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**Supporting a BlackBerry Enterprise Server v5.0 in an
IBM Lotus Domino Environment**

Version 3.5

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Topic 1, Volume A

QUESTION NO: 1

Which of the following options is NOT available in the BlackBerry Web Desktop Software? (Choose one.)

- A. Wired synchronization of organizer (PIM) data
- B. Application Loader
- C. Backup and Restore
- D. Setting enterprise activation passwords
- E. Configuring email message filters

Answer: A

QUESTION NO: 2

During the final stage of the wireless enterprise activation the following error is displayed on the BlackBerry device: IT requires that you connect this handheld to the device manager to continue activation. What is a possible cause of this? (Choose one.)

- A. The BlackBerry device does not have data services enabled
- B. The BlackBerry Synchronization Service is not started
- C. Wireless backup has been disabled for the user
- D. The BlackBerry device is running BlackBerry Device Software prior to 4.0
- E. The Disable Wireless Bulk Loads IT policy has been enabled

Answer: E

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QUESTION NO: 3

How can a BlackBerry device user assign themselves their own enterprise activation password? (Choose one.)

- A. Input their own password in the enterprise activation screen on the BlackBerry device
- B. Specify an activation password in BlackBerry Desktop Manager
- C. Launch BlackBerry Device Manager and specify their own activation password
- D. When swapping BlackBerry devices the new BlackBerry device will automatically prompt the user for a new activation password
- E. Login to BlackBerry Web Desktop Manager and specify an activation password

Answer: E

QUESTION NO: 4

Which of the following are two pieces of information that are required when configuring a remote component for high availability? (Choose two.)

- A. IP addresses
- B. Fully Qualified Host Name
- C. High Availability Pool Name
- D. NetBios Name
- E. DNS Alias

Answer: B,C

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QUESTION NO: 5

Which port is required to be open on the firewall in order for Wi-Fi data to pass from the BlackBerry device to the BlackBerry Enterprise Server? (Choose one.)

- A. 3101
- B. 4101
- C. 1433
- D. 1533
- E. 7433

Answer: B

QUESTION NO: 6

What component is responsible for the encryption and decryption of data? (Choose one.)

- A. BlackBerry Dispatcher Service
- B. BlackBerry Administration Service
- C. BlackBerry Controller Service
- D. BlackBerry Messaging Agent Service
- E. BlackBerry Router Service

Answer: A

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QUESTION NO: 7

A BlackBerry device user is trying to login to the local Intranet web site but is not able to authenticate. What could a system administrator do to assist the user with the authentication? (Choose one.)

- A. Resend the IPPP service books to the user that is experiencing the issue
- B. Verify the proxy server information within the Blackberry MDS Connection Service
- C. Restart the BlackBerry Administration Service to force resending of service books
- D. Activate the user with the BlackBerry MDS Integration Service
- E. Add the user's name to the server.property.xml file within the BlackBerry Enterprise Server

Answer: B

QUESTION NO: 8

How is the initial enterprise activation email message transmitted from the BlackBerry device? (Choose one.)

- A. Encrypted using AES
- B. Encrypted using RSA
- C. Plain text
- D. Encrypted using Triple DES
- E. As a hash

Answer: E

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QUESTION NO: 9

The BlackBerry Monitoring Service can send notifications using which of the following methods?
(Choose three.)

- A. Phone (VoIP)
- B. Email
- C. PIN
- D. Network Broadcast
- E. Instant Messaging

Answer: B,C,D

QUESTION NO: 10

BlackBerry device users have been calling the support desk all day reporting message delays of 5 to 25 minutes. A request has been made to isolate the issue and identify the source. Which of the following questions will assist with the process? (Choose three.)

- A. Do the affected users span multiple messaging servers?
- B. Are PIN messages delayed (sending and/or receiving)?
- C. Is each user enabled for email message redirection?
- D. Was the corporate firewall recently rebooted?
- E. Are the messaging servers working properly and without issues?

