

BCP-420

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**Maintaining BlackBerry Enterprise Server/Microsoft  
Exchange**

Version 4.1

## BCP-420

**QUESTION NO: 1**

A mobile solutions developer has written a custom application using BlackBerry MDS Studio. This custom application is to be deployed to all BlackBerry device in the company environment. \_BlackBerry device in the company? environment. What are three requirements that must be met prior to deploying the custom application? (Choose three.)

- A. BlackBerry MDS Runtime must be installed on the BlackBerry devices.
- B. The custom application must be published to the BlackBerry MDS Integration Service.
- C. The custom application must be indexed and configured to be pushed using a software configuration.
- D. The BlackBerry devices must be activated on the BlackBerry MDS Integration Service.
- E. The custom application must be published to the BlackBerry Configuration Database.

**Answer: BAD**

**QUESTION NO: 2**

A BlackBerry device user forgets the password to access his BlackBerry device. What should the system administrator do to give the user access to the BlackBerry device? (Choose one.)

- A. Send the Set Password and Lock Handheld IT policy.
- B. Send the Reset Password IT Admin command to the BlackBerry device.
- C. Send the Set Password and Lock Handheld IT Admin command to the BlackBerry device.
- D. Remove the battery to perform a hard reset on the BlackBerry device and complete the activation process.
- E. Send new security service books from BlackBerry Manager to the BlackBerry device.

**Answer: C**

**QUESTION NO: 3**

A system administrator has moved the BlackBerry Configuration Database from one Microsoft SQL Server to another. The Microsoft SQL database was backed up from the source server and restored on the destination server. The system administrator restores the BlackBerry Configuration Database on the destination Microsoft SQL Server and configures the BlackBerry Enterprise Server to point to the new Microsoft SQL Server using the BlackBerry Config tool. The BlackBerry Dispatcher, the BlackBerry Synchronization Service, and the BlackBerry Policy

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Service all fail to start. The system administrator has verified connectivity to the destination Microsoft SQL Server by clicking the Test Microsoft SQL Server Connectivity button. What is the most likely cause of this problem? (Choose one.)

- A. The BlackBerry Enterprise Server service account is not a member of the local administrators group on the Microsoft SQL Server.
- B. The BlackBerry Configuration Database schema is not updated.
- C. The BlackBerry Enterprise Server service account does not have sufficient Microsoft Exchange permissions.
- D. The BlackBerry Enterprise Server is pointed at the wrong database.
- E. The BlackBerry system errors (syserrors) are not updated in the master database.

**Answer:** E

**QUESTION NO: 4**

What are three functions of the BlackBerry Messaging Agent? (Choose three.)

- A. Synchronizes calendar appointments to and from the BlackBerry device
- B. Synchronizes address book entries to and from the BlackBerry device
- C. Performs address book lookups requested on the BlackBerry device
- D. Synchronizes attachments created on the BlackBerry device
- E. Performs wireless backups of BlackBerry device settings

**Answer:** ACD

**QUESTION NO: 5**

erver01? The Agent ID for the The name of the BlackBerry Enterprise Server is BlackBerry device user is ?.? What is the name of the BlackBerry Enterprise Server log file where message flow information should be found? (Choose one.)

- A. Server01\_magt\_01\_20071201\_0002.txt
- B. Server01\_mngr\_02\_20071201\_0001.txt
- C. Server01\_magt\_02\_20071201\_0001.txt
- D. Server01\_mdss\_02\_20071201\_0002.txt
- E. Server01\_mdat\_02\_20071201\_0001.txt

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**Answer: C**

**QUESTION NO: 6**

Which BlackBerry Manager status indicates the IT policy has been accepted by a BlackBerry device? (Choose one.)

- A. Applied
- B. Received
- C. Applied successfully
- D. Received successfully
- E. Delivered

**Answer: C**

**QUESTION NO: 7**

How can a company allow specified BlackBerry device models to access the BlackBerry Enterprise Server? (Choose one.)

