Vendor: BlackBerry

Exam Code: BCP-221

Exam Name: Supporting Blackberry devices / Enterprise version 5.0

Version: DEMO

QUESTION 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: CD

QUESTION 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

Answer: CD

QUESTION 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 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 f 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

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

E. The service books on the BlackBerry device are corrupt

Answer: B

QUESTION 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 lick here for support info in Windows
E. Look on the BlackBerry Desktop Manager CD

Answer: BD

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

Answer: D

QUESTION 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: AC

QUESTION 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

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 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: CE

QUESTION 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.)

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 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: CD

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