

Monitoring the BlackBerry Enterprise Server

BlackBerry® Monitoring Service provides enhanced monitoring, alerting and reporting capabilities that provide visibility into the health of the BlackBerry® Enterprise Server for proactive issue identification and resolution to help keep your BlackBerry® smartphones operating at an optimized level.

Included in BlackBerry Enterprise Server v5.0 and later, enhanced monitoring capabilities can be accessed through the web-based BlackBerry Administration Service.





Provide troubleshooting information to help desk staff

BlackBerry Monitoring Service can be accessed by help desk staff using a web browser, providing visibility and information designed to assist troubleshooting BlackBerry support issues.

System Requirements

Minimum System Requirements

- Microsoft® Windows® 2000 Service Pack 4, Microsoft Windows 2003, or Microsoft Windows XP
- Microsoft® Internet Explorer® Version 6 or later or Mozilla® Firefox® Version 1.5 or later
- Intel® Pentium® 4 processor or an Advanced Micro Device (AMD) K-6®
- 512 MB of free RAM
- 5 GB of free hard disk space

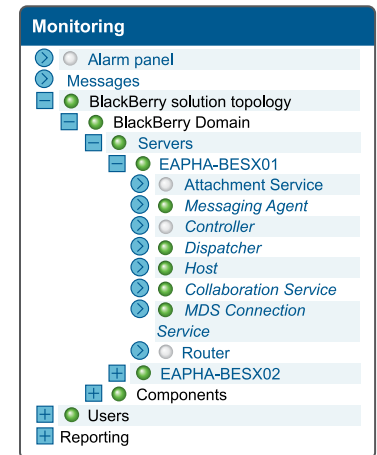
BlackBerry Enterprise Server Requirements

- BlackBerry Monitoring Service supports BlackBerry Enterprise Server Version 4.0 or later for the following platforms:
 - BlackBerry Enterprise Server for Microsoft® Exchange
 - BlackBerry Enterprise Server for IBM® Lotus® Domino®
 - BlackBerry Enterprise Server for Novell® GroupWise®
- Simple Network Management Protocol (SNMP) service running on the BlackBerry Enterprise Server

Facilitate proactive issue identification and resolution

BlackBerry Monitoring Service is designed to continuously monitor BlackBerry Enterprise Server status and can be configured to alert administrators to events that can result in BlackBerry service outages or impair performance. Notification can allow administrators to take proactive measures before downtime occurs. You can monitor relevant server-level, user-level and connection-level values, with administrator-defined event thresholds.

The Threshold Assistance Tool can be used to recommend thresholds based on standard deviations from historical data. This tool can be run on demand, and includes a notes field that provides details of how the recommendation was obtained. You can specify a maintenance window for a threshold so that you can suspend threshold monitoring for a recurring period of time.



Optimize BlackBerry Enterprise Solution infrastructure through performance tuning

BlackBerry Monitoring Service captures system performance statistics designed to provide administrators with information they can use to analyze and improve the operation of their BlackBerry® Enterprise Solution. Alerting is visually displayed and managed in an intuitive console and configurable by the administrator for email, SMS text messages and Simple Network Management Protocol (SNMP) Trap messages. An updated SNMP Instrumentation sub-system is included, providing descriptive SNMP data for all components and helping to ensure the compatibility of traps with third party monitoring systems.

Increase efficiency and reduce management costs

BlackBerry Monitoring Service is designed to automate time-consuming manual monitoring tasks and to perform configurable regular checks to free up administrator's time and conserve valuable IT resources. It can also provide administrators with narrow issue descriptions designed to minimize the amount of time required to analyze system and infrastructure information. Reporting can be used to view comprehensive server statistic information, advanced user statistic information, as well as viewing trending and chart analysis of server statistics and generating user defined and customizable reports and graphs. Device diagnostic data can be requested and received on BlackBerry smartphones, improving your efficiency.

For more information on BlackBerry, please visit www.blackberry.com/go/serverupgrade

To find out more about third-party solutions, visit www.blackberrysolutionscatalog.com

