



## Zenprise MobileManager: Best Practice Manager Module

The Best Practice Manager module proactively identifies configuration issues impacting the mobile service. Configuration errors often occur well after the initial setup and deployment of the mobile server. For example, migrating users to a new BES or ActiveSync server, deploying devices for new employees, even upgrading to a new version of BES or Exchange can all result in inadvertent configuration errors. Zenprise monitors critical configurations and notifies the administrator of variations from vendor best practices. Administrators are provided with detailed step by step resolution instructions on which hotfixes, service packs, configuration changes they need to apply. These solutions allow IT to proactively improve the performance, availability, & security of the mobile infrastructure.

### Best Practice Recommendations: Step - by - Step Instructions

The screenshot shows the Zenprise Console interface. On the left is a tree view of servers and services. The main area displays a 'Resolution Instructions' window for the issue 'Verify File Installation'. A flowchart is overlaid on this window, showing the following steps:

```

    graph TD
      Start([Start Plan]) --> Step1[Verify that the correct version of CDO.DLL file is installed and registered on...]
      Step1 --> Step2[Verify that Exchange System Manager is installed on FRESBES02...]
      Step2 --> Decision{Change Status}
      Decision --> End([End])
  
```

The 'Resolution Instructions' window also contains the following text:

**Verify File Installation**

Verify that **Exchange System Manager** is installed on **FRESBES02** BlackBerry Enterprise server. The revision level of ESM needs to be greater than or equal to the highest revision level of an Exchange installation in the organization.

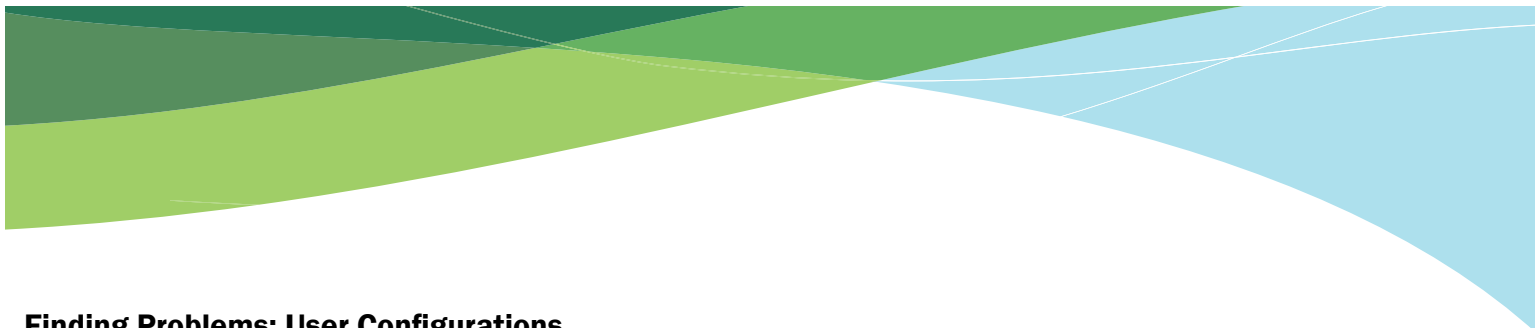
Verify that the correct version of **cdo.dll** file is installed and registered on  
Press Next to continue.

< Back    Next >

Below the instructions is a 'Actions Taken' section with a link to a BlackBerry support article: [http://www.blackberry.com/3tnc/articles/961/AB05270\\_1\\_SAL\\_Public.html](http://www.blackberry.com/3tnc/articles/961/AB05270_1_SAL_Public.html)

The console also shows a table of 'Root Causes' with columns for Root Cause, Impacts, First Occurrence, and Last Occurrence.

Root Cause	Impacts	First Occurrence	Last Occurrence
CDO.DLL version on BES is older than the version of CDO.DLL o...	BES:frebes02.zenprise.com	7/13/2007 11:08:35 PM	8/20/2007 3:
Changes to Time Zone data are required to account for DST chan...	frebes02.zenprise.com	7/13/2007 11:08:47 PM	8/20/2007 11
SRP connectivity problems to Blackberry Infrastructure	BES Router:frebes02.zenprise.com	7/13/2007 11:53:17 PM	8/12/2007 12
The proportion of messages queued by rescan is too high	BES:frebes02.zenprise.com	7/17/2007 4:09:20 PM	7/24/2007 6:
Delivery time to the handheld too high	BES:frebes02.zenprise.com	8/3/2007 11:17:14 AM	8/10/2007 12



### **Finding Problems: User Configurations**

The Best Practice Manager module detects a broad array of BES, ActiveSync, Exchange, and device configuration problems that ultimately impact a user's availability or performance. For example, administrators receive notifications when the same user is on multiple BES servers (problem that can cause synchronization issues), or when users are deprovisioned from Exchange servers but still have mailboxes on BES (can cause performance issues on BES). The Best Practice Manager module will even detect when BlackBerry smartphone provisioning problems results in identical PIN entries for different users.

### **Finding Problems: Infrastructure Problems**

Staying current on newly released hotfixes or service packs can be challenging. The Best Practice Manager module proactively recommends vendor patches to apply to the mobile infrastructure. For example, Zenprise might notice memory leak issues on the Domain Controller that ultimately impact calendar synchronization for certain ActiveSync or BlackBerry users. The Best Practice Manager module recommends applying a known Microsoft hotfix for this specific Domain Controller issue. Other examples include immediate notifications for any suboptimal BES or ActiveSync registry configurations, BESadmin permission issues, SQL permission issues to name just a few.

### **What Makes Us Different? ZenPro™ Automation**

ZenPro technology automates IT best practice knowledge, creating automated diagnostic tasks & resolutions to common mobile configuration issues.

How does it work? Traditional IT best practice documents (e.g., vendor knowledge base articles, internally created support documentation, knowledge from community forums) are translated into detailed step by step troubleshooting workflows. Each step in the workflow represents a diagnostic task to perform. ZenPro automates each step of the workflow, creating automated diagnostic tasks to investigate mobile user & infrastructure configuration issues.



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Test Drive: [www.zenprise.com/trynow](http://www.zenprise.com/trynow)  
Contact Us: **1-888-936-7747, [info@zenprise.com](mailto:info@zenprise.com)**