Answer: A,B,E

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QUESTION NO: 11

After initializing the enterprise activation process on the BlackBerry device, the following error is displayed: An error has occurred. Please contact your system administrator. What is a possible cause for this? (Choose one.)

- A. The user has not been assigned an IT policy
- B. The BlackBerry Synchronization Service is not running
- C. The BlackBerry device radio has not been turned on
- D. The password that was entered is incorrect
- E. The user has not been assigned the appropriate role in the BlackBerry Administration Service

Answer: D

QUESTION NO: 12

A BlackBerry device user is trying to send an email message but is receiving the following error when trying to send: Failure at Service. The user is unable to send PIN messages as well. They are able to make phone calls from the BlackBerry device. No other user on the BlackBerry Enterprise Server is having this issue. What could a system administrator do to troubleshoot this issue? (Choose one.)

- A. Restart the BlackBerry Controller Service to force a mailbox rescan.
- B. Associate the user's PIN number back into the database for the users information.
- C. Contact the service provider to ensure the correct data provisioning for the user.
- D. Wipe the BlackBerry device and complete and enterprise activation process.
- E. Ensure the Send As permission is set in Active Directory for this user.

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Answer: C

QUESTION NO: 13

Where can you test the network connectivity from the BlackBerry Enterprise Server to the BlackBerry Infrastructure? (Choose one.)

- A. BlackBerry Administration Service
- B. BlackBerry Web Desktop Manager
- C. BlackBerry Server Configuration Panel
- D. MDS Integration Service Administration Console
- E. SQL Management Studio

Answer: C

QUESTION NO: 14

After a system wide maintenance was completed in an organization, the BlackBerry Enterprise Server was restarted. After a few minutes it was determined that the BlackBerry Dispatcher Service was failing to start with the system specific error 5608. The system administrator also confirms the following:

- The BlackBerry Administration Service console is unable to launch
- The BlackBerry Policy and BlackBerry Synchronization Services do not start

Which of the following would be the most likely cause of the issue? (Choose one.)

- A. The SRP connection is down
- B. Lost connectivity to the messaging server

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- C. Lost connectivity to the database server
- D. The BlackBerry Enterprise Server disk subsystem has crashed
- E. A new operating system patch has been installed on the BlackBerry Enterprise Server

Answer: C

QUESTION NO: 15

During the enterprise activation process the following error is displayed on the BlackBerry device: IT Policy Rejected What is a possible cause of this error? (Choose one.)

- A. The BlackBerry device has been activated on another BlackBerry Enterprise Server
- B. The BlackBerry device is listed in the Enterprise Service Policy
- C. The user does not have an IT policy assigned
- D. The user does not have the appropriate role assigned
- E. The BlackBerry Policy Service is not running

Answer: A

QUESTION NO: 16

The BlackBerry Dispatcher Service communicates with the BlackBerry Collaboration Service, the BlackBerry MDS Connection Service, the BlackBerry Policy Service and the BlackBerry Synchronization Service using which of the following ports? (Choose one.)

- A. Port 1433
- B. This Port is dynamically created upon the BlackBerry Dispatcher Service Startup

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C. Port 3200

D. This Port is dynamically created upon the BlackBerry Controller Service Startup

Answer: C

QUESTION NO: 17

Which method of enterprise activation uses the BlackBerry Router Service to relay the activation email to a users email address? (Choose one.)

A. Wi-Fi

B. Bluetooth

C. BlackBerry Desktop Manager

D. BlackBerry Administration Service

E. BlackBerry Web Desktop Manager

Answer: A

QUESTION NO: 18

An organization policy has been changed and new security guidelines have been put in place. All servers that require access to the public Internet must be placed in the DMZ. Which BlackBerry Enterprise Server component can be place in the DMZ? (Choose one.)

A. BlackBerry Messaging Agent

B. BlackBerry Router Service

C. BlackBerry Dispatcher Service