Application Management

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Product Name Administrator Application Support Training Assessment

Questions

Please fill in the answers to the following questions:

1. Refer to Applying Change Packs in Module Two of the course to answer these questions:

    a. From what location should the Product Name Administrator be able to download Change Packs?

    b. When are Change Packs released?

    c. What is the first thing a Product Administrator should do when applying Change Packs?

    d. When selecting a Change Pack for installation, a Product Administrator first needs to open the Product application to the Welcome page. What is the second step in the process?

    e. When installing a Change Pack, what should a Product Administrator select as the Application Name?

2. Refer to Troubleshooting Product Name Applications in Module Three from the course to answer these questions.

    a. When Change Packs are applied, errors may occur. In order to validate the update, what test is used by a Product Administrator?

    b. Name one tool that can be used for analyzing an error:

    c. When troubleshooting Product, if the XML page cannot be displayed, and the XML view cannot be viewed using the style sheet, what action should the Product Name Administrator take to resolve the issue?

Answer Key

The following are answers to the above questions:

1. Refer to Applying Change Packs in Module Two of the course for the answers to the above questions.

    a. The Product Name Administrator can download Change Packs from the Link Name site.

    b. Product Change Packs are released monthly and quarterly.

    c. When applying Change Packs, the first thing a Product Name Administrator should do is determine which version of Product 1, Product 2, or Product 3 is installed.

    d. When selecting a Change Pack for installation, once the Welcome page displays, a Product Administrator needs to select Enterprise Applications from the Applications option.

    e. When installing a Change Pack, a Product Administrator should select NAME as the Application Name, or whatever Department chooses as a naming standard.

2. Refer to Troubleshooting Product Name Applications in Module Three for the answer to the above questions.

    a. In order to test for errors, once Change Packs have been applied, a Product Administrator should re-verify the application still runs, by using the xxxx test, and asking a business analyst to log into the Product front end to verify that online screens are populated with appropriate data.

    b. A tool that can be used to analyze an error is the Product and application logs. Other tools include: Log4j.log files, Workflow.log, and the Product Console.

    c. The Product Name Administrator needs to correct the error and then click the *Refresh* button, or try again at a later time.