

Introduction to Administering and Supporting BlackBerry Enterprise Server Software Version 4.1 Service Pack 2 - Part 1

Overview

This course delivers an overview of the features in BlackBerry® Enterprise Server software version 4.1 Service Pack 2. Hands-on exercises introduce management of BlackBerry Enterprise Server..

Who should attend

- Technical Support representatives with little to no experience using or supporting BlackBerry Enterprise Server, but some experience using and supporting BlackBerry devices.

Topics covered

- Introducing the BlackBerry Enterprise Solution
- Introducing the BlackBerry Enterprise Server
- Exploring the BlackBerry Manager
- Managing Administrative Roles
- Managing BlackBerry Device Users
- Managing User Groups
- Managing IT Policies
- Managing the BlackBerry Devices

Course Details

Course Code: 716-00748-123

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Course objectives

Module 1 – Introducing the BlackBerry Enterprise Solution

- Identify the purpose of the BlackBerry Enterprise Solution.
- Describe the architecture and components that make up the BlackBerry Enterprise Solution.
- Describe how data flows through the BlackBerry Enterprise Solution.

Module 2 – Introducing the BlackBerry Enterprise Server

- Identify the purpose of the BlackBerry Enterprise Server.
- Describe the functions of the BlackBerry Enterprise Server.
- Describe the BlackBerry Enterprise Server architecture.
- Describe the BlackBerry Enterprise Server components.
- Describe how data flows to a BlackBerry device through the BlackBerry Enterprise Server.
- Describe how data flows from a BlackBerry device through the BlackBerry Enterprise Server.

Module 3 – Exploring the BlackBerry Manager

- Open the BlackBerry Enterprise Server tools.
- Open the BlackBerry Manager.
- Explore the BlackBerry Manager console.
- Describe the levels within the BlackBerry Manager.

Module 4 – Managing Administrative Roles

- Define administrative roles.
- Describe the functions of administrative roles.
- Describe the options each role can access.
- Describe how to administer the roles.

Module 5 – Managing BlackBerry Device Users

- Describe how to add BlackBerry device users to the BlackBerry Enterprise Server.
- Describe how to manage BlackBerry device users.
- Configure a BlackBerry device user by setting BlackBerry device user properties on the BlackBerry Enterprise Server.

Module 6 – Managing User Groups

- Introduce BlackBerry user groups.
- Manage BlackBerry device user groups.
- Add administrative groups.
- Configure group properties.
- Add BlackBerry device users to a new group.
- View the BlackBerry device users who are part of a group.
- Configure BlackBerry device user properties for a group member.
- Edit existing groups.
- Change which BlackBerry device users are part of groups.
- Troubleshoot issues with BlackBerry device user groups.

Module 7 – Managing IT Policies

- Describe IT policies.
- Explain when IT policies can be used.
- Describe IT policy data flow.
- Create and assign IT policies.
- Change IT policies.
- Troubleshoot and resolve IT policies issues.

Module 8 – Managing the BlackBerry Devices

- Describe BlackBerry device management.
- Describe BlackBerry device deployment.
- Describe wireless enterprise activation troubleshooting issues.
- Describe BlackBerry Device Software management.
- Describe BlackBerry device management.