



Oracle

Exam 1z0-583

Oracle User Productivity Kit 11 Technical Consultant Essentials

Version: 6.0

[Total Questions: 115]

Question No : 1

Your client needs to reclaim space on their server. To reclaim the space, they want to purge the deleted documents found in the library. Your client expressed concern that some of the documents may still be referenced by other documents in the library. These documents may need to be recovered in the future.

Which action do you need to take to purge only the documents that are no longer being used?

- A.** Open the Related Documents pane from the View menu. Scroll through the documents in the Deleted documents view, purging only those with no links in, as displayed in the lower panel.
- B.** Open the Related Documents pane from the View menu. Scroll through the documents in the Deleted documents view, purging only those with no links to, as displayed in the upper panel.
- C.** Open the Brokenlinks pane from the View Menu. Scroll through the documents in the Deleted documents view, purging only those with no broken links in.
- D.** Open the Lost Document view. Because this shows only the document with no links in, you can purge all deleted files from view.
- E.** Select all files in the deleted Document view and purge them, because those documents that are linked to by nondeleted documents will be purged.

Answer: A

Explanation: If you attempt to delete a document from the Library that is used by other documents, you have the choice to delete the selection only or the selection and all related documents. Clicking the View related documents link displays a list of the related documents. The related documents list includes the direct and indirect links for each parent document selected.

The Deleted Documents view in the Library displays the documents that have been deleted, but not yet purged by the content Administrator.

Question No : 2

UPK supported languages are grouped by the Tier Structure, Tier 1 and Tier 2. Which of the following is not translated if it is a Tier 2 language?

- A. Player Interface
- B. Developer
- C. Default and Microsoft template Text
- D. Static text in Document publishing formats

Answer: B

Explanation: As per following table:

Software User Interface, Tier 1, Tier 2

Setup Translated Not Translated

Developer Translated Not Translated

Player Translated Translated

Reference: ORACLE USER PRODUCTIVITY KIT V11.0 –FREQUENTLY ASKED QUESTIONS,: What languages are supported by UPK?

Question No : 3

What is the first step to set up an unattended installation of the Knowledge Center?

- A. Run the executable silently.
- B. Record the parameter file by using the /r parameter.
- C. Log a support ticket.
- D. Use a third-party program to record the installation options.

Answer: B

Explanation: Unattended Installation

You can use Push technology to distribute executable files for the setup to user desktops.

You

record response files which contain the pre-determined default settings, and then you can run

the executable silently. If you deploy executable files in this manner, no interaction is necessary on the part of the user. The administrator can control the installation.

You can record response files for any of the setup executables.

Record the Parameter File

To create a parameter file, you use the /r parameter to run the setup executable in record mode. This generates a response file (.iss) that contains the settings you chose while recording. These become the default settings

Reference: Oracle User Productivity Kit, Installation And Administration Release 11.0,

Unattended Installation

Question No : 4

While you are working offline, the training administrator changes the permissions to the folder in which you have created a new topic. The permissions are changed to "List Only."

What happens when you go online and your library is synchronized with the server?

- A. The content administrator is warned automatically and will restore your folder permissions so that your work is safe.
- B. The document will appear in the Lost document view.
- C. The permissions for the folder are automatically restored to modify permissions during the synchronization.
- D. I can revert the permissions myself after I receive a system warning.

Answer: B

Explanation: Lost documents

Lost documents (new or edited documents) can result if permissions change when an author is

working offline. For example, if an author had Modify permissions to a folder and then went offline while the administrator changed your permissions to List Folder Contents. Any new or

edited document will be identified as a lost document when the author reconnects and begins

working online. If this happens, an author can display the Lost documents view and recover the documents by moving them to a folder with valid permissions. The status bar of the Developer displays a message when lost documents are detected.

Reference: OracleUser Productivity Kit, Installation And Administration Release 11.0, Lost documents

Question No : 5

Identify three compatible file formats that can be used when updating or customizing your

logo in UPK.

- A. JPG
- B. PPT
- C. TIF
- D. BMP
- E. EXE
- F. PDF
- G. HTML

Answer: A,C,D

Explanation: To customize logos globally for all publishing styles in a category, you can use the Customize Logo command on the Tools menu. This command prompts you to choose a category of publishing styles and an image file. You can choose to replace the default logo with any image in .gif, .bmp, .jpg, .jpeg, .tif, or .png file format. The Developer converts and renames it to small_logo.gif, and replaces all instances of small_logo and large_logo in all output styles for the selected category. This process will override any existing graphics that are in the existing publishing styles.

Reference:UPK Master Documentation Library,Use the Customize Logo Tool

Question No : 6

During the installation of 110 PRO, you receive an error message. What is the first task you do when entering "My Oracle Support"?

