

Using the Advanced Features of BlackBerry Enterprise Server Software version 4.1 Service Pack 2

Overview

This course introduces participants to the advanced administration features of the BlackBerry® Enterprise Server software version 4.1 Service Pack 2. Participants will also be introduced to business continuity management and the BlackBerry Enterprise Server Resource Kit. Instructor lecture is enhanced with hands-on exercises that provide the participants with the 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 component dependencies and interactions
- Upgrading to BlackBerry Enterprise Server software version 4.1 Service Pack 2
- Introducing distributed BlackBerry Enterprise Server architecture
- Deploying BlackBerry devices to BlackBerry device users
- Administering BlackBerry Mobile Data System Services
- Exploring BlackBerry business continuity management
- Using the BlackBerry Enterprise Server Resource Kit
- Monitoring the BlackBerry Enterprise Server

Course Details

Course Code: 30ITES412

Test Code: ITES412

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Course objectives

Module 1 – Exploring Component Dependencies and Interactions

- Review the components of the BlackBerry Enterprise Solution.
- Describe the interactions, dependencies, and symptoms of failure for each BlackBerry Enterprise Server component.

Module 2 – Upgrading to BlackBerry Enterprise Server Software Version 4.1 Service Pack 2

- Describe the BlackBerry Enterprise Server upgrade process.
- Identify BlackBerry enterprise Server Software version 4.1 Service Pack 2 system requirements.
- Identify pre-upgrade tasks.
- Describe upgrade options.
- Identify post-upgrade tasks.

Module 3 – Introducing distributed BlackBerry Enterprise Server Architecture

- Describe the need for distributed BlackBerry Enterprise Server components.
- List and describe the BlackBerry Enterprise Server components that can be installed on separate computers.
- List the steps to implement a distributed BlackBerry Enterprise Server architecture plan.
- Identify questions that may be asked when troubleshooting issues with distributed components for the BlackBerry Enterprise Server Software version 4.1.

Module 4 – Deploying BlackBerry devices to BlackBerry Device Users

- Describe how to distribute BlackBerry Desktop Software.
- Identify BlackBerry device 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 Mobile Data System (BlackBerry MDS) Services.
- List and describe the BlackBerry MDS Services.
- Identify the BlackBerry MDS Services requirements.
- View BlackBerry MDS Services information.
- Configure BlackBerry MDS Services properties.
- Manage installed BlackBerry MDS Studio™ applications.
- Manage the BlackBerry MDS Application Repository.
- Manage registered BlackBerry devices.
- Monitor BlackBerry MDS Services messages.

Module 6 – Exploring Business Continuity Management

- Describe business continuity management strategies and methods for the BlackBerry Enterprise .
- Describe and implement BlackBerry Configuration Database backup, recovery and replication.
- 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 and describe the three types of tools.
- List the BlackBerry Enterprise Server Resource Kit installation steps.

Module 8 –Monitoring the BlackBerry Enterprise Server

- List the reasons why system administrators should monitor the BlackBerry Enterprise Server environment.
- List the five types of Blackberry Enterprise Server monitoring tools.
- Describe BlackBerry Enterprise Server system logging.
- Describe BlackBerry Enterprise Server performance monitoring.
- Describe how to configure the BlackBerry Controller.
- Describe BlackBerry Enterprise Server Alert.