

BlackBerry Enterprise Server 5.0 Service Pack 3 Comprehensive

Overview

This course describes how to perform advanced administrative tasks, such as managing software and high availability using the BlackBerry Administration Service. It also describes how to troubleshoot common data flow issues and how to use the BlackBerry Monitoring Service. The course includes lectures, hands-on labs, and exercises to enhance the participants learning experience.

Who should attend

This course is designed for anyone who has a basic understanding of the BlackBerry® Enterprise Server and wants to learn more.

Topics covered

- Review email message data flow
- Administering the BlackBerry MDS Connection Service
- Troubleshooting data flow through the BlackBerry MDS Connection Service
- Administering the BlackBerry Attachment Service
- Troubleshooting data flow through the BlackBerry Attachment Service
- Administering the BlackBerry Collaboration Service
- Troubleshooting data flow through the BlackBerry Collaboration Service
- Managing software in the BlackBerry Administration Service
- Managing wireless BlackBerry® Device Software updates
- Configuring deployment jobs
- Monitoring the BlackBerry Enterprise Server
- Using the BlackBerry Monitoring Service
- Troubleshooting BlackBerry Monitoring Service issues
- Administering high availability in the BlackBerry Enterprise Server
- Configuring the properties of BlackBerry Enterprise Server log files
- Overview of the BlackBerry® Enterprise Server Resource Kit

Course Details

Course code:
716-03076-123

Approximate duration:
2 days

Course objectives

Module 1 - Review email message data flow

- Describe the data flow when an email message is sent from a BlackBerry device and received on a BlackBerry device

Module 2 - Administering the BlackBerry MDS Connection Service

- Describe the role of the BlackBerry MDS Connection Service
- Describe the data flow when data is pulled from a BlackBerry device using the BlackBerry® Browser
- Describe the data flow when data is pushed to a BlackBerry device from an application or content server in the organization
- Describe the options for configuring the BlackBerry MDS Connection Service

Module 3 - Troubleshooting data flow through the BlackBerry MDS Connection Service

- Identify points of failure along the pull request and push request data flows
- Describe troubleshooting steps to resolve common push request and pull request issues

Module 4 - Administering the BlackBerry Attachment Service

- Describe the role of the BlackBerry Attachment Service
- Describe the data flow when an attachment is opened from an email message on the BlackBerry device
- Describe the data flow when an attachment is opened from a link in the BlackBerry Browser
- Explain the roles of the BlackBerry Attachment Connector and the BlackBerry Attachment Server
- Describe how to configure the BlackBerry Attachment Connector
- Describe how to configure the BlackBerry Attachment Server

Module 5 - Troubleshooting data flow through BlackBerry Attachment Service

- Identify points of failure along the attachment data flows
- Describe troubleshooting steps to resolve common attachment issues

Module 6 - Administering the BlackBerry Collaboration Service

- Describe the role of the BlackBerry Collaboration Service
- Describe the role of the collaboration clients
- Describe the data flow when an instant messaging session is started
- Describe how to configure the BlackBerry Collaboration Service

Module 7 - Troubleshooting data flow through the BlackBerry Collaboration Service

- Identify points of failure along the enterprise instant messaging data flow
- Describe troubleshooting steps to resolve common enterprise instant messaging issues

Module 8 - Managing software in the BlackBerry Administration Service

- Explain the purpose of software configurations
- Summarize the process of creating and assigning a software configuration
- Describe how to share a network folder in the BlackBerry® Administration Service
- Describe how to add applications to the application repository
- Explain the purpose of application control policies
- Describe the types of application control policies
- Describe how to create software configurations in the BlackBerry Administration Service
- Describe how to assign software configurations to groups, multiple user accounts, and individual user accounts
- Describe how the BlackBerry Administration Service resolves conflicts between the software configurations for a user account

Module 9 - Managing wireless BlackBerry Device Software updates

- Describe how to configure the BlackBerry Administration Service to permit BlackBerry devices to receive updates sent from the wireless service provider
- Describe how to configure the BlackBerry Administration Service to permit BlackBerry devices to request an update from the wireless service provider
- Describe how to search for available wireless BlackBerry Device Software updates using the BlackBerry Administration Service
- Describe how to send a request for a wireless BlackBerry Device Software update using the BlackBerry Administration Service
- Describe how to monitor the progress of a wireless BlackBerry Device Software update using the BlackBerry Administration Service

Module 10 - Configuring deployment jobs

- Describe the purpose of deployment jobs
- Describe the available deployment job settings
- Discuss how to manage deployment jobs

Module 11 - Monitoring the BlackBerry Enterprise Server

- Describe the benefits of having a BlackBerry Enterprise Server monitoring strategy
- Describe the BlackBerry Monitoring Service architecture
- Describe how to install the BlackBerry Monitoring Service

Module 12 - Using the BlackBerry Monitoring Service

- Describe how to start monitoring the BlackBerry Enterprise Server using the BlackBerry Monitoring Service

- Describe the user interface of the BlackBerry Monitoring Service console
- Describe the user interface of the BlackBerry Monitoring Service console on the BlackBerry device
- Describe how to configure notifications sent by the BlackBerry Monitoring Service
- Identify alarm types and severity levels
- Describe how to generate graphs for the data attributes of BlackBerry Enterprise Server components
- Describe how to configure monitoring thresholds for BlackBerry Enterprise Server components and BlackBerry device user accounts
- Describe how to generate reports for BlackBerry Enterprise Server components and BlackBerry device user accounts

Module 13 - Troubleshooting BlackBerry Monitoring Service issues

- Identify common BlackBerry Monitoring Service support issues
- Describe common troubleshooting steps for resolving SNMP issues
- Describe how to use the Threshold Analysis Tool
- Describe how to use the DCS Maintenance Agent

Module 14 - Administering high availability in the BlackBerry Enterprise Server

- Describe high availability for the BlackBerry Enterprise Server
- Describe high availability for BlackBerry Enterprise Server components
- Describe high availability for the BlackBerry Configuration Database
- Describe how to configure high availability for the BlackBerry Enterprise Server using health parameters and thresholds

Module 15 - Configuring the properties of BlackBerry Enterprise Server log files

- List the relevant log files for troubleshooting issues with the BlackBerry Administration Service
- List the BlackBerry Enterprise Server component log files that you can manage in the BlackBerry Administration Service
- Describe how to manage BlackBerry Enterprise Server component log file properties
- Describe how to manage BlackBerry MDS Connection Service log file properties

Module 16 - Overview of the BlackBerry Enterprise Server Resource Kit

- Describe the BlackBerry Enterprise Server Resource Kit
- Describe reasons to use the BlackBerry Enterprise Server Resource Kit

BlackBerry MDS: BlackBerry® Mobile Data System

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