

NetIQ® AppManager® for BlackBerry

Management Guide

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Contents

About this Book and the Library.....	v
About NetIQ Corporation	vii

Chapter 1

Introduction to AppManager for BlackBerry Enterprise Server	1
Introduction to BlackBerry Enterprise Server.....	1
How BlackBerry Enterprise Server Works	2
How AppManager Can Help.....	2
Viewing BlackBerry Enterprise Server Resources in AppManager	3

Chapter 2

Installing AppManager for BlackBerry Enterprise Server	5
System Requirements.....	5
Recommended Registry Settings	6
Installing the Module	6
Deploying the Module with Control Center.....	7
Verifying Your Installed Module	8
Permissions for Running Knowledge Scripts.....	8
Upgrading Knowledge Script Jobs.....	8

Chapter 3

BlackBerry Knowledge Scripts	11
BesAlertForward	13
DebugLogTotalSize	16
EventLog	17
ExchangeAvail.....	18
HungThreads	19
MessagingServerList	20
MsgAvgSize	21
MsgBytesReceived	22
MsgsExpired.....	23
PurgeDebugLog.....	24
Report_EndToEndConnectivity	25
Report_EndToEndResponseTime	27
Report_ExchangeConnectionTime.....	29
Report_ExchangeConnectivity.....	31
Report_MessagesByInterval	33
Report_MessageSummary.....	35
Report_ServerList	38
Report_SRPCConnectionUptime	40
Report_SRPCConnectivity	42
Report_UserByServer	44
Report_UserListing	46
ResponseTime.....	48

ServerHealth	49
ServerLoad	50
ServicesDown	52
SNMPAlertForward	54
SRPConnectionStatus	56
SRPTest.....	57
UserCountByServer	58
UserList.....	59
Discovery_BlackBerry	60

About this Book and the Library

The NetIQ AppManager product (AppManager) is a comprehensive solution for managing, diagnosing, and analyzing performance, availability, and health for a broad spectrum of operating environments, applications, services, and server hardware.

AppManager provides system administrators with a central, easy-to-use console to view critical server and application resources across the enterprise. With AppManager, administrative staff can monitor computer and application resources, check for potential problems, initiate responsive actions, automate routine tasks, and gather performance data for real-time and historical reporting and analysis.

Intended Audience

This guide provides information for individuals responsible for installing an AppManager module and monitoring specific applications with AppManager.

Other Information in the Library

The library provides the following information resources:

Installation Guide for AppManager

Provides complete information about AppManager pre-installation requirements and step-by-step installation procedures for all AppManager components.

User Guide for AppManager Control Center

Provides complete information about managing groups of computers, including running jobs, responding to events, creating reports, and working with Control Center. A separate guide is available for the AppManager Operator Console.

Administrator Guide for AppManager

Provides information about maintaining an AppManager management site, managing security, using scripts to handle AppManager tasks, and leveraging advanced configuration options.

Upgrade and Migration Guide for AppManager

Provides complete information about how to upgrade from a previous version of AppManager.

Management guides

Provide information about installing and monitoring specific applications with AppManager.

Help

Provides context-sensitive information and step-by-step guidance for common tasks, as well as definitions for each field on each window.

The AppManager library is available in Adobe Acrobat (PDF) format from the NetIQ Web site:
www.netiq.com/support/am/extended/documentation/default.asp?version=AMDocumentation.

Conventions

The library uses consistent conventions to help you identify items throughout the documentation. The following table summarizes these conventions.

Convention	Use
Bold	• Window and menu items • Technical terms, when introduced
<i>Italics</i>	• Book and CD-ROM titles • Variable names and values • Emphasized words
Fixed Font	• File and folder names • Commands and code examples • Text you must type • Text (output) displayed in the command-line interface
Brackets, such as <i>[value]</i>	• Optional parameters of a command
Braces, such as <i>{value}</i>	• Required parameters of a command
Logical OR, such as <i>value1 value2</i>	• Exclusive parameters. Choose one parameter.

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Chapter 1

Introduction to AppManager for BlackBerry Enterprise Server

AppManager for BlackBerry Enterprise Server helps you monitor many aspects of your BlackBerry solution. The BlackBerry Enterprise Server software creates a wireless email system that easily integrates with existing email systems and offers the benefits of centralized administration and support. BlackBerry Enterprise Server's end-to-end solution is the only totally integrated package that includes wireless handhelds, desktop tools, and server software.

Note

BlackBerry Enterprise Server, version 2.1 (or later) supports Exchange 5.5 and Exchange 2000.

This chapter discusses the advantages of using AppManager to monitor BlackBerry Enterprise Server and illustrates how AppManager lets you view BlackBerry Enterprise Server resources.

Introduction to BlackBerry Enterprise Server

BlackBerry Enterprise Server software is add-on software that is installed on Windows NT, Windows 2000 Server, or Windows Server 2003. Its integration with Microsoft Exchange Server allows it to support users who have handhelds that they synchronize with mailboxes on their desktops. Mailboxes and user settings are maintained in a central location using the Exchange information store. The software provides centralized administration, simple performance monitoring, and security tools that can be pushed to users' computers via the wireless network. Because you can support large groups of users on multiple mail servers, BlackBerry Enterprise Server offers a scalable wireless messaging architecture and easy, low-cost administration.

The BlackBerry Enterprise Server communicates with wireless BlackBerry handheld devices by connecting to a wireless ISP using TCP. A wireless infrastructure, called the Research in Motion (RIM) infrastructure, allows for email messages to be sent via a Server Routing Protocol (SRP) connection (on top of the TCP/IP connection) from the BlackBerry Enterprise Server to the wireless network.

BlackBerry Enterprise Server provides a wireless solution for secure, remote email access and is designed specifically for corporate environments using Microsoft Exchange. With Triple DES, email messages remain encrypted at all points between BlackBerry Server handhelds and corporate email accounts, allowing users to send and receive confidential information by email.

How BlackBerry Enterprise Server Works

BlackBerry Enterprise Server for Microsoft Exchange is a Windows NT service that offers centralized management and control of the BlackBerry Server solution.

BlackBerry Enterprise Server is built on a scalable “push” architecture, providing a tightly integrated, high-performance platform for wireless email access. The push architecture immediately routes a copy of all incoming messages from the BlackBerry Enterprise Server to the user’s handheld device.

In addition, BlackBerry Enterprise Server is tightly integrated with Microsoft Exchange Server for simplified management of the BlackBerry Enterprise Server and handheld devices. Although all incoming messages are maintained by the Exchange Server, the BlackBerry Enterprise Server maintains a Messaging Application Program Interface protocol (MAPI) connection to each BlackBerry user’s mailbox on the Exchange Server. The BlackBerry Enterprise Server is then responsible for encrypting incoming messages destined for the handheld devices and forwarding them to the wireless network.

The BlackBerry Enterprise Server software performs the following functions for each user:

- Monitors the user’s Exchange mailbox for new mail
- Applies user-definable filters to new messages to determine if and how the message will be relayed to the user’s handheld
- Compresses and encrypts new messages and delivers them to the handheld via the Internet and wireless network
- Receives (via the Internet) messages composed on the handheld, then decompresses and decrypts the messages, and places them in the user’s Outbox for the corporate Exchange server to deliver

The BlackBerry Enterprise Server supports standard performance monitoring tools, including Simple Network Management Protocol (SNMP) agents and the Windows Performance Monitor. It also offers simple monitoring of the server itself and its connection to the wireless network. You can configure the Management console to send an alert when it detects certain types of events in the Windows Event Log. And other services can be monitored, such as the Mobile Data Service, by viewing debug logs and events in the Event Viewer.

How AppManager Can Help

Although the BlackBerry Enterprise Server does offer some options for monitoring the performance of the server itself and its associated services, a much easier solution is allowing AppManager to monitor the appropriate log files and services automatically, on a scheduled basis. AppManager for BlackBerry Enterprise Server lets you monitor the operation and performance of BlackBerry Enterprise Server through the same console you’re already using to monitor your Windows and/or UNIX environment.

The Knowledge Scripts in the BlackBerry category raise events in the AppManager Operator Console when problems arise (for example, if the number of newly queued email messages exceeds a threshold, or if a service is not running), and they collect information about the BlackBerry Enterprise Server that you can use for trend analysis and reporting.

With AppManager for BlackBerry Enterprise Server and the Knowledge Scripts in the BlackBerry category, you can monitor the following:

- Performance and availability of key BlackBerry Enterprise Server components and major services, including service up and down status, and the status of key performance counters
- The presence of BlackBerry Server-related entries in the Windows Event Log, as well as the size and age of the local BlackBerry Server service’s debug log

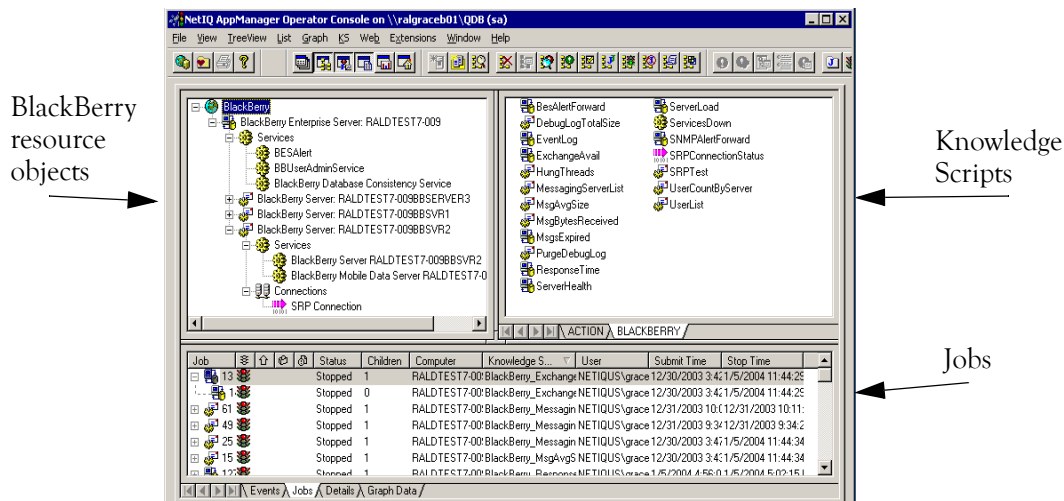
- The response time required to send an email message via a specific Exchange server to a handheld and to receive an automated reply
- The number of users, and the number of different Exchange servers, currently being supported by a specified BlackBerry Enterprise Server. The maximum number of users allowed on a single instance of the BlackBerry Enterprise Server is 500.
- The number of new filtered, sent, received, and queued messages
- The up or down status of the SRP connection between the BlackBerry Enterprise Server and the RIM infrastructure
- The presence of expired messages—messages that were never successfully sent to a handheld device—and the size of message queues

Viewing BlackBerry Enterprise Server Resources in AppManager

AppManager provides you with a comprehensive view of the BlackBerry Enterprise Server resources throughout your enterprise.

After you install the necessary program elements and discover BlackBerry Enterprise Server servers, the BlackBerry Enterprise Server resource objects and Knowledge Scripts are visible in the Knowledge Script view in Control Center or in the Operator Console. Here's an example showing many of the BlackBerry Enterprise Server resource objects expanded in the Operator Console TreeView:

After you perform discovery, the TreeView pane shows the computers where the BlackBerry Enterprise Server is installed.



Chapter 2

Installing AppManager for BlackBerry Enterprise Server

This chapter provides installation instructions and describes system requirements for AppManager for BlackBerry Enterprise Server.

This chapter assumes you have AppManager installed. For more information about installing AppManager or about AppManager system requirements, see the *Installation Guide for AppManager*, which is available on the AppManager Documentation Web site: <https://www.netiq.com/support/am/extended/documentation/default.asp>.