- A. Log a Sev 1 Service request.
- B. Look in the Knowledge base for known issues.
- C. Look in patches and updates to see if there is a patch to download to resolve the issue.
- D. Create a forum post asking other clients and support representatives for clues or steps to be taken to resolve the issue.

Answer: B

Explanation: Search the Knowledge Base for the error.

Question No : 7

UPK Developer requires Microsoft .NET Framework 3.5. Some of the machines in the organization where Developer will be installed already have .NET Framework 3.5 installed, but most do not. Organizational policy dictates that ALL of the machines where Developer will be installed DO NOT have access to the internet for security reasons. The UPK installer comes packaged with a "bootstrap" installer for .NET Framework 3.5, which connects to the Internet to install .NET Framework 3.5 from there.

Identify the method that would ensure that UPK Developer is installed securely with its .NET Framework 3.5 requirement.

- A. Temporarily allow all machines access to the Internet during the duration of the distribution of the installation, so that the "bootstrap" installer can connect properly.
- B. Embed the full .NET Framework 3.5 installer package within the UPK installer, allowing the UPK installer to use that package Instead of "bootstrap."
- C. Ensure force installation of .NET Framework 3.5 on ALL machines before the installation of UPK Developer.
- D. Install only to the machines with .NET Framework 3.5 already installed; delay installation on other machines until they have been updated with .NET Framework 3.5.

Answer: B

Explanation: No need to use the internet to install the .NET Framework 3.5.

Question No : 8

A content administrator has asked you to troubleshoot a multi-user UPK Installation: the authors unable to connect to the server. The administrator sent you the following message from a Windows event log:

The current identity (NT AUTHORITY\NETWORK SERVICE) does not have write access to "C:\WINDOWS\Microsoft.NET\Framework\v2.0.50727\Temporary ASP.NET Files'.

Where can you fix this permission problem?

- A. On the Oracle database server
- B. On the affected client workstations
- C. In the UPK library
- D. On the application server

Answer: D

Explanation: The .NET FRAMEWORK is used by the application server.

Note: Example:

When you have created virtual directory of your application created in .Net2.0 and application is not running. Even everything is fine in web.config, still it is giving error in web.config file. Error :- The current identity (NT AUTHORITY\NETWORK SERVICE) does not have write access to 'C:\WINDOWS\Microsoft.NET\Framework\v2.0.50727\Temporary ASP.NET Files'. Solution is goto command prompt then navigate to directory C:\WINDOWS\Microsoft.NET\Framework\v2.0.50727 Now run this command aspnet_regiis -ga "NT AUTHORITY\NETWORK SERVICE" Everything will work fine.

Question No : 9

Your client has deployed the UPK Developer on a Citrix server, so content authors can access it remotely in Citrix seamless windows. The target application was also installed on the same server. The authors are unable to record content.

Choose three actions that you would take to help discover the problem.

- A. Ensure that the "Time to hide recorder window before screen capture" setting in the Options dialog box is Increased to at least three seconds.
- B. Ensure that the target application (the web browser for web applications) runs in the same Citrix session as the Developer.
- C. Ensure that keyboard shortcuts are not recorded automatically.
- D. Ensure that the screen shot capture key is changed from the default.
- E. Ensure that the sound is correctly set up in Citrix.

Answer: B,D,E

Explanation: Remote and Virtual Environments

The Developer can operate in remote and virtual environments such as Citrix and VMware. The following are known issues when operating the Developer in these environments:

Citrix:

*(B) When recording a target application running in a Citrix session, then Developer must be running in the same Citrix session.

*(E)Sound output will likely be choppy.

* (D)Citrix does not pass the [PrintScreen] key to applications running in seamless windows.

The Developer uses the [PrintScreen] key as the default key for recording topics. Therefore, the Recorder will not properly recognize the [PrintScreen] key in a Citrix seamless window. The recording key can be changed in the Options dialog box in the Developer.

Reference: OracleUser Productivity Kit, Installation And Administration Release 11.0,Remote and Virtual Environments

Question No : 10

You maintain a single UPK Developer Library that includes content for the entire organization. You have created an outline that includes all of the content for the current project. However, some of the content is sensitive and should be visible only to the Human Resources group.

Which process enables you to maintain this library of content and deliver it to the organization without exposing the sensitive content to the entire organization?

- A.** Duplicate the outline and remove the Human Resources topics from the duplicate. Deliver the full outline to the Human Resources group and the duplicate outline to the entire organization.
- B.** Create a new outline and link all of the existing modules with the exception of the Human Resources module. Deliver the full outline to the Human Resources group and the smaller outline to the entire organization.
- C.** Create a Role named "Sensitive." Add this Role to all of the Human Resources content. Publish the outline and use Roles to filter the content appropriately based on the user's role.
- D.** Create a State named "Human Resources" Add this State to the Human Resources content. Use "Publish by State" to publish one outline with and one outline without the Human Resources State.

