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**Supporting BlackBerry Devices/Enterprise version
5.0**

Version 3.1

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Topic 1, Volume A

QUESTION NO: 1

Which two files are generated by the BlackBerry Desktop Manager during synchronization with advanced logging enabled? (Choose two.)

- A. Dmtrace.log
- B. Jvm.log
- C. Tiff.log
- D. Pttrace.log
- E. Sync.log

Answer: C,D

QUESTION NO: 2

Since upgrading the BlackBerry Device Software, a BlackBerry device user is reporting that custom audio notifications are no longer configured. Which two of the following options may resolve the issue? (Choose two.)

- A. Synchronize using BlackBerry Desktop Manager to import any pre-existing custom audio profiles
- B. Create a new Audio Profile in BlackBerry Desktop Manager Media Manager and import it with the application loader tool
- C. Manually recreate the lost notifications in the Profiles application of the BlackBerry device
- D. If a backup file was created in BlackBerry Desktop Manager, restoring the Options database will restore custom profiles
- E. Download new ring tone content from the service provider and install using the BlackBerry Browser

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Answer: C,D

QUESTION NO: 3

A BlackBerry device user does not possess an organizer application like Microsoft Outlook. Which translator will work for them to obtain a copy of their contacts and calendar on the computer with BlackBerry Desktop Manager? (Choose one.)

- A. Plain Text
- B. ASCII text
- C. CSV
- D. Notepad
- E. Wordpad

Answer: B

QUESTION NO: 4

A BlackBerry device user filtered message count in the BlackBerry Administration Service is increasing and no email messages are being forwarded to the BlackBerry device. Which of the following may be the cause of this? (Choose one.)

- A. The user does not have sufficient wireless coverage
- B. The BlackBerry device setting for if no filters apply, send email to handheld is set to No The BlackBerry device setting for if no filters apply, send email to handheld is set to No
- C. The user has not been provisioned for Enterprise services

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D. The user mail client rules/policies are interfering with message delivery The user mail client rules/policies are interfering with message delivery

E. The service books on the BlackBerry device are corrupt

Answer: B

QUESTION NO: 5

Which two of the following processes can determine the current build version of BlackBerry Desktop Manager that is installed? (Choose two.)

A. Right click the BlackBerry Desktop Manager icon on the desktop and review properties

B. Open BlackBerry Desktop Manager > Help > About Desktop Manager

C. Launch the BlackBerry Desktop Manager application and look at the title bar at the top of the application

D. Open Control panel > Add / remove programs > Select Desktop Manager and choose link here for support info in Windows

E. Look on the BlackBerry Desktop Manager CD

Answer: B,D

QUESTION NO: 6

Which of the following components must be selected during a custom install of BlackBerry Desktop Software for S/MIME and Wi-Fi support? (Choose one.)

A. S/MIME Support Package

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- B. BlackBerry device software
- C. BlackBerry Security support package
- D. Certificate Synchronization
- E. BlackBerry advanced networking support

Answer: D

QUESTION NO: 7

Which two of the following media card settings on the BlackBerry device need to be turned on to copy files between Windows Explorer and the media card? (Choose two.)

- A. Media Card Support
- B. USB Flash Drive Bypass Mode
- C. Mass Storage Mode Support
- D. USB Dongle Support
- E. Auto Enable Mass Storage Mode When Connected

Answer: A,C

QUESTION NO: 8

What is taking place at the Verifying Encryption stage of the wireless enterprise activation process? (Choose one.)

- A. The BlackBerry device and BlackBerry Enterprise Server are negotiating a master encryption key

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B. All personal information on the BlackBerry device is being compressed, encrypted and sent over the wireless network to the BlackBerry

Enterprise Server

C. All settings on the BlackBerry device are being verified by the BlackBerry Enterprise Server for security considerations

D. The BlackBerry Enterprise Server is sending service book information to the BlackBerry device

E. The BlackBerry device is scanning the BlackBerry Enterprise Server settings for security considerations

Answer: E

QUESTION NO: 9

If the BlackBerry device is displaying a lower case edge connection status, which two of the following actions can a BlackBerry device user perform on the BlackBerry device? (Choose two.)

