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BCP-211

BlackBerry

supporting BlackBerry Devices in an Enterprise Environment

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QUESTION: 1

A BlackBerry device user lost her BlackBerry device. What should a system administrator do to prevent her confidential data from being accessed by another person? (Choose one.)

- A. Delete her BlackBerry device user account in BlackBerry Manager.
- B. In the IT Admin Tasks pane, select Erase Data and Disable Handheld.
- C. Contact the service provider and request that service on the BlackBerry device be terminated.
- D. In BlackBerry Manager, right-click on the username and choose Wipe Handheld.
- E. Advise the BlackBerry device user to change her email account password immediately.

Answer: B

QUESTION: 2

A BlackBerry device appears to have stopped responding and an hour glass is displayed on the screen. The BlackBerry device is connected to the computer, but its status is shown as Disconnected in BlackBerry Desktop Manager. What are two ways to resolve this issue? (Choose two.)

- A. Click Options or Settings on the BlackBerry device Home screen > Select Advanced Options > Click Wipe Handheld.
- B. Perform a full back up of the BlackBerry device data and turn on advanced logging. Find the corrupt database indicated in the log, clear the corrupt database, and then restore the database to the BlackBerry device.
- C. Install the latest version of BlackBerry Device Software on the computer and run the application loader process.
- D. Remove the battery from the BlackBerry device while it is connected to the computer and run the application loader process. During the application loader process, re-insert the battery and complete the process.
- E. Click Options or Settings on the BlackBerry device Home screen > Select Advance Settings > Click Application Configuration > Select Allow Java Script and Allow JVM.

Answer: C,D

QUESTION: 3

Which organizer data application is unsupported for synchronization in BlackBerry Desktop Manager 4.2.2? (Choose one.)

- A. Sage ACT! 60

- B. Novell GroupWise 657
- C. Yahoo! Mail
- D. IBM Lotus Notes 65
- E. Microsoft Outlook 98

Answer: E

QUESTION: 4

What are two reasons to implement S/MIME as part of a BlackBerry Enterprise Solution? (Choose two.)

- A. To increase the security of email message transmissions after they leave the organization infrastructure
- B. To allow inter-connectivity of multiple BlackBerry Enterprise Servers in a single organizational infrastructure
- C. To comply with security standards governed by an organization or a company
- D. To improve phone call security between the BlackBerry device and the service providers?wireless towers to prevent digital scanners from picking up wireless signals
- E. To allow secure Wi-Fi connections to a organization infrastructure from any hotspot by encrypting data packets

Answer: A,C

QUESTION: 5

A BlackBerry device user has multiple groups in the address book of a messaging application. Each day, the user synchronizes this address book with the BlackBerry device's Address Book. While viewing the Address Book on the BlackBerry device, the user notices that some of the contacts are missing. What should the user do to view the missing entries in the BlackBerry device's Address Book? (Choose one.)

- A. Display the menu > Select View > Select Show all Groups
- B. Display the menu > Select Filter > Modify Category
- C. Display the menu > Select Options > Modify Sort By
- D. Display the menu > Select SIM Phone Book > Select View
- E. Display the menu > Select Show All Contacts

Answer: B

QUESTION: 6

The BlackBerry device is displaying a 517 error. What does this error indicate and what should be done to resolve the error? (Choose one.)

- A. This error indicates that a BlackBerry device does not have BlackBerry Device Software installed and needs to have the software installed using the backup and restore tool.
- B. This error indicates a BlackBerry device has a corrupt file system and needs to have BlackBerry Device Software installed using the application loader tool.
- C. This error indicates a BlackBerry device is locked and needs to have BlackBerry Device Software installed using the backup and restore tool.
- D. This error indicates a BlackBerry device has a corrupt file system and needs to have BlackBerry Device Software installed using the backup and restore tool.
- E. This error indicates a BlackBerry device is locked and needs to have BlackBerry Device Software installed using the application loader tool.

Answer: B

QUESTION: 7

A BlackBerry device can connect to BlackBerry Desktop Manager using which three connection methods? (Choose three.)

- A. USB port
- B. Bluetooth technology
- C. Infrared technology
- D. COM port
- E. FireWire connection
- F. Parallel connection

Answer: A,B,D

QUESTION: 8

Which two conditions must be met for a successful enterprise activation process? (Choose two.)

- A. Port 4101 on the firewall must be open.
- B. Email messages must go to the BlackBerry Enterprise Server administrator's inbox.
- C. Attachments with the .dat extension must be allowed.
- D. Message delivery from BlackBerry.net must be unrestricted.
- E. All PIM databases must be cleared using the backup and restore tool.

Answer: C,D

QUESTION: 9

During a clean uninstall of BlackBerry Desktop Manager, which two keys from the registry may need to be removed manually by the BlackBerry device user? (Choose two.)

- A. HKEY_LOCAL_MACHINE\Software\Research In Motion
- B. HKEY_CURRENT_USER\Software\Research In Motion
- C. HKEY_LOCAL_MACHINE\Software\BlackBerry
- D. HKEY_CURRENT_USER\Software\BlackBerry
- E. HKEY_CURRENT_USER\Software\RIM Device

Answer: A,B

QUESTION: 10

Upon completion of an organizer data synchronization on the BlackBerry device, a message appears indicating that several records were skipped. What would cause this message to appear? (Choose one.)

- A. One or more of the records in one of the organizer data applications is missing a piece of information that is required for synchronization to occur.
- B. BlackBerry Desktop Software lacks the proper permission to access the data.
- C. BlackBerry Desktop Software is unable to connect to an organizer data application and, as a result, some records were skipped.
- D. A setting in the Configure Synch?options is set to skip records that are dated prior to today.
- E. The BlackBerry device has reached the maximum number of entries for the application and is unable to add more entries.

Answer: A

QUESTION: 11

Using BlackBerry Manager, what are two ways to navigate to the Resend IT Policy option? (Choose two.)

- A. Navigate to Tools > Select Policies > Select a policy name > Select Edit > Select Users > Click Resend IT Policy
- B. Right-click on the BlackBerry device user account > Click Resend IT Policy
- C. Select the BlackBerry device user account > Select IT Admin in the Task pane > Click Resend IT Policy



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