Answer: A

Question No : 11

A content author requests your help.

The UPK Developer does not correctly recognize objects and action areas while recording a target application. The author provides you with a sample topic to review. You notice that the target application appears in a VMware Player virtual machine window in the screenshots. The action areas cover the entire virtual machine window, and the objects in the target application cannot be recognized.

How can you fix this problem?

- A. The author should disable automatic recording, because it degrades object recognition when used with a virtualization software.
- B. The author should maximize the VMware Player window during recording so that the UPK Developer can recognize the objects in the application.
- C. The UPK Developer should be installed in the virtual machine, and the target application should be recorded inside the virtual machine.
- D. Exact Match is disabled by default for VMware Player in "Target Application Configuration" in the Options dialog box. This setting must be enabled.

Answer: C

Question No : 12

You can deploy your UPK content by placing the Player package on a web server and making it available to your users. You do this by copying the contents of the Player Package folder in the published content. Then you will need to create a link to two files.

Identify the two files.

- A. play.exe
- B. index.html
- C. default.htm
- D. tocx.html
- E. kp.html

Answer: A,B

Explanation: Linking to the index.html is how to launch the UPK Player(play.exe)when it's on a web server (including SharePoint or similar).

Note:What is the underlying architecture of the UPK Player?

A: The UPK Player is DHTML (Dynamic HTML, which is HTML and JavaScript). The images are PNG format.

Question No : 13

You are engaged as a UPK administrator and publisher for a customer who is in the process of upgrading their Oracle EBS application suite to R12.x. The UPK content development team has finished the first set of topics and asked you to publish the content, so their SMEs can directly access the topic they are responsible for. The SMEs are busy and do not have time to download Individual topics.

Which method should you choose to publish and distribute the content?

- A. Publish the content to the individual topic outputs and host the topics on a web server providing links to each topic.
- B. Publish the content using the Player/LMS output and distribute the player package folder to each SME.
- C. Publish the content using the Player/LMS output and host the content on a web server and provide the SMEs with a link to the play.exe file.
- D. Publish the content using the Player/LMS output and host the content on a web server and provide content developers a link tokp.html.

Answer: B

Explanation: Deploy an LMS Package

The LMS package enables the creation of a package that conforms to the AICC and SCORM learning specifications.

Reference: OracleUser Productivity, Content Development,Deploy an LMS Package

Question No : 14

You have defined a number of customizations for the Knowledge Center user interface.

However, when you test them, the customizations are not displayed. You have verified that the modified files have all been placed in the proper directories.

What might be the reason your customizations are not appearing?

- A.** The local browser cache on the client system accessing the Knowledge Center must be cleared for the customizations to appear.
- B.** You may be using an unsupported browser. Test your customizations in Internet Explorer version 8 or 9.
- C.** You may not have restarted the Web services on the Knowledge Center server. This will reload the .lng and .cus files on the web server.
- D.** If you logged in to the Knowledge Center before you performed your customization, you will need to log in as a new user to see the customizations.

Answer: C

Explanation: Restart the web services. This step is required because when the Knowledge Center software loads on the web server all contents of lng and cus files are cached in memory. To update this information the services must be restarted.

Reference: Knowledge Center: User And Content Management Release 11.0, Create a Customization File

Question No : 15

You are asked to attend a presales call to support your field account representative with a sale of UPK. The account representative has asked you to participate in the meeting because the client has questions about deploying In-Application Support using the SmartHelp browser add-in option in UPK.

The client wants to know what is required to deploy SmartHelp to their user community.

Identify the best response.

- A.** SmartHelp is deployed from a web server by having the user access setup file in the playerpackage directory. Users installing SmartHelp must have admin privileges and configure the browsers for ActiveX controls.
- B.** SmartHelp is deployed to the user community by installing the UPK single-user option

on the end user's desktop and configuring the browser for ActiveX controls.

C. The SmartHelp browser add-in is deployed using the in-application support configuration utility to push an ActiveX control to the user population.

D. SmartHelp needs only a web server to run on and is plug-in free. Therefore, it does not require Installation to deploy it to the user population.

Answer: C

Explanation: An ActiveX control must be installed on the end-user system to enable the SmartHelp for Internet Explorer. A key feature of ActiveX controls is their simple “download and execute” deployment model.

