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BCP-420

BlackBerry
Maintaining BlackBerry Enterprise Server/Microsoft Exchange Exam

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Question: 1

If the BlackBerry Enterprise Server is having a problem communicating with a BlackBerry device user mailbox, which is the first BlackBerryIf the BlackBerry Enterprise Server is having a problem communicating with a BlackBerry device user? mailbox, which is the first BlackBerry Enterprise Server component the system administrator should focus on when troubleshooting the issue? (Choose one.)

A. BlackBerryMailStore Service
B. BlackBerry Dispatcher Service
C. Microsoft Outlook
D. BlackBerry Messaging Agent
E. BlackBerry Router Service

Answer: D

Question: 2

A BlackBerry device user reports that when trying to browse any website from the BlackBerry device, the following error message is displayed: "HTTP 403, Forbidden." Which two of the following options should be used when troubleshooting the error? (Choose two.)

A. Verify Push Access Control is allowed for the user and request the user clear the cache on the browser
B. Verify Pull Access Control and/or Proxy mappings are configured correctly
C. Review the BlackBerry MDS Connection Service (MDAT) logs to verify if more than one user is affected and ensure the firewall/proxy is not blocking the user from browsing
D. Restart the BlackBerry MDS Connection Service and BlackBerry Policy Service and then have the user try browsing again
E. Create a blank IT Policy and apply it to the user and then have the user try again

Answer: B, C

Question: 3

If the BlackBerry Policy Service were stopped, what impact would this have on a BlackBerry device user who is trying to perform a wireless enterprise activation? (Choose one.)

A. Email messaging would be activated, the calendar and all organizer data items would be Synchronized
B. Email messaging would be activated, the calendar would be wirelessly synchronized, and policies would be applied
C. The activation would not begin because the policy cannot be applied
D. Email messaging would be activated, the calendar would not be synchronized, and policies would not be applied until the user connects their BlackBerry device to their computer
E. The activation would not have begun because the activation email message did not arrive in the user inbox.

Answer: A

Question: 4

A BlackBerry device has gone missing. Assuming that the BlackBerry device radio is on, which two of the following administrative actions can be carried out to ensure that none of the data can be read on the BlackBerry device? (Choose two.)

A. Specify a new BlackBerry device and cancel the wireless service
B. Remove the BlackBerry device user account from the BlackBerry Administration Service
Remove the BlackBerry device user? account from the BlackBerry Administration Service

C. Remove the BlackBerry device association and lock the BlackBerry device
D. Disable and erase data from the BlackBerry device
E. Specify a new BlackBerry device password and lock the BlackBerry device

Answer: D, E

Question: 5
Which of the following is the first step that needs to be performed when attempting to assign a BlackBerry device to an administrative user? (Choose one.)

A. Enable the user as a BlackBerry device user
B. Disable the user as an Administrative user
C. Select the messaging server and email address that should be associated to the Administrator account
D. Choose the BlackBerry PIN that should be assigned to the Administrator account
E. Choose the BlackBerry Enterprise Server that should be assigned to the Administrator account

Answer: A

Question: 6
Which log file contains all the information regarding wireless calendar and mailbox application interactions with the BlackBerry Enterprise Server? (Choose one.)

A. BlackBerry Synchronization (SYNC)
B. BlackBerry Dispatcher (DISP)
C. BlackBerry Messaging Agent (MAGT)
D. Exchange Connector (CEXC)
E. BlackBerryMailStore Service (MAST)

Answer: C

Question: 7
At which minimum level should a system administrator set a BlackBerry Enterprise Server service or component log when investigating an issue? (Choose one.)

A. 1 - Error
B. 2 - Warning
C. 3 - Informational
D. 4 ?Debug
E. 5 ?Unknown

Answer: D

Question: 8
Which three of the following tools from the BlackBerry Resource Kit can a system administrator use to help diagnose an email message delay issue for one or more BlackBerry device users? (Choose three.)

A. BlackBerry Message Flow Reporting (Messageflow.exe)
B. Message Receipt Confirmation (Messageconfirmconfig.exe)
C. BlackBerry Thread Analyzer (NoResponsecheck.exe)
D. BlackBerry Usage Monitoring Tool (OutOfCoverage.exe)
E. BlackBerry Enterprise Activation Status Reporting (eastatus.exe)

Answer: A, C, D

Question: 9
Which IT administration option could a system administrator use to remotely change the password on a BlackBerry device user's BlackBerry device? (Choose one.)

A. Specify Activation Password
B. Clear Activation Password
C. Resend IT Policy to Device
D. Specify New Password and Lock Device
E. You can remotely set the BlackBerry password

Answer: B

Question: 10
If the BlackBerry Synchronization Service is stopped, what impact would this have on a BlackBerry device user who is trying to perform a wireless enterprise activation? (Choose one.)

A. Email messaging would be activated, the calendar would wirelessly synchronize, and policies would be applied to the BlackBerry device
B. Email messaging would be activated, policies would be applied to the BlackBerry device, and all organizer data items would synchronize wirelessly
C. Policies would be applied however email messaging would not be activated
D. The user would not be able to begin the wireless activation unless the BlackBerry Synchronization Service is started
E. Email messaging would be activated, policies would be applied to the BlackBerry device, and address book items would be wirelessly synchronized

Answer: A

Question: 11
After purchasing a used BlackBerry 6230 device, a BlackBerry device user reports that the BlackBerry device does not display the option to begin the activation process after the system administrator has configured the user for wireless enterprise activation. What should the system administrator do to resolve this issue? (Choose one.)

A. Have the user perform a security wipe
B. Have the user delete and then restore the Desktop [SYNC] service book
C. BlackBerry 6230 devices cannot be wirelessly activated, the user will have to get a new BlackBerry device
D. Verify that the BlackBerry device is running BlackBerry Device Software 4.0 or later
E. Integrate the email account on the BlackBerry Internet Service

Answer: D

Question: 12
All BlackBerry device users are reporting that email messages are delayed by 10-20 minutes to their BlackBerry devices. Which three of the following should the system administrator check to resolve the problem? (Choose three.)

A. That there is currently no maintenance being done on the Microsoft SQL Server that hosts the BlackBerry Configuration Database
B. That there is currently no maintenance being done on any of the mail servers
C. How long it takes PIN messages to be delivered to users
D. Where the delay could be using the message receipt confirmation tool
E. Where the delay could be using the message flow tool

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and many others.. See complete list Here