

# HP0-M43<sup>Q&As</sup>

HP Service Manager 9.x Software

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**QUESTION 1**

What is the goal of Knowledge Management?

- A. to integrate with Interaction, Incident, and Problem Management so that users are able to search for and use knowledge from existing incidents or problems while attempting to resolve a new incident or problem
- B. to enable organizations to improve the quality of management decision-making by ensuring that reliable and secure information and data is available throughout the service lifecycle
- C. to ensure the right information is delivered to the appropriate place or person at the right time to enable an informed decision
- D. to define a set of principles and practices that enable organizations to improve service levels for customers, gain operational efficiencies, and increase the organization's value to their company

Correct Answer: B

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**QUESTION 2**

What is the default communications port for the Help Server?

- A. 8080
- B. 8083
- C. 12690
- D. 13080

Correct Answer: B

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**QUESTION 3**

Which command starts the legacy listener used for Crystal Reports?

- A. Sm-start
- B. Scenter -listener: -RPCReadOnly
- C. Sm-legacylistener: -start
- D. Scenter -legacylistener:

Correct Answer: B

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**QUESTION 4**

Where do you configure the ability to delegate approvals?

- A. the Category record
- B. the Phase record
- C. the User Profile record
- D. the Environment record

Correct Answer: C

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**QUESTION 5**

What is the name of the search engine service on a Windows server?

- A. SMSearch
- B. SMHelp
- C. KMSearch
- D. KMHelp

Correct Answer: C

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