



Keep an eye on your BlackBerry infrastructure

Intelligent, comprehensive and easy to use:

B*Nator for BlackBerry - your monitoring & management solution

B*NATOR

for BlackBerry®



About

Enhance your service, reduce your support costs using the most comprehensive monitoring suite for BlackBerry – B*Nator. The solution unifies monitoring and management of your ENTIRE BlackBerry infrastructure, offers comfortable logfile analyzer, a user and device management, reporting, software inventory and failover.

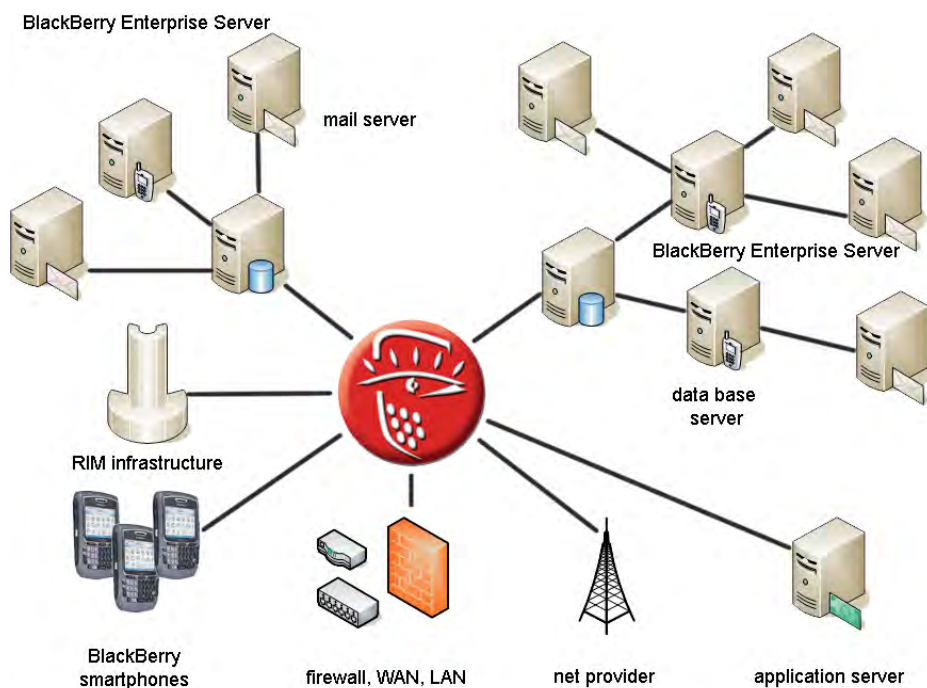
The Solution

B*Nator for BlackBerry is a highly effective, platform independent¹⁾ monitoring software which allows you to make the most of your BlackBerry. Stop the tedious search for problems. At one glance the B*Nator dashboard shows you the source of problems. Control lights immediately indicate the current status of all components within your BlackBerry infrastructure. B*Nator facilitates the use of even very complex BlackBerry infrastructures and delivers all relevant information to keep your business processes smoothly running.

The software was developed by experienced BlackBerry integrators who know about the real needs of administrators.

Highlights

- Real time status information on your entire BlackBerry infrastructure
- Facilitated data analysis through comprehensive reports, statistics and diagrams
- Performance analysis of your server systems
- Management dashboard for the BlackBerry infrastructure with auto-configuration tool
- User Self Service Portal for browser and BlackBerry smartphone, now including software deployment
- Application monitoring including the server, services and specific information about the application



In the eye of B*Nator: Monitor your entire BlackBerry system environment

Your Benefit

- Time saving:
End the tedious and long-winded search for problems
- Satisfied users:
Solve problems before they are even noticed by the smartphone user
- Improved quality and effectiveness of your support
- Minimised downtime by pro-active messaging





Technical Requirements

- BlackBerry Enterprise Server 4.0 or higher
- Mail server platform¹⁾:
 - Microsoft® Exchange 200x,
 - Lotus Domino 6.x, 7.x & 8.x
 - Novell GroupWise 6.5 & 7.0

