

SAP EDUCATION

SAMPLE QUESTIONS: E_HYCPS_60

SAP Certified Product Support Specialist - SAP Hybris Commerce 6.0

Disclaimer: These sample questions are for self-evaluation purposes only and do not appear on the actual certification exams. Answering the sample questions correctly is no guarantee that you will pass the certification exam. The certification exam covers a much broader spectrum of topics, so do make sure you have familiarized yourself with all topics listed in the exam competency areas before taking the certification exam.

Questions

1. What must you do to create tenants in SAP Hybris Commerce?

Note: There are 2 correct answers to this question.

a)	<input type="radio"/>	Create a tenant in the hybris Administration Console (hAC) tenant overview page.
b)	<input type="radio"/>	Specify a new tenant name in installed.tenants properties.
c)	<input type="radio"/>	Create a tenant with the ant script.
d)	<input type="radio"/>	Specify the table name prefix.

2 How do you implement customizations for the Product Cockpit?

Please choose the correct answer.

a)	<input type="radio"/>	Make all changes directly in the ProductCockpit extension delivery by hybris.
b)	<input type="radio"/>	Create a new extension using the ycockpit template and make all changes in that extension.
c)	<input type="radio"/>	Create a new extension using the yempty template and add the ProductCockpit as an extension dependency.
d)	<input type="radio"/>	Copy the existing ProductCockpit extension, change its name and use it as a custom extension.

3. What is ScriptingJobPerformable?

Please choose the correct answer.

a)	<input type="radio"/>	It is a spring bean and a Java class of the CronJob Scripting feature.
b)	<input type="radio"/>	It is a deprecated implementation of the JobPerformable interface.
c)	<input type="radio"/>	It is a spring bean and a Java class of the ZK Framework.
d)	<input type="radio"/>	It is a spring bean and a Java class of the Jasper iReport.

4. What can you encrypt using Transparent Attribute Encryption (TAE)?

Please choose the correct answer.

a)	<input type="radio"/>	Sensitive data
b)	<input type="radio"/>	Primitive data types
c)	<input type="radio"/>	Passwords only
d)	<input type="radio"/>	Hybris configuration files

5. You have a performance problem and want to identify the cause. You do NOT have any special tools such as Dynatrace for tracking the issue.

What would you do?

Please choose the correct answer.

a)	<input type="radio"/>	Reproduce the slow situation and take one thread dump to see what it is doing.
b)	<input type="radio"/>	Reproduce the slow situation and take several thread dumps to see which thread is long running and what it is doing.
c)	<input type="radio"/>	Take a heap dump because it is the most lightweight way to see what processes are being executed in a Java JM.
d)	<input type="radio"/>	Check the hybris type system for the type hierarchy and the total amount of item instances stored there.

6. What do Service Level Agreements (SLAs) refer to?

Note: There are 2 correct answers to this question.

a)	<input type="radio"/>	An agreement between the customer and the service provider
b)	<input type="radio"/>	The agreed service delivery time
c)	<input type="radio"/>	The incident solution time only
d)	<input type="radio"/>	The Initial Response Time (IRT) only

7. What should you do when a customer requests that an incident should be escalated?

Note: There are 2 correct answers to this question.

a)	<input type="radio"/>	Notify your manager and summarize the customer and technical information presented in the incident.
b)	<input type="radio"/>	Call the customer immediately and initiate negotiations to de-escalate the issue.
c)	<input type="radio"/>	Wait until the escalation reaches your manager.
d)	<input type="radio"/>	Work on this incident as if it were a High Priority incident if not already classified as High Priority.

8. After implementing a hybris cluster (two nodes) on the same physical machine, one of the cluster nodes shows the following message:

```
STATUS | wrapper | srvmain | 2010/06/29 11:29:29.482 | Launching a JVM...
INFO | jvm 1 | srvmain | 2010/06/29 11:29:33.210 | Error: Exception thrown by the agent :
java.rmi.server.ExportException: Listen failed on port: 9003; nested exception is:
INFO | jvm 1 | srvmain | 2010/06/29 11:29:33.210 | java.net.SocketException: Unrecognized
Windows Sockets error: 0: JVM_Bind
```

What does this error message mean?

Please choose the correct answer.

a)	<input type="radio"/>	The hybris server uses port 9003 and will start without any problems.
b)	<input type="radio"/>	The port 9003 is already in use by another service, application or process.
c)	<input type="radio"/>	The ports for each hybris cluster node running on the same virtual / physical machine are NOT configured correctly.
d)	<input type="radio"/>	The error can be ignored because the port for each node can be changed on the fly after logging into the hybris Administration Console (hAC).

9. A customer complains that the custom XML configuration of a cockpit component is not visible in the browser.

Which of the following steps could solve this issue?

Note: There are 2 correct answers to this question.

a)	<input type="radio"/>	Check the cockpit UI configuration xml file for the particular user/component/type constellation in the backoffice (hmc/backoffice).
b)	<input type="radio"/>	Reset any personalized settings from within the cockpit.
c)	<input type="radio"/>	Restart the server after the new configuration has been imported into the system.
d)	<input type="radio"/>	Check the {HYBRIS_BIN_DIR}\platform\ext\cockpit\resources\cockpit-spring.xml file.

10. A customer reports the following problem in the Order process flow from the Accelerator Fulfillment processes:

After the order has been created and submitted to the frontend, the order status does not progress past CREATED.

What would you do first to investigate the issue?

Note: There are 3 correct answers to this question.

a)	<input type="radio"/>	Request further details regarding customizations related to the Accelerator Fulfillment Process in the template.
b)	<input type="radio"/>	Request the process xml destination file in order to validate the process definitions.
c)	<input type="radio"/>	Request all the Order and Customer data to reproduce the issue locally.
d)	<input type="radio"/>	Try to reproduce the scenario on one of the standard commerce Accelerators.
e)	<input type="radio"/>	Request the thread dumps to check the order status.

Solutions

1 a) Incorrect	2 a) Incorrect	3 a) Correct	4 a) Correct	5 a) Incorrect
1 b) Correct	2 b) Correct	3 b) Incorrect	4 b) Incorrect	5 b) Correct
1 c) Incorrect	2 c) Incorrect	3 c) Incorrect	4 c) Incorrect	5 c) Incorrect
1 d) Correct	2 d) Incorrect	3 d) Incorrect	4 d) Incorrect	5 d) Incorrect
6 a) Correct	7 a) Correct	8 a) Incorrect	9 a) Incorrect	10 a) Correct
6 b) Correct	7 b) Incorrect	8 b) Correct	9 b) Correct	10 b) Correct
6 c) Incorrect	7 c) Incorrect	8 c) Incorrect	9 c) Incorrect	10 c) Incorrect
6 d) Incorrect	7 d) Correct	8 d) Incorrect	9 d) Incorrect	10 d) Correct
				10 e) Incorrect

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