The user who installs, configures, and uninstalls SmartHelp must have administrator rights to the local computer. Medium or medium-low security is recommended for the published content. In the Security tab, Local Intranet and Trusted Sites have the recommended security levels. For SmartHelp to work properly, the following settings should be as follows:
Download signed ActiveX controls: Enable or Prompt

Run ActiveX controls and plug-ins: Enable

Script ActiveX controls marked safe for scripting: Enable

Note:SmartHelp - This is a toolbar button for browsers that end users may use to access context-sensitive in-application support content.

Question No : 16

Identify two true statements about the installation of the Knowledge Center User Import Utility.

A. The Knowledge Center User Import Utility can be installed only before the Knowledge Center is installed.

B. The Knowledge Center User Import Utility can be installed on the same server as the Knowledge Center.

C. The Knowledge Center User Import Utility can be installed on any workstation that can connect to the Knowledge Center.

D. The Knowledge Center User Import Utility can be installed only in the Knowledge Center application root directory.

Answer: B,C

Explanation: Install the Knowledge Center User Import Utility

B:The User Import Utility enables you to easily import user names and password information

from a file or database into the Knowledge Center. It is a separate program that resides locally

and connects to the server.

There are two things your administrator should supply to you before you install the Knowledge

Center User Import Utility on your local workstation:

*The name of the web server and virtual directory where Knowledge Center is located.

Please note that the Knowledge Center must be installed before you can use the User Import Utility.

*Your user credentials - either your Windows login account, or a user name and password that your administrator has created.

C:Choose Destination Location: You can accept the default target location, or click Change to specify a different one.

Note:Although the User Import Utility is used with the Knowledge Center, it is not installed as part of the Knowledge Center. To install the User Import Utility, you must select the User Import Utility during the installation process. This will create a Knowledge Center User Import program group. You can launch the User Import Utility with the User Import icon in the program group.

Reference: OracleUser Productivity Kit, Installation And Administration Release 11.0,Install the Knowledge Center User Import Utility

Question No : 17

A UPK content author has a single-user installation of UPK 3.6.1 on his or her computer. The author would like to keep this installation on his or her machine, but also wants to Install the single user of UPK 11.0.

Identify the process that enables this.

- A.** The content author needs to create an .odarc file of all the content he or she wants to keep from the 3.6.1 single-user Installation, and then uninstall 3.6.1. After 3.6.1 is uninstalled, the author can install 11.0. Two different versions of UPK single user cannot be installed on one computer at the same time.
- B.** The content author can run the UPK 11.0 setup and install UPK 11.0 in a folder structure that is different from where the UPK 3.6.1 is installed. Both versions of the developer can be launched independently.
- C.** The content author can run the UPK 11.0 setup and Install UPK 11.0 in the same folder structure as the 3.6.1 Installation. This will upgrade the 3.6.1 installation to version 11.0. Two different versions of UPK single user cannot be installed on one computer at the same time.
- D.** The content author can run the UPK 11.0 setup and install UPK 11.0 in the same folder structure as the 3.6.1 installation. Because the cache locations of 11.0 and 3.6.1 are different, the two versions of the UPK can be launched independently.

Answer: B

Explanation: Q: Can I install UPK 11.0 on top of a previous version?

A: No. UPK 11.0 cannot install to a location that already includes a previous version (“on top”). Both the client and server installs need to be installed to a new location.

Q: Can UPK 11.0 be installed on a machine which already has a previous version installed?

A: Yes.

Reference: UPK Master Documentation Library, Oracle User Productivity Kit V11.0, Faq,Upgrading to 11.0

Question No : 18

Which of the following is required to enable end-user access of UPK-generated content-sensitive help in an application using the UPK Help Integration method?

- A.** The application administrator must manually map context IDs from each page to the appropriate URLs for help.
- B.** The application administrator must make minor configuration changes to the application.
- C.** The application developer must write custom code to enable the help system to launch nonapplication help files.
- D.** The application administrator must use the UPK Developer’s Context Editor to map the application context.

Answer: B

Explanation: If help integration is available for a target application, there is usually some configuration

that must be done on the application server.

For an example see note 2 below.

Note:

Implement Help Integration

*Obtain content - This is a Player package that an author created and published from the Developer.

*Configure content - Use the IAS Configuration Utility to set options for help integration. See Application-Specific Configuration Settings.

*Deploy content - Place the content on a Web server.

*Integrate Help into the target application - Adjust settings in the target application to launch the content. See the appropriate section for your application in Integrate Help for Target Applications

Note 2:Agile PLM

Agile PLM can be configured to launch context-sensitive help through the Help button.

When the user clicks the Help button, the Player help launches directly or a gateway page appears allowing the user to choose between the Player help and the Agile PLM help.

You configure the Agile PLM application to launch the context-sensitive Player help directly from the Help button by using the Java client interface for administration.