System Requirements

The following is a summary of the requirements for installing AppManager for BlackBerry Enterprise Server:

- Version 7.0 of the AppManager for BlackBerry Enterprise Server repository, management server, and Operator Console must be installed.
- Each server that you want to monitor must be configured with the following:
 - Version 7.0 of the AppManager for BlackBerry Enterprise Server agent
 - BlackBerry Enterprise Server version 3.6 (Service Packs 1 and 2 are supported, but not required), BlackBerry Enterprise Server version 3.5 (Service Pack 1 is supported, but not required), or BlackBerry Enterprise Server version 2.1 with Service Pack 5.
 - Microsoft Exchange 5.5 (with Service Pack 4) or Exchange 2000 (with Service Pack 2)
 - Windows 2000 Server, Advanced Server, and DataCenter Server, or Windows NT 4.0 (Service Pack 3 or higher) with Windows Management Instrumentation (WMI)

For the latest information about supported software versions and the availability of module updates, visit the AppManager Supported Products page at www.netiq.com/support/am/supportedproducts/default.asp. If you encounter problems using this module with a later version of your application, contact NetIQ Technical Support.

For more information about system requirements for the AppManager agent, repository, and management server, see the Installation Guide for AppManager.

Recommended Registry Settings

When setting registry keys for the BlackBerry Enterprise Server, be aware of the following in order for the Knowledge Scripts to work properly (all registry keys are located at `HKEY_LOCAL_MACHINE\Software\Research In Motion\BlackBerry Enterprise Server\Servers\[server name]`):

- `DebugLogSize` (limits the size of the log file). Leave at default of “0” for no limit.
- `DebugLogDailyFile` key: Leave at default of [1] to enable creation of the debug log. (0 turns it off)
- By default, the `DebugLogLevel` key is absent. If you choose to create it, you can then specify the level of detail that you want to log. However, the default setting (no key) is the most desirable because it represents the maximum level of detail. At a lower level of detail, some of the Knowledge Scripts may not work properly.
- The `DebugLogFile` key can be set to any desired name and location for the debug log file. The Knowledge Scripts will automatically use any name that you configure for this registry setting.
- For more information about these registry settings, please refer to the following BlackBerry technical advisory document: http://www.blackberry.net/support/pdfs/TAE-00014-001-BES_debug_logging.pdf

Installing the Module

The setup program automatically identifies and updates all relevant AppManager components on a computer. Therefore, run the setup program only once on any computer. The pre-installation check also runs automatically when you launch the setup program.

You can install the module in one of the following ways:

- Run the module setup program, `<AM70-Blackberry-7.x.x.0>.msi`, which you downloaded from the Web. Save the module setup files on the distribution computer, and then delete the older versions of the module setup files. For more information about the distribution computer, see the *Installation Guide for AppManager*.
- Use Control Center to install the module on the remote computer where an agent is installed. For more information, see “[Deploying the Module with Control Center](#)” on page 7.

To install the module:

1. Run the module setup program on all AppManager repository (QDB) computers to install the Knowledge Scripts and reports.
2. Run the setup program on the primary repository computer first. Then run the setup program on all other repository computers.
3. Install the module on the BlackBerry computer you want to monitor (agent computer). Use one of the following methods:
 - Run the module setup program.
 - Use Control Center to deploy the installation package.
4. Run the module setup program on all Operator Console and Control Center computers to install the Help and console extensions.

5. If you have not already discovered BlackBerry resources, run the [Discovery_BlackBerry](#) Knowledge Script on all agent computers where you installed the module.

After the installation has completed, you can find a record of problems encountered in the `BlackBerry_Install.log` file, located in the `\NetIQ\Temp\NetIQ_Debug\<ServerName>` folder.

Deploying the Module with Control Center

You can use Control Center to deploy the module on a remote computer where an agent is installed. This topic briefly describes the steps involved in deploying a module and provides instructions for checking in the module installation package. For more information, see the *Control Center User Guide for AppManager*, which is available on the AppManager Documentation Web site: <https://www.netiq.com/support/am/extended/documentation/default.asp>.

Deployment Overview

This section describes the tasks required to deploy the module on an agent computer.

To deploy the module on an agent computer:

1. Verify the default deployment credentials.
2. Check in an installation package.
3. Configure an email address to receive notification of a deployment.
4. Create a deployment rule or modify an out-of-the-box deployment rule.
5. Approve the deployment task.
6. View the results.

Checking In the Installation Package

You must check in the installation package, `AM70-BlackBerry-7.x.x.0.xml`, before you can deploy the module on an agent computer.

To check in a module installation package:

1. Log on to Control Center and navigate to the Administration pane.
2. In the Deployment folder, select **Packages**.
3. On the Tasks pane, click **Check in Packages**.
4. Navigate to the folder where you saved `AM70-BlackBerry-7.x.x.0.xml` and select the file.
5. Click **Open**. The Deployment Package Check in Status dialog box displays the status of the package check in.

Verifying Your Installed Module

To verify installation on many computers, run the ReportAM_CompVersion Knowledge Script. Ensure you discover a report-enabled agent before running this script. For more information, see the Help for the script.

To verify installation on one or only a few computers, use the Operator Console.

To verify your installed module with the Operator Console:

1. In the TreeView pane, select the computer for which you want to verify your installed module.
2. From the TreeView menu, select **Properties**. On the System tab, the System information pane displays the version numbers for all modules installed on the computer.

Verify that the version number from the *AppManager for BlackBerry Enterprise Server Readme* matches the version number shown in the System information pane.

Permissions for Running Knowledge Scripts

If you need to run the [ExchangeAvail](#), [MessagingServerList](#), [ResponseTime](#), [UserCountByServer](#), and [UserList](#) Knowledge Scripts, the account under which the NetIQ AppManager Client Resource Monitor (**NetIQmc**) and NetIQ AppManager Client Communication Manager (**NetIQccm**) services are running must have the following permissions on the BlackBerry Server:

- Ability to log on as a service
- Membership in the Local Admin Group
- Administrative rights to connect to the Exchange server, so that you can open mailboxes and send MAPI commands

Upgrading Knowledge Script Jobs

This release of AppManager for Blackberry Enterprise Server may contain updated Knowledge Scripts. You can push the changes for updated scripts to running Knowledge Script jobs in one of the following ways:

- Use the AMAdmin_UpgradeJobs Knowledge Script.
- Use the Properties Propagation feature.

Running AMAdmin_UpgradeJobs

The AMAdmin_UpgradeJobs Knowledge Script can push changes to running Knowledge Script jobs. Your AppManager repository (**QDB**) must be at version 7.0 or later. In addition, the repository computer must have hotfix 72040 installed, or the most recent AppManager Repository hotfix. To download the hotfix, see the [AppManager Suite Hotfixes](#) Web page.

Upgrading jobs to use the most recent script version allows the jobs to take advantage of the latest script logic while maintaining existing parameter values for the job.

For more information, see the Help for the AMAdmin_UpgradeJobs Knowledge Script.

Propagating Knowledge Script Changes

You can propagate script changes to jobs that are running and to Knowledge Script Groups, including recommended Knowledge Script Groups and renamed Knowledge Scripts.

Before propagating script changes, verify that the script parameters are set to your specifications. Customized script parameters may have reverted to default parameters during the installation of the module. New parameters may need to be set appropriately for your environment or application.

You can choose to propagate only properties (specified in the Schedule and Values tabs), only the script (which is the logic of the Knowledge Script), or both. Unless you know specifically that changes affect only the script logic, you should propagate both properties and the script.

For more information about propagating Knowledge Script changes, see the “Running Monitoring Jobs” chapter of the *Operator Console User Guide for AppManager*.

Propagating Changes to Ad Hoc Jobs

You can propagate the properties and the logic (script) of a Knowledge Script to ad hoc jobs started by that Knowledge Script. Corresponding jobs are stopped and restarted with the Knowledge Script changes.

To propagate changes to ad hoc Knowledge Script jobs:

1. In the Knowledge Script view, select the Knowledge Script for which you want to propagate changes.
2. Click **Properties Propagation > Ad Hoc Jobs**.
3. Select the components of the Knowledge Script that you want to propagate to associated ad hoc jobs:

Select	To propagate
Script	The logic of the Knowledge Script.
Properties	Values from the Knowledge Script Schedule and Values tabs, such as schedule, monitoring values, actions, and advanced options.

Propagating Changes to Knowledge Script Groups

You can propagate the properties and logic (script) of a Knowledge Script to corresponding Knowledge Script Group members.

After you propagate script changes to Knowledge Script Group members, you can propagate the updated Knowledge Script Group members to associated running jobs. For more information, see [“Propagating Changes to Ad Hoc Jobs”](#) on page 9.

To propagate Knowledge Script changes to Knowledge Script Groups:

1. In the Knowledge Script view, select the Knowledge Script Group for which you want to propagate changes.
2. On the KS menu, select **Properties propagation > Ad Hoc Jobs**.
3. *If you want to exclude a Knowledge Script member from properties propagation*, deselect that member from the list in the Properties Propagation dialog box.

4. Select the components of the Knowledge Script that you want to propagate to associated Knowledge Script Groups:

Select	To propagate
Script	The logic of the Knowledge Script.
Properties	Values from the Knowledge Script Schedule and Values tabs, including the schedule, actions, and Advanced properties.

5. Click **OK**. Any monitoring jobs started by a Knowledge Script Group member are restarted with the job properties of the Knowledge Script Group member.

Chapter 3

BlackBerry Knowledge Scripts

AppManager for BlackBerry Enterprise Server provides a set of Knowledge Scripts for monitoring BlackBerry servers. It also includes Knowledge Scripts to create reports about the performance of your BlackBerry Enterprise Server implementation.

Note

You may need to upgrade to Microsoft Windows Script version 5.6 or later to prevent the handle counts for the NetIQ AppManager Client Resource Monitor (NetIQmc) process from increasing when you run the [MessagingServerList](#), [SRPTest](#), [UserCountByServer](#), or [UserList](#) Knowledge Scripts.

From the Knowledge Script view of Control Center, you can access more information about any NetIQ-supported Knowledge Script by selecting it and clicking **Help**. In the Operator Console, click any Knowledge Script in the Knowledge Script pane and press **F1**. For more information about how to use the Report Knowledge Scripts, see the *Reporting Guide*.

Knowledge Script	What It Does
BesAlertForward	Sends alerts using SNMP, MAPI Mail, Notes Mail, Pager, MessageBox, or a customized method whenever an event of a specified type occurs.
DebugLogTotalSize	Calculates the total debug log size.
EventLog	Monitors and filters information in the Windows Event Log specific to the BlackBerry Enterprise Server.
ExchangeAvail	Checks Exchange Server availability and the response time for a client request to open a mailbox.
HungThreads	Monitors a BlackBerry Server service for hung (blocked) threads. Can optionally restart a service.
MessagingServerList	Lists all Exchange Servers with at least one user on the BlackBerry Enterprise Server.
MsgAvgSize	Gathers average size in bytes of messages transferred to handheld devices by a BlackBerry Server.
MsgBytesReceived	Gathers the number of message bytes transferred to a handheld device during a monitoring interval.
MsgsExpired	Monitors the number of messages that expired during the monitoring interval.
PurgeDebugLog	Monitors the total size of BlackBerry Server service debug log files and optionally deletes files that are older than a specified date.
Report_EndToEndConnectivity	Generates a report about connectivity between the Exchange and BlackBerry Enterprise Servers and a BlackBerry handheld.
Report_EndToEndResponseTime	Generates a report about email round-trip response time.

Knowledge Script	What It Does
Report_ExchangeConnectionTime	Generates a report about the response time of an Exchange Server.
Report_ExchangeConnectivity	Generates a report about connectivity with an Exchange Server.
Report_MessagesByInterval	Generates a report about the total number of messages exchanged during a monitoring interval.
Report_MessageSummary	Generates a report about the total number of new messages, including messages sent, received, filtered, and queued during the monitoring interval.
Report_ServerList	Generates a report listing the messaging (Exchange) servers used by a BlackBerry Server service.
Report_SRPConnectionUptime	Generates a report about the percentage of uptime for the connection to the wireless network.
Report_SRPConnectivity	Generates a report about the connectivity (up or down) of the BlackBerry Server SRP connection over a specified period.
Report_UserByServer	Generates a report about the number of users on an Exchange Server for a BlackBerry Server.
Report_UserListing	Generates a report about the number of users on a BlackBerry Server service. A list of users can be sorted by server association or alphabetically.
ResponseTime	Sends a message to a handheld from the BlackBerry-enabled Exchange mailbox, checks for a reply, and determines end-to-end response time.
ServerHealth	Monitors BlackBerry Enterprise Server health, the percentage of memory used, and the percentage of CPU and memory used by BlackBerry Server processes.
ServerLoad	Monitors the rate at which messages are filtered, sent, received, queued and the total new message activity during an interval.
ServicesDown	Monitors the availability of BlackBerry Enterprise Server services and optionally restarts a service.
SNMPAlertForward	Monitors and filters information in the Windows EventLog and sends alerts as SNMP messages.
SRPConnectionStatus	Monitors the percentage of uptime during a specified interval for the Server Routing Protocol (SRP) connection between the BlackBerry Enterprise Server and the Research in Motion (RIM) infrastructure.
SRPTest	Performs a test of the SRP connection to make sure the wireless network can be reached.
UserCountByServer	Lists the number of users on a BlackBerry Server and includes each user's association with a messaging (Exchange) server.
UserList	Lists the users on a BlackBerry Server, plus the total number of users on the BlackBerry Enterprise Server.
Discovery_BlackBerry	Discovers BlackBerry Server resources and configuration information.

