

BlackBerry Enterprise Server 5.0 Service Pack 3 Essential

Overview

This course explains how to install and upgrade the BlackBerry® Enterprise Server and how to manage the BlackBerry Enterprise Server using the BlackBerry Administration Service. The course describes troubleshooting steps for installation and upgrade issues, issues with BlackBerry device activation, and issues with messaging. Notes and tips that are specific for the BlackBerry® Enterprise Server Express are included. 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 wants to learn more about the BlackBerry Enterprise Server and the BlackBerry Enterprise Server Express.

Topics covered

- Introducing the BlackBerry® Enterprise Solution
- Installing the BlackBerry Enterprise Server software
- Installing distributed BlackBerry Enterprise Server components
- Upgrading the BlackBerry Enterprise Server software
- Troubleshooting installation and upgrade issues
- Introducing the BlackBerry Administration Service
- Introducing administrative roles
- Managing user accounts
- Activating BlackBerry devices
- Troubleshooting issues with BlackBerry device activation
- Configuring messaging options
- Introducing IT policies
- Troubleshooting messaging issues

Course Details

Course code: 716-03075-123

Approximate duration: 2 days

Course objectives

Module 1 - Introducing the BlackBerry Enterprise Solution

- Describe the BlackBerry Enterprise Solution architecture
- Describe the BlackBerry Enterprise Server architecture
- Describe the BlackBerry Enterprise Server Express architecture
- Explain email message flow in the BlackBerry Enterprise Solution

Module 2 - Installing the BlackBerry Enterprise Server software

- List and describe the BlackBerry Enterprise Server installation stages
- Describe the BlackBerry Enterprise Server setup options
- Describe the system requirements for the BlackBerry Enterprise Server
- Describe the BlackBerry Enterprise Server pre-installation tasks
- Describe how to install the BlackBerry Enterprise Server software
- Describe how to install a standby BlackBerry Enterprise Server
- Describe how to verify that the BlackBerry Enterprise Server software installation was successful
- List the BlackBerry Enterprise Server post-installation tasks
- Configure database mirroring for the BlackBerry Configuration Database
- Identify best practices for installing the BlackBerry Enterprise Server software

Module 3 - Installing distributed BlackBerry Enterprise Server components

- List the BlackBerry Enterprise Server components that can be installed on separate computers
- Describe the factors that should be considered when planning a distributed BlackBerry Enterprise Server architecture
- Describe how to install a distributed BlackBerry Enterprise Server component

Module 4 - Upgrading the BlackBerry Enterprise Server software

- Summarize the BlackBerry Enterprise Server upgrade process
- Describe the BlackBerry Enterprise Server upgrade paths
- Describe the BlackBerry Enterprise Server pre-upgrade tasks
- Describe how to upgrade the BlackBerry Enterprise Server software
- Identify the BlackBerry Enterprise Server post-upgrade tasks

Module 5 - Troubleshooting installation and upgrade issues

- Identify common issues that can cause the BlackBerry Enterprise Server setup application to fail during an installation or upgrade
- Troubleshoot issues that may occur when you prepare to install or upgrade the BlackBerry Enterprise Server software
- Troubleshoot issues that may occur when you prepare to install or upgrade the BlackBerry Enterprise Server software, or immediately after

Module 6 - Introducing the BlackBerry Administration Service

- Describe the purpose of the BlackBerry Administration Service
- Describe the steps to log in to the BlackBerry Administration Service for the first time
- Describe the BlackBerry Administration Service authentication options
- Describe the main areas of the BlackBerry Administration Service

Module 7 - Introducing administrative roles

- Discuss the purpose of administrative roles
- Identify tips for working with administrative roles
- List and describe the default administrative roles
- Summarize the classifications of administrative role permissions
- Describe how to create a custom administrative role in the BlackBerry Administration Service
- Describe how to create an administrator user in the BlackBerry Administration Service
- Describe how to assign an administrative role to an administrator user in the BlackBerry Administration Service

Module 8 - Managing user accounts

- Discuss the purpose of groups
- Describe how to create a group
- Explain how to add a user account to a group
- Describe the group property tabs
- Summarize the steps to add and activate a user account
- Describe how to add user accounts to the BlackBerry Enterprise Server
- Describe how to manually update the user directory in the BlackBerry Administration Service
- Describe the menu options for managing user accounts
- Explain the purpose of object reconciliation in the BlackBerry Administration Service

Module 9 - Activating BlackBerry devices

- List five ways to activate BlackBerry devices on the BlackBerry Enterprise Server
- Discuss the benefits and limitations of each activation method
- Summarize the four stages of the wireless activation process
- Describe how to create a wireless activation password
- Describe how to create and customize a wireless activation message

Module 10 - Troubleshooting issues with BlackBerry device activation

- List activation prerequisites
- Describe data flow for a wireless activation of a BlackBerry device using the BlackBerry Administration Service
- Describe where to view activation statistics in the BlackBerry Administration Service
- Describe how to search for specific activation statistics
- List general troubleshooting tips to consider when resolving activation issues

Module 11 -Configuring messaging options

- Describe the purpose of email message filters
- Describe how to create server and user email message filters
- Describe how to map contact information fields in contact entries for synchronization and contact lookups
- Describe the options for managing wireless organizer data synchronization
- Identify tips for troubleshooting issues with wireless organizer data synchronization
- Describe the options for managing email message redirection
- Identify tips for troubleshooting email message redirection
- Describe how the BlackBerry Enterprise Server reconcile email messages
- Describe the options for managing wireless email message reconciliation
- Explain how to manage access to remote email message data
- Explain how to manage email messages with HTML and rich content
- Explain how to manage folder synchronization
- Explain how to configure signatures and disclaimers

Module 12 -Introducing IT policies

- Discuss the purpose of IT policies
- List and describe the preconfigured IT policies
- Describe how to create IT policies
- Describe how to copy IT policies
- Explain how to import and export IT policy data
- Describe how to resend IT policies
- Explain how conflicting IT policies are reconciled
- Identify tips for troubleshooting IT policy issues

Module 13 -Troubleshooting messaging issues

- Identify the potential points of failure along the email message flow