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Exam : **1Z0-583**

Title : Oracle User Productivity Kit
11 Technical Consultant
Essentials

Version : DEMO

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

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

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

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

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

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

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

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

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: Oracle User Productivity Kit, Installation And Administration Release 11.0, Remote and Virtual Environments

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

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

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

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

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.Ing 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

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

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

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

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

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

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