

## Installing BlackBerry Professional Software

### Overview

This course is designed to describe the BlackBerry® Professional Software installation process in detail.

### Who should attend

- This course is designed for system administrators who want to learn about the BlackBerry Professional Software installation process.

### Topics covered

- At the end of this course you should be familiar with the BlackBerry Professional Software installation process. In this course, the following topics will be covered:
  - The pre-installation requirements
  - The installation process
- Common troubleshooting procedures

### Course Details

Course Code: 718-00706-123

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## Course objectives

### Module 1 – Pre-installation checklist

- System requirements
- Configuring Microsoft Exchange 5.5, 2000, 2003
- Configuring Microsoft Exchange 2007
- Setting up a database connection
- Configuring IBM Lotus Domino

### Module 2 – Installation process

- Installation steps

### Module 3 – Troubleshooting tips

- Resuming an installation
- Invalid client access license key
- Invalid SRP key or ID
- Services failed to start
- DB Upgrade Failed. Error Executing SQL statement
- Unable to add user