Question: 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 Broken links 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 non deleted 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: 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

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

Question: 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: 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: 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: 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: 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: 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

directoryC:\WINDOWS\Microsoft.NET\Framework\v2.0.50727Now run this commandaspnet_regiis - ga "NT AUTHORITY\NETWORK SERVICE"Everything will work fine.

Question: 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: 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

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