A. Browse the Internet

B. Send or receive email messages

C. Send or receive SMS messages

D. Send or receive PIN messages

E. Make or receive phone calls

Answer: C,E

QUESTION NO: 10

Which of the following will resolve a VM 517 error (Choose one.)Which of the following will resolve a VM 517 error (Choose one.)

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- A. Removing and re-inserting the BlackBerry device battery
- B. Performing a security wipe
- C. Setting appropriate content store permissions
- D. Reinstalling the BlackBerry Device Software using the application loader tool
- E. Removing and re-seating the BlackBerry device SIM Card Removing and re-seating the BlackBerry device SIM Card

Answer: D

QUESTION NO: 11

Which two of the following are types of searches that can be performed in the BTSC? (Choose two.)

- A. Targeted
- B. Software assisted
- C. Boolean
- D. Natural Language
- E. Choice Focused

Answer: C,D

QUESTION NO: 12

Which three of the following steps can be taken to secure a BlackBerry device remotely if it has been activated on a BlackBerry Enterprise Server? (Choose three.).

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- A. Reset the password and lock the BlackBerry device
- B. Apply a more restrictive IT policy
- C. Send a 911 notification to the service provider with the BlackBerry device PIN from the BlackBerry Enterprise Server
- D. Push disabled service books to the BlackBerry device
- E. Perform a remote security wipe and disable the BlackBerry device

Answer: A,B,E

QUESTION NO: 13

By default, which three of the following options will delete all the user data on a BlackBerry device?
(Choose three.)

- A. Enter incorrect password 10 times
- B. Use the Wipe command in BlackBerry Device Manager
- C. Choose Wipe Handheld from general options in security settings
- D. Uninstall any application from the Application Permissions menu
- E. Use the application loader tool to install new BlackBerry device software

Answer: A, C, E

QUESTION NO: 14

A BlackBerry device user is trying to synchronize personal data and is receiving the following error: No applications configured for synchronization What might cause this error? (Choose one.)

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- A. The user MAPI profile is corrupt
- B. Other synchronization software on the user computer has caused a conflict
- C. The Synchronize application has not been installed in BlackBerry Desktop Manager
- D. The user has not run through the configuration steps for the Synchronize application
- E. Duplicate items in the user registry have caused a conflict

Answer: D

QUESTION NO: 15

Which three of the following steps occur during the wireless enterprise activation process? (Choose three.)

- A. Service books are sent to the BlackBerry device from the BlackBerry Enterprise Server
- B. The BlackBerry device reboots after it has finished synchronizing all organizer data (PIM) items
- C. An encryption key is negotiated between the BlackBerry Enterprise Server and BlackBerry device
- D. The BlackBerry Enterprise Server populates the PIN number of the BlackBerry device in the BlackBerry Administration Service
- E. The BlackBerry device must be connected to the user computer to complete the last stage of the wireless enterprise activation process

Answer: A,C,D

QUESTION NO: 16

What happens after the BlackBerry device user has entered the enterprise activation information and selects Activate on the BlackBerry device? (Choose one.)

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- A. The BlackBerry Dispatcher Service contacts the BlackBerry device over the wireless network and negotiates an encryption key
- B. The BlackBerry device submits an ETP.DAT email message directly to the BlackBerry Enterprise Server
- C. The BlackBerry device submits the enterprise activation data to the wireless network
- D. The system administrator of the BlackBerry Enterprise Server will receive a request to activate, which can either be accepted or denied
- E. The BlackBerry device service books are verified by the BlackBerry Enterprise Server

Answer: C

QUESTION NO: 17

A BlackBerry device user notices email messages are being randomly deleted from the BlackBerry device only days after receiving them. The user is not active on a BlackBerry Enterprise Server and does not use BlackBerry Desktop Manager to synchronize with the messaging client. What are two possible reasons the user email messages are being deleted? (Choose two.)

- A. The email messages database is corrupt
- B. The BlackBerry device user does not have sufficient network coverage
- C. The BlackBerry device is in a low memory state
- D. The hosted mailbox has reached its storage limit
- E. The email messages are being automatically filed and hidden

Answer: A,C

QUESTION NO: 18