

## Using the Advanced Features of BlackBerry Enterprise Server Software Version 4.1 Service Pack 6

### Overview

This course introduces participants to the advanced administration features of the BlackBerry® Enterprise Server software version 4.1 Service Pack 6. Participants will also be introduced to business continuity management concepts, the BlackBerry® Enterprise Server Resource Kit, and the BlackBerry Monitoring Service. The instructor lecture is enhanced with hands-on exercises that provide the participants with an opportunity to practice the various BlackBerry Enterprise Server administration tasks taught in the class.

### Who should attend

- Technical support representatives or BlackBerry Enterprise Server administrators who have experience using the BlackBerry Enterprise Server.

### Topics covered

- Exploring BlackBerry Enterprise Server architecture
- Upgrading to BlackBerry Enterprise Server software version 4.1 Service Pack 6
- Introducing distributed BlackBerry Enterprise Server architecture
- Deploying BlackBerry smartphones
- Administering BlackBerry® Mobile Data System Services
- Exploring business continuity management
- Using the BlackBerry Enterprise Server Resource Kit
- Monitoring the BlackBerry Enterprise Server

### Course Details

**Course Code:** 726-00934-123

**Approximate Duration:** 2 days (16 hrs)

## Course objectives

### Module 1 – Exploring BlackBerry Enterprise Server architecture

- Review BlackBerry® Enterprise Solution data flow
- Review BlackBerry Enterprise Server architecture
- Discuss the function of each of the BlackBerry Enterprise Server components
- Describe the dependencies, interactions, and symptoms of failure for each BlackBerry Enterprise Server component

### Module 2 – Upgrading to BlackBerry Enterprise Server software version 4.1 Service Pack 6

- List and describe BlackBerry Enterprise Server upgrade options
- Summarize the BlackBerry Enterprise Server upgrade process
- Identify where to locate BlackBerry Enterprise Server software version 4.1 Service Pack 6 system requirements
- Identify pre-upgrade tasks
- List the three stages of the BlackBerry Enterprise Server software installation process
- Upgrade the BlackBerry Enterprise Server software to version 4.1 Service Pack 6
- Identify post-upgrade tasks

### Module 3 – Introducing distributed BlackBerry Enterprise Server architecture

- List and explain considerations when planning a distributed BlackBerry Enterprise Server architecture
- List the BlackBerry Enterprise Server components that can be installed on separate computers
- Identify when a BlackBerry Enterprise Server component should be installed on a separate computer
- Describe how to implement a distributed BlackBerry Enterprise Server component
- List the steps to install a distributed BlackBerry Enterprise Server component
- Identify questions to ask when troubleshooting issues with distributed BlackBerry Enterprise Server components

### Module 4 – Deploying BlackBerry smartphones

- Describe how to distribute BlackBerry® Desktop Software
- Identify BlackBerry smartphone deployment methods
- Describe the function of software configurations
- Describe the different options for upgrading BlackBerry® Device Software

### Module 5 – Administering BlackBerry MDS Services

- Review the components of the BlackBerry MDS Services
- List and describe the BlackBerry MDS Services

- Identify the BlackBerry MDS Services installation requirements
- Configure BlackBerry MDS Integration Service properties
- Manage installed BlackBerry® MDS Studio applications
- Manage the BlackBerry MDS Application Repository
- Manage registered BlackBerry smartphones
- Monitor BlackBerry MDS Integration Service messages
- Configure BlackBerry MDS Connection Service properties

### Module 6 – Exploring business continuity management

- List key considerations for business continuity management of the BlackBerry Enterprise Solution in an organization
- Describe documentation and regular maintenance needs as part of a business continuity plan
- Describe types of failures and strategies for availability for the BlackBerry Enterprise Server
- Describe and implement BlackBerry Configuration Database backup, recovery, and replication
- Describe different phased recovery approaches for the BlackBerry Enterprise Solution based on recovery timelines
- List and describe the options available for communicating during an outage

### Module 7 – Using the BlackBerry Enterprise Server Resource Kit

- Identify the purpose of the BlackBerry Enterprise Server Resource Kit
- List the BlackBerry Enterprise Server Resource Kit installation steps
- Describe the BlackBerry Enterprise Server User Administration Tool
- List and describe the BlackBerry Analysis, Monitoring, and Troubleshooting Tools

### Module 8 – Monitoring the BlackBerry Enterprise Server

- Describe the benefits of having a regular BlackBerry Enterprise Server monitoring strategy
- Describe how to configure the BlackBerry Controller
- Describe the BlackBerry Enterprise Server Alert Tool
- Describe BlackBerry Enterprise Server system logging
- Describe BlackBerry Enterprise Server performance monitoring
- Describe how to configure the BlackBerry Monitoring Service

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