To configure Agile PLM:

1. Log in to the Agile Java client application.
2. Click the Admin tab.
3. Expand the Server Settings item in the tree.
4. Double-click the Locations item in the tree.
5. Click the Online Help Manuals URL field.
6. Enter the server and virtual directory where the published Player content is located, for example:
`http://<server_name>/<folder_name>/agile/hemi/agile_gateway.html".`
7. Click the Close button.
8. Click the Yes button.

Question No : 19

Identify three statements that are true about the Installation of service pack updates.

- A. You can install these updates without having to reinstall the Developer.
- B. If both UPK and Knowledge Center need to be updated, you must run the installer twice.
- C. As part of the service pack, you must reinstall the UPK Developer.
- D. After installing a service pack for the Developer, you should update each Developer Library with the appropriate service pack documents.
- E. Service packs will run automatically and you do not need to worry about updating your toolset.

Answer: A,B,D

Explanation: A:You can install a service pack without having to re-install the Developer client, single-user, or server software, or the Knowledge Center.

B:If you receive a service pack update, it may contain updates for both the Developer and Knowledge Center. If both need to be updated, you must run the installer twice.

D:After installing a service pack for the Developer, you should update each Developer Library with the appropriate service pack documents.

Reference: OracleUser Productivity Kit, Installation And Administration Release 11.0,Service Pack Installation

Question No : 20

What are the minimum permissions needed to run the install scripts?

- A. DB_Accessadmin, DB_Owner
- B. DataReader, DataWriter, DB_Owner
- C. DataReader, DataWriter
- D. DB_Accessadmin
- E. DB_Owner

Answer: D

Explanation:

Note 1:Install the Developer Database Manually

You can install the Developer database manually by running the scripts provided with the software. If you are using an Oracle Database, a script creates the schema, populates it with the appropriate objects, and creates an application user for the schema. If you are using a Microsoft SQL Server, one script creates the database and the database user, and

a second script populates the database with the appropriate objects.

You must have the proper administrative credentials for the database server to create and populate the tablespace or database.

Note 2: To install the database manually on an Oracle Database server:

1. From the Windows Start menu, open a Command Prompt window.
2. To create the tablespace using the CreateSchemaObjects.sql script located in \db scripts\ORACLE\Developer in the software installation files, enter the following at the command prompt: sqlplus - SQL*Plus is the command line application for Oracle Database. -s - Run SQL*Plus without SQL*Plus messaging. <adminuser> - The administrative user for the instance of the Oracle server. <adminpwd>@<instance> - The password for the administrative user and the name of the instance.

Question No : 21

When updating a Multi user instance of the Developer with a service pack, what is the one additional step you need to remember that is not part of the single user update?

- A. Choose the installation location of the service pack.
- B. Update each Developer Library with the appropriate service pack documents.
- C. Choose the application to which you want to apply the update.
- D. Choose the UPK Developer.

Answer: B

Explanation: If you updated Developer, start the Developer and update your Library with the service pack documents (multi-user environment only).

Reference: Oracle User Productivity Kit, Installation And Administration Release 11.0, Service Pack Installation

Question No : 22

Which statement best describes the main purpose of the library functionality within UPK?

- A. It provides a central storage point for all documents.

- B. It enables you to check out multiple documents at once.
- C. It provides a single location to create content.
- D. It enables you to create multiple documents with the same name.

Answer: C

Explanation: The Developer is the primary content authoring tool that allows you to create and publish content easily. Using a content Library for organization and storage, you can build outlines comprised of various documents such as modules/sections, topics, glossaries, questions, and assessments.

Reference: Oracle User Productivity Kit, Installation And Administration Release 11.0, Overview and Documentation

Question No : 23

Identify the statement that is true about the use of UPK client software databases.

- A. The client uses only a server-side database.
- B. The client uses only a client-side database.
- C. The client uses both local-side and server-side databases.
- D. The client does not use any database.

Answer: C

Explanation: The client computer requires an installation of the Developer. The client also contains a client database (also referred to as the document cache) that is used and managed by the client desktop software.

The client database is stored in the Documents and Settings folder by default on the local workstation, but you can change the location if desired.

Reference: Knowledge Center: User And Content Management Release 11.0, The Client Database

Question No : 24

The administrator deletes a folder and all of its contents. While working offline, an author

new topic in the folder that the administrator just deleted.

What happens when the author checks in the topic?

- A. The topic is deleted because there is no place to store it.
- B. The folder is re-created with the new topic in it.
- C. The author is prompted to create a new folder to store the topic.
- D. The author is prevented from checking in the topic.

Answer: C

Question No : 25

Your library database is corrupted and you decide to restore the database from a recent backup. However, after the library is restored, one of your users informs you that the user is not able to check a document that he or she has been editing. When the user does, he or she gets an error message saying that the document is not checked out, even though Developer shows it as checked out.