- A. Enable the Enterprise Service Policy at the BlackBerry Domain level and select the specified models.
- B. Enable the Enterprise Service Policy for each BlackBerry Enterprise Server and select the specified models.
- C. Enable the Enterprise Service Policy for each BlackBerry Enterprise Server and select the PIN ranges of the permitted models.
- D. Enable the Enterprise Service Policy at the domain level and restrict the not specified models.
- E. Enable the Enterprise Service Policy for each BlackBerry Enterprise Server and restrict the not specified models.

**Answer: A**

**QUESTION NO: 8**

A system administrator recently discovered that BlackBerry device users are wirelessly downloading MP3 files from the Internet to their BlackBerry devices. How can this practice be prevented using BlackBerry Manager? (Choose one.)

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- A. Set the Max File Size on the BlackBerry Attachment Server for MP3 files to 0.
- B. Create a new Media Content Management entry and set the Disallow Content to True.
- C. Disallow MP3s using an Application Control Policy
- D. Disallow MP3s using an IT policy.
- E. Enable content protection on the media card.

**Answer: B**

**QUESTION NO: 9**

A BlackBerry device user reports that she has not received any email messages on her BlackBerry device in the past three hours. However, she is able to send email messages. The system administrator sends three test email messages to the user, but the Pending Data Packet status remains the same. Which status should the system administrator examine next? (Choose one.)

- A. Filtered Messages
- B. Last Contact Time
- C. Last Result
- D. Wireless Message Reconciliation
- E. Expired Messages

**Answer: A**

**QUESTION NO: 10**

Which two components are required for a BlackBerry device user to send and receive PGP encrypted email messages? (Choose two.)

- A. An IT policy with the URL of the PGP Universal Server pushed to the BlackBerry device
- B. An IT policy with a CRL server configured, pushed to the BlackBerry device
- C. An IT policy with the URL of the PGP LDAP Server pushed to the BlackBerry device
- D. The PGP Support Package installed on the BlackBerry Enterprise Server
- E. The PGP Support Package installed on the BlackBerry device

**Answer: AE**

**QUESTION NO: 11**

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How does the BlackBerry Manager, through the BlackBerry Enterprise Server, determine the list of manufacturers and devices that can be selected when configuring the Enterprise Service Policy?(Choose one.)

- A. The BlackBerry Manager uses the VENDOR.XML and DEVICE.XML files to retrieve the list of manufacturers and models permitted by the BlackBerry Enterprise Server.
- B. The BlackBerry Manager contains a list of permitted manufacturers and models based on properties of BlackBerry devices already activated to the BlackBerry Enterprise Server.
- C. The BlackBerry Manager contains a list of permitted manufacturers and models based on properties that are transmitted from the BlackBerry Infrastructure.
- D. The BlackBerry Manager uses a list that is created and maintained by the system administrator in the Device Management Section of the BlackBerry Manager.
- E. The BlackBerry Manager periodically retrieves a list of permitted manufacturers and models from an external website hosted by Research In Motion.

**Answer: B**

**QUESTION NO: 12**

What is the correct sequence of events for applying an IT policy to a BlackBerry device user? (Choose one.)

- A. Pending, Processing, Sent, Received, Applied Successfully
- B. Queued, Pending, Processing, Received, Applied Successfully
- C. Processing, Pending, Sent, Received, Applied Successfully
- D. Processing, Queued, Sent, Received, Applied Successfully
- E. Queued, Processing, Received, Pending, Applied Successfully

**Answer: A**

**QUESTION NO: 13**

Which BlackBerry Resource Kit tool allows a system administrator to track which BlackBerry device users have not sent or received data packets from the BlackBerry Enterprise Server for one or more hours? (Choose one.)

- A. DelayedNotifications
- B. NoResponse

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- C. OutOfCoverage
- D. Pending
- E. HistoricalStats

**Answer: C**

**QUESTION NO: 14**

Which three actions must be taken to add a new third-party application to an existing software configuration? (Choose three.)

- A. Refresh the applications listed in the Applications directory.
- B. Create a new destination folder in the Applications directory.
- C. Copy the required files and modules into the new folder.
- D. Index the applications listed in the Applications directory.
- E. Add a new software configuration.

**Answer: BCD**

**QUESTION NO: 15**

What happens when a BlackBerry device is assigned to a BlackBerry device user using the BlackBerry Manager? (Choose two.)