BesAlertForward

Use this Knowledge Script to send alerts using SNMP, MAPI Mail, Notes Mail, Pager, MessageBox, or another customized method whenever an event of a specified type occurs. Using this script, you can track Windows Event Log entries that match a filtering criterion.

Resource Object

BlackBerry Enterprise Server

Default Schedule

The default schedule is **Every 10 minutes**.

Setting Parameter Values

Set the following parameters as needed

Description	How to Set It
Raise event if matching event log entries found?	Set to y to raise events and send an alert. Default is y .
Collect data for event log entries?	Set to y to collect data for charts and reports. If set to y , returns the Event Log entries that matched your search criteria. Default is n .
Separate event data from different sources into multiple events?	Set to y to separate event entries from the different log files into different data streams. If you accept the default, n , all the event entries matching your filtering criteria are placed in the same data stream and the data detail message may include event entries from multiple log sources. For example, if you are monitoring both the System and Application logs, you may want to set this parameter to y so that events in the System log are tracked separately from events in the Application log. Default is n .
Filter by log source: ...System ...Security ...Application	Specify the event log you want to monitor. You can specify multiple event logs separated by commas. For example, System,Security,Application. Default is Application.
Filter by event type: ...Error ...Warning ...Information ...Success Audit ...Failure Audit	Set to y to monitor each type of event log entry. The default is y .
Filter by event source	Enter a string to direct the Knowledge Script to monitor events generated by a particular source, such as SQLExecutive, SNMP, or the Service Control Manager. The script looks for matching entries in the Event Log's Source field. You can enter multiple strings separated by commas and include or exclude criteria using a colon (:). If you are only specifying include criteria, the colon is not necessary. The default value is BlackBerry.

Description	How to Set It
Filter by event category	If you are interested in events in a particular category (for example, Server or Logon), enter an appropriate search string. The Knowledge Script looks for matching entries in the Event Log category field. You can enter multiple strings separated by commas and include or exclude criteria using a colon (:). If you are only specifying include criteria, the colon is not necessary.
Filter by event ID	If you are interested in particular event IDs, enter an appropriate search string or event ID range (for example, 100-2000). The Knowledge Script looks for matching entries in the Event Log's Event field. You can enter multiple IDs and ranges separated by commas. For example: 1, 2, 10-15, 202 You can also include or exclude criteria using a colon (:). If you are only specifying include criteria, the colon is not necessary.
Filter by user	If you are interested in events associated with a particular user, enter an appropriate search string (for example, <i>DomainName\UserName</i>). The Knowledge Script looks for matching entries in the Event Log's User field. You can enter multiple strings separated by commas and include or exclude criteria using a colon (:). If you are only specifying include criteria, the colon is not necessary.
Filter by computer	If you are interested in events associated with a particular computer, enter an appropriate search string. The Knowledge Script looks for matching entries in the Event Log's Computer field. You can enter multiple strings separated by commas and include or exclude criteria using a colon (:). If you are only specifying include criteria, the colon is not necessary.
Filter by event description	If you are interested in events with a particular detail description, enter an appropriate search string. The Knowledge Script looks for matching entries in the Event Log's Description field. You can enter multiple strings separated by commas and include or exclude criteria using a colon (:). If you are only specifying include criteria, the colon is not necessary.
Maximum number of log entries per event	Specify the maximum number of entries to be recorded into each event detail message. If the Knowledge Script finds more entries from the log than can be placed in one event message, it returns multiple events to report all the outstanding entries in the log. The default is 30 entries.
Event severity when matching event log entries found	Set the event notification level to show the visibility for the event. The default severity level is 8. You may want to adjust the severity depending on which log or type of event you are checking for.

Example of How This Script is Used

The following is an example of how you can customize this script for your environment. For example, to detect security failures among the general system events, set the following options:

Properties and Parameters	Values for Detecting Security Failures
Schedule interval	Every 10 minutes
Event	y
Log	Security
Type	FailureAudit

Properties and Parameters	Values for Detecting Security Failures
Severity	2
Action	MapiMail

On the **Values** tab, set the “Event” parameter to y (indicating that an event is generated anytime the conditions are met), set “Log” and “Type” to “Security” and “FailureAudit” (indicating this to be a very serious and highly visible event). Leave the other filtering options blank.

On the **Actions** tab, indicate that an email message should be sent if an event is raised. AppManager checks for security failures and notifies a designated recipient with an email message if a security failure occurs.

Here’s another example. To detect problems with a SQL Server, you can set the following options:

Properties and Parameters	Values for Detecting Security Failures
Schedule interval	30 minutes
Event?	y
Log	Application
Type	Error
Source	MSSQLServer
Severity	8
Action	MapiMail

You may want to collect data and graph a trend chart from your System Event Log. Here’s how to set the other parameters:

Properties and Parameters	Values for Detecting Security Failures
Schedule interval	1 hour
Event?	y
Log	System
All other filters	not set
Action	null

View the first batch of filtered results in the detailed data message when you double-click a datapoint. Additional matching entries may be included in the graph.

DebugLogTotalSize

Use this Knowledge Script to calculate the total size of the local debug logs. If you choose to collect data, this Knowledge Script returns the number of MB of hard disk space used by the daily `debugLogYYYYMMDD.txt` files. An event is raised if the threshold you set for debug log size is exceeded.

Note

You may want to periodically use the [PurgeDebugLog](#) Knowledge Script to purge the debug log file.

Resource Object

BlackBerry Server

Default Schedule

The default interval is **Every 24 hours**.

Setting Parameter Values

Set the following parameters as needed.

Description	How to Set It
Raise event if threshold exceeded?	Set to y to raise an event when the size of the local debug log exceeds the threshold. Default is y .
Collect data for debug log file size (MB)?	Set to y to collect data for charts and reports. If set to y , returns the size of the local debug log in MB. Default is n .
Maximum event threshold for debug log file size	Enter the maximum event threshold for debug log file size. Enter a value from 0 to 32000 MB. Default is 1000 MB.
Event severity level when threshold exceeded	Set the event severity level, from 1 to 40, to indicate the importance of the event when monitoring fails. Enter a value from 1 to 40. Default is 5.

EventLog

Use this Knowledge Script to monitor information specific to the BlackBerry Enterprise Server that appears in the Windows Event Log. This script periodically scans the Windows Event Log for BlackBerry Enterprise Server service entries and raises an event if any are found. The event details specify the type of event that occurred.

If data is collected, this script returns the number of BlackBerry-related events in the Windows Event Log.

Resource Object

BlackBerry Enterprise Server

Default Schedule

The default interval for this script is **Every 5 minutes**.

Setting Parameter Values

Set the following parameters as needed.

Description	How to Set It
Raise event if log entries found?	Set to y to raise events when this Knowledge Script discovers BlackBerry Enterprise Server service entries in the Windows Event Log. Default is y.
Collect data for number and type of events found?	Set to y to collect data for charts and reports. If set to y , returns the number of new Event Log entries. Default is n.
Maximum number of log entries per event	Enter the maximum number of entries per event report. Enter a value from 1 to 100 entries. Default is 30 entries.
Event severity level when log entries found	Set the event severity level, from 1 to 40, to indicate the importance of the event. Adjust the severity depending on the types of events you are checking for. Default severity level is 8.

Example of How This Script is Used

Let's assume you ran this Knowledge Script once. The event details indicate that a **MAPI_E_LOGON** event occurred during the monitoring interval. This event indicates that the BlackBerry Enterprise Server cannot log on to the Exchange Server MAPI. You can then proceed to resolve the problem by re-establishing the MAPI connection so that the BlackBerry Enterprise Server service can send mail to the user.

ExchangeAvail

Use this Knowledge Script to measure the time taken to log on to the Exchange Server, and to check whether the Exchange Server is available.

This script also checks Exchange Server response time by measuring its response to a client request to open a mailbox. The script opens a selected mailbox on the Exchange Server to determine the availability of the BlackBerry Enterprise Server to the Exchange Link. This script then opens up a MAPI session to test whether the Exchange Server responds. The time taken to log on to the Exchange Server is recorded as the data stream used for the [Report_ExchangeConnectivity](#) report.

Specify a corresponding mailbox for each Exchange Server monitored. If an Exchange service is not accessible, an event is raised.

Resource Object

BlackBerry Enterprise Server

Default Schedule

The default interval is **Every 30 minutes**.

Setting Parameter Values

Set the following parameters as needed.

Description	How to Set It
Raise event if server unavailable or if threshold exceeded?	Set to y to raise an event if the Exchange Server is unavailable or if threshold is exceeded. The default is y.
Collect data for availability, response time, and connection time?	Set to y to collect data for charts and reports. If set to y , returns data about the availability, response and connection time of the selected Exchange Server(s). The default is y.
List of Exchange Servers	Create a list of Exchange Servers to monitor. Separate server names with ",". Default is "Exchange_Server1".
List of Exchange mailboxes	Create a list of the Exchange mailboxes to monitor. Separate mailbox names with ",". Default is "Mailbox1".
Full path to file with list of Exchange Servers and mailboxes	Enter a fully qualified path to a file containing a list of Exchange Server--Exchange mailbox pairs to monitor. Use the following format for the list: Server name,Mailbox name. Use commas to separate server and mailbox names. Each line in the file must contain a different server-mailbox pair.
Threshold -- Maximum response time	Enter the maximum threshold (in seconds) for a response from: • Exchange Server • Exchange mailbox Enter a value from 0 to 100 seconds. Default is 60 seconds.
Number of messages to retrieve to test response time.	Enter the number of messages to retrieve to determine the response time. Enter a value from 1 to 32,000 messages. Default is 10 messages.
Event severity when server unavailable or when threshold exceeded	Set the event severity level, from 1 to 40, to indicate the importance of the event for monitoring failure. Default is 8.

HungThreads

Use this Knowledge Script to monitor a BlackBerry Server service for “hung” threads. Hung threads decrease the number of requests that can be concurrently processed by the service. Any thread that starts and then does not finish is considered “hung.”

Note

If you are using BlackBerry Enterprise Server version 2.1, you may be familiar with the term “blocked” threads, rather than “hung” threads. Both terms mean the same thing. In this guide, we use the term hung threads.

This Knowledge Script waits for a specified number of cycles before raising an event to see if the hung threads become unblocked. This waiting period is referred to as the “wait count.”

An event is raised only when both the number of hung threads and the wait count (in cycles) exceed the specified thresholds. You also have the option to restart the hung service automatically. If you choose to collect data, this script returns data about the number of hung threads, the thread ID, and the wait count.

Resource Object

BlackBerry Server

Default Schedule

The default interval is **Every 10 minutes**.

Setting Parameter Values

Set the following parameters as needed.

Description	How to Set It
Raise event if threshold and wait count exceeded?	Set to y to raise events when the number of hung threads exceeds the threshold and wait count is exceeded. Default is y .
Collect data for hung threads, thread ID, and wait count?	Set to y to collect data for charts and reports. Default is n . If set to y , returns data about hung threads, including the thread ID and wait count.
Wait count	Set a wait count for each hung thread. The Knowledge Script waits the specified number of cycles to detect whether hung threads become unblocked. Default is 2 cycles.
Threshold -- Maximum number of hung threads	Enter the maximum number of hung threads allowed. Enter a value from 1 to 100. Default is 1 thread.
Restart service if down?	Set to y to automatically restart a BlackBerry server service that's hung. Default is y .
Event severity for restart failure	Set the severity level, from 1 to 40, to indicate the importance if an attempt to restart a hung service failed. Default is 5.
Event severity for restart success	Set the severity level, from 1 to 40, to indicate the importance if an attempt to restart a hung service succeeded. Default is 25.
Event severity if restart disabled	Set the severity level, from 1 to 40, to indicate the importance if the “Restart service if down?” parameter is set to n . Default is 18.

