

Advanced BlackBerry Enterprise Server Administration for Microsoft Exchange, Lotus Notes or Groupwise – 1 day



Course Objectives

This course builds on our BlackBerry Enterprise Server Administration course, expanding on the areas of Administrative Role Management, Troubleshooting, Performance Tuning, Distributed Architectures, Reporting and Application Deployment.

Intended Audience

For BlackBerry Enterprise Server Administrators who have already attended our Administration course or have significant experience of administering their BlackBerry Environment.

Exercises

This course is instructor led, involving the utilisation of examples and exercises in a workshop environment.

Course Contents

Review of the BlackBerry Enterprise Server Network and Software Architecture

- Overview
- Introduction to the BlackBerry Wireless Architecture
- BlackBerry Enterprise Server Software Architecture
- Configuring WiFi Access

The BlackBerry Enterprise Server Resource Kit

- Installation of the BES Resource Kit
- BlackBerry User Administration Tool
- Monitoring User Activity
- Enterprise Activation Status Tool
- Tracking Message Flow
- Out Of Coverage Monitoring
- Tracking Pending Messages

Administrative Role Management

- Installing BlackBerry Manager on a PC
- Configuring AD Users to have Administrative Roles
- Working with Role Capabilities

Troubleshooting

- Real-time monitoring of Server log events
- Delayed Notifications
- Monitoring Message Flow
- Enterprise Activation Errors
- Message Receipt Confirmation
- Non-responsive and slow threads
- MAPI/CDO Errors

Performance Tuning

- Services that affect performance
- Monitoring Server Performance
- Offloading work to other servers
- Memory management
- Network Issues

Configuring a Distributed BlackBerry Architecture

- Installing and Configuring a separate Attachment Server
- Installing and Configuring a separate MDS CS
- Installing and Configuring a separate MDS Server
- Deploying a separate SQL Server

Reporting on a BlackBerry Enterprise Server

- Reporting Historical Statistics
- Reporting on Server Performance
- Auditing using the Domain Administration History Tool
- Phone, SMS and PIN usage reporting
- Accessing the SQL Server Configuration Database
- Using Reporting Services

Application Deployment

- Software Configuration Management
- Deploying MDSS Applications
- Deploying Web Apps
- Deploying Java Applications Wirelessly