

BlackBerry Enterprise Server software version 5.0 SP1

Essential

Topics covered

- Introducing the BlackBerry® Enterprise Server
- Introducing the BlackBerry Administration Service
- Introducing roles
- Managing BlackBerry smartphone user accounts
- Activating BlackBerry smartphones
- Troubleshooting issues with 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 Server log file properties

Course Details

Course code: 716-02046-123

Approximate duration: 2 days

Course objectives

Module 1 – Introducing the BlackBerry Enterprise Server

- Describe the BlackBerry® Enterprise Solution architecture
- Describe the BlackBerry® Enterprise Server architecture
- Explain the functionality of BlackBerry Enterprise Server components
- Explain the BlackBerry Enterprise Server process flows

Module 2 – 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 3 – Introducing roles

- Discuss the purpose of roles
- Identify tips for working with roles
- List and describe the default roles
- Summarize the classifications of role privileges
- 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

Module 4 – Managing BlackBerry smartphone 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
- 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 directory in the BlackBerry Administration Service
- Describe the menu options for managing user accounts
- Explain the purpose of object reconciliation in the BlackBerry Administration Service

Module 5 – Activating BlackBerry smartphones

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

Module 6 – Troubleshooting issues with 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 the wireless enterprise activation process
- 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 7 – 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 email message reconciliation
- Explain how to manage access to remote email 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 8 – Configuring deployment jobs

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

Module 9 – 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 10 – 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 in 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 individual user accounts
- Describe how the BlackBerry Administration Service resolves conflicting software configurations for a user account

Module 11 – 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 12 – Administering the BlackBerry MDS Connection Service

- Describe the role of the BlackBerry MDS 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 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

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