MessagingServerList

Use this Knowledge Script to report the number of different Exchange Servers interacting with a BlackBerry Server service. Each Exchange Server must have at least one user on the BlackBerry Server.

An event is raised if the total number of messaging servers exceeds the threshold.

To ensure that this Knowledge Script works properly, check to make sure that the **BBUserAdminService** is running.

Note

This Knowledge Script requires the **BBUserAdminClient** executable to run. To ensure that this Knowledge Script works properly, first check to make sure that the **BBUserAdminService** is running.

Resource Object

BlackBerry Server

Default Schedule

The default schedule is **Every week**.

Setting Parameter Values

Set the following parameters as needed.

Description	How to Set It
Raise event on script success?	Set to y to raise an event if the job succeeds. Default is n .
Raise event if threshold exceeded?	Set to y to raise an event if the total number of messaging servers exceeds the threshold. Default is y .
Collect data for number of messaging servers?	Set to y to collect data for charts and reports. If set to y , returns the number of messaging servers for the selected BlackBerry Server service. Default is y .
Threshold -- Maximum number of messaging servers	Enter the maximum number of different messaging servers that can be found for a single BlackBerry Server service before an event is raised. Default is 12 servers.
Path and filename for BBUserAdminClient executable	Enter the path and filename where the file <code>BBUserAdminClient.exe</code> is installed. Leave blank to accept the default path.
BBUserAdminClient executable timeout	Set a timeout value to determine how long the script attempts to reach the <code>BBUserAdminClient</code> executable. Enter a value from 1 to 120 seconds. Default is 10 seconds.
Event severity when threshold exceeded	Set the event severity level, from 1 to 40, to indicate the importance of the threshold-crossing event. Default is 25.

MsgAvgSize

Use this Knowledge Script to find the average message size (in KB) of the messages transferred to handhelds by a BlackBerry Server during the monitoring interval. This script considers email messages and calendar entries in its calculations. An event is raised if the average message size exceeds the threshold you set.

Resource Object

BlackBerry Server

Default Schedule

The default schedule is **Every 24 hours**.

Setting Parameter Values

Set the following parameters as needed.

Description	How to Set It
Raise event if threshold exceeded?	Set to y to raise an event if the average message size exceeds the threshold. Default is y.
Collect data for average message size?	Set to y to collect data for charts and reports. If set to y , returns the average message size of the messages transferred to handhelds during the monitoring interval. Default is n.
Threshold -- Maximum average message size	Enter the maximum threshold for the average message size. Default is 2 KB.
Event severity when threshold exceeded	Set the event severity level, from 1 to 40, to indicate the importance of the threshold-crossing event. Default is 25.

MsgBytesReceived

Use this Knowledge Script to gather the total bytes received by handhelds per interval. This script does not consider bytes sent, but does consider calendar entries.

An event is raised when the threshold for total bytes received by handhelds is exceeded. If data is collected, the average number of bytes received by handhelds during the monitoring interval is returned.

Resource Object

BlackBerry Server

Default Schedule

The default schedule is **Every 24 hours**.

Setting Parameter Values

Set the following parameters as needed.

Description	How to Set It
Raise event if threshold exceeded?	Set to y to raise an event if the total bytes received by handhelds during the monitoring interval exceeds the threshold. Default is y.
Collect data for number of bytes transferred?	Set to y to collect data for charts and reports. If set to y , returns the average number of bytes received by handhelds during the monitoring interval. Default is n.
Threshold -- Maximum bytes transferred	Enter the maximum number of bytes that can be received by handhelds before an event is raised. Default is 500 KB.
Event severity when threshold exceeded	Set the event severity level, from 1 to 40, to indicate the importance of the threshold-crossing event. Default is 25.

MsgsExpired

Use this Knowledge Script to monitor the number of messages that expired during the monitoring interval. A message intended for a BlackBerry handheld expires if seven days passes before it can be sent (if, for example, the handheld is turned off).

Resource Object

BlackBerry Enterprise Server

Default Schedule

The default schedule is **Every 5 minutes**.

Setting Parameter Values

Set the following parameters as needed.

Description	How to Set It
Raise event if threshold exceeded?	Set to y to raise an event if the number of expired messages exceeds the threshold. Default is y .
Collect data for number of expired messages?	Set to y to collect the number of expired messages per interval. Default is n .
Threshold -- Maximum number of expired messages	Enter the maximum total number of expired messages that can occur before an event is raised. Default is 50.
Event severity when threshold exceeded	Set the event severity level, from 1 to 40, to indicate the importance of the event. Default is 8.

PurgeDebugLog

Use this Knowledge Script to monitor the total size of BlackBerry Enterprise Server debug log files. This script can be set to automatically purge a debug log, but only when a log exceeds both thresholds, for log file size and log age. An event is raised if either threshold is crossed.

Note

For a BlackBerry Enterprise Server with average load and an average number of users, the average debug log file size per day is estimated at 100 MB. The default threshold for log age (180 days) is based on having six months' worth of debug log data before starting the auto-purge.

Resource Object

BlackBerry Server

Default Schedule

The default interval is **Every 24 hours**.

Setting Parameter Values

Set the following parameters as needed.

Description	How to Set It
Event for total debug log file size?	Set to y to raise events when the total debug log file size exceeds threshold. Default is y .
Collect data for total debug log file size?	Set to y to collect data for charts and reports. If set to y , returns the total size (GB) and age (days) of the debug log. Default is n .
Threshold -- Maximum total debug log file size	Enter the maximum total debug log file size (MB) allowed before an event is raised. Enter a value from 0 to 32000 MB. Default is 1000 MB.
Automatically purge debug log files?	Set to y to automatically purge the debug log file when both purge thresholds are exceeded (see below). Default is y .
Purge threshold -- Maximum total debug log file size	Enter the maximum total debug log file size allowed before log is purged. Enter a value from 0 to 1000 GB. Default is 18 GB.
Purge threshold -- Maximum debug log file age	Enter the maximum debug log file age (in days) allowed before the log is purged. Enter a value from 0 to 1000 days. Default is 180 days.
Raise event when debug log successfully purged?	Set to y to raise events when the debug log file is successfully purged. Default is y .
Collect data for number of debug log files purged and filenames?	Set to y to collect data for charts and events about the number of purged debug log files and their filenames. Default is n .
Event severity when log file size threshold exceeded	Set the event severity level, from 1 to 40, to indicate the importance of the event when monitoring fails. Default is 8.
Event severity when debug log file purged	Set the event severity level, from 1 to 40, to indicate the importance of the event when a log is deleted. Default is 35.

Report_EndToEndConnectivity

Use this Knowledge Script to generate a report about the connectivity between the Exchange and BlackBerry Enterprise Servers and a BlackBerry handheld. This report allows you to make a statistical analysis of the data point values (for example, the average or maximum value over a time period).

This report uses data collected by the [ResponseTime](#) Knowledge Script.

Resource Object

Report Agent > AM Repositories > *AppManager repository*

Default Schedule

The default schedule is **Run once**.

Setting Parameter Values

Set the following parameters as needed.

Description	How to Set It
Data source	Use the following parameters to select the data for your report.
Select computer(s)	Click the Browse [...] button to start the data wizard. Use the data wizard to select the computers for your report.
Select time range	Click the Browse [...] button to open the time browser. Set a specific or sliding time range for data included in your report.
Select peak weekday(s)	Click the Browse [...] button to select the days of the week to include in your report.
Data settings	Use the following parameters to define the statistical calculation applied to data, and which of the data is displayed.
Hours or percentage on chart	Select whether to illustrate availability by hours or by percentage.
Select sorting/display option	Select whether data is sorted, or the method of display: • No sort: Data is not sorted • Sort: Data is sorted by value (lowest to highest from front to back; highest to lowest from left to right) • Top %: Chart only the top <i>N</i> % of selected data (sorted by default) • Top <i>N</i>: Chart only the top <i>N</i> of selected data (sorted by default) • Bottom %: Chart only the bottom <i>N</i> % of data (sorted by default) • Bottom <i>N</i>: Chart only the bottom <i>N</i> of selected data (sorted by default)
Percentage/count for top/bottom	Enter a number for either the percent or count defined in the previous parameter (for example, Top 10%, or Top 10). Default is 25.
Truncate top/bottom?	If set to yes, then the data table shows only the top or bottom <i>N</i> or % (for example, only the top 10%). Otherwise, the table shows all data. Default is no.
Report settings	Use the following parameters to define the graphical presentation of data, the folder where the report is generated, and properties that identify the report.

Description	How to Set It
Include parameter help card?	Set to yes to include a table in the report that lists parameter settings for the report script. Default is yes.
Include table?	Set to yes to include a table of data stream values in the report. Default is yes.
Include chart?	Set to yes to include a chart of data stream values in the report. Default is yes.
Select chart style	Click the Browse [...] button to open the Chart Settings dialog box. Define the graphic properties of the charts in your report.
Select output folder	Click the Browse [...] button to set parameters for the output folder.
Add job ID to output folder name?	Set to yes to append the job ID to the name of the output folder. This is helpful to make the correlation between a specific instance of a Report Script and the corresponding report. Default is no.
Select properties	Click the Browse [...] button to open the Report Properties dialog box. Set the properties parameters as desired.
Add time stamp to title?	Set to yes to append a timestamp to the title of the report, making each title unique. The timestamp is made up of the date and time the report was generated. Adding a timestamp is useful in order to run consecutive iterations of the same report without overwriting previous output. Default is no.
Event notification	Use the following parameters to raise events associated with generating the report, and to set severity levels for those events.
Event for report success?	Set to yes to raise an event when the report is successfully generated. Default is yes.
Severity level for report success	Set the severity level, from 1 to 40, to indicate the importance of the event. Default is 35.
Severity level for report with no data	Set the severity level, from 1 to 40, to indicate the importance of the event. Default is 25.
Severity level for report failure	Set the severity level, from 1 to 40, to indicate the importance of the event. Default is 5.

Report_EndToEndResponseTime

Use this Knowledge Script to generate a report about Exchange Server response time. This report includes a measurement of the round-trip response time for a message to travel from a client mailbox, via a selected Exchange Server, to a BlackBerry Enterprise Server handheld, and for the handheld to send a response.

This report uses data collected by the [ResponseTime](#) Knowledge Script.

Resource Object

Report Agent > AM Repositories > *AppManager repository*

Default Schedule

The default schedule is **Run once**.

Setting Parameter Values

Set the following parameters as needed.

Description	How to Set It
Data source	Use the following parameters to select the data for your report.
Select computer(s)	Click the Browse [...] button to start the data wizard. Use the data wizard to select the computers for your report.
Select the style	Select the style for the first page of the report: • By computer provides links to pages showing the data collected from individual computers (each page shows all the data streams collected from a single computer) • By data stream provides links to pages showing a side-by-side comparison of values for the same data stream collected from different computers (each page shows, for example, the value of the <i>NT_CpuResource-All Threads(#)</i> data stream from each computer) • By computer and data stream provides links to pages showing a single data stream collected from a computer • All data streams on one page generates a report with all data on a single page
Select time range	Click the Browse [...] button to open the time browser. Set a specific or sliding time range for data included in your report.
Select peak weekday(s)	Click the Browse [...] button to select the days of the week to include in your report.
Aggregation by	Select the aggregation method for the data in your report: • Minute • Hour • Day
Aggregation interval	Select the interval by which the data in your report is aggregated. Possible values range from 1 to 90.

