

Comprehensive 5.0 – Managing and Supporting the BlackBerry Enterprise Server Software

Overview

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

Who should attend

- BlackBerry Enterprise Server administrators

Topics covered

- Installing and upgrading BlackBerry Enterprise Server software version 5.0
- Troubleshooting issues and data flow
- Maintaining the BlackBerry Enterprise Solution
- Using the BlackBerry Enterprise Server Resource Kit

Course Details

Course Code: 716-01807-123

Approximate Duration: 2 days

Course objectives

Module 1 - Installing and upgrading the BlackBerry Enterprise Server software

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

Module 2 - Troubleshooting the BlackBerry Enterprise Solution

- Troubleshooting messaging system issues
- Troubleshooting data flow through the BlackBerry MDS Connection Service
- Troubleshooting data flow through the BlackBerry Attachment Service
- Troubleshooting data flow through the BlackBerry Collaboration Service

Module 3 – Configuring the BlackBerry Enterprise Solution

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 BlackBerry Enterprise Server software version 5.0

- Monitoring 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 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 instance 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 user accounts
 - Describe how to generate reports for BlackBerry Enterprise Server components and user accounts
- Troubleshooting issues related to the BlackBerry Monitoring Service
 - Identify common issues related to the BlackBerry Monitoring Service
 - Describe common troubleshooting steps for resolving issues with accessing the BlackBerry Monitoring Service console
 - Describe common troubleshooting steps for resolving Simple Network Management Protocol (SNMP) issues
 - Describe how to use the Threshold Analysis Tool
 - Describe how to use the Data Collection Subsystem (DCS) Maintenance Agent

Configuring BlackBerry Enterprise Server log file properties

- List the relevant log files for troubleshooting the BlackBerry Administration Service
- List the BlackBerry Enterprise Server component log files that administrators 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 4 - Introducing the BlackBerry MDS Application Console for BlackBerry Enterprise Server software version 5.0

- Administering the BlackBerry MDS Application Console
 - Describe the BlackBerry MDS
 - Identify the components of the BlackBerry MDS

- Describe how to install the BlackBerry MDS Integration Service

Module 5 – Using the BlackBerry Enterprise Server Resource Kit

- Describe the tools available in the BlackBerry Enterprise Server Resource Kit
- Use the tools in the BlackBerry Enterprise Server Resource Kit to analyze, monitor, and troubleshoot BlackBerry Enterprise Solution issues

©2009 Research In Motion Limited. All rights reserved. BlackBerry®, RIM®, Research In Motion®, SureType® and related trademarks, names and logos are the property of Research In Motion Limited and are registered and/or used in the U.S. and countries around the world. Java and JDBC are trademarks of Sun Microsystems, Inc. All other brands, product names, company names, trademarks and service marks are the properties of their respective owners. This document is provided "as is" and Research In Motion Limited and its affiliated companies ("RIM") assume no responsibility for any typographical, technical or other inaccuracies in this document. RIM reserves the right to periodically change information contained in this document. RIM makes no representations, warranties, conditions or covenants, either express or implied.