

## Administering and Supporting BlackBerry Enterprise Server Software Version 4.1 Service Pack 6 – Part 1

### Overview

This instructor-led course teaches BlackBerry® Enterprise Server administrators how to better manage the features and capabilities of the BlackBerry® Enterprise Solution.

The course provides an overview of many of the features in BlackBerry Enterprise Server software version 4.1 Service Pack 6. Through hands-on exercises, learners will be introduced to BlackBerry smartphone user and BlackBerry Enterprise Server management. The BlackBerry Manager, administrative roles, user groups, and IT policies are also introduced and discussed. Troubleshooting information and exercises are included throughout the course.

### Who should attend

- BlackBerry Enterprise Server administrators
- IT department staff that support the BlackBerry Enterprise Server
- System integrators
- Solution designers
- Anyone involved in supporting BlackBerry smartphones in a BlackBerry Enterprise Server environment

### Topics covered

- Introducing the BlackBerry Enterprise Solution
- Introducing the BlackBerry Enterprise Server
- Exploring BlackBerry Manager
- Managing administrative roles
- Managing BlackBerry smartphone user accounts
- Managing BlackBerry smartphone user groups
- Managing IT policies
- Managing BlackBerry smartphones

### Course Details

Course Code: 716-01137-123

Approximate Duration: 1 day

## 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 smartphone through the BlackBerry Enterprise Server
- Describe how data flows from a BlackBerry smartphone through the BlackBerry Enterprise Server

### Module 3 – Exploring BlackBerry Manager

- Open the BlackBerry Enterprise Server tools
- Open the BlackBerry Manager
- Explore the BlackBerry Manager console
- Describe the levels within the BlackBerry Manager
- List the ways to access specific information 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 smartphone user accounts

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

## Module 6 – Managing BlackBerry smartphone user groups

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

## Module 8 – Managing BlackBerry smartphones

- Describe BlackBerry smartphone management
- Describe BlackBerry smartphone deployment
- Describe the steps for troubleshooting wireless enterprise activation issues
- Describe BlackBerry® Device Software management

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