Description	How to Set It
Statistics to show per period	Select a statistical method by which to display data in the report: • Average: The average value of data points for the aggregation interval (for example, the average value for 1 Hour) • Minimum: The minimum value of data points for the aggregation interval • Maximum: The maximum value of data points for the aggregation interval • Count: The number of data points for the aggregation interval • Sum: The total value of data points for the aggregation interval • 3Sigma: The average + (3 * standard deviation) and average - (3 * standard deviation) • Std: The standard deviation • Box: Lower fence, 25% point, median, 75% point, and upper fence for the aggregation interval • Open: The first value for the aggregation interval • Close: the last value for the aggregation interval
Report settings	Use the following parameters to define the graphical presentation of data, the folder where the report is generated, and properties that identify the report.
Include parameter help card?	Set to yes to include a table in the report that lists parameter settings for the report script. Default is yes.
Include table?	Set to yes to include a table of data stream values in the report. Default is yes.
Include chart?	Set to yes to include a chart of data stream values in the report. Default is yes.
Select chart style	Click the Browse [...] button to open the Chart Settings dialog box. Define the graphic properties of the charts in your report.
Select output folder	Click the Browse [...] button to set parameters for the output folder.
Add job ID to output folder name?	Set to yes to append the job ID to the name of the output folder. This is helpful to make the correlation between a specific instance of a Report Script and the corresponding report. Default is no.
Select properties	Click the Browse [...] button to open the Report Properties dialog box. Set the properties parameters as desired.
Add time stamp to title?	Set to yes to append a timestamp to the title of the report, making each title unique. The timestamp is made up of the date and time the report was generated. Adding a timestamp is useful in order to run consecutive iterations of the same report without overwriting previous output. Default is no.
Event notification	Use the following parameters to raise events associated with generating the report, and to set severity levels for those events.
Event for report success?	Set to yes to raise an event when the report is successfully generated. Default is yes.
Severity level for report success	Set the severity level, from 1 to 40, to indicate the importance of the event. Default is 35.
Severity level for report with no data	Set the severity level, from 1 to 40, to indicate the importance of the event. Default is 25.
Severity level for report failure	Set the severity level, from 1 to 40, to indicate the importance of the event. Default is 5.

Report_ExchangeConnectionTime

Use this Knowledge Script to generate a report about the response time of Exchange services. This report measures the time taken to log on to the Exchange Server and helps make a statistical analysis of the data point values. For example, you can get the average or maximum value over a time period.

The [ExchangeAvail](#) Knowledge Script opens up a MAPI session to the Exchange Server to check availability. The script records the time taken to log on to the Exchange Server and uses this data stream to generate the report.

Resource Object

Report Agent > AM Repositories > *AppManager repository*

Default Schedule

The default schedule is **Run once**.

Setting Parameter Values

Set the following parameters as needed.

Description	How to Set It
Data source	Use the following parameters to select the data for your report.
Select computer(s)	Click the Browse [...] button to start the data wizard. Use the data wizard to select the computers for your report.
Select the style	Select the style for the first page of the report: • By computer provides links to pages showing the data collected from individual computers (each page shows all the data streams collected from a single computer) • By data stream provides links to pages showing a side-by-side comparison of values for the same data stream collected from different computers (each page shows, for example, the value of the <i>NT_CpuResource-All Threads(#)</i> data stream from each computer) • By computer and data stream provides links to pages showing a single data stream collected from a computer • All data streams on one page generates a report with all data on a single page
Select time range	Click the Browse [...] button to open the time browser. Set a specific or sliding time range for data included in your report.
Select peak weekday(s)	Click the Browse [...] button to select the days of the week to include in your report.
Aggregation by	Select the aggregation method for the data in your report: • Minute • Hour • Day
Aggregation interval	Select the interval by which the data in your report is aggregated. Possible values range from 1 to 90.

Description	How to Set It
Statistics to show per period	Select a statistical method by which to display data in the report: • Average: The average value of data points for the aggregation interval (for example, the average value for 1 Hour) • Minimum: The minimum value of data points for the aggregation interval • Maximum: The maximum value of data points for the aggregation interval • Count: The number of data points for the aggregation interval • Sum: The total value of data points for the aggregation interval • 3Sigma: The average + (3 * standard deviation) and average - (3 * standard deviation) • Std: The standard deviation • Box: Lower fence, 25% point, median, 75% point, and upper fence for the aggregation interval • Open: The first value for the aggregation interval • Close: the last value for the aggregation interval
Report settings	Use the following parameters to define the graphical presentation of data, the folder where the report is generated, and properties that identify the report.
Include parameter help card?	Set to yes to include a table in the report that lists parameter settings for the report script. Default is yes.
Include table?	Set to yes to include a table of data stream values in the report. Default is yes.
Include chart?	Set to yes to include a chart of data stream values in the report. The default is yes.
Select chart style	Click the Browse [...] button to open the Chart Settings dialog box. Define the graphic properties of the charts in your report.
Select output folder	Click the Browse [...] button to set parameters for the output folder.
Add job ID to output folder name?	Set to yes to append the job ID to the name of the output folder. This is helpful to make the correlation between a specific instance of a Report Script and the corresponding report. Default is no.
Select properties	Click the Browse [...] button to open the Report Properties dialog box. Set the properties parameters as desired.
Add time stamp to title?	Set to yes to append a timestamp to the title of the report, making each title unique. The timestamp is made up of the date and time the report was generated. Adding a timestamp is useful in order to run consecutive iterations of the same report without overwriting previous output. Default is no.
Event notification	Use the following parameters to raise events associated with generating the report, and to set severity levels for those events.
Event for report success?	Set to yes to raise an event when the report is successfully generated. Default is yes.
Severity level for report success	Set the severity level, from 1 to 40, to indicate the importance of the event. Default is 35.
Severity level for report with no data	Set the severity level, from 1 to 40, to indicate the importance of the event. Default is 25.
Severity level for report failure	Set the severity level, from 1 to 40, to indicate the importance of the event. Default is 5.

Report_ExchangeConnectivity

This report allows you to make a statistical analysis of the availability of the Exchange Server.

This report uses connectivity data collected by the [ExchangeAvail](#) Knowledge Script.

Resource Object

Report Agent > AM Repositories > *AppManager repository*

Default Schedule

The default schedule is **Run once**.

Setting Parameter Values

Set the following parameters as needed.

Description	How to Set It
Data source	Use the following parameters to select the data for your report.
Select computer(s)	Click the Browse [...] button to start the data wizard. Use the data wizard to select the computers for your report.
Select time range	Click the Browse [...] button to open the time browser. Set a specific or sliding time range for data included in your report.
Select peak weekday(s)	Click the Browse [...] button to select the days of the week to include in your report.
Data settings	Use the following parameters to define the statistical calculation applied to data, and which of the data is displayed.
Hours or percentage on chart	Select whether to illustrate availability by hours or by percentage.
Select sorting/display option	Select whether data is sorted, or the method of display: • No sort: Data is not sorted • Sort: Data is sorted by value (lowest to highest from front to back; highest to lowest from left to right) • Top %: Chart only the top <i>N</i> % of selected data (sorted by default) • Top <i>N</i>: Chart only the top <i>N</i> of selected data (sorted by default) • Bottom %: Chart only the bottom <i>N</i> % of data (sorted by default) • Bottom <i>N</i>: Chart only the bottom <i>N</i> of selected data (sorted by default)
Percentage/count for top/bottom	Enter a number for either the percent or count defined in the previous parameter (for example, Top 10%, or Top 10). Default is 25.
Truncate top/bottom?	If set to yes, then the data table shows only the top or bottom <i>N</i> or % (for example, only the top 10%). Otherwise, the table shows all data. Default is no.
Report settings	Use the following parameters to define the graphical presentation of data, the folder where the report is generated, and properties that identify the report.
Include parameter help card?	Set to yes to include a table in the report that lists parameter settings for the report script. Default is yes.

Description	How to Set It
Include table?	Set to yes to include a table of data stream values in the report. Default is yes.
Include chart?	Set to yes to include a chart of data stream values in the report. Default is yes.
Select chart style	Click the Browse [...] button to open the Chart Settings dialog box. Define the graphic properties of the charts in your report.
Select output folder	Click the Browse [...] button to set parameters for the output folder.
Add job ID to output folder name?	Set to yes to append the job ID to the name of the output folder. This is helpful to make the correlation between a specific instance of a Report Script and the corresponding report. The default is no.
Select properties	Click the Browse [...] button to open the Report Properties dialog box. Set the properties parameters as desired.
Add time stamp to title?	Set to yes to append a timestamp to the title of the report, making each title unique. The time stamp is made up of the date and time the report was generated. Adding a time stamp is useful in order to run consecutive iterations of the same report without overwriting previous output. The default is no.
Event notification	Use the following parameters to raise events associated with generating the report, and to set severity levels for those events.
Event for report success?	Set to yes to raise an event when the report is successfully generated. Default is yes.
Severity level for report success	Set the severity level, from 1 to 40, to indicate the importance of the event. Default is 35.
Severity level for report with no data	Set the severity level, from 1 to 40, to indicate the importance of the event. Default is 25.
Severity level for report failure	Set the severity level, from 1 to 40, to indicate the importance of the event. Default is 5.

Report_MessagesByInterval

Use this Knowledge Script to generate a report about new message traffic, including the number of messages sent, queued, received, and filtered, and the total number of new messages during the monitoring interval.

This report uses data collected by the [ServerLoad](#) Knowledge Script.

Resource Object

Report Agent > AM Repositories > *AppManager repository*

Default Schedule

The default schedule is **Run once**.

Setting Parameter Values

Set the following parameters as needed.

Description	How to Set It
Data source	Use the following parameters to select the data for your report.
Select computer(s)	Click the Browse [...] button to start the data wizard. Use the data wizard to select the computers for your report.
Select the style	Select the style for the first page of the report: • By computer provides links to pages showing the data collected from individual computers (each page shows all the data streams collected from a single computer) • By data stream provides links to pages showing a side-by-side comparison of values for the same data stream collected from different computers (each page shows, for example, the value of the <i>NT_CpuResource-All Threads(#)</i> data stream from each computer) • By computer and data stream provides links to pages showing a single data stream collected from a computer • All data streams on one page generates a report with all data on a single page
Select time range	Click the Browse [...] button to open the time browser. Set a specific or sliding time range for data included in your report.
Select peak weekday(s)	Click the Browse [...] button to select the days of the week to include in your report.
Aggregation by	Select the aggregation method for the data in your report: • Minute • Hour • Day
Aggregation interval	Select the interval by which the data in your report is aggregated. Possible values range from 1 to 90.

Description	How to Set It
Statistics to show per period	Select a statistical method by which to display data in the report: • Average: The average value of data points for the aggregation interval (for example, the average value for 1 Hour) • Minimum: The minimum value of data points for the aggregation interval • Maximum: The maximum value of data points for the aggregation interval • Count: The number of data points for the aggregation interval • Sum: The total value of data points for the aggregation interval • 3Sigma: The average + (3 * standard deviation) and average - (3 * standard deviation) • Std: The standard deviation • Box: Lower fence, 25% point, median, 75% point, and upper fence for the aggregation interval • Open: The first value for the aggregation interval • Close: the last value for the aggregation interval
Report settings	Use the following parameters to define the graphical presentation of data, the folder where the report is generated, and properties that identify the report.
Include parameter help card?	Set to yes to include a table in the report that lists parameter settings for the report script. Default is yes.
Include table?	Set to yes to include a table of data stream values in the report. Default is yes.
Include chart?	Set to yes to include a chart of data stream values in the report. The default is yes.
Select chart style	Click the Browse [...] button to open the Chart Settings dialog box. Define the graphic properties of the charts in your report.
Select output folder	Click the Browse [...] button to set parameters for the output folder.
Add job ID to output folder name?	Set to yes to append the job ID to the name of the output folder. This is helpful to make the correlation between a specific instance of a Report Script and the corresponding report. Default is no.
Select properties	Click the Browse [...] button to open the Report Properties dialog box. Set the properties parameters as desired.
Add time stamp to title?	Set to yes to append a timestamp to the title of the report, making each title unique. The timestamp is made up of the date and time the report was generated. Adding a timestamp is useful in order to run consecutive iterations of the same report without overwriting previous output. Default is no.
Event notification	Use the following parameters to raise events associated with generating the report, and to set severity levels for those events.
Event for report success?	Set to yes to raise an event when the report is successfully generated. Default is yes.
Severity level for report success	Set the severity level, from 1 to 40, to indicate the importance of the event. Default is 35.
Severity level for report with no data	Set the severity level, from 1 to 40, to indicate the importance of the event. Default is 25.
Severity level for report failure	Set the severity level, from 1 to 40, to indicate the importance of the event. Default is 5.