Key Functions

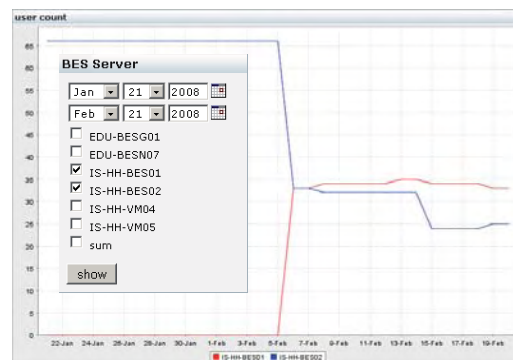
- **Real time status** of your entire BlackBerry infrastructure
- **Warning and alarm function:** control lights indicate the current status of all components within your BlackBerry infrastructure and you will get a message in case of an error to occur
- **Multi domain ability:** monitor all your servers regardless of where they are located
- **B*Nator UserAdminClient** (in summer release): administration of all BlackBerry users via BlackBerry smartphone
- **Traffic client:** traffic statistics on smartphone
- **Logfile management:** summarized logfile of all BlackBerry logfiles with a graphical user interface and the option to filter, search and acknowledge log entries. Annotations of errors. Hint for trouble shooting. Sort by BlackBerry services; Mouse over shows a detailed explanation of the error including suggestions of how to solve the problem; Free search for users or keywords
- **Out of coverage:** shows the availability of network provider
- **Update function:** updates and patches for B*Nator, BlackBerry Enterprise Server software and device firmware
- **Auto configuration:** easy, fast installation and configuration of B*Nator
- **Traffic counter:** monitoring and information about MDS usage, message analysis with configurable actions
- **BlackBerry Enterprise Server:** smart restart, stop/ start BlackBerry services, stop BlackBerry Enterprise Server
- **Delivery times of emails:** Display of delivery times for every single mail server and BlackBerry Enterprise Server; Display of delivery times for every single BlackBerry user; Warning notification in case the threshold of delivery time has exceeded
- **B*Nator user activity:** Tracing of user's activity via logfile
- **Non responsive threads:** improved graphical presentation and detailed information, historical presentation using a database
- **B*Nator User Groups:** admin, user, first level support, in addition free definition of B*Nator user groups and the permission of these groups: For every single server it is possible to assign the following permissions: view, administrate, notify, view VIP, allow Enterprise Activation
- **B*Nator UserSelfService** via web browser and BlackBerry smartphone: User can see and administer his account information

Quick Info Buttons

-  **BlackBerry Enterprise Server charts**
daily messages, detailed messages per day, pending messages, user count. All charts can be configured individually by selection of display period, displayed items, value types
-  **BlackBerry Enterprise Server user**
list of users on this BlackBerry Enterprise Server and access to BlackBerry user menu
-  **Logfile analysis tool for BlackBerry Enterprise Server**
logs with full text search function. Graphical user interface with option to sort by BlackBerry Enterprise Server Service, filter by error number or acknowledge log entries.
-  **BlackBerry Enterprise Server information**
detailed information about installed software and configuration of your BlackBerry Enterprise Server

Reporting

- **Definition of reports:** predefined or freely definable
- **Export function** to .csv and .pdf files
- **Service level agreement report** for every single server inclusive all affected hosts; full report for all servers: ping, availability, downtime per month/ year
- **Network management report** for every single server inclusive all affected hosts; full report for all servers – bytes/sec, committed bytes, processor time, message flow time
- **Quick information about users:** pending, without PIN, top lists of users sorted by criteria like traffic or mail box size, email client version, firmware, home network and device type
- **Version logging:** information about BlackBerry Enterprise Server software, firmware of smartphones, etc.
- **Disaster recovery:** all necessary information to rebuild the complete BlackBerry infrastructure is summarized in a .pdf file
- **RIM escalation report:** a .pdf file to directly forwarding it to RIM support in RIM specific form. Manually sending of a support email to the carrier is possible.
- **Midnight snapshot:** automatically creation of daily reports, including all necessary information about the complete BlackBerry infrastructure and sending in a daily summarization via email; Comparison of settings and system configuration/ information between two free selectable days.



Statistics

- Comprehensive statistics tool
- Performance analysis for infrastructure planning
- Freely definable analysis charts
- Historical statistics: server offline shown with date and time
- Messages forwarded, messages send, number of active users, pending items for all BlackBerry Enterprise Server



Logfile analysis tool for Lotus Domino logfiles
analyze Domino logs with full text search function. Graphical user interface with option to search by Domino task and log level: fatal, failure, warning (high), warning (low), normal, unknown.



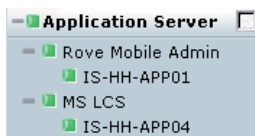
Database replication monitoring for .nsf file
the database to be replicated is monitored by B*Nator re date modified and database size.



Performance charts – hardware performance
network usage, memory usage, disc performance, process times

B*Nator Application Modules

Additional B*Nator application modules make it possible to extend B*Nator's monitoring capability to 3rd party applications for BlackBerry smartphones. The respective servers and services are monitored by B*Nator.



Application monitoring modules

- Rove Mobile Admin
- Live Communication Server

The following information is available for 3rd party applications

- General server information: Name, IP, WMI service, B*Nator agent, total downtime, average ping time
- Detailed service information: Serial, version, users, managed hosts
- Service monitoring: Status of the services
- Hard disc monitoring: Free disc space compared with total disc space

Further application modules will be developed.

