

Administering and Supporting BlackBerry Enterprise Server Software Version 4.1 Service Pack 5 – Part 2

Overview

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

The course provides an overview of the features in BlackBerry Enterprise Server software. Through hands-on exercises, learners will be introduced to data transfer and email message filter management. BlackBerry Enterprise Server administration and troubleshooting steps are also introduced and discussed. Troubleshooting information and exercises are included throughout the course.

Who should attend

- BlackBerry Enterprise Server administrators
- IT departments who support the BlackBerry Enterprise Server
- System integrators
- Solution designers
- Anyone with some exposure to BlackBerry smartphones and minimal exposure to the BlackBerry Enterprise Server

Topics covered

- Managing data transfer
- Managing email message filters
- Administering the BlackBerry Attachment Service
- Mobile data access
- Administering the BlackBerry Collaboration Service
- Troubleshooting BlackBerry Enterprise Server issues

Course Details

Course Code: 716-00896-123

©2008 Research In Motion Limited. All Rights Reserved. The BlackBerry family of related marks, images and symbols are the exclusive properties and trademarks of Research In Motion Limited. RIM, Research In Motion, and BlackBerry are registered with the U.S. Patent and Trademark Office and may be pending or registered in other countries. Microsoft is a trademark of the Microsoft Corporation. All other brands, product names, company names, trademarks and service marks are the properties of their respective owners. This document is provided "as is" and Research In Motion Limited and its affiliated companies ("RIM") assume no responsibility for any typographical, technical or other inaccuracies in this document. RIM reserves the right to periodically change information contained in this document. RIM makes no representations, warranties, conditions or covenants, either express or implied.

Course objectives

Module 1 – Managing data transfer

- Describe and configure email message prepopulation
- Describe and configure wireless email 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 smartphone 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 – Mobile data access

- Introduce mobile data access and BlackBerry® MDS
- Identify and describe the features and functions of the BlackBerry MDS elements
- Describe how to manage the BlackBerry MDS Integration Service
- Identify how accessing organization data through access control and authentication can be configured using the BlackBerry MDS Connection Service
- Describe how data flows through the BlackBerry MDS Connection Service
- Troubleshoot mobile data access issues

Module 5 – Administering the BlackBerry Collaboration Service

- Provide an overview of the BlackBerry Collaboration Service
- Describe how data flows through the BlackBerry Collaboration Service
- Describe how to manage the BlackBerry Collaboration Service

Module 6 – Troubleshooting BlackBerry Enterprise Server issues

- Introduce BlackBerry Enterprise Server logging
- Describe how to use the BlackBerry Enterprise Server logs for troubleshooting
- Describe other BlackBerry Enterprise Server utilities for monitoring and troubleshooting
- Send notices to BlackBerry smartphone users
- Troubleshoot email message delivery issues