Report_MessageSummary

Use this Knowledge Script to generate a summary of total new message traffic during a monitoring interval, including the number of sent, received, and filtered messages.

This report uses data collected by the [ServerLoad](#) Knowledge Script.

Resource Object

Report Agent > AM Repositories > *AppManager repository*

Default Schedule

The default schedule is **Run once**.

Setting Parameter Values

Set the following parameters as needed.

Description	How to Set It
Data source	Use the following parameters to select the data for your report.
Select computer(s)	Click the Browse [...] button to start the data wizard. Use the data wizard to select the computers for your report.
Select time range	Click the Browse [...] button to open the time browser. Set a specific or sliding time range for data included in your report.
Select peak weekday(s)	Click the Browse [...] button to select the days of the week to include in your report.
Select the style	Select the style for the report: • By computer shows one value for each computer you selected. • By legend shows one value for each different legend (the legend is a truncated form of the data stream legend visible in the Operator Console). • By computer and legend shows one value for each unique legend from each computer.
Data settings	Use the following parameters to define the statistical calculation applied to data, and which of the data is displayed.
Statistics to show	Select a statistical method by which to display data in the report: • Average: The average value of data points for the time range of the report • Minimum: The minimum value of data points for the time range of the report • Maximum: The maximum value of data points for the time range of the report • Min/Avg/Max: The minimum, average, and maximum values of data points for the time range of the report • Range: The range of values in the data stream (maximum - minimum = range) • StandardDeviation: The measure of how widely values are dispersed from the mean • Sum: The total value of data points for the time range of the report • Close: The last value for the time range of the report • Change: The difference between the first and last values for the time range of the report (close - open = change) • Count: The number of data points for the time range of the report

Description	How to Set It
Select sorting/display option	Select whether data is sorted, or the method of display: • No sort: Data is not sorted • Sort: Data is sorted by value (lowest to highest from front to back; highest to lowest from left to right) • Top %: Chart only the top <i>N</i> % of selected data (sorted by default) • Top <i>N</i>: Chart only the top <i>N</i> of selected data (sorted by default) • Bottom %: Chart only the bottom <i>N</i> % of data (sorted by default) • Bottom <i>N</i>: Chart only the bottom <i>N</i> of selected data (sorted by default)
Percentage/count for top/bottom	Enter a number for either the percent or count defined in the previous parameter (for example, Top 10%, or Top 10). The default is 25.
Truncate top/bottom?	If set to yes, then the data table shows only the top or bottom <i>N</i> or % (for example, only the top 10%). Otherwise, the table shows all data. Default is no.
Show totals on the table?	If set to yes, then additional calculations are made for each column of numbers in a table, and the following values are listed at the end of the table: • Report Average: An average of all values in a column • Report Minimum: The minimum value in a column • Report Maximum: The maximum value in a column • Report Total: The total of all values in a column Default is no.
Report settings	Use the following parameters to define the graphical presentation of data, the folder where the report is generated, and properties that identify the report.
Include parameter help card?	Set to yes to include a table in the report that lists parameter settings for the report script. Default is yes.
Include table?	Set to yes to include a table of data stream values in the report. Default is yes.
Include chart?	Set to yes to include a chart of data stream values in the report. Default is yes.
Select chart style	Click the Browse [...] button to open the Chart Settings dialog box. Define the graphic properties of the charts in your report.
Select output folder	Click in the Value column, and click the Browse [...] button to set parameters for the output folder.
Add job ID to output folder name?	Set to yes to append the job ID to the name of the output folder. This is helpful to make the correlation between a specific instance of a Report Script and the corresponding report. Default is no.
Select properties	Click the Browse [...] button to open the Report Properties dialog box. Set the properties parameters as desired.
Add time stamp to title?	Set to yes to append a timestamp to the title of the report, making each title unique. The timestamp is made up of the date and time the report was generated. Adding a timestamp is useful in order to run consecutive iterations of the same report without overwriting previous output. Default is no.
Event notification	Use the following parameters to raise events associated with generating the report, and to set severity levels for those events.

Description	How to Set It
Event for report success?	Set to yes to raise an event when the report is successfully generated. Default is yes.
Severity level for report success	Set the severity level, from 1 to 40, to indicate the importance of the event. Default is 35.
Severity level for report with no data	Set the severity level, from 1 to 40, to indicate the importance of the event. Default is 25.
Severity level for report failure	Set the severity level, from 1 to 40, to indicate the importance of the event. Default is 5.

Report_ServerList

Use this script to generate a report listing all the Exchange Servers that are interacting with a BlackBerry Server service. To be included, each Exchange Server must have at least one user on the BlackBerry Enterprise Server. This report shows the Mail Server name, the organizational unit, and the server type. This script uses data collected by the [MessagingServerList](#) Knowledge Script.

Resource Object

Report Agent > AM Repositories > *AppManager repository*

Default Schedule

The default schedule is **Run once**.

Setting Parameter Values

Set the following parameters as needed.

Description	How to Set It
Data source	Use the following parameters to select the data for your report.
Select computers	Click the Browse [...] button to start the data wizard. Use the data wizard to select the computers for your report.
Select time range	Click the Browse [...] button to open the time browser. Set a specific or sliding time range for data included in your report.
Report settings	Use the following parameters to define the graphical presentation of data, the folder where the report is generated, and properties that identify the report.
Include parameter help card?	Set to yes to include a table in the report that lists parameter settings for the report script. Default is yes.
Select output folder	Click the Browse [...] button to set parameters for the output folder.
Add job ID to output folder name?	Set to yes to append the job ID to the name of the output folder. This is helpful to make the correlation between a specific instance of a Report Script and the corresponding report. Default is no.
Select properties	Click the Browse [...] button to open the Report Properties dialog box. Set the properties parameters as desired.
Add time stamp to title?	Set to yes to append a timestamp to the title of the report, making each title unique. The timestamp is made up of the date and time the report was generated. Adding a timestamp is useful in order to run consecutive iterations of the same report without overwriting previous output. Default is no.
Event notification	Use the following parameters to raise events associated with generating the report, and to set severity levels for those events.
Event for report success?	Set to yes to raise an event when the report is successfully generated. Default is yes.
Severity level for report success	Set the severity level, from 1 to 40, to indicate the importance of the event. Default is 35.

Description	How to Set It
Severity level for report with no data	Set the severity level, from 1 to 40, to indicate the importance of the event. Default is 25.
Severity level for report failure	Set the severity level, from 1 to 40, to indicate the importance of the event. Default is 5.

Report_SRPConnectionUptime

Use this Knowledge Script to generate a report about the percentage of uptime for the Server Routing Protocol (SRP) connection over a specified time period.

This report uses data collected by the [SRPConnectionStatus](#) Knowledge Script.

Resource Object

Report Agent > AM Repositories > *AppManager repository*

Default Schedule

The default schedule is **Run once**.

Setting Parameter Values

Set the following parameters as needed.

Description	How to Set It
Data source	Use the following parameters to select the data for your report.
Select computer(s)	Click the Browse [...] button to start the data wizard. Use the data wizard to select the computers for your report.
Select the style	Select the style for the first page of the report: • By computer provides links to pages showing the data collected from individual computers (each page shows all the data streams collected from a single computer) • By data stream provides links to pages showing a side-by-side comparison of values for the same data stream collected from different computers (each page shows, for example, the value of the <i>NT_CpuResource-All Threads(#)</i> data stream from each computer) • By computer and data stream provides links to pages showing a single data stream collected from a computer • All data streams on one page generates a report with all data on a single page
Select time range	Click the Browse [...] button to open the time browser. Set a specific or sliding time range for data included in your report.
Select peak weekday(s)	Click the Browse [...] button to select the days of the week to include in your report.
Aggregation by	Select the aggregation method for the data in your report: • Minute • Hour • Day
Aggregation interval	Select the interval by which the data in your report is aggregated. Possible values range from 1 to 90.

Description	How to Set It
Statistics to show per period	Select a statistical method by which to display data in the report: • Average: The average value of data points for the aggregation interval (for example, the average value for 1 Hour) • Minimum: The minimum value of data points for the aggregation interval • Maximum: The maximum value of data points for the aggregation interval • Count: The number of data points for the aggregation interval • Sum: The total value of data points for the aggregation interval • 3Sigma: The average + (3 * standard deviation) and average - (3 * standard deviation) • Std: The standard deviation • Box: Lower fence, 25% point, median, 75% point, and upper fence for the aggregation interval • Open: The first value for the aggregation interval • Close: the last value for the aggregation interval
Report settings	Use the following parameters to define the graphical presentation of data, the folder where the report is generated, and properties that identify the report.
Include parameter help card?	Set to yes to include a table in the report that lists parameter settings for the report script. Default is yes.
Include table?	Set to yes to include a table of data stream values in the report. Default is yes.
Include chart?	Set to yes to include a chart of data stream values in the report. The default is yes.
Select chart style	Click the Browse [...] button to open the Chart Settings dialog box. Define the graphic properties of the charts in your report.
Select output folder	Click the Browse [...] button to set parameters for the output folder.
Add job ID to output folder name?	Set to yes to append the job ID to the name of the output folder. This is helpful to make the correlation between a specific instance of a Report Script and the corresponding report. Default is no.
Select properties	Click the Browse [...] button to open the Report Properties dialog box. Set the properties parameters as desired.
Add time stamp to title?	Set to yes to append a timestamp to the title of the report, making each title unique. The timestamp is made up of the date and time the report was generated. Adding a time stamp is useful in order to run consecutive iterations of the same report without overwriting previous output. Default is no.
Event notification	Use the following parameters to raise events associated with generating the report, and to set severity levels for those events.
Event for report success?	Set to yes to raise an event when the report is successfully generated. Default is yes.
Severity level for report success	Set the severity level, from 1 to 40, to indicate the importance of the event. Default is 35.
Severity level for report with no data	Set the severity level, from 1 to 40, to indicate the importance of the event. Default is 25.
Severity level for report failure	Set the severity level, from 1 to 40, to indicate the importance of the event. Default is 5.

Report_SRPConnectivity

Use this Knowledge Script to generate a report about the connectivity (up or down) of the BlackBerry Server SRP connection over a specified period.

This report uses data collected by the [SRPConnectionStatus](#) Knowledge Script.

Resource Objects

Report Agent > AM Repositories > *AppManager repository*

Default Schedule

The default schedule is **Run once**.

Setting Parameter Values

Set the following parameters as needed.

Description	How to Set It
Data source	Use the following parameters to select the data for your report.
Select computer(s)	Click the Browse [...] button to start the data wizard. Use the data wizard to select the computers for your report.
Select time range	Click the Browse [...] button to open the time browser. Set a specific or sliding time range for data included in your report.
Select peak weekday(s)	Click the Browse [...] button to select the days of the week to include in your report.
Data settings	Use the following parameters to define the statistical calculation applied to data, and which of the data is displayed.
Hours or percentage on chart	Select whether to illustrate availability by hours or by percentage.
Select sorting/display option	Select whether data is sorted, or the method of display: • No sort: Data is not sorted • Sort: Data is sorted by value (lowest to highest from front to back; highest to lowest from left to right) • Top %: Chart only the top <i>N</i> % of selected data (sorted by default) • Top <i>N</i>: Chart only the top <i>N</i> of selected data (sorted by default) • Bottom %: Chart only the bottom <i>N</i> % of data (sorted by default) • Bottom <i>N</i>: Chart only the bottom <i>N</i> of selected data (sorted by default)
Percentage/count for top/bottom	Enter a number for either the percent or count defined in the previous parameter (for example, Top 10%, or Top 10). Default is 25.
Truncate top/bottom?	If set to yes, the data table shows only the top or bottom <i>N</i> or % (for example, only the top 10%). Otherwise, the table shows all data. Default is no.
Report settings	Use the following parameters to define the graphical presentation of data, the folder where the report is generated, and properties that identify the report.