Identify three statements that are true about this scenario.

- A. The document cannot be checked in because it is no longer in the library.
- B. The user can archive the document by exporting it to an .odarc file and reimport it after restarting Developer.
- C. You need to run updateRestoreDate.sql on the database.
- D. Before backing up the database, you should have checked the "All checked out" view and asked all users to check in their documents.
- E. The document did not exist when the backup was made and, therefore, is lost.

Answer: B,C,D

Explanation: B: Note:

the export process writes all of the selected content to a single compressed archive file with the extension odarc. The import process then takes a single odarc file as input to re-create the contents of the archive in the current Library.

C:If a database administrator restores the server database from a backup, the UpdateRestoreDate.sql script must be run to update specific fields.

D:

Note:All checked out - This view lists all checked out documents in the Library sorted by the author that has documents checked out (Checked Out By) and document Name. Documents appear in a flat view (no folder structure) and display Checked

Out By, State, Last Modified Date, Version, and document Type columns. This view is useful for administrators who want to determine if there are any checked out documents in the Library before they perform software upgrades or other maintenance activity.

Reference: OracleUser Productivity, Content Development

Question No : 26

You manage o UPK Developer Library, which consists of multiple Groups. Each Author belongs to one or more Groups. You have recently discovered that a user has Modify permission to the System folder, when the user should only have Read permission.

What is the best way to prevent this user from modifying the contents of the System folder?

- A.** Override checkout on all documents in the System folder, which are currently checked out to any users, and then check out the System folder so that no changes can be made.
- B.** Use the Effective permissions to identify which group or explicit permission provides the user with Modify permissions to the System folder. Remove the user from that group or change that group's permission to Read.
- C.** Prevent the user from modifying the contents of the System folder by adding them to a new group which has only the Read permission to the System folder.
- D.** Copy the contents of the System folder to a new location In the Library. Export the System folder copy to an ODARC drive to ensure that the user cannot modify its contents.

Answer: B

Explanation: Assigned and Effective permissions

Permissions can either be explicitly assigned to an author or in effect due to folder inheritance or group membership. Explicitly assigned author permissions take precedence over group permissions when assigned to the same folder. You can view Assigned and Effective permissions using the Folder Permissions command.

Question No : 27

You are the project lead working with your IT team to set up a multi-user Installation of UPK in a Citrix environment, identify three correct considerations for this type of deployment.

- A. The server software and the database must reside on the same server and the client workstations are on the same network.
- B. The server may be accessed through the Internet with communication between the client and the server through Web Services using HTTP.
- C. The Developer server can support multiple libraries on the same physical server with users having multiple profiles, one for each library.
- D. The Developer can operate in remote and virtual environments such as Citrix and VMware without any special considerations.
- E. When recording a target application that is running a Citrix session, the Developer server must be running in the same Citrix session.
- F. The Recorder will not properly recognize the PrintScreen key in Citrix, so the recording key must be changed to F8 in the Developer server.

Answer: B,E,F

Explanation: B:It is also possible to access the server through the Internet. All communication between

the client desktop and the server is through Web Services using HTTP.

E:When recording a target application running in a Citrix session, then Developer must be running in the same Citrix session.

F:Citrix does not pass the [PrintScreen] key to applications running in seamless windows. The Developer uses the [PrintScreen] as the default key for recording topics. Therefore, the Recorder will not properly recognize the [PrintScreen] key in a Citrix seamless window. The recording key can be changed in the Options dialog box in the Developer

Reference: OracleUser Productivity Kit, Installation And Administration Release 11.0,Remote and Virtual Environments

Question No : 28

The customer is not satisfied with the default wording used in some of the links, buttons, and messages in the Knowledge Center user Interface and would like to change them.

How is the value for the stringid variable determined when defining the custom text in the eu<langid>.cus file?

- A. Identify the last or highest stringid already in use in the eu<langid>.lng file and begin numbering your custom strings with the next integer.
- B. Use the same stringid value defined in the eu<langid>.lng file for the string you will be

customizing in the eu<langid>.cus file.

C. The stringid value is a hexadecimal representation of your custom text. Use a “text to hex” conversion tool to identify the hexadecimal value to use as stringid for your custom text.

D. Your custom strings should have stringid values beginning with 1 and use incremental integer values for each subsequent custom string.

Answer: B

Explanation: To specify custom text blocks or graphics, you must create a “customization” file that contains

your custom information. This is accomplished by creating a new file named eu<langid>.cus.

This file uses the same file structure as the eu<langid>.lng file. You only need to add the specific text blocks and graphics that you are modifying to the “customization” file, because the

eu<langid>.lng is read first and then the eu<langid>.cus file is read to pick up any customizations.

