

## Introduction to Administering and Supporting BlackBerry Enterprise Server software version 4.1 Service Pack 2

### Overview

This course is a self-paced virtual classroom that explores the features in BlackBerry® Enterprise Server software version 4.1 Service Pack 2. This training option allows IT administrators who cannot travel to an open session, to participate in hands-on exercises that introduce tools for managing BlackBerry Enterprise Server. In addition to convenience, this course also offers more than 15 hours of content, an online e-Tutor, and e-Labs that allow users to interact with BlackBerry software. This course is a combination of Administering and Supporting BlackBerry Enterprise Server software version 4.1.2 Part 1 and Part 2. 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

- Introducing the BlackBerry Enterprise Solution
- Introducing the BlackBerry Enterprise Server
- Exploring the BlackBerry Manager
- Managing Administrative Roles
- Managing BlackBerry Smartphone User Accounts
- Managing User Groups
- Managing Data Transfer
- Managing Email Message Filters
- Managing IT Policies
- Managing BlackBerry Smartphones
- 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:** 718-00901-123

**Approximate Duration:** 15 hours

**Price:** \$999 USD

To purchase this course click [here](#).

## 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.
- Describe the BlackBerry Enterprise Server Messaging and Collaboration Server.

### Module 3 – Installing the BlackBerry Enterprise Server

- About the BlackBerry Enterprise Server Installation Process.
- Installing BlackBerry Enterprise Server.rBLANK

### Module 4 – Exploring the BlackBerry Manager

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

### Module 5 – Managing Administrative Roles

- Define administrative roles.
- Describe the functions of administrative roles.

### Module 6 – Managing BlackBerry Smartphone User Accounts

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

### Module 7 – Managing 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.
- Configure BlackBerry smartphone user properties for a group member.
- Edit existing groups.

### **Module 8 – Managing Data Transfer**

- Describe email message prepopulation.
- Describe wireless email message reconciliation.
- Describe wireless data synchronization.
- Describe wireless calendar synchronization.
- Explore BlackBerry backup and restore logging features.

### **Module 9 – Managing Email Message Filters**

- Managing IT policies.
- Creating email message filters.
- Describing filter order.
- Managing email message filters.

### **Module 10 – Managing IT Policies**

- About IT policies.
- Creating IT policies.
- Managing IT policies.
- Creating new IT policies.

### **Module 11 – Managing BlackBerry Smartphones**

- Deploying BlackBerry smartphones.
- Exploring Enterprise Service Policy.
- Managing BlackBerry smartphones.
- Monitoring BlackBerry smartphones.
- Exploring Integrated BlackBerry smartphone user and BlackBerry smartphone management.

### **Module 12 – 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 13 – Administering the BlackBerry MDS Connection Service**

- Introduce BlackBerry Mobile Data System.
- 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.
- Describe proxy settings and access rules.

### **Module 14 – 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 15 – 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.

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