

BlackBerry Enterprise Server (BES) Management

As the number of BlackBerry users continues to rise around the globe, so has the need to monitor BES as a mission-critical component of your messaging infrastructure. With the BES Servers integrated between your Exchange and Active Directory environments, complete visibility into all three areas, including the operating system, is essential to maintaining high availability for your mobile users. Furthermore, the complexities associated with managing BES properly have continued to increase due to the rising number of total users, models, service providers, and software versions.

Where We Can Help

Information and statistics regarding users, usage, devices, configurations, connections, and more are at your fingertips with SMP for BlackBerry. We provide you with all the information you need to operate a seamless mobile messaging environment through several key features:

A Comprehensive Approach

We provide deep visibility into Exchange, Active Directory, and the entire Operating System, making SMP for BlackBerry the ideal choice for organizations requiring a solution that reveals the entire picture, not just application metrics. SMP for BlackBerry contains over 150 preconfigured (yet *customizable*) reports out-of-the-box, in addition to a wizard-driven data collection and reporting interface that is capable of collecting and reporting on virtually any BlackBerry attribute, setting, configuration, or object. In addition, the BlackBerry Information Center (BIC), our interactive monitoring web interface, gives those who know little about the technical aspects of the environment the ability to quickly isolate and route issues to the appropriate parties with ease.

Data Collection

StealthAUDIT currently contains over 30 Data Collectors (DCs)—many of which are utilized in the BlackBerry Solution Set. Data Collectors are Dynamically Loaded Libraries (DLLs) that are “plugged in” to every StealthAUDIT installation to enable functionality for various data collection techniques. Data Collectors are implemented with graphical configuration interfaces which empower administrators to compose and run queries in mere minutes—something that would take hours or days to script effectively otherwise.

Monitoring & Troubleshooting

SMP for BlackBerry provides two unique options for BES

Monitoring. The *first* is the BlackBerry Information Center (BIC) Health Check, an interactive web interface that enables admins to quickly answer the question, “Is Everything OK?”. The Server page allows you to look at any BES server, at any time, to instantly identify problematic areas based on behind-the-scenes, automated diagnostics. The *second* option is the BIC User Lookup, which allows admins to quickly pinpoint where a user is experiencing issues. With clear visibility into all the components that effect availability, you can focus your attention on the weakest areas, ensuring that this business critical application continues to operate without interruption.

The screenshot displays the BlackBerry Information Center (BIC) Console interface. It features a navigation pane on the left with a tree view of BES servers (BES1 through BES10). The main content area is titled 'INFRASTRUCTURE' and shows 'SERVER INFORMATION' for a selected server. This section is divided into three columns: 'SERVER INFORMATION', 'BES INFORMATION', and 'SERVICES'. Below this, there are two tables: 'CURRENT DIAGNOSTIC STATISTICS' and 'MESSAGE STATISTICS'.

SERVER INFORMATION		BES INFORMATION		SERVICES		
Property	Value	Property	Value	Name	Status	Startup
Hostname	18NSR1-BES1	Version	4.1.0.41	BlackBerry Router	Running	Automatic
OS Version	Windows 2003 Server	Build	47	BlackBerry Dispatcher	Stopped	Automatic
IP	10.20.09.9	Total Licenses	100	BlackBerry Policy	Paused	Automatic
Uptime	40:11:14:04:05	Used Licenses	85	BlackBerry MDS	Running	Automatic
DownTime	00:04:04:05	Free Licenses	15			
Disk Space	C: 12,288 MB / 60,000 MB	State Users	3			
Disk Space	D: 32,345 MB / 120,000 MB	Users Not Running	3			
Free Ram	588 MB / 4096 MB	User Without Pin	3			
		Users Out of Coverage	4			
		SA Applet	OK			
		SFP	180.us.blackberry.net			