Customize Text

Every text block in the user interface can be customized. This allows you to customize the messages that appear to the user on pages, error dialogs, and so on.

The first step in changing the text is to identify the block of text that you wish to customize and determine its stringid. There are two different methods for doing this. One method is to copy the text from the Knowledge Center user interface and search the eu<langid>.lng file for

the appropriate item. You can then place the appropriate entry in your customization file (.cus). Knowledge Center also provides a special mode that allows you to view the stringids as

you are running the user interface.

Reference: Oracle User Productivity Kit Knowledge Center: User And Content Management, Basic Customization

Question No : 29 CORRECT TEXT

Your customer has a custom built application for which the customer has created a robust text-based Help system. The customer has contacted you for your expert knowledge in deploying UPK player content. The customer wants to add links to "See It!" mode and "try

it!" mode simulations in their online documentation, but does not want users to have to navigate the UPK Player table of contents.

Identify the option that would support this requirement.

Answer: The customer should publish each topic using the Individual topic output, host each on a web server, and link to each file from their documentation.

Answer: The customer should host the published player package on a web server and use the kp.html file to derive each link to each topic and mode.

Answer: The customer should host the published player package, launch index.html, and navigate to each topic and copy the URL from the address bar of the browser.

Answer: The customer should deploy the content using the Help Menu integration method and use ExactMatch context matching to locate each topic's URL.

Answer: D

The Help Menu Integration folder contains the files necessary for launching content from the Help menu of an application. Each category or "brand" has its own subfolder. Within the subfolder, the files necessary for supported target applications are in stored in a package document. These files are automatically published with the Player content. The Help Menu Integration folders and documents that appear depend on the product category that you are using.

Question No : 30

Your training coordinator has updated the publishing styles to reflect the new company logo. The styles are in the Styles folder, which is located in the System/Publishing folder. You have been asked to make the necessary permission changes to prevent other users from making changes to the styles, while retaining the ability to publish content.

What do you do to handle this request?

- A. Set the styles folder to list permissions.
- B. Set the system folder to read permissions.
- C. Remove all users from the group that has access to the system folders.
- D. Send out an email to all users requesting not to change the styles.

Answer: B

Explanation: Understand Content Permissions

By default, all authors have complete access to all Library folders and all actions that you can perform to develop, modify, publish, and export content. However, your administrator

can also restrict your ability to access content in any Library folder and perform actions on that content. An administrator can assign the following permissions:

The following permissions can be set for any folder in the Library:

- List Folder Contents - Authors cannot save to folders with this permission. An author can view the names of documents in a Library folder but cannot open a document in any editor and perform actions that would change the document content or its location in the Library. An author also cannot make a copy of the document in any way.

Read - An author can open a document in an editor, but cannot perform any actions that would change the document content or its location in the Library. An author can make a copy (including Save as) of the document and store it in a folder location to which they have appropriate permissions.

Modify - An author has complete access to the folder and its documents and can perform any action (create, modify, copy, delete, publish, export, and so on).

Note: Publishing styles are Publishing Project documents that are stored in the System/Publishing/Styles folder in the Library. Within the Styles folder, each category has a folder. Each output format has its own Project document, such as Job Aid and Player.

Note 2: Also note that you must have Modify permission to the folder where the publishing styles (or project documents) are stored for the category you select to successfully change logos.

Reference: Oracle User Productivity, Content Development, Understand Content Permissions

Question No : 31

You are tasked with installing the Knowledge Center Database using the scripts that are stored on the G drive. Your company currently uses SQL Server 2008.

What are the commands used to build the database using the scripts?

A. `Sqlcmd -I -S"mysqlserver" -i " G:\Setup\db scripts\MSSQL\knowledgwCenter\createDBObjects.sql " -n DBOwner =" KUser`

password = "password" - v DBName = "KMASTER" - v DBPath = "C: \ database"

B. Sqlcmd - E - S"mysqlserver" - i " G:\Setup\db

scripts\MSSQL\knowledgwCenter\createDBObjects.sql " - n DBOwner =" KUser

password = "password" - v DBName = "KMASTER" - v DBPath = "C: \ database"

C. Sqlcmd - E - s "mysqlserver" - e " G:\Setup\db

scripts\MSSQL\knowledgwCenter\createDBObjects.sql " - n DBOwner =" KUser

password = "password" - v DBName = "KMASTER" - v DBPath = "C: \ database"

D. Sqlplus - s system/password@xe @ "E:\Setup\db

scripts\ORACLE\KnowledgeCenter\CreatesSchememaObjects.sql.sql" KUser password

KMaster

"C: \ app \ oradata \ orcl \ KMaster.DBF" KMaster_TEMP

"C: \app\oradata \ orcl \ KMaster_TMP.DBF"

Answer: B

Explanation: Use Sqlcmd - E - S"mysqlserver" - ietc.

