

# NeedTEXT™ Monitor for BlackBerry™ Enterprise Server



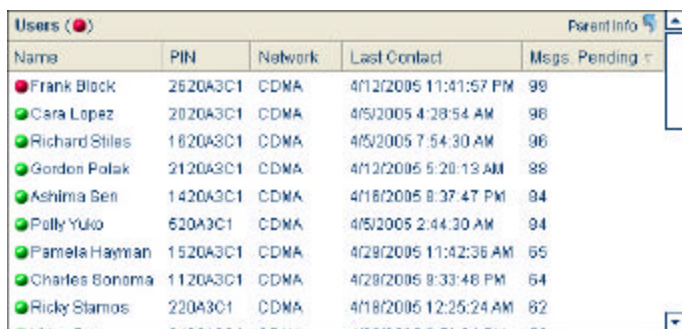
Designed specifically to help you manage your mission critical BlackBerry infrastructure

## Overview

BlackBerry Wireless Handhelds™ by Research In Motion (RIM) have become essential business tools for thousands of companies worldwide. Their unique ability to extend corporate email and back-office applications to mobile users have helped accelerate the pace of business in almost every industry sector. Maintaining a high performing and available BlackBerry infrastructure has therefore become critical, as employees rely more and more on mobile access to their data and business processes. NeedTEXT® Monitor for BlackBerry Enterprise Server helps organizations monitor and manage their BlackBerry infrastructure, so that they can continue to operate as efficiently as possible.

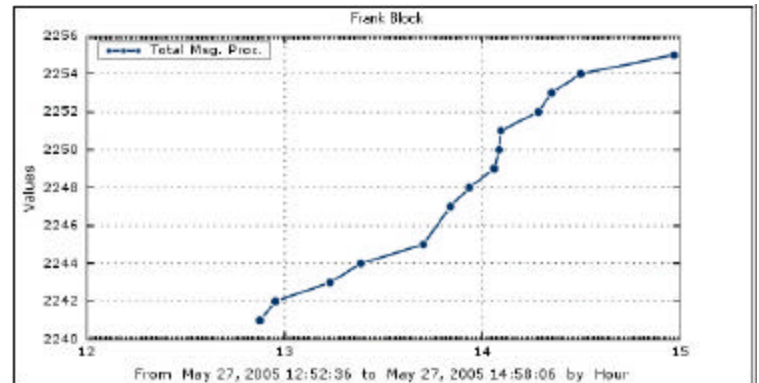
## Key Benefits

- **Minimizing BlackBerry service downtime** by proactively and continuously monitoring the health of BlackBerry Enterprise Server and its critical elements, and alerting administrators to events that might result in outages.
- **Capturing critical system and user performance statistics** that can be used for analysis, optimization and performance tuning of the BlackBerry deployment.
- **Increasing IT efficiency** by automating tasks associated with a BlackBerry implementation, that today need to be manually performed.



Name	PIN	Network	Last Contact	Msgs. Pending
Frank Block	2620A3C1	CDMA	4/12/2005 11:41:57 PM	98
Cara Lopez	2020A3C1	CDMA	4/5/2005 4:28:54 AM	98
Richard Stiles	1820A3C1	CDMA	4/5/2005 7:54:30 AM	96
Gordon Polak	2120A3C1	CDMA	4/12/2005 5:20:13 AM	98
Ashima Ben	1420A3C1	CDMA	4/18/2005 8:37:47 PM	94
Polly Yuko	620A3C1	CDMA	4/5/2005 2:44:30 AM	94
Pamela Hayman	1520A3C1	CDMA	4/28/2005 11:42:36 AM	95
Charles Sonoma	1120A3C1	CDMA	4/28/2005 8:33:48 PM	94
Ricky Stamos	220A3C1	CDMA	4/18/2005 12:25:24 AM	82

Quickly drill down into your BES servers and BlackBerry users to determine fault conditions.



System charts update continually, showing messaging traffic and other trend information to help diagnose issues.

## Features

Through its automated health monitoring and alert notification, NeedTEXT Monitor for BlackBerry Enterprise Server is constantly monitoring:

- The operational state of all BlackBerry Enterprise Server NT services.
- Connectivity between the BlackBerry Enterprise Server and the RIM NOC (SRP).
- Administrator-defined event thresholds for monitored components and BlackBerry handheld users.
- The performance of the host NT platform (CPU load, memory utilization, available disk space).

