Vendor:HP

Exam Code:HP0-M43

Exam Name:HP Service Manager 9.x Software

Version: Demo

QUESTION 1

Which component is included in all Web Services integrations?

A. Eventin record

B. WSDL (Web Services Description Language)

C. DEM (Discovery Event Manager)

D. proxy server

Correct Answer: B

QUESTION 2

Which file defines startup parameters and defines the processes the system automatically starts?

A. sm.ini

B. sm.startup

C. sm.cfg

D. sm.log

Correct Answer: C

QUESTION 3

In order to run reports using Crystal Reports, which listener must be configured?

A. legacy listener

B. sm listener

C. scauto listener

D. sc listener

Correct Answer: A

QUESTION 4

You use the System Information record to configure which setting?

A. time zone for all operators

B. password requirement for all operators

C. language displayed for all operators

D. currency displayed for all operators

Correct Answer: B

QUESTION 5

Given the Service Manager RDBMS user has the right to create tables, which action in Service Manager translates directly into a SQL create statement?

A. creating a new dbdict

B. creating a new field in an existing dbdict

C. renaming a dbdict

D. renaming an existing field in an existing dbdict

Correct Answer: A

QUESTION 6

Which module is required to enable Service Desk agents to use and search information from existing incidents or problems?

A. Knowledge Management

B. Service Desk

C. Problem Management

D. Incident Management

Correct Answer: A

QUESTION 7

Which debugging tool is available on the Windows client only?

A. RAD debugger

B. Advanced debugger

C. JavaScript debugger

D. Mozilla Firebug

Correct Answer: A

QUESTION 8

Which capability word is required to grant operator access to Crystal Report?

A. ReportAdmin

B. ODBC

C. data administrator

D. SysAdmin

Correct Answer: B

QUESTION 9

The Incident Management process logs, investigates, diagnoses, and resolves incidents. Which role is required to control the efficiency and effectiveness of the process?

A. Incident Analyst

B. Incident Manager

C. Service Desk

D. Incident Coordinator

Correct Answer: B

QUESTION 10

What is the purpose of the Service Request Catalog (SRC) client?

A. to provide a user interface for users to order items from the Service Manager catalog

B. to provide an interface for Cloud Service Assurance (CSA)

C. to provide an interface to request services from Service Manager\\'s Request Management module

D. to provide a new and separate Service Catalog module that interfaces with Service Manager

Correct Answer: A

QUESTION 11

Where is the MySM home page activated?

A. Contact record

B. Incident Management Profile

C. Operator record

D. Service Desk Profile

Correct Answer: C

QUESTION 12

Which technology is used to connect to Service Manager and SQL Server?

A. SQL client

B. SQL Plus

C. ODBC

D. JDBC

Correct Answer: C