- A. IT policy and service books are injected
- B. The enterprise activation email is sent to the user's inbox.
- C. An enterprise activation password is generated
- D. The owner information is populated.\_The owner information is populated.
- E. A slow synchronization occurs.

**Answer: AE**

**QUESTION NO: 16**

The reference ID (refid) for a message for a BlackBerry device user needs to be traced for a calendar related issue. The user has Agent ID of What is the name of the BlackBerry Enterprise Server log file where this reference ID information can be traced? (Choose one.)

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- A. BlackBerry\_ctrl\_03\_20071201\_0001.txt
- B. BlackBerry\_disp\_03\_20071201\_0001.txt
- C. BlackBerry\_magt\_03\_20071201\_0001.txt
- D. BlackBerry\_cldr\_03\_20071201\_0001.txt
- E. BlackBerry\_polc\_03\_20071201\_0001.txt

**Answer: C**

**QUESTION NO: 17**

What is the default maximum file size (KB) for Microsoft Word (.doc) attachments? (Choose one.)

- A. Unlimited
- B. 256
- C. 512
- D. 1024
- E. 2048

**Answer: A**

**QUESTION NO: 18**

What are three functions of the BlackBerry Policy Service? (Choose three.)

- A. Sends a set of rules that configures BlackBerry device security features
- B. Polls for applications that are installed on the BlackBerry device
- C. Compresses and encrypts data to and from the BlackBerry device
- D. Sends service books that configure BlackBerry device functionality
- E. Synchronizes any custom security settings on the BlackBerry device

**Answer: ABD**

**QUESTION NO: 19**

When setting up a software configuration, the Configuration Status field shows Unknown Configuration for a specific BlackBerry device user account. Which statement is true? (Choose one.)



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- A. The BlackBerry Enterprise Server has not polled the BlackBerry Configuration Database for which applications need to be installed/removed on the BlackBerry device.
- B. The user has not yet been assigned to a software configuration.
- C. The delivery method within the software configuration for this application has not yet been set.
- D. The Disallow Third-Party Downloads IT policy has been set to True.
- E. The Applications directory needs to be indexed so the software configuration status can be updated to reflect the current applications that need to be installed or removed.

**Answer: A**

**QUESTION NO: 20**

Which task is a system administrator able to perform using the BlackBerry User Administration tool? (Choose one.)

- A. Create new software configurations.
- B. Assign software configurations.
- C. Create application control policies.
- D. Assign application control policies.
- E. Modify application control policies.

**Answer: B**

**QUESTION NO: 21**

By default, when does email message prepopulation occur for a BlackBerry device user? (Choose two.)

- A. When an existing user re-activates the same BlackBerry device
- B. When an existing user activates a different BlackBerry device
- C. Each time service books are re-sent
- D. When the BlackBerry Enterprise Server is restarted
- E. When a new user is activated on the BlackBerry Enterprise Server

**Answer: BE**

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**QUESTION NO: 22**

Which of the following can be found in the WLAN configuration administration in the BlackBerry Manager? (Choose three.)

- A. WLAN Configuration sets
- B. VPN Configuration sets
- C. VOIP Configuration sets
- D. IT Configuration Sets
- E. VLAN Configuration Sets

**Answer:** ABC

**QUESTION NO: 23**

A recent audit has found that members of the HelpDesk group are able to add new BlackBerry device users to the BlackBerry Enterprise Server using the BlackBerry User Administration tool, but are unable to do so using BlackBerry Manager. The system administrator has confirmed that the HelpDesk group has been assigned the Junior Help Desk Administrator role. What is a possible cause of this problem?(Choose one.)

- A. The HelpDesk group is nested in another group that has been assigned a role with higher privileges.
- B. The HelpDesk group is using Microsoft SQL authentication.
- C. The BlackBerry User Administration tool was installed using the BlackBerry Enterprise Server service account.
- D. The BlackBerry User Administration tool is running as a local system account.
- E. The Password field for the BlackBerry User Administration tool was left blank during the installation.

**Answer:** C

**QUESTION NO: 24**

A company must move the BlackBerry Configuration Database from the local BlackBerry Enterprise Server using MSDE to a new Microsoft SQL Server to improve the performance of the database. What is the best method for moving the database? (Choose one.)