NeedTEXT Monitor for BlackBerry Enterprise Server gathers critical server and user performance statistics, allowing for performance optimization and simplification of administrative tasks. Administrators can now:

- Compile message traffic statistic reports to analyze usage trends and system load statistics, facilitating load-balancing initiatives.
- Generate user lists across all BlackBerry Enterprise Servers and sort them by key criteria such as PIN, name, or date of last message forwarded.
- Quickly determine which server a specific end user belongs to, and their usage level.

# At-a-glance management of BlackBerry systems enabled by a web-based console

**Monitoring Console** | User Search | Report Centre | Configuration | Help

Logoff | Monitoring Console

**BlackBerry Enterprise Servers**

- BES 3.6
- BES 4.0 A
- BES 4.0 MAIN
  - Messages (9)
  - BlackBerry Server Agent US
  - Users
  - Services

**Users (●)**

Name	PIN	Network	Last Contact	Msgs. Pending
Frank Block	2620A3C1	CDMA	4/12/2005 11:41:57 PM	99
Cara Lopez	2020A3C1	CDMA	4/5/2005 4:28:54 AM	98
Richard Stiles	1620A3C1	CDMA	4/5/2005 7:54:30 AM	96
Gordon Polak	2120A3C1	CDMA	4/12/2005 5:20:13 AM	
Ashima Sen	1420A3C1	CDMA	4/16/2005 3:37:47 PM	
Polly Yuko	520A3C1	CDMA	4/5/2005 2:44:30 AM	
Pamela Hayman	1520A3C1	CDMA	4/29/2005 11:42:36 AM	
Charles Sonoma	1120A3C1	CDMA	4/29/2005 9:33:48 PM	
Ricky Stamos	220A3C1	CDMA	4/18/2005 12:25:24 AM	62

**Ash Singh**

- Avg. KB Forwarded: 60
- Avg. KB Reply w/ Text: 3
- CAL Events From: 23
- CAL Events To: 75
- CAL OTA enabled: 1
- Disable While in Cradle: 0
- Enabled: 1
- Fully Configured: 1

**Available Tasks**

- Manage Thresholds
- Graph Selected

Running | Home

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## Easy Access

An entirely web-based user interface allows the monitoring console to be accessed from anywhere through a standard browser, with optional HTTPS for security. The interface consolidates the health view of multiple BlackBerry Enterprise Servers into a single console.

Pre-defined reports give administrators quick access to critical system information and user performance statistics. In addition, customizable report generation allows data to be filtered and sorted based on criteria such as last name, PIN number, or messaging activity.

**All Users By User Name**  
Master List

Name	PIN	Msg To	Msg From	Msg Forward	Msg. Latency (Per 100 Msgs)	Last Contact
John Smith	3030A3C1	81	8	28	3	4/26/05 1:33:47 PM
Jane Doe	4030A3C1	99	5	16	1	4/26/05 4:42:58 PM
John Doe	2030A3C1	11	99	10	3	4/26/05 4:58:17 PM
Richard Stiles	1620A3C1	4	3	3	3	5/27/05 3:40:41 AM
Charles Sonoma	1120A3C1	95	1	16	3	4/27/05 4:40:46 PM
Polly Yuko	520A3C1	1	78	48	8	4/12/05 7:25:21 AM
Polly Yuko	520A3C1	82	48	73	2	4/26/05 11:21:54 PM
Richard Stiles	1620A3C1	95	99	76	8	4/26/05 10:11:58 PM
Charles Sonoma	1120A3C1	99	3	3	3	5/27/05 3:35:17 PM
Richard Stiles	1620A3C1	28	44	28	3	4/26/05 1:11:08 PM
Richard Stiles	1620A3C1	99	78	76	7	4/12/05 2:36:08 PM
John Smith	3030A3C1	99	16	13	1	4/12/05 6:30:31 AM
John Smith	3030A3C1	7	82	7	8	4/26/05 11:36:45 PM

Pre-defined and custom reports provide quick viewing of system information and user performance data.

## Minimum System Requirements:

- Windows NT/2000/XP
- Pentium 4 / AMD-K6
- 500Mb Free RAM
- 10Gb Free Disk Space

## Supported Environments:

- BES v3.5 and higher for Microsoft Exchange
- BES v2.2 and higher for Lotus Domino
- BES v4.0 and higher for Novell GroupWise

## Contact:

- ReSoft International
- 203 972 8462
- www.re-soft.com

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