



BlackBerry UEM version 12.9 Advanced

Course details

Course code	726-00232-123
Approximate duration	3 days
Prerequisites	<p>Required web-based training modules:</p> <ul style="list-style-type: none">• 718-00229-123 BlackBerry UEM version 12.9 Architecture & Data Flows• 718-00227-123 BlackBerry UEM version 12.9 High Availability <p>Recommended web-based training modules (or an equivalent level of technical experience with EMM solutions):</p> <ul style="list-style-type: none">• 718-09238-123 Installing BES12• 718-60985-123 Managing Licenses in BES12• 718-09246-123 Integrating BES12 with your Company Directory• 718-09247-123 Managing Users and Groups in BES12• 718-09251-123 Managing Apps in BES12• 718-60675-123 Good Dynamics Architecture Introduction and Overview• 718-60681-123 Installing GEMS Connect and Presence

Course overview

Through the use of activities, hands-on labs, and discussions you will learn about the BlackBerry UEM solution.

Who should attend

This course is intended for IT professionals who design, maintain, and troubleshoot the BlackBerry UEM solution.



Course objectives

Introducing BlackBerry UEM

- Review the architecture and data flows of UEM
- Review UEM high availability

BlackBerry UEM licensing

- Determine the best licensing option for a given environment
- Identify how to resolve licensing issues

Installing and configuring BlackBerry UEM

- List the prerequisites for installation
- Summarize the process to install UEM given the sample environment
- Identify the mandatory and optional installation steps, tasks, and components
- Analyze high availability installation impacts based on sample environments
- List the postinstallation procedures
- List the recommended best practices for configuring UEM
- Configure UEM to connect to your company directory
- Configure trusted certificates for UEM
- Configure proxy servers for UEM
- Configure device management settings for UEM
- Configure UEM Self-Service for user access
- Configure additional basic and advanced settings using resources and information provided

Installing and configuring BEMS

- Install BEMS
- Configure BEMS services

Managing BlackBerry UEM and activating devices

- Customize the UEM installation
- Create additional administrators



- Set up certificates
- Create an app library
- Create policies and profiles
- Create email templates and activation profiles
- Create user roles and user groups
- Create device groups
- Add users
- Choose an activation type based on your organization's needs
- Activate devices (where available)

Upgrading and migrating to BlackBerry UEM

- Describe the upgrade or migration paths
- Choose the best upgrade or migration path for a sample environment
- Analyze high availability upgrade or migration impacts on sample environments
- Assess potential points of failure before beginning the upgrade or migration
- Perform a migration and resolve any issues

Scaling out your BlackBerry UEM environment

- Assess the impacts of adding high availability
- Assess the impact of increasing BlackBerry Connectivity Node instances

Troubleshooting BlackBerry UEM

- Troubleshoot installation issues
- Analyze the installation log files to identify error messages that may have prevented a successful installation
- Research any error messages to find resolution
- Troubleshoot upgrade and migration issues
- Troubleshoot activation issues
- Identify activation error messages in example log files
- Break down activation error messages in example log files
- Understand and use advanced tools and techniques for troubleshooting BlackBerry UEM issues

Security fundamentals

- Summarize the best practices to secure your environment
- Describe device commands and controls that can be used to secure a device