

## Managing the BlackBerry Enterprise Server using the BlackBerry Administration Service

### Overview

This instructor led course teaches BlackBerry® Enterprise Server administrators how to manage BlackBerry Enterprise Server using the BlackBerry Administration Service.

Through instructor training, exercises and hands-on labs, learners will be introduced to BlackBerry smartphone user and BlackBerry Enterprise Server management, including topics on roles, groups, IT policies, software configurations, BlackBerry Enterprise Server component administration, BlackBerry smartphone activation and troubleshooting

### Who should attend

- BlackBerry Enterprise Server administrators
- IT department staff that support the BlackBerry Enterprise Server
- Anyone involved in supporting BlackBerry smartphones in a BlackBerry Enterprise Server environment

### Topics covered

- Introducing the BlackBerry Administration Service
- Introducing roles
- Managing BlackBerry smartphone users
- Activating BlackBerry smartphones
- Troubleshooting BlackBerry smartphone activation
- Configuring messaging options
- Configuring deployment jobs
- Introducing IT policies
- Managing software in the BlackBerry Administration Service
- Administering the BlackBerry Attachment Service
- Administering the BlackBerry MDS Connection Service
- Configuring BlackBerry Enterprise Service log file properties

### Course Details

Course Code: 716-01209-123

Test Code: NA

Approximate Duration: 2 Days

## Course objectives

### Module 1 – 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 2 – Introducing roles

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

### Module 3 – Managing BlackBerry smartphone users

- 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 list in the BlackBerry Administration Service
- Describe the menu options for 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
- Explain the purpose of object reconciliation in the BlackBerry Administration Service

### Module 4 – Activating BlackBerry smartphones

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

- Describe how to create and customize a wireless activation message.

### **Module 5 – Troubleshooting BlackBerry smartphone activation**

- List activation prerequisites.
- Describe the data flow for the wired activation of a BlackBerry smartphone using the BlackBerry Administration Service.
- Describe data flow for a wireless activation.
- Identify and resolve issues that can occur during the four stages of wireless enterprise activation.
- Describe where to view activation statistics in the BlackBerry Administration Service.
- Describe how to search for specific activation statistics.
- Identify four possible states of activation listed in the Status field of the View activations screen.
- Identify each of the possible activation statistics listed in the Description field of the View activations screen.
- List general troubleshooting tips to consider when resolving enterprise activation issues.

### **Module 6 – Configuring messaging options**

- Describe the purpose of email message filters.
- Describe how to create server and user email message filters.
- Describe how to map address book fields for synchronization and address lookups.
- Describe the options for managing wireless organizer data synchronization.
- Identify tips for troubleshooting 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 reconciles email messages.
- Describe the options for managing wireless message reconciliation.
- Explain how to manage access to remote 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 7 – Configuring deployment jobs**

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

### **Module 8 – 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 9 – Managing software in the BlackBerry Administration Service**

- Explain the purpose of software configurations
- Summarize the process of creating and assigning a software configuration
- Explain how to share a network folder on 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 administrators create software configurations in the BlackBerry Administration Service
- Describe how administrators assign software configurations to groups, multiple user accounts and user account
- Describe how the BlackBerry Administration Service resolves conflicting software configurations for a user account

### **Module 10 – Administering the BlackBerry Attachment Service**

- Describe the role of the BlackBerry Attachment Service
- Explain the roles of the BlackBerry Attachment Connector and the BlackBerry Attachment Server
- Describe the BlackBerry Attachment Connector settings
- Describe the BlackBerry Attachment Server settings

### **Module 11 – Administering the BlackBerry MDS Connection Service**

- Describe the role of the BlackBerry Connection Service
- Describe how to create and assign pull rules
- Describe how to create and assign push rules
- Describe the options for configuring a BlackBerry MDS Connection Service instance
- Describe the options for configuring the BlackBerry MDS Connection Service component

### **Module 12 – 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

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