

## BlackBerry Enterprise Server software version 5.0 Comprehensive Open Session

### Overview

The course provides an overview of the features of the BlackBerry® Enterprise Server software version 5.0. It covers installing and upgrading the BlackBerry Enterprise Server, troubleshooting and data flow, high availability, monitoring the BlackBerry Enterprise Server and the BlackBerry® Mobile Data System.

### Who should attend

- BlackBerry Enterprise Server administrators

### Topics covered

- Installing and Upgrading BlackBerry Enterprise Server software version 5.0
- Troubleshooting and data flow
- High Availability
- Monitoring the BlackBerry Enterprise Server software version 5.0
- The BlackBerry MDS Application Console for BlackBerry Enterprise Server software version 5.0

### Course Details

Course Code: 716-01638-123

Approximate Duration: 2 days

## Course objectives

### Installing and Upgrading BlackBerry Enterprise Server software version 5.0

- Installing the BlackBerry Enterprise Server software version 5.0
  - Verify the BlackBerry Enterprise Server software was successfully installed
  - List the BlackBerry Enterprise Server post-installation tasks
- Upgrading to BlackBerry Enterprise Server software version 5.0
  - Describe BES 5.0 maintenance releases and notifications
- Troubleshooting installation and upgrade issues

### Troubleshooting and Data Flow

- BlackBerry Enterprise Server architecture and data flow

### High Availability

- Introduction to high availability
  - Explain high availability for the BlackBerry Enterprise Server
- High availability for the BlackBerry Enterprise Server
  - Explain high availability for BlackBerry Enterprise Server components
- High availability for the BlackBerry Configuration Database and the BlackBerry MDS
  - Explain high availability for the BlackBerry Configuration Database and the BlackBerry MDS
- Configuring high availability
  - Describe the configuration of high availability for the BlackBerry Enterprise Server using health parameters and thresholds

### Monitoring the BlackBerry Enterprise Server software version 5.0

- Monitoring the BlackBerry Enterprise Server software version 5.0
  - Describe the benefits of having a BlackBerry Enterprise Server monitoring strategy
  - Describe how to configure the BlackBerry Controller
  - Describe how to use the BlackBerry Enterprise Server Alert Tool
  - Describe how to use system logging to monitor the BlackBerry Enterprise Server
  - Describe how to use performance monitoring to monitor the BlackBerry Enterprise Server
  - Describe the BlackBerry Monitoring Service architecture
- Using the BlackBerry Monitoring Service
  - Describe the steps to start monitoring a BlackBerry Enterprise Server using the BlackBerry Monitoring Service
  - Describe the user interface of the BlackBerry Monitoring Service console
  - 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 smartphone user accounts
- Describe how to generate reports for BlackBerry Enterprise Server components and BlackBerry smartphone user accounts
- Troubleshooting the BlackBerry Monitoring Service
  - Identify common BlackBerry Monitoring Service support issues
  - Describe common troubleshooting steps for resolving issues with accessing the BlackBerry Monitoring Service console
  - Describe common troubleshooting steps for resolving SNMP issues
  - Describe how to use the Threshold Analysis Tool
  - Describe how to use the DCS Maintenance Agent

### **Introducing the BlackBerry MDS Application Console for BlackBerry Enterprise Server software version 5.0**

- Administering the BlackBerry MDS Application Console
  - Describe BlackBerry Mobile Data System
  - Identify the components of BlackBerry MDS
  - Describe how to install the BlackBerry MDS Integration Service
  - Describe how to configure JDBC™ driver information
  - Describe how to administer the BlackBerry MDS Application Console

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