Description	How to Set It
Include parameter help card?	Set to yes to include a table in the report that lists parameter settings for the report script. Default is yes.
Include table?	Set to yes to include a table of data stream values in the report. Default is yes.
Include chart?	Set to yes to include a chart of data stream values in the report. Default is yes.
Select chart style	Click the Browse [...] button to open the Chart Settings dialog box. Define the graphic properties of the charts in your report.
Select output folder	Click the Browse [...] button to set parameters for the output folder.
Add job ID to output folder name?	Set to yes to append the job ID to the name of the output folder. This is helpful to make the correlation between a specific instance of a Report Script and the corresponding report. Default is no.
Select properties	Click the Browse [...] button to open the Report Properties dialog box. Set the properties parameters as desired.
Add time stamp to title?	Set to yes to append a timestamp to the title of the report, making each title unique. The timestamp is made up of the date and time the report was generated. Adding a timestamp is useful in order to run consecutive iterations of the same report without overwriting previous output. Default is no.
Event notification	Use the following parameters to raise events associated with generating the report, and to set severity levels for those events.
Event for report success?	Set to yes to raise an event when the report is successfully generated. Default is yes.
Severity level for report success	Set the severity level, from 1 to 40, to indicate the importance of the event. Default is 35.
Severity level for report with no data	Set the severity level, from 1 to 40, to indicate the importance of the event. Default is 25.
Severity level for report failure	Set the severity level, from 1 to 40, to indicate the importance of the event. Default is 5.

Report_UserByServer

Use this Knowledge Script to generate a report about the number of users on a BlackBerry Server service. Users are listed and sorted by their association with a messaging server.

This report uses data collected by the [UserCountByServer](#) Knowledge Script.

Resource Object

Report Agent > AM Repositories > *AppManager repository*

Default Schedule

The default schedule is **Run once**.

Setting Parameter Values

Set the following parameters as needed.

Description	How to Set It
Data source	Use the following parameters to select the data for your report.
Select computer(s)	Click the Browse [...] button to start the data wizard. Use the data wizard to select the computers for your report.
Select time range	Click the Browse [...] button to open the time browser. Set a specific or sliding time range for data included in your report.
Report settings	Use the following parameters to define the graphical presentation of data, the folder where the report is generated, and properties that identify the report.
Include parameter help card?	Set to yes to include a table in the report that lists parameter settings for the report script. Default is yes.
Select output folder	Click the Browse [...] button to set parameters for the output folder.
Add job ID to output folder name?	Set to yes to append the job ID to the name of the output folder. This is helpful to make the correlation between a specific instance of a Report Script and the corresponding report. Default is no.
Select properties	Click the Browse [...] button to open the Report Properties dialog box. Set the properties parameters as desired.
Add time stamp to title?	Set to yes to append a timestamp to the title of the report, making each title unique. The timestamp is made up of the date and time the report was generated. Adding a timestamp is useful in order to run consecutive iterations of the same report without overwriting previous output. Default is no.
Event notification	Use the following parameters to raise events associated with generating the report, and to set severity levels for those events.
Event for report success?	Set to yes to raise an event when the report is successfully generated. Default is yes.
Severity level for report success	Set the severity level, from 1 to 40, to indicate the importance of the event. Default is 35.

Description	How to Set It
Severity level for report with no data	Set the severity level, from 1 to 40, to indicate the importance of the event. Default is 25.
Severity level for report failure	Set the severity level, from 1 to 40, to indicate the importance of the event. Default is 5.

Report_UserListing

Use this Knowledge Script to generate a report about the number of users on a BlackBerry Server service. Users are listed and sorted by their association with a messaging server.

This report uses data collected by the [UserList](#) Knowledge Script.

Resource Object

Report Agent > AM Repositories > *AppManager repository*

Default Schedule

The default schedule is **Run once**.

Setting Parameter Values

Set the following parameters as needed.

Description	How to Set It
Data source	Use the following parameters to select the data for your report.
Select computer(s)	Click the Browse [...] button to start the data wizard. Use the data wizard to select the computers for your report.
Select time range	Click the Browse [...] button to open the time browser. Set a specific or sliding time range for data included in your report.
Report settings	Use the following parameters to define the graphical presentation of data, the folder where the report is generated, and properties that identify the report.
Include parameter help card?	Set to yes to include a table in the report that lists parameter settings for the report script. Default is yes.
Select output folder	Click the Browse [...] button to set parameters for the output folder.
Add job ID to output folder name?	Set to yes to append the job ID to the name of the output folder. This is helpful to make the correlation between a specific instance of a Report Script and the corresponding report. Default is no.
Select properties	Click the Browse [...] button to open the Report Properties dialog box. Set the properties parameters as desired.
Add time stamp to title?	Set to yes to append a timestamp to the title of the report, making each title unique. The timestamp is made up of the date and time the report was generated. Adding a timestamp is useful in order to run consecutive iterations of the same report without overwriting previous output. Default is no.
Event notification	Use the following parameters to raise events associated with generating the report, and to set severity levels for those events.
Event for report success?	Set to yes to raise an event when the report is successfully generated. Default is yes.
Severity level for report success	Set the severity level, from 1 to 40, to indicate the importance of the event. Default is 35.

Description	How to Set It
Severity level for report with no data	Set the severity level, from 1 to 40, to indicate the importance of the event. Default is 25.
Severity level for report failure	Set the severity level, from 1 to 40, to indicate the importance of the event. Default is 5.

ResponseTime

Use this Knowledge Script to measure the round-trip response time of an email message sent to a BlackBerry handheld and a response received from the handheld. Response time is measured using a pair of script iterations. The first time this Knowledge Script runs, the AppManager agent on the selected computer sends a test email message from the mailbox specified in the “Sender Mailbox” parameter to the handheld by way of a specified Exchange Server (the “Sender Mail Server” parameter).

The test message includes an instruction to the handheld to send an automated reply. On the second script iteration, the agent checks for the reply and calculates the response time. The BlackBerry Enterprise Server places a timestamp on the message on its way to the handheld and a timestamp on the reply sent from the handheld. The agent uses these timestamps to calculate the response time.

An event is raised if the response-time threshold is crossed. An event may also indicate that messages failed to be sent or delivered.

Resource Object

BlackBerry Enterprise Server

Default Schedule

The default interval is **Every 30 minutes**.

Setting Parameter Values

Set the following parameters as needed.

Description	How to Set It
Raise event if threshold exceeded?	Set to y to raise an event if the response time exceeds the threshold. Default is y .
Collect data for round-trip response time?	Set to y to collect data for charts and reports. If set to y , returns the round-trip response time for the email message. Default is y .
Threshold -- Maximum response time	Enter the maximum response time (in seconds) allowed for the email message to be sent and for a response to be received before an event is raised. Enter a value from 0 to 32000 seconds. Default is 180 seconds.
Sender Mailbox (originates test message)	Enter the name of the mailbox from which the test email message should be sent to the handheld. Default is <code>netiq-blackberry</code> .
Sender Mail Server (sends test message to handheld)	Enter the name of the mail server through which the email message should be sent. Default is <code>mail-server</code> .
Email address of handheld (receives test message)	Enter the email address of the handheld device that will receive the test message via SMTP and reply to it. Default is <code>netiq-test-reply@netiq.com</code> .
Event severity when threshold exceeded	Set the event severity level, from 1 to 40, to indicate the importance of the event. Default is 8.

ServerHealth

Use this Knowledge Script to monitor BlackBerry Enterprise Server health. This script monitors the percentage of memory and of CPU time used by instances of the BlackBerry Server service (**BlackBerryServer.exe**). For versions 3.5 and 3.6 of the BlackBerry Enterprise Server, up to 4 instances of this process may be running; their utilization percentages are then totaled. Earlier versions of BlackBerry Enterprise Server do not support multiple instances of **BlackBerryServer.exe**.

If the memory or CPU utilization exceeds either of the thresholds you set, an event is raised.

Resource Object

BlackBerry Enterprise Server

Default Schedule

The default interval is **Every 5 minutes**.

Setting Parameter Values

Set the following parameters as needed.

Description	How to Set It
Raise event if either threshold exceeded?	Set to y to raise an event when a threshold is exceeded. Default is y .
Collect data for memory and CPU utilization?	Set to y to collect data for charts and reports. If set to y , reports the percentage of memory and of CPU time used by the BlackBerry Enterprise Server processes and compares the data collected in the current monitoring interval to that of the previous monitoring interval. Any graphs you create plot the delta rather than the total value. Default is n .
Threshold -- Maximum memory utilization	Enter the maximum percentage of memory that can be used before an event is raised. Enter a value from 0% to 100%. Default is 50%.
Threshold -- Maximum CPU utilization	Enter the maximum CPU utilization (%) allowed by the BlackBerry Enterprise Server processes before an event is raised. Enter values from 0% to 100%. Default is 50%.
Event severity when threshold exceeded	Set the event severity level, from 1 to 40, to indicate the importance of the threshold-crossing event. Default is 8.

ServerLoad

Use this Knowledge Script to monitor the number of new messages filtered, sent, received, or queued during an interval. This script also monitors the total number of new messages for the interval.

Note

It's a good idea to set a low threshold so the queue doesn't grow too large.

If any of the thresholds you set for the number of new, filtered, sent, received, or queued messages is exceeded, an event is raised.

The total of all new messages is measured by calculating at each script iteration the change (delta) between the previous count and the current count of the following:

- Positive change in messages filtered
- Positive change in messages sent
- Positive change in messages received
- Positive or negative change in number of messages in the current queue

Note

The total number of new messages is 0 if there are no new messages. However, the count could also be 0 if the BlackBerry Enterprise administrator resets the Global Redirection Filter statistics counter in the Microsoft Management Console (MMC) to 0.

Resource Object

BlackBerry Enterprise Server

Default Schedule

The default interval is **Every 5 minutes**.

Setting Parameter Values

Set the following parameters as needed.

Description	How to Set It
Raise event if any threshold exceeded?	Set to y to raise an event for the number of new messages filtered, sent, received, or queued during an interval. Default is y .
Collect data for new messages filtered, sent, received, or queued?	Set to y to collect data for charts and events. If set to y , collects number of messages filtered, sent, received, or queued, and total number of new messages during a monitoring interval. Default is n .
Threshold -- Maximum number of messages filtered	Enter the maximum number of messages that can be filtered before an event is raised. Enter a value from 0 to 9999 messages. Default is 50 messages.
Threshold -- Maximum number of messages sent	Enter the maximum number of messages that can be sent before an event is raised. Enter a value from 0 to 9999 messages. Default is 50 messages.

Description	How to Set It
Threshold -- Maximum number of messages received	Enter the maximum number of messages that can be received before an event is raised. Enter a value from 0 to 9999 messages. Default is 50 messages.
Threshold -- Maximum number of messages queued for delivery	Enter the maximum number of messages that can be queued for delivery before an event is raised. Enter a value from 0 to 9999 messages. Default is 50 messages.
Threshold -- Maximum total new messages	Enter the maximum total number of new messages for the monitoring interval. Enter a value from 0 to 9,999 messages. Default is 50 messages.
Event severity when any threshold exceeded	Set the event severity level, from 1 to 40, to indicate the importance of the event. Default is 8.

ServicesDown

Use this Knowledge Script to monitor the up or down status of BlackBerry Enterprise Server services. You also have the option to restart a service that is down. If any BlackBerry Enterprise Server service is down, or if an attempt to restart fails or succeeds, an event is raised.

You can customize this script to perform the following tasks:

- Restart any service that is down.
- Raise an event if attempt to restart succeeds or fails, or if the “Restart service if down?” parameter is disabled.
- Perform specified actions, such as sending an email to an associated user, when specified events are raised.

You can monitor any or all of the following services:

- BlackBerry Enterprise Server Alert
- BlackBerry Enterprise Server User Admin service
- BlackBerry Server service

Resource Object

BlackBerry Enterprise Server

Default Schedule

The default interval is **Every 30 minutes**.

Setting Parameter Values

Set the following parameters as needed.

Description	How to Set It
Collect data for service status?	Set to y to collect data for charts and reports. If set to y , returns the following: • 100 -- service is up. • 0 -- service is down. • The percentage of time a service was up. Default is n .
Restart service if down?	Set to y to automatically restart any service that is detected down. Default is y .
Event severity for restart failure	Set the event severity level, from 1 to 40, to indicate the importance of the event if the service is down and AppManager cannot restart it. Default is 5.
Event severity for restart success	Set the event severity level, from 1 to 40, to indicate the importance of the event if the service was down and AppManager successfully restarted it. Default is 25.
Event severity when Restart parameter disabled	Set the event severity level, from 1 to 40, to indicate the importance of the event if the service is down and AppManager has not been set to restart it. Default is 18.

