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QUESTION NO: 1

A customer reports an error and provides the following snippet of a log file:INFO | jvm 1 | srvmain

| 2013/11/15 21:36:38.829 | ERROR [ImpExWorker<1/4>] (000000RS-ImpEx-Import) [MultiThreadedImpExImportReader] line 11 at main script: worker 1 got error com.microsoft.sqlserver.jdbc.SQLServerException: Violation of PRIMARY KEY constraint

'PK 3819157796645776366'. Cannot insert duplicate key in object 'dbo.users'. The duplicate key value is (8796126019588).INFO | jvm 1 | srvmain | 2013/11/15 21:36:38.876 | de.hybris.platform.jalo.JaloSystemException: com.microsoft.sqlserver.jdbc.SQLServerException: Violation of PRIMARY KEY constraint 'PK 3819157796645776366'. Cannot insert duplicate key in object 'dbo.users'. The duplicate key value is (8796126019588).[HY--1]What could be the root cause of the error?Note: There are 2 correct answers to this question.

- A. The current PK sequence value is corrupt.
- B. A primary key is used in the database instead of a unique index.
- C. SAP Commerce verifies that the key is NOT unique and reports an exception.
- D. The database engine verifies that the key is NOT unique and reports an exception

ANSWER: C D

QUESTION NO: 2

A customer reports an incident where the SAP Commerce system crashes in production. The customer provides the following log:

What would you advise the customer to do to avoid this happening again?

- A. Configure the auto reconnect property in the JDBC properties to reconnect to the database automatically.
- B. Modify the FlexibleSearch query that fetches catalogs to fix the syntax errors.
- C. Increase the number of connections in the pool if the current number is NOT sufficient.
- D. Fix the missing links between related items in the catalog.

ANSWER: B

QUESTION NO: 3

What activity does SAP recommend to escalate an SAP support incident?

- A. Contact the incident processor directly via e-mail and increase the priority of the incident.
- B. Create another incident with very high priority (P1).

- C. Contact the Customer Interaction Center (CIC).
- D. Contact the customer's Customer Engagement Executive (CEE).

ANSWER: B

QUESTION NO: 4

How does SAP Commerce use the LDAP protocol? Note: There are 2 correct answers to this question.

- A. SAP Commerce converts LDAP query results to ImpEx.
- B. SAP Commerce imports user and group data from an external LDAP system.
- C. SAP Commerce can use the DSML protocol within LDAP.
- D. SAP Commerce writes actions to the connected LDAP system.

ANSWER: A B

QUESTION NO: 5

A new item type was added to an items.xml file named CarProcessDefinition. After the Ant build and SAP Commerce server startup, the following appears in the log file: 15:56:54 **** [java] [m[0;31mERROR [main] [DefaultModelConverterRegistry] code CarProcessDefinition does not belong to known type. Maybe you have added a new type without updating your system. What does this message mean?

- A. The new item has been added without specifying a deployment table.
- B. The new item type will be created after a system update.
- C. The new deployment table has been added without specifying a new item.
- D. The Java class associated to the new item is missing.

ANSWER: A