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BlackBerry BCP-211

Supporting BlackBerry Devices in an Enterprise Environment

Practice Questions and Answers

By: ExamKiller Inc.

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Technical Support Team

SessionA: 62 Questions

SessionB: 62 Questions

SessionA

1. Which BlackBerry Enterprise Server component can be installed in a DMZ as per RIM recommended best practices? (Choose one.)

- A.BlackBerry Attachment Service
- B.BlackBerry MDS Services
- C.BlackBerry Administration Service
- D.BlackBerry Router
- E.BlackBerry Connection and Collaboration Service

Answer: D

2. Which three features can be controlled by an IT policy? (Choose three.)

- A.Phone
- B.Browser
- C.Safe senders
- D.Spam email message filters
- E.Forbidden passwords

Answer: ABE

3. After initiating an enterprise activation from the BlackBerry device, the following error message is displayed:

An error has occurred. Please contact your System Administrator.

What is a cause of this error? (Choose one.)

- A.The BlackBerry device failed to register on the wireless network or is not provisioned for BlackBerry Enterprise Server services.
- B.The enterprise activation password supplied is different from the enterprise activation password set in BlackBerry Manager.
- C.The BlackBerry device user account has not yet been added to the BlackBerry Enterprise Server.
- D.The BlackBerry device was previously active on another BlackBerry Enterprise Server and has a conflicting IT policy.
- E.The enterprise activation message sent from the BlackBerry device to the BlackBerry device user's email address failed to arrive in the inbox.

Answer: B

4. A support representative assists a BlackBerry device user in setting up organizer data synchronization options.

What are two appropriate ways to ensure that the user knows which steps to take, should the options need to be reset in the future? (Choose two).

- A.Tell the user to follow the same contact procedure as used in the current situation.
- B.Tell the user to write down all the steps taken so that the information is available for future reference.
- C.Provide a detailed technical explanation as to why the options are set up according to the steps provided.
- D.Send an email message to the user containing links to relevant knowledge base articles in the BTSC.

E.Explain how to locate related information in the BTSC.

Answer: DE

5. Which two statements are true about the BlackBerry Smart Card Reader? (Choose two.)

A.It uses a USB cable plugged into the BlackBerry device to transfer encrypted data to another device.

B.It is a lightweight, wearable device that is designed to allow controlled access to BlackBerry devices.

C.It uses Compact Flash, MMX, xD, and Memory Stick Pro Duo memory cards to transfer files.

D.It uses Bluetooth technology and AES 256-bit encryption.

E.It uses personal information stored in the memory to access information while out of the office.

Answer: BD

6. A BlackBerry device user needs to transfer pictures from an old BlackBerry device to a new BlackBerry device.

Which database would the user transfer to accomplish this? (Choose one.)

A.Media

B.Pictures

C.Content Store

D.Photos

E.Media Content

Answer: C

7. A system administrator is conducting load tests on the BlackBerry Enterprise Server and wants to reduce traffic from BlackBerry device users by taking away their option to synchronize wirelessly until testing is finished.

How can the system administrator accomplish this? (Choose one.)

A.From the BlackBerry Enterprise Server, go to the Start menu > Select Programs > Select Administrative Tools > Select Services > Stop the BlackBerry Router

B.From the BlackBerry Enterprise Server, go to the Start menu > Select Programs > Select Administrative Tools > Select Services > Stop the BlackBerry Dispatcher

C.From BlackBerry Manager, click on the BlackBerry Enterprise Server name > Select the Global tab > Click on the Edit Properties link > Display the Global PIM Sync menu > Select Disable Synchronization

D.From BlackBerry Manager, click on the BlackBerry Domain > Select the Global tab > Click on the Edit Properties link > Display the Global PIM Sync menu > Select Disable Synchronization

E.From BlackBerry Manager, right-click on the BlackBerry Enterprise Server name > Select Disable Synchronization

Answer: D

8. The UMA network status indicates that the BlackBerry device user can only do which of the following things? (Choose one.)

A. Send and receive email messages, and use the browser

B.Use the phone, send and receive PIN messages, send and receive MMS messages, and use the browser

C.Use the phone, send and receive SMS messages, send and receive MMS messages, and use the browser

- D. Send and receive SMS messages, send and receive MMS messages, and use the browser
- E. Use the phone, send and receive email messages, send and receive PIN messages, send and receive SMS messages, send and receive MMS messages, and use the browser

Answer: E

9. While using the application loader tool, the following error message is displayed:

No system software was found for your device

Which two methods are used to determine if the correct version of BlackBerry Device Software is installed on the computer? (Choose two.)

- A. Open Windows Device Manager > Expand RIM Device > Right-click on BlackBerry Device > Select Properties
- B. Run GETBBVERSION.EXE from the command prompt
- C. Launch BlackBerry Desktop Manager > Select Help > Select About BlackBerry Desktop Manager > Select the Device Software tab
- D. Open DEVICEINFO.INI from C:\Program files\ Research In Motion\BlackBerry
- E. Open the Control Panel > Click Add or Remove Programs > Locate the software for the specific model

Answer: CE

10. Which three actions can a BlackBerry device user perform using BlackBerry Web Desktop Manager? (Choose three.)

- A. Manage more than a single BlackBerry device using a USB connection.
- B. Create enterprise activation passwords to activate new BlackBerry devices.
- C. Install, update, or upgrade BlackBerry Device Software and third-party applications.
- D. Transfer and convert media content using the media manager tool.
- E. Send PIN or email messages to other users within the same organization.

Answer: ABC

11. How would a BlackBerry device user check the signal strength dBm value on the BlackBerry device to determine if the BlackBerry device is in a wireless coverage area? (Choose one.)

- A. Go to Options > Select About
- B. Go to Options > Select Mobile Network
- C. Select Manage Connections
- D. Go to Options > Select Advanced Options > Select Cell Broadcast
- E. Go to Options > Select Status

Answer: E

12. A BlackBerry device user has installed a personal certificate for EAP-TLS on a computer, and now wants to load the certificate on a BlackBerry device.

Which process installs the personal certificate on a BlackBerry device? (Choose one.)

- A. Open Certificate Sync > On the Root Certificates tab, select the personal certificate > Click Synchronize
- B. Open Synchronize > On the Intermediate Certificates tab, select the personal certificate > Click Synchronize
- C. Open Certificate Sync > On the Personal Certificates tab, select the personal certificate > Click Synchronize