

**BlackBerry Enterprise Server 5.x  
Administration for Exchange, GroupWise, or  
Domino – 1 day**



**Course Objectives**

This course explains the principles of the BlackBerry Enterprise Server Architecture, enabling the implementation and configuration of BlackBerry solutions that meet the needs of an organisation. The course traces the data flows through the BES system, looking at key areas of administration and support.

**Intended Audience**

For BlackBerry Enterprise Server Administrators using Version 5.x.

**Exercises**

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

**Course Contents**

**Introduction To BlackBerry Enterprise Server Software Architecture**

- Overview
- Introduction to the BlackBerry Wireless Architecture
- BlackBerry Enterprise Server Software Architecture
- Establishing a connection – Handheld to BES
- Overview of the encryption process
- Establishing a new users identity
- Wireless Enterprise Activation

**Supporting BlackBerry Enterprise Server**

- Enterprise Activation Issues
- Message flow
- Identifying Message flow issues

**Services and Processes of the BES**

- Data Transmission
- Data Packet delivery (e.g. email, IM, attachments, etc)
- Control services

**Configuring BlackBerry Enterprise Server**

- Enterprise wide configuration
- Configuring individual BES servers
- Configuring individual or groups of users
- Creating global filters
- Configuring PIM synchronisation properties
- Configuring email options
- Wireless PIM synchronisation
- Configure user properties

**Configuring BlackBerry Router**

- Why put the router in the DMZ?
- Firewall configuration
- Configuring BES to use the new router service

**Configuring BlackBerry Attachment Service**

- Performance considerations
- Configuring BES to use the new attachment server
- Configuring the attachment server properties for optimum performance
- Troubleshooting rendering issues using the test rendering process

**Using IT Policies**

- Securing Handheld devices
- Setting Owner Information
- Controlling Handheld Services
- Preventing Carrier WAP browsing

**Using the BlackBerry Mobile Data Service**

- Overview of BlackBerry MDS
- What you can access wirelessly
- Enabling the BlackBerry Mobile Data Service Push Server
- Configuring BlackBerry Mobile Data Service properties

**Using the BES Administration Service**

- Remote access through the web interface
- Windows vs BES authentication
- Local USB devices
- USB Enterprise Activation