



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

CA Service Desk Manager r12 Professional Exam

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### QUESTION 1

Before you use the CA Service Desk data extractor on UNIX, which variable must you set?

- A. \$HOME
- B. \$NX\_ROOT
- C. \$LANG, \$LC\_ALL
- D. \$LD\_QBRARY\_PATH

Correct Answer: B

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### QUESTION 2

When implementing an architecture that includes CA Service Desk r12 with CA Workflow, which default port assignments apply? (Choose two)

- A. CA Workflow Tomcat Startup: 8090
- B. CA Workflow Tomcat Shutdown: 8095
- C. CA Service Desk Tomcat Startup: 5250
- D. CA Service Desk Tomcat Shutdown: 9085

Correct Answer: AB

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### QUESTION 3

What is the purpose of multiframe?

- A. To build forms
- B. To create tabs in CA Service Desk
- C. To add Free-Standing Cells to reports
- D. To customize dashboards in InfoView

Correct Answer: B

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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. v1.0or higher



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

Correct Answer: D

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#### QUESTION 5

What is the preferred method for making site defined fields available to Web Intelligence reports?

- A. Create a Web Screen Painter Frameset.
- B. Update the CA Universe in Business Objects.
- C. Add entries to the wscol table using the Web Screen Painter.
- D. Create a derived Universe in Business Objects and update the derived Universe.

Correct Answer: D

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