CURRENT DIAGNOSTIC STATISTICS		MESSAGE STATISTICS	
Statistic	Value	Statistic	Value
Pending Messages	128	Forwarded	10 / 100
Users Pending	12	Sent	11 / 101
Hung Threads	15	Failed	12 / 102
Users Hung	7	Filtered	13 / 103
SFP Connection	OK	Expired	14 / 104
SFP Latency	10ms		10 / 100
SQL Latency	10ms		11 / 101
Exchange Latency	12ms		12 / 102
			13 / 103
			14 / 104
			10 / 100

BlackBerry Information Center (BIC) Console

Alerts

SMP for BlackBerry executes numerous data collection queries into the BES environment which combine with business-intelligent notification and alerting capabilities, giving administrators the ability to customize alerts with *smart rules*. This helps prevent false-positives and unnecessary alerts for non-issues. This versatile feature lets *you* choose the properties and thresholds to examine; for example, you may want to alert on pending messages for a VIP every time that value exceeds 10, but only alert on counts over 20 for your typical user base.

Reporting

SMP for BlackBerry is capable of rendering data along multiple key areas. Server Metrics give you the ability to see server communication errors and hung threads, while User Metrics can help you identify Top Message Senders and Receivers, Underutilized Devices, and Last Sent and Received message Times. In addition, our Provider Metrics reporting gives you the tools to immediately understand

the similarities and differences between providers, allowing you to maintain your BlackBerry devices appropriately, regardless of the network they use.

Growth & Capacity Planning

Trending and Capacity Planning provides administrators with forward-looking views on the growth and trends found within their environments. StealthAUDIT's ability to collect, retain, and aggregate both current and retrospective data provides meaningful and accurate views of resource utilization and growth trends by BES Server, Exchange Server, and Provider. This allows you to make informed recommendations for the distribution of resources in the future.

Configuration Management

Standardization across-the-board is crucial to ensuring best practices within your organization. SMP for BlackBerry's visibility into BES, Exchange, AD, and the entire Operating System provides the data and information needed to ensure that all of these systems and applications are working together in harmony. Our solution contains a built-in series of data analysis modules that provide information about change and configuration drift, policy creation, threshold notification, passwords, and exceptions—all on a high-level scorecard, giving you an instant overview of your system's healthy and critical areas.

Customer Profile

“ There is no single tool out there that can handle both server and user monitoring as well as flexible reporting all in one solution. This has saved us from buying numerous point solutions and eliminated the staggering learning curve involved with multiple teams learning to use a ton of different tools. ”

-Fortune 50 Financial

Did you know?

The StealthAUDIT Management Platform is capable of so much more than BES Server Monitoring, Alerting, and Reporting.

StealthAUDIT is a highly extensible data collection, analysis, reporting, and remediation framework which mirrors the Microsoft computing platform. Originally designed for the Desktop and Server Administrator, StealthAUDIT has grown to include multiple core competencies in Exchange, Active Directory, BlackBerry, and all Microsoft Operating System platforms!

About STEALTHbits™

STEALTHbits Technologies, Inc. provides a rich set of solutions to help manage your Microsoft infrastructure and beyond. As an industry leader in Auditing, Reporting, and Compliance software, solutions from STEALTHbits increase efficiencies, reduce downtime, and optimize the performance of your systems and applications to provide instant value and the quickest return on investment.

About StealthAUDIT™

Using over 30 comprehensive Data Collectors, the StealthAUDIT Management Platform (SMP) gathers information about Windows servers, workstations, Active Directory, Exchange, BlackBerry, Share Point and more, all from a single product.

Once the data is returned, administrators can view the results in customizable reports, use the platform's Analysis Modules to interact with the data, and even make changes using integrated Action Modules—all from within SMP!

System Requirements

Operating Systems

Workstation: Windows 2000 and up
Server: Server 2000 and up

Application Versions*

MS Exchange Server v.5.5 - 2010
BlackBerry Enterprise Server v4.x - v5.x
Active Directory 2000 – 2008

Platform

Pentium 4 class or greater
1Gb RAM minimum (4 GB rec.)
1Gb Available Disk minimum
100Mb Network Connection

Additional Software

Microsoft SQL 2005+ (including SQL Express)
Exchange System Manager
Adobe Flash

*Requirements vary based on product

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