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Exam : **E_C4HYCP_12**

Title : Certified Product Support
Specialist - SAP Commerce
Cloud

Vendor : SAP

Version : DEMO

NO.1 In the SAP Commerce cache, how does invalidation work on a product type? Note: There are 2 correct answers to this question.

- A.** All cached FlexibleSearch results where Product type is included are invalidated because the result set might have changed.
- B.** Cached Product items updated during the import are invalidated only in the node where the import is running.
- C.** Cached Product items updated during the import are invalidated in all connected SAP Commerce cluster nodes and are reloaded from the database when it is used next.
- D.** All cached FlexibleSearch results are invalidated from the query results region because the result set might have changed.

Answer: A,C

In the SAP Commerce cache, invalidation works on a product type by invalidating cached Product items updated during the import in all connected SAP Commerce cluster nodes and by invalidating all cached FlexibleSearch results where Product type is included. This ensures that the cache only holds valid data and that the queries return consistent results. The invalidation is not limited to the node where the import is running, nor does it affect all cached FlexibleSearch results from the query results region. Reference: 1

NO.2 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 Java class associated to the new item is missing.
- C.** The new deployment table has been added without specifying a new item.
- D.** The new item type will be created after a system update.

Answer: D

The log message means that the new item type will be created after a system update. The message indicates that the code CarProcessDefinition does not belong to a known type, which means that the item type has not been registered in the system yet. This can happen when a new item type is added to an items.xml file but the system has not been updated to reflect the changes. A system update will create the new item type and its corresponding deployment table. The message does not mean that the new item has been added without specifying a deployment table, that the new deployment table has been added without specifying a new item, or that the Java class associated to the new item is missing. Reference: 2

NO.3 What should you do before you report incorrect software behavior to SAP (third-level support)? Note: There are 2 correct answers to this question.

- A.** Document the complete technical environment information of the system where the incident occurred to provide to SAP.
- B.** Tell the customer that the reported problem will be fixed in a future patch release.
- C.** Reproduce and validate the problem on the standard out-of-the-box SAP Commerce.
- D.** Test the issue on the customer's SAP Commerce installation.

Answer: A,C

The steps that you should do before you report incorrect software behavior to SAP (third-level support) are documenting the complete technical environment information of the system where the incident occurred and reproducing and validating the problem on the standard out-of-the-box SAP Commerce. These steps are necessary to provide SAP with enough information to analyze and resolve the issue and to ensure that the issue is not caused by customizations or extensions.

Reference: 2

NO.4 You see the following entry in the thread dumps while analyzing a system's performance:ajp-8019-43" nid=183 state=WAITING - waiting on <0x515a41f6> (a org.apache.tomcat.util.net.JioEndpoint\$Worker) - locked <0x515a41f6> (a org.apache.tomcat.util.net.JioEndpoint\$Worker)at java.lang.Object.wait(Native Method)at java.lang.Object.wait(Object.java :485)at org.apache.tomcat.util.net.JioEndpoint\$Worker.await(JioEndpoint.java :471)at org.apache.tomcat.util.net.JioEndpoint\$Worker.run(JioEndpoint.java :497)at java.lang.Thread.run(Thread.java:662)Locked synchronizers: count = 0 How do you interpret this thread dump?

- A.** The system is about to crash because the thread is blocked and cannot perform its job.
- B.** The JVM option maxAJPThreads is too small to handle simultaneous requests.
- C.** The Tomcat AJP parameter maxThreads is too small to handle simultaneous requests.
- D.** The thread is waiting for an incoming connection.

Answer: D

The thread dump entry indicates that the thread is waiting for an incoming connection. The thread is part of the AJP connector, which communicates with a web connector via the AJP protocol. The thread is in a WAITING state, which means that it is waiting for another thread to perform an action. The thread is waiting on an object of type org.apache.tomcat.util.net.JioEndpoint\$Worker, which represents a worker thread that processes incoming requests. The thread dump entry does not imply that the Tomcat AJP parameter maxThreads is too small, that the JVM option maxAJPThreads is too small, or that the system is about to crash. Reference: 1