categories and provides options to manage them. Which statement about InfoView categories is TRUE?

- A. A document can be assigned to one category only.
- B. The Favorites category contains the folders you frequently access.
- C. A category is not constrained by the storage location of the object.
- D. Unlike folders, which can be corporate or personal, categories can be corporate only.

Correct Answer: C

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### QUESTION 3

Which statements about upgrading to CA Workflow are TRUE? (Choose two)

- A. CA Workflow now has its own installer in CA Service Desk r12.
- B. The CA Workflow IDE is installed as part of the CA Workflow Server.
- C. You MUST install CA Workflow on a CA Service Desk secondary server.
- D. CA Workflow uses the same ports as it did in Unicenter Service Desk r11.

Correct Answer: AB

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### QUESTION 4

To ensure the successful upgrade of the Service Desk Primary Server in an architecture where the MDB is remote from the Service Desk r11 Primary Server, at the very least the MDB needs to be:

- A. v1.0 or higher
- B. v1.2 or higher
- C. v1.3 or higher
- D. v1.5 or higher

Correct Answer: D

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#### QUESTION 5

By default, the Object Manager resides on:

- A. the Primary Server
- B. the Reporting Server
- C. the Secondary Server
- D. both the Primary and Secondary Servers

Correct Answer: A

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