Description	How to Set It
Monitor BlackBerry Enterprise Server?	Set to y to monitor the BlackBerry Enterprise Server. Default is y.
Monitor BESAlert?	Set to y to monitor the BlackBerryAlert service. Default is y.
Monitor BBUserAdminService?	Set to y to monitor the BBUserAdmin service. Default is n.
Monitor BlackBerry Mobile Data Server service?	Set to y to monitor the BlackBerry Server Mobile Data Server service. This service is only available on BlackBerry Enterprise Server versions 3.5 and later. Default is n.
Check BlackBerry Database Consistency Service?	Set to y to monitor the BlackBerry Database Consistency Service. This service is only available on BlackBerry Enterprise Server versions 3.5 and higher. Default is n.
List of services to monitor (comma-separated)	List services to monitor, separated by commas (,). For example: BBUserAdmin,BlackBerryAlert.

SNMPAlertForward

Use this Knowledge Script to monitor and filter information in the Windows Event Log. If events are found that match the event types you select for monitoring, this script sends an alert in SNMP format.

On the **Actions** tab for this Knowledge Script, Action_SNMPTrap is selected by default.

Resource Object

BlackBerry Enterprise Server

Default Schedule

The default schedule is **Every 10 minutes**.

Setting Parameter Values

Set the following parameters as needed.

Description	How to Set It
Raise event if log entries found?	Set to y to raise events if Windows Event Log entries are found that match the selected type. Default is y .
Collect data for number and type of event log entries?	Set to y to collect data for charts and reports. If set to y , returns the number and type of events found in the Windows Event Log that match the event types you enabled. Default is n .
Separate log data from different sources into multiple events?	Set to y to separate event entries from the different log files into different data streams. If set to n , all the event entries matching your filtering criteria are placed in the same data stream and the data detail message may include event entries from multiple log sources. For example, if you are monitoring both the System and Application logs, set this parameter to y to track events in the System log separately from events in the Application log. Default is n .
Filter by log source: System, Security, Application	Specify the event log you want to monitor. You can specify multiple event logs separated by commas. For example, System,Security,Application . Default is Application .
Filter by event type: Error? Warning? Information? Success Audit? Failure Audit?	Set any or all of the event types to y to monitor for this type of event in the Windows Event Log. All defaults are y .
Filter by event source	Enter the appropriate string to monitor events generated by a particular source, such as SQLExecutive or SNMP . The Knowledge Script looks for matching entries in the Source field of each event. You can enter multiple strings separated by commas and include or exclude criteria using a colon (:). If you are only specifying include criteria, the colon is not necessary. Default value is BlackBerry .

Description	How to Set It
Filter by event category	Enter the appropriate string to monitor events generated in a particular category, such as Server or Logon. The Knowledge Script looks for matching entries in the Category field of each event. You can enter multiple strings separated by commas and include or exclude criteria using a colon (:). If you are only specifying include criteria, the colon is not necessary.
Filter by event ID	Enter an appropriate search string or event ID range (for example 100-2000) to monitor events with particular event IDs. The Knowledge Script looks for matching entries in the Event field of each event. You can enter multiple IDs and ranges separated by commas. For example: 1, 2, 10-15, 202. You can also include or exclude criteria using a colon (:). If you are only specifying include criteria, the colon is not necessary.
Filter by event user	Enter an appropriate search string, such as <domain name>\<user name>, to monitor for events associated with a particular user. The Knowledge Script looks for matching entries in the User field of each event. You can enter multiple strings separated by commas and include or exclude criteria using a colon (:). If you are only specifying include criteria, the colon is not necessary.
Filter by computer	Enter an appropriate search string, such as netiqjonesr01, to monitor events associated with a particular computer. The Knowledge Script looks for matching entries in the Computer field of each event. You can enter multiple strings separated by commas and include or exclude criteria using a colon (:). If you are only specifying include criteria, the colon is not necessary.
Filter by event description	Enter an appropriate search string, such as "The SQLSERVERAGENT service terminated unexpectedly". The Knowledge Script looks for matching entries in the Description field of each event. You can enter multiple strings separated by commas and include or exclude criteria using a colon (:). If you are only specifying include criteria, the colon is not necessary.
Maximum number of log entries per event	Specify the maximum number of entries to be recorded into each event detail message. If more entries are found in the log than can be placed in one event message, multiple events are raised to report all log entries. Default is 30 entries per event.
Event severity when matching log entries found	Set the event severity level, from 1 to 40, to indicate the importance of the event when log entries are found that match the criteria. Default is 8. You may want to adjust the severity depending on which log or type of event you are checking for.

SRPConnectionStatus

Use this Knowledge Script to monitor the percentage of uptime during the monitoring interval for the Server Routing Protocol (SRP) connection between the BlackBerry Server and the Research in Motion (RIM) infrastructure.

SRP makes a TCP/IP connection to the wireless network to transmit email messages to and from your wireless ISP. SRP is built on top of a TCP session between Port 3101 of the BlackBerry Enterprise Server and the IP address `srp.blackberry.net` or `srp.na.blackberry.net`.

If the percentage of uptime fails to meet the threshold, an event is raised.

Note

This script is unable to provide SRP connection status information more frequently than 1 sample per minute. Thus, if you change the default interval to less than Every 1 minute (for example, Every 20 seconds), the script only reports one data point every 20 seconds, but the data point represents the SRP connection status for the past minute.

Resource Object

BlackBerry Enterprise Server SRP connection

Default Schedule

The default interval is **Every 5 minutes**.

Setting Parameter Values

Set the following parameters as needed.

Description	How to Set It
Raise event if threshold not met?	Set to y to raise an event if the BlackBerry Server SRP connection is down or if WinSock error messages appear in the debug log. Default is y.
Collect data for SRP connection uptime?	Set to y to collect data for charts and events about the BlackBerry Server SRP connection. If set to y , this script returns data about the first ping test that was run and the associated status (success or failure), as well as the date and time of the ping test. Default is n.
Threshold -- Minimum SRP connection uptime	Enter the lowest percentage of SRP connection uptime allowed before an event is raised. Enter a value from 0% to 100%. Default is 60%.
Event severity when threshold not met	Set the event severity level, from 1 to 40, to indicate the importance of the event. Default is 5.

SRPTest

Use this Knowledge Script to perform a Ping test of the BlackBerry Server SRP connection and display the result. An event is raised when the BlackBerry Server SRP connection returns a non-zero exit code (meaning that the connection couldn't be reached). The script can also raise an event if the ping test is successful.

For more information about the SRP connection, see the [SRPConnectionStatus](#) Knowledge Script.

Note

This Knowledge Script requires the BBSRPTest utility to run.

Resource Object

BlackBerry Server

Default Schedule

The default schedule is **Run once**.

Setting Parameter Values

Set the following parameters as needed.

Description	How to Set It
Raise event if test or job fails?	If set to n , this Knowledge Script raises an event when the Ping test to the BlackBerry Server SRP connection returns a non-zero exit code. If set to y , the script raises an event when the ping is successful. An event is always raised on script failure (if the ping test cannot be run). Default is y .
Collect data for SRP connection status?	Set to y to collect data for charts and reports. If set to y , returns the status of the BlackBerry Server SRP connection. Default is n .
BBSRPTest utility timeout	Set a timeout value from 1 to 120 seconds. The Knowledge Script keeps trying to locate the BBSRPTest utility (required to run the Ping test) until the timeout expires. Default is 20 seconds.
Path and filename for BBSRPTest utility	Enter the path and filename for the BlackBerry utility required to run the Ping test. Leave blank to use the BlackBerry default path.
Event severity: Ping succeeded	Set the event severity level, from 1 to 40, to indicate the importance of the event when the Ping test was successful. Default is 25.
Event severity: Ping returned non-zero exit code	Set the event severity level, from 1 to 40, to indicate the importance of the event when the Ping test returned a non-zero exit code. Default is 8.
Event severity: SRPTest command failed	Set the event severity level, from 1 to 40, to indicate the importance of the event when the script fails. Default is 40.

UserCountByServer

Use this Knowledge Script to report the number of users on a BlackBerry Server. Users are listed and sorted by their association with a messaging (Exchange) server. An event is raised if the total user count exceeds the threshold.

Note

This Knowledge Script requires the BBUserAdminClient executable to run.

Resource Object

BlackBerry Server

Default Schedule

The default schedule is **Every week**.

Setting Parameter Values

Set the following parameters as needed.

Description	How to Set It
Raise event if script succeeds?	Set to y to raise an event if the list of users is successfully generated. Default is n.
Raise event if threshold exceeded?	Set to y to raise an event if the threshold for number of users is exceeded. Default is y.
Collect data for users and servers?	Set to y to collect data for charts and reports. If set to y , returns a list of users of a BlackBerry Enterprise Server, sorted by their associated Exchange Server. Default is y.
Threshold -- Maximum number of users	Enter the maximum total number of users allowed before an event is raised. Enter a value from 0 to 9000. Default is 300.
Path and filename for BBUserAdminClient executable	Enter the path and filename for the BlackBerry executable required to run the job. Leave blank to use the BlackBerry default path.
BBUserAdminClient executable timeout	Set a timeout value to determine how long the script attempts to reach the BBUserAdminClient executable. Enter a value from 1 to 120 seconds. Default is 10 seconds.
Event severity when threshold exceeded	Set the event severity level, from 1 to 40, to indicate the importance of the event. Default is 25.

UserList

Use this Knowledge Script to report all the users on a BlackBerry Server, and the total number of users on the BlackBerry Enterprise Server. By default, this script lists all the users and sorts them based on the Exchange Server they are associated with. You can also sort users alphabetically.

Note

This Knowledge Script requires the `BBUserAdminClient` executable to run.

Resource Object

BlackBerry Server

Default Schedule

The default schedule is **Every week**.

Setting Parameter Values

Set the following parameters as needed.

Description	How to Set It
Raise event if script succeeds?	Set to y to raise an event when the job completes successfully. Default is n .
Raise event if threshold exceeded?	Set to y to raises an event when the threshold is exceeded. Default is y .
Collect data for number of users?	Collects data about the number of users on the BlackBerry Server. Default is y .
Threshold -- Maximum total number of users	Enter the maximum number of users of the BlackBerry Enterprise Server allowed before an event is raised. Enter a value from 0 to 900000. Default is 1500.
Threshold -- Maximum users per BlackBerry Server	Enter the maximum number of users of a BlackBerry Server allowed before an event is raised. Enter a value from 0 to 900000. Default is 300.
Sort by Exchange Server?	Set to y to sort the list of users by each user's Exchange Server. Set to n to sort the list of users alphabetically. Default is y .
Path and filename for <code>BBUserAdminClient</code> executable	Enter the path and filename for the BlackBerry executable required to run the job. Leave blank to use the BlackBerry default path.
<code>BBUserAdminClient</code> executable timeout	Set a timeout value to determine how long the script attempts to reach the <code>BBUserAdminClient</code> executable, from 1 to 120 seconds. The default is 10 seconds.
Event severity when either threshold exceeded	Set the event severity level, from 1 to 40, to indicate the importance of the threshold-crossing event. Default is 25.

Discovery_BlackBerry

Use this Knowledge Script to discover BlackBerry Enterprise Server configuration and resources.

Resource Object

BlackBerry Enterprise Server

Default Schedule

By default, this script is only run once for each computer.

Setting Parameter Values

Set the following parameters as needed.

Description	How to Set It
Event for successful discovery?	Set to y to raise an event if BlackBerry resources are successfully discovered. Default is y.
Event severity when discovery...	Set the event severity level, from 1 through 40, to indicate the importance of the event when discovery: • ...succeeds. The default is 25. • ...fails. The default is 5. • ...is partially done. The Knowledge Script returns some data but also generates warning messages. The default is 10. • ...is not applicable. This type of failure usually occurs when the target computer does not have the AppManager for BlackBerry Enterprise Server component installed. The default is 15.