To create the database using the CreateDB.sql script, enter the following at the command prompt:

sqlcmd - The command line application for the Microsoft Sequel server.

-E - Use a trusted connection to the Microsoft Sequel server. To use a login and password, use the -U <LOGINID> -P <password> parameters.

-S <servername> - The name of the Microsoft SQL server.

-i "<scriptfile>" - The path to the script file and the name of the script file.

-v DBName="<database name>" - The name of the database to be created.

-v DBPath="<database file location"> - The path to the location where you want to create the database.

Statement with generic parameters:

```
sqlcmd -E -S <servername> -i <scriptfile> -v DBName="<VALUE1>" -v
```

```
DBPath="<Value2>"
```

Example with default install parameters:

```
sqlcmd -E -S "mysqlserver" -i "CreateDB.sql" -v DBName="KMASTER" -v
```

```
DBPath="C:\database"
```

Question No : 32

Select the two UPK printed documentation outputs that incorporate all items of the published outline.

- A. Business Process Document
- B. Training Guide
- C. Instructor Guide
- D. Presentation
- E. Job–Aid

Answer: B,C

Explanation: Training Guide: A printout of the full content of all Topics for a published Outline. This is suitable for use as a handout for trainees.

Instructor Manual: A printout of the full content of all Topics for a published Outline, including brief instructor notes. This is suitable for use as a "teacher's edition" of a Training Guide, for use by an instructor during classroom training.

Question No : 33

The customer's IT department will not allow anyone outside the department to create a database on its database servers. Identify two considerations to keep in mind while setting up the developer server in this kind of environment.

- A. The IT department can download sample databases from Oracle's website that can be used as the developer database.
- B. The IT department can run a "Database-only" installation or use the scripts provided in the media pack to create the database on its server manually.
- C. The developer server application must be installed before the database is created on the database server by the IT department.
- D. The database must be created on the database server by the IT department before the developer server application is installed.
- E. The developer server application and database must be on the same machine, so the IT department will have to install the developer server at the time it creates the database.

Answer: B,D

Question No : 34

When installing the multi-user UPK Developer server, you can deploy on either a nonsecure website or a secure website with secure sockets layer (SSL). Your client asks you why installing on a secure website is the preferred method. Which four reasons would you give the client?

- A. encrypts authentication data so it is not transported in clear text across networks
- B. encrypts sensitive data
- C. authenticates that the web server is being accessed by users who are who they say they are
- D. protects data that should be accessed by certain users, and not accessed by others
- E. enables quicker publishing of content for deployment
- F. disables direct publishing to a live Knowledge Center environment

Answer: A,B,C,D

Question No : 35

Identify the mandatory requirement when planning to record an unattended installation.

- A. license file available to all users and accessible on the same path
- B. response file in the same folder from where the installation runs
- C. users have write permission to the folder where setup.exe resides
- D. users have the same mapped network drives that you do

Answer: B

Explanation: Run the Executable Silently

Once you have recorded a parameter file, you can use the /s parameter to run the setup silently. By default, the installation process will look for the response file (.iss) in the same directory as the setup.exe. You use the /f1 parameter to specify a different location of the iss file.

Note:

Unattended Installation

You can use Push technology to distribute executable files for the setup to user desktops.

You record response files which contain the pre-determined default settings, and then you can run the executable silently. If you deploy executable files in this manner, no interaction is necessary on the part of the user. The administrator can control the installation. You can record response files for any of the setup executables.

Record the Parameter File

To create a parameter file, you use the /r parameter to run the setup executable in record mode. This generates a response file (.iss) that contains the settings you chose while recording. These become the default settings.

The setup.iss file is stored automatically in the Windows folder. You can use the /f1 option to specify a different location in which to create the response file.

Reference: Oracle User Productivity Kit, Installation And Administration Release 11.0, Run the Executable Silently

Question No : 36

Although you can manually customize the logo in each publishing style, such as the player, the Presentation, and the document formats, you can also globally change the logo in all publishing styles and languages for a specific category in the library.

Which menu in the KPK Developer do you use to complete this task?

- A. File
- B. Edit
- C. Administration
- D. Tools

Answer: D

Explanation: To globally customize logos for a category of publishing styles:

1. On the Tools menu, choose Customize Logo.
2. Select a category or accept the default.
3. Browse to the location of the image file and select it.
4. Click OK to process the changes. When the process is complete, you can view the activity to determine the changes that were made.
5. Click OK to close the Update dialog box.

Reference: Oracle User Productivity, Content Development, Use the Customize Logo Tool