

**BCP-211**

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**Supporting BlackBerry Devices in an Enterprise  
Environment**

**Version 3.2**

## BCP-211

### QUESTION NO: 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 NO: 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 NO: 3

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

- A. Sage ACT! 6.0
- B. Novell GroupWise 6.5.7
- C. Yahoo! Mail
- D. IBM Lotus Notes 6.5
- E. Microsoft Outlook 98

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**Answer: E**

### QUESTION NO: 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 NO: 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 NO: 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.

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**Answer: B**

### QUESTION NO: 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 NO: 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 NO: 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 NO: 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.

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- D. A setting in the Configure Synchron?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 NO: 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
- D. Select the BlackBerry Enterprise Server name > Select IT Admin > Click Resend IT Policy
- E. Right-click on the BlackBerry device user account > Select IT Admin > Click Resend IT Policy

**Answer: B, C**

### QUESTION NO: 12

When performing an enterprise activation, the following error message appears. Some databases failed to synchronize. Address Book What are two possible causes of this error? (Choose two.)

- A. Contact information required for synchronization is missing.
- B. The address book is too large to synchronize.
- C. Wireless PIM Sync is turned off.
- D. There are invalid characters (such as #, %, \$, and &) in the address book.
- E. The BlackBerry Device Software installed on the BlackBerry device has become corrupt.

**Answer: A, D**

### QUESTION NO: 13

A BlackBerry device stops responding and displays the following error message. APP Error 200 reset what troubleshooting steps should be taken to resolve this issue? (Choose one.)

- A. During the application loader process, make sure the automatically back up and clear the application database option has been selected.
- B. Before performing the application loader process, verify that the Content Protection and Content Compression options on the BlackBerry device have both been turned off.
- C. Before performing the application loader process, verify that the Regenerate Encryption keys manually option has been selected under Email Settings in BlackBerry Desktop Manager.

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- D. While performing the application loader process, make sure the Erase all application data and Erase all currently installed applications options are both selected under Advanced options.
- E. During the application loader process, make sure the DOD Root Certificates option is selected and reset the BlackBerry device.

**Answer: D**

### QUESTION NO: 14

A BlackBerry device user wants appointments in the Calendar to appear on the BlackBerry device for at least three months after the appointments date. How can this be accomplished? (Choose one.)

- A. Display the menu > Select Options > Modify Allow Appointments
- B. Display the menu > Select Options > Modify Appointment Memory
- C. Display the menu > Select Options > Modify Keep Appointments
- D. Display the menu > Select Options > Modify Show All Appointments
- E. Display the menu > Select Options > Modify Previous Appointments

**Answer: C**

### QUESTION NO: 15.

What is required to enable S/MIME support on the BlackBerry device? (Choose one.)

- A. Identifier for the S/MIME Support Package for BlackBerry Smartphones
- B. Passcode for the S/MIME Support Package for BlackBerry Smartphones
- C. Authentication key for the S/MIME Support Package for BlackBerry Smartphones
- D. Client access license for the S/MIME Support Package for BlackBerry Smartphones
- E. Client validation license for the S/MIME Support Package for BlackBerry Smartphones

**Answer: D**

### QUESTION NO: 16

Given the following. - The BlackBerry device has been provisioned properly by the service provider. - The BlackBerry device user has been added to the BlackBerry Enterprise Server. - The enterprise activation password has been set. - The user has navigated to the enterprise activation screen and typed an email address and the activation password provided by the system administrator. What happens during the Activating stage of the enterprise activation process? (Choose one.)

- A. The BlackBerry Enterprise Server sends an activation email message to the user's mailbox to start the activation. Once this email message arrives in the user's mailbox, the process continues to the Verifying Encryption stage.
- B. The BlackBerry device sends an activation email message to the user's mailbox. The activation email message is then processed by the BlackBerry Enterprise Server and the BlackBerry device displays Verifying Encryption.

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- C. The BlackBerry device sends an email message to the BlackBerry Enterprise Server that includes the user's email address and PIN. When this email message is retrieved by the BlackBerry Enterprise Server, the BlackBerry device displays Verifying Encryption.
- D. The BlackBerry Enterprise Server attempts to communicate directly with the BlackBerry device during this stage. Activating?will continue to be displayed on the BlackBerry device and Initializing will be displayed on the BlackBerry Enterprise Server until the activation is complete.
- E. The BlackBerry device sends a PIN message to the BlackBerry Enterprise Server to initiate the activation process. When the PIN message is received by the BlackBerry Enterprise Server, the email address is verified and the BlackBerry device displays Verifying Encryption.

**Answer: B**

### QUESTION NO: 17

Which three components of BlackBerry Desktop Manager are available in BlackBerry Web Desktop Manager? (Choose three.)

- A. Application Loader
- B. Backup and Restore
- C. Synchronize
- D. Email Settings
- E. Synchronize Certificates

**Answer: A, B, D**

### QUESTION NO: 18

When the BlackBerry device displays lower case lettering for the network status, what are the first two steps that should be taken to re-establish network connectivity? (Choose two.)

- A. Re-install BlackBerry Device Software.
- B. Activate the BlackBerry device over the wireless network.
- C. Perform a hard reset of the BlackBerry device.
- D. Register the BlackBerry device over the wireless network.
- E. Resend service books from the BlackBerry Enterprise Server.

**Answer: C, D**

### QUESTION NO: 19

Which BlackBerry Enterprise Server service, when stopped, may negatively impact the enterprise activation process? (Choose one.)

- A. BlackBerry Alert Service
- B. BlackBerry MDS Services
- C. BlackBerry Policy Service
- D. BlackBerry Enterprise Service
- E. BlackBerry Attachment Service

**Answer: C**