

# Supporting Domino & Notes Preliminary Exam Guide

## About This Exam Guide

The following is intended for individuals who are preparing to take the exam Supporting Domino and Notes, #191-401, administered by Sylvan Prometric or CATGlobal testing centers.

The information provided here is your tool, intended to help you understand the content and structure of the exams, so that you may effectively study. A description of the exam as well as the full list of competencies measured is included here.

## What Makes a "Beta" Exam a Beta?

Whenever a new exam is created the questions (or items as they are called in the exam development world) need to be calibrated and tried out within a testing situation. In order to do this, the exam is published in a "Beta" format. All items have gone through a rigorous development process, including being written and reviewed by subject matter experts and copy editors.

After the items are "tested" within the Beta setting, each item is analyzed statistically and reanalyzed for technical accuracy, appropriateness, and readability. Each item must measure consistently (referred to as "item discrimination"). From the original Beta questions, approximately 40 questions meeting this rigorous process are chosen for the final or "Gold" version of the exam. In addition, the "gold" version of the exam as a whole must meet the following criterion: a) the exam must reflect the job competencies for which the exam was built (referred to as "exam validity"); and b) the exam must be consistent in how it measures (referred to as "exam reliability").

And what does this really mean to you the testing candidate ... "Beta" means that:

- the exam and exam questions are developed using a rigorous development process
- the exam is usually offered at a discounted rate for a limited period of time
- the exam is longer, usually consisting of 90 to 120 questions
- exam questions and competency areas may or may not be the same ones that appear on the final exam
- topics covered in exam questions may not be covered in the instructor-led courses
- during the exam, moving back to review previously answered questions is not allowed because later questions may contain clues to earlier ones

## Supporting Domino and Notes Analyst Exam Competencies Measured

There are two basic competency areas measured by the Supporting Domino and Notes exam. Details and full descriptions pertaining to these competencies follow in this exam guide.

- Client Troubleshooting
- Server Troubleshooting

Exam #191-401 -- Multiple Choice

Client Troubleshooting

- Debug action problems
- Debug agent security problems
- Debug button problems

- Debug computed subform formula problems
- Debug computed subform problems
- Debug database security problems
- Debug database size limitation problems
- Debug field attribute and property problems
- Debug field formulas
- Debug field security problems
- Debug full text indexing problems
- Debug hide when formulas
- Debug hotspot problems
- Debug Notes display problems
- Debug Notes formula language problems (backend processing)
- Debug Notes formula language problems (front end processing)
- Debug routing distribution problems
- Debug section access control problems
- Debug section attribute and property problems
- Debug view attribute and property problems
- Debug view security problems
- Debug web display problems
- Debug web functionality problems
- Repair Applications using COMPACT
- Repair Applications using FIXUP
- Repair applications using UPDALL
- Test and Debug access problems
- Test and Debug agent problems
- Test and Debug field problems
- Test and Debug form problems
- Test and Debug navigation problems
- Test and Debug view problems
- Troubleshoot backup/verify and restore problems
- Troubleshoot design template problems
- Troubleshoot desktop cache problems
- Troubleshoot desktop.dsk problems
- Troubleshoot local workstation install problems
- Troubleshoot Notes install problems
- Troubleshoot using design synopses
- Troubleshoot workstation install problems
- Troubleshoot workstation installs with different license types

## Server Troubleshooting

- Add/Move/Upgrade/Delete databases
- Add/Move/Upgrade/Delete servers
- Force replication
- Force routing
- Identify Domino clustering problems
- Identify Domino indexing problems
- Identify Domino partitioning problems
- Identify Domino performance problems
- Identify Domino platform problems
- Identify Domino server access problems
- Identify Domino server problems
- Identify Domino server task problems
- Identify gateway problems
- Identify Internet messaging problems

Identify MTA problems  
Replicate databases  
Replicate template files  
Resolve replication/save conflicts  
Troubleshoot Address Book problems  
Troubleshoot agent problems  
Troubleshoot application problems  
Troubleshoot Calendaring and Scheduling problems  
Troubleshoot client/server connectivity problems  
Troubleshoot data access problems  
Troubleshoot database problems  
Troubleshoot domain access problems  
Troubleshoot Domino server ID problems (re-certify, move, rename)  
Troubleshoot Domino/Notes network/protocol problems  
Troubleshoot Domino/Notes port problems  
Troubleshoot group problems  
Troubleshoot network performance  
Troubleshoot Notes server ID problems (re-certify, move, rename)  
Troubleshoot Notes User ID problems (re-certify, move, rename)  
Troubleshoot replication problems  
Troubleshoot routing problems  
Troubleshoot server-based database problems  
Troubleshoot server resources problems  
Troubleshoot set up/configuration/installation problems  
Troubleshoot template upgrade problems  
Troubleshoot user problems (add, remove, upgrade)  
Troubleshoot Web services  
Utilize log file in Troubleshooting

### **Supporting Notes and Domino Analyst Exam Sample Questions**

#### **1. Competency area: Client Troubleshooting**

Specific Objective: Troubleshoot backup / verify and restore problems

Question: Margie accidentally deleted a single document from a database. How can she get the document back?

- A. Run the FIXUP utility to restore the document to the database.
- B. Run the UNDELETE utility to restore the document to the database.
- C. Restore the complete database from a backup copy. There is no way to restore a single document without corrupting the views.
- D. Restore the old database from a backup copy after renaming it. Copy the document into the existing database and then delete the backup database.

