

## What is BlackBerry Professional Software?

### Overview

This presentation is designed to provide specific details on BlackBerry® Professional Software, including features, installation procedures, an exploration of the interface, and tips for troubleshooting and upgrading from other software.

### Who should attend

- Technical support representatives
- BlackBerry Enterprise Server administrators

### Topics covered

- Overview of BlackBerry Professional Software
- Installing BlackBerry Professional Software
- Exploring BlackBerry Professional Software
- Using IT policies in BlackBerry Professional Software
- Troubleshooting BlackBerry Professional Software
- Upgrading BlackBerry Professional Software

### Course Details

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## Course objectives

### Module 1 – Overview of BlackBerry Professional Software

- Introducing BlackBerry® Professional Software
- Comparing BlackBerry Professional Software with BlackBerry® Enterprise Server and BlackBerry® Enterprise Server – Small Business Edition
- BlackBerry Professional Software message flow
- Main differences between BlackBerry Enterprise Server and BlackBerry Professional Software
- Component differences between BlackBerry Enterprise Server and BlackBerry Professional Software

### Module 2 – Installing BlackBerry Professional Software

- Hardware and software requirements
- BlackBerry® Professional Software installation process
- Errors that may occur during installation

### Module 3 – Exploring BlackBerry Professional Software

- BlackBerry® Manager interface
  - Tabbed interface
  - Add New Users Wizard
  - Deploying BlackBerry smartphones
- IT Policy sets and security levels
- Other changes in BlackBerry Manager
- BlackBerry Server Configuration Panel

### Module 4 – Using IT policies in BlackBerry Professional Software

- Using IT policies
- Configuring IT policy security levels

### Module 5 – Troubleshooting BlackBerry Professional Software

- Knowledge Base articles on BlackBerry® Professional Software
- Other resources for troubleshooting BlackBerry Professional Software

### Module 6 – Upgrading BlackBerry Professional Software

- Reasons for upgrading to standard BlackBerry® Enterprise Server software
- Upgrade path for the BlackBerry® Professional Software