

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

Overview

This course delivers a more in-depth exploration of the features in BlackBerry® Enterprise Server software version 4.1 Service Pack 2. Hands-on exercises introduce tools for managing BlackBerry Enterprise Server. The BlackBerry Attachment Service, the BlackBerry Mobile Data System Connection Service, and the BlackBerry Collaboration Service are also discussed.

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

- Managing Data Transfer
- Managing Email Message Filters
- Administering the BlackBerry Attachment Service
- Administering the BlackBerry MDS Connection Service
- Administering the BlackBerry Collaboration Service
- Troubleshooting the BlackBerry Enterprise Server

Course Details

Course Code: 716-00749-123

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Course objectives

Module 1 – Managing Data Transfer

- Describe and configure email message pre-population.
- Describe and configure wireless email message reconciliation.
- Describe and configure wireless data synchronization.
- Describe wireless calendar synchronization.
- Describe and configure automatic wireless backup.

Module 2– Managing Email Message Filters

- Distinguish between BlackBerry device user, group, and global email message filters.
- Describe how to create a new filter.
- Describe filter conditions.
- Describe filter actions.
- Configure the default action if no email message filters apply.
- Explain the importance of filter order.
- Describe how to manage email message filters.

Module 3 – Administering the BlackBerry Attachment Service

- Describe the BlackBerry Attachment Service.
- Describe the network architecture of the BlackBerry Attachment Service.
- Configure the BlackBerry Attachment Service.
- Troubleshoot BlackBerry Attachment Service issues.

Module 4– Administering the BlackBerry MDS Connection Service

- Introduce the BlackBerry MDS.
- Describe how data flows through the BlackBerry MDS Connection Service.
- Describe how to manage the BlackBerry MDS Connection Service.
- Troubleshoot BlackBerry MDS Connection Service issues.

Module 5 – Administering the BlackBerry Collaboration Service

- Describe the BlackBerry Collaboration Service.
- Describe how data flows through the BlackBerry Collaboration Service
- Describe how to manage the BlackBerry Collaboration Service.

Module 6 – Troubleshooting the BlackBerry Enterprise Server

- Introduce BlackBerry Enterprise Server logging.
- Describe how to use BlackBerry Enterprise Server logs for troubleshooting.
- Describe other BlackBerry Enterprise Server utilities for monitoring and troubleshooting.
- Send notices to BlackBerry device users.
- Troubleshoot messaging issues.