

BlackBerry Enterprise Server software version 5.0 SP1

Comprehensive

Topics covered

- Installing the BlackBerry® Enterprise Server software
- Installing distributed BlackBerry Enterprise Server components
- Upgrading to BlackBerry Enterprise Server software version 5.0.1
- Troubleshooting installation and upgrade issues
- 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
- High availability for BlackBerry Enterprise Server software version 5.0.1
- Monitoring the BlackBerry Enterprise Server software version 5.0.1
- Using the BlackBerry Monitoring Service
- Troubleshooting BlackBerry Monitoring Service issues
- Configuring BlackBerry Enterprise Server log file properties
- Administering the BlackBerry MDS Application Console
- Overview of the BlackBerry Enterprise Server Resource Kit
- Using the BlackBerry Enterprise Server User Administration Tool
- Using the BlackBerry Enterprise Transporter
- Using the BlackBerry Analysis, Monitoring, and Troubleshooting Tools

Course Details

Course code: 716-02047-123

Approximate duration: 2 days

Course objectives

Module 1 – 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
- Describe how to install a standby BlackBerry Enterprise Server
- Verify the BlackBerry Enterprise Server software was successfully installed
- List the BlackBerry Enterprise Server post-installation tasks
- Configure database mirroring for the BlackBerry Configuration Database or the BlackBerry MDS Integration Service database
- List BlackBerry Enterprise Server installation best practices

Module 2 – 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 3 – Upgrading to BlackBerry Enterprise Server software version 5.0.1

- Summarize the BlackBerry Enterprise Server upgrade process
- Describe the BlackBerry Enterprise Server upgrade paths
- Describe the BlackBerry Enterprise Server preupgrade tasks
- Describe how to upgrade to BlackBerry Enterprise Server software version 5.0.1
- Identify the BlackBerry Enterprise Server post-upgrade tasks

Module 4 – Troubleshooting installation and upgrade issues

- Identify common issues that cause the BlackBerry Enterprise Server installer to fail during an installation or upgrade
- Troubleshoot issues that may arise in preparation for the BlackBerry Enterprise Server software installation or upgrade process
- Troubleshoot issues that may arise during, or immediately after the BlackBerry Enterprise Server software installation or upgrade

Module 5 – Troubleshooting messaging system issues

- Identify the potential points of failure along the email message flow
- Describe factors to consider when troubleshooting email messaging issues
- Describe common troubleshooting steps to resolve email messaging issues
- Identify tools that can be used to troubleshoot email messaging issues
- List common troubleshooting steps to resolve wireless calendar synchronization issues
- List common troubleshooting steps to resolve email message prepopulation issues

- List common troubleshooting steps to resolve address lookup issues
- List common troubleshooting steps to resolve email reconciliation issues

Module 6 – Troubleshooting data flow through the BlackBerry MDS Connection Service

- Identify points of failure along the pull request and push request data flows
- Describe factors to consider when troubleshooting pull request and push request issues
- Identify tools that can be used when troubleshooting pull request and push request issues
- Describe common troubleshooting steps to resolve push request and pull request issues

Module 7 – Troubleshooting data flow through the BlackBerry Attachment Service

- Identify points of failure along the email message and calendar attachment data flows
- Identify points of failure along the link attachment data flow
- Describe factors that affect attachment data flow
- Identify tools that can be used when troubleshooting attachment issues
- Describe common troubleshooting steps to resolve attachment issues

Module 8 – Troubleshooting data flow through the BlackBerry Collaboration Service

- Identify points of failure along the enterprise instant messaging data flow
- Describe factors that affect instant messaging data flow
- List tools that can be used when troubleshooting instant messaging issues
- Describe common troubleshooting steps to resolve instant messaging issues

Module 9 – Administering high availability in BlackBerry Enterprise Server software version 5.0.1

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

Module 10 – Monitoring the BlackBerry Enterprise Server software version 5.0.1

- 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

Module 11 – 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 the user interface of the BlackBerry Monitoring Service console on the BlackBerry smartphone
- 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

Module 12 – Troubleshooting BlackBerry Monitoring Service issues

- 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

Module 13 – Configuring BlackBerry Enterprise Server log file properties

- List the relevant log files for troubleshooting issues with 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 14 – Administering the BlackBerry MDS Application Console

- Introducing the BlackBerry Mobile Data System
- Components of the BlackBerry MDS
- Installing the BlackBerry MDS Integration Service
- Configuring JDBC™ driver information
- Administering the BlackBerry MDS Application Console

Module 15 – Overview of the BlackBerry Enterprise Server Resource Kit

- Describe the BlackBerry Enterprise Server Resource Kit
- Explain who uses the BlackBerry Enterprise Server Resource Kit
- Describe why administrators use the BlackBerry Enterprise Server Resource Kit

Module 16 – Using the BlackBerry Enterprise Server User Administration Tool

- Describe the BlackBerry Enterprise Server User Administration Tool
- List tasks that administrators can perform using the BlackBerry Enterprise Server User Administration Tool
- Describe how administrators run tasks using the BlackBerry Enterprise Server User Administration Tool
- Identify the new parameters in the BlackBerry Enterprise Server User Administration Tool
- List the requirements for the BlackBerry Enterprise Server User Administration Tool
- Identify the installation steps and their order when installing the BlackBerry Enterprise Server User Administration Tool
- Describe the key points about upgrading the BlackBerry Enterprise Server User Administration Tool
- Describe the BlackBerry® Administration API

Module 17 – Using the BlackBerry Enterprise Transporter

- Describe the purpose of the BlackBerry Enterprise Transporter
- Identify the two modes of transfer used by the BlackBerry Enterprise Transporter
- List the types of data that are not transferred by the BlackBerry Enterprise Transporter
- Identify the requirements when transferring user accounts using the BlackBerry Enterprise Transporter
- Identify the environments that are not supported by the BlackBerry Enterprise Transporter
- Identify the installation steps and their order when installing the BlackBerry Enterprise Transporter
- Identify the main steps when using the BlackBerry Enterprise Transporter to transfer user accounts

Module 18 – Using the BlackBerry Analysis, Monitoring, and Troubleshooting Tools

- Describe the benefits of the BlackBerry Analysis, Monitoring, and Troubleshooting Tools
- Describe tasks that a BlackBerry Enterprise Server administrator can perform using the BlackBerry Analysis, Monitoring, and Troubleshooting Tools
- Describe computer requirements when installing and running the BlackBerry Analysis, Monitoring, and Troubleshooting Tools
- Identify upgrade considerations when installing a newer version of the BlackBerry Analysis, Monitoring, and Troubleshooting Tools
- Identify the installation steps and their order when installing the BlackBerry Analysis, Monitoring, and Troubleshooting Tools
- Identify and describe the BlackBerry Analysis, Monitoring, and Troubleshooting Tools

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