



# QUESTION & ANSWER

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**Exam** : **CPOP**

**Title** : **Certified Platform Owner  
Professional**

**Version** : **DEMO**

1.A user reports they cannot log in to ServiceNow and receives "User account locked".

What should the administrator do FIRST?

- A. Restart the instance
- B. Unlock the user record
- C. Delete the user session
- D. Run cache.do

**Answer: B**

**Explanation:**

Account lock occurs due to failed authentication attempts. The admin must unlock the user record before any further authentication troubleshooting. Restarting instance or clearing cache does not resolve locked credentials.

2.Which log is BEST used to investigate slow form loading?

- A. Email log
- B. System log
- C. Transaction log
- D. Import log

**Answer: C**

**Explanation:**

Transaction logs show execution time of database queries and scripts. Slow form performance is almost always tied to long-running transactions or queries visible in transaction logs.

3.After a clone, outbound emails are accidentally sent from the sub-production instance.

What should have been configured?

- A. ACLs
- B. Clone profile email disablement
- C. Password reset
- D. MID Server restart

**Answer: B**

**Explanation:**

Clone profiles allow disabling email in target environments. Without disabling email, cloned instances may send notifications to real users which is a common operational risk.

4.An instance is experiencing high CPU usage on a single node.

What should be checked FIRST?

- A. Scheduled jobs
- B. User passwords
- C. Knowledge articles
- D. MID server install

**Answer: A**

**Explanation:**

Scheduled jobs or long-running background scripts frequently cause CPU spikes. Operations teams must inspect scheduled jobs and running processes first when node CPU is high.

5.What is the purpose of the ECC Queue?

- A. Store system logs
- B. Communication between instance and MID Server
- C. Store attachments
- D. Handle user sessions

**Answer: B**

**Explanation:**

ECC Queue acts as the communication channel between ServiceNow and MID servers. All discovery and integration messages pass through it.