Correct answer = "D"

#### **2. Competency area: Server Troubleshooting**

Specific Objective: Add/Move/Upgrade/Delete databases

Question: John's mail file was moved from MailServer1 to MailServer2. The Connection document was modified to reflect this change. However, John could not access his mail file. What other document must be changed?

- A. Profile document
- B. Location document
- C. Configuration document
- D. No other documents need to be changed

Correct answer = "B"

### 3. Competency area: Server Troubleshooting

Specific Objective: Troubleshoot replication problems

Question: Nancy noticed that deleted documents keep reappearing. What causes this to occur?

- A. The deletion stubs are replicated on a daily basis.
- B. The purge interval is more frequent than the replication schedule.
- C. The replication schedule is more frequent than the purge interval.
- D. The document is deleted in only one replica and not in another replica.

Correct answer = "B"

### **Registering for the Examination**

Lotus exams are administered by two independent testing vendors for your convenience.

Sylvan Prometric Testing Centers: Candidates in North America may schedule on-line at <http://www.prometric.com> or by telephone at 800-74-LOTUS (800-745-6887) Outside North America contact your local Lotus Education office for the location of the nearest Sylvan Prometric Regional Service Center.

CATGlobal Centers: Candidates can register via their on-line system at <http://www.catglobal.com>. To register for an exam you will need the following information:

- **Name**
- **Personal Identification number (You may choose to use your social security number or to have a testing number assigned to you.)**
- **Mailing address and phone number**
- **Company name**
- **Name and code number of exam you wish to take**
- **Date you wish to take the exam**
- **Method of payment to Testing Vendor (credit card, money order, or check)**

The testing vendor will provide you with instructions concerning the cancellation policy and testing requirements. Upon confirmation of payment, you will receive a confirmation that includes the test time, test location, directions to the testing center, and exam procedures. Plan on arriving 15 minutes before the exam in order to sign in. Two forms of identification are required at check-in.

### **Exam Content**

All exams are closed book and you may not have any printed material, computers, or calculators with you during the exam. The exams are administered on a computer.

### **Exam Scoring for Final Exams**

You will be given an instant, on-screen report and printout showing your overall pass/fail as well as section results as soon as you complete the exam. Your test results will be automatically forwarded to Lotus Education within 5 business days after you have taken the exam. You do not need to forward your results to Lotus Education, although you should keep a copy of all test results for your records. You must answer a set percentage of the questions correctly to pass the exam. The percentage required for a specified exam is provided at the start of each exam. If you do not pass the exam, you must reregister for the exam through Sylvan Prometric or CATGlobal and pay the exam fee again.

### **Exam Cheating Policy**

Lotus recognizes the seriousness of cheating. As such, Lotus will utilize effective and equitable measures for preventing the occurrence of cheating during examinations. Guidelines and regulations for appropriate test-taking are listed in exam guides and should be outlined by the examination proctor and understood by the candidate prior to taking the exam. Examples of violations include, but are not limited to:

- Bringing unauthorized materials into the testing area (purses and notebooks must be stored out of reach during closed-book tests).
- Talking to other candidates or referring to their computer screens, testing materials, or written notes during an examination.
- Using written notes, published materials, or other testing aids except those allowed by your testing program (laptop computers, palmtop computers, and programmable calculators are not allowed).
- Copying questions and/or answers, attempting to take them out of the testing area, or sharing them with other candidates.

If a score is obtained through questionable means, the examination proctor will submit an incident report to Lotus. Lotus will then conduct, in conjunction with Lotus' contracted testing vendor, an investigation of the incident, preserving every effort to resolve the matter objectively. If the investigation confirms that the candidate has violated standard conduct and regulations, the candidate's exam will be invalidated, and the candidate will not be eligible to take a Lotus exam for six months, effective the day the candidate is notified. The candidate has within 30 days of notification to appeal the decision in writing to the proper contact at Lotus Education. During the appeal process, the candidate is not authorized to take a Lotus exam.

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800-346-6409 or 617-693-4436  
Monday - Friday, 8:30am - 5:30pm EST

#### **South Africa**

Lotus Education South Africa  
+27-11-301-5500

#### **Asia/Pacific**

#### **Latin America**

Lotus Education Colombia  
+57-1-623-0111  
Lotus Education Brazil  
+55-11-5506-7600  
Lotus Education Miami  
+305-265-4785  
Lotus Education Mexico  
+52-5-327-5206  
Lotus Education Argentina  
+54-1-393-0820

#### **Europe**

Lotus Education Australia  
1800-627-608 or +61-2-9350-7751  
Lotus Education Singapore  
+65-2277577  
Lotus Education Hong Kong  
+852-2825-7003  
Lotus Education India  
+91-11-616-8140/1/2  
Lotus Education Malaysia  
+60-3-2938 280 ext. 202  
Lotus Education New Zealand  
+64-9-377-5777  
Lotus Education People's Republic of China  
+86-10-6857-5588  
Lotus Education Thailand  
+662 642 7048/49

**Japan**

Lotus Education Japan  
+81-3-5496-3589

**Middle East, Mediterranean**

Lotus Education United Arab Emirates  
+97 14 310511

Lotus Education UK/Ireland  
+44 1 784 445692  
Lotus Education Denmark  
+45 45 16 20 20  
Lotus Education Sweden  
+46 8 752 34 00  
Lotus Education Benelux  
+31 20 31 41 123  
Lotus Education Germany  
+49 89 78509 398  
Lotus Education Switzerland  
0800 8088 33  
Lotus Education France  
+33.1.41.99.57.00  
Lotus Education Italy  
+ 39 289 59 12 77  
Lotus Education Spain  
+34 1 55 77 656