

**BlackBerry Enterprise Server 5.x Advanced Administration for Exchange, GroupWise or Domino – 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
- Monitoring User Activity
- Enterprise Activation Status Tool
- Tracking Message Flow
- Out Of Coverage Monitoring
- Tracking Pending Messages

**Administrative Role Management**

- Using the web based console (BAS) remotely
- 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**

- Configuring a separate Attachment Server
- Configuring Remote components
- 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 Web Apps
- Deploying Java Applications Wirelessly