Monitoring

- BlackBerry Enterprise Server
- Database server for BlackBerry Enterprise Server
- Mail server: Microsoft Exchange, Lotus Domino, (Novell GroupWise)
- Network infrastructure: firewall, RIM-relay, other servers
- Application server: monitoring 3rd party applications with special B*Nator modules

Dashboard

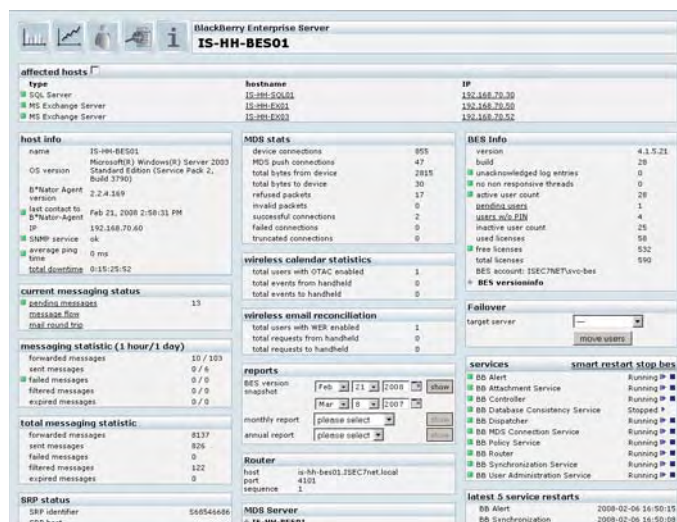
- Display of all BlackBerry Enterprise Servers
- SRP Uptime, last SRP contact
- Active user count
- Pending, forwarded, sent messages
- Unacknowledged log entries
- Average ping time
- Global BlackBerry Enterprise Server statistics

All Servers	BlackBerry Enterprise Server	mail server	data base server	RIM Relay	firewall	other hosts
General Server Information						
name	X	X	X	X	X	X
OS version	X	X	X			
IP	X	X	X	X	X	X
WMI service	X	X	X			
SNMP service	X		X			
average ping time	X	X	X	X	X	X
total downtime	X	X	X	X	X	X
Affected hosts						
status, type, hostname, IP	X	X	X			
Hard Discs						
free space/ total capacity	X	X	X			
Performance Monitoring						
network usage	X	X	X			
memory usage	X	X	X			
disc performance	X	X	X			
process times	X	X	X			

Mail Server	Microsoft Exchange	Lotus Domino	Novell Groupwise
SNMP agent version		X	fall 2007
Release		X	fall 2007
Data folder		X	fall 2007
Version	X		fall 2007
Administrative group	X		fall 2007
FODN	X		fall 2007
Storage group: name, number of mail and BlackBerry users	X	X	fall 2007
Message tracking per user: filtered, delivered mails	X	X	fall 2007
Message flow: average delivery time per server	X	X	fall 2007
Mailbox size per user	X	X	fall 2007
disc performance	X	X	fall 2007
process times	X	X	fall 2007

BlackBerry Enterprise Server

- **General server information:** name, IP, SNMP service, B*Nator agent, average ping time, total downtime
- **Affected hosts of the BlackBerry Enterprise Server – Mail and SQL Server:** status, type, hostname, IP
- **Current messaging status:** pending messages, message flow statistic
- **Hourly/ daily and total messaging statistics:** forwarded, sent, failed, filtered, expired messages
- **SRP status:** SRP identifier, connection, last contact, uptime, total downtime
- **SRP status:** device and MDS push connections, total bytes from/ to device, refused, invalid packets, successful/ failed, truncated connections
- **Wireless calendar status:** total users with OTAC enabled, total events from/ to smartphone
- **Wireless email reconciliation statistics:** total users with WER enabled, total requests from/ to smartphone
- **Reports:** monthly, annual server reports: Server Info*, IP, OS version, build, SRP identifier, affected hosts, message statistics. BlackBerry Enterprise Server Version Snapshot
- **Router:** host, port, sequence
- **MDS Server:** Version, ldap host and port, push server (Y/N), webserver listen port and ssl port, proxy auto config (Y/N), http proxy enable (Y/N), tcp listen port, authentication support (Y/N), cookie support (Y/N)
- **BlackBerry Enterprise Server Info:** version, build, unacknowledged log entries, active user account, pending users, users w/o PIN, inactive user count, used/ free/ total licences
- **Fail Over:** Option to move BlackBerry Enterprise Server users from first BlackBerry Enterprise Server to second, in case they access both the same data base, with one click in just seconds. Additional option to move users back to first BlackBerry Enterprise Server as soon as the problem of the first BlackBerry Enterprise Server is fixed.
- **Service monitoring and administration:** Status of services with option to stop and start the services of the BlackBerry Enterprise Server, the mail and database server
- **Hard disc monitoring:** Free disc space compared with total disc space



User Management

User management for multiple users

Select users from different lists, sorted by different criteria to add, move, delete users, resend p2p key. Search and sort BlackBerry users by the name of their BlackBerry Enterprise Server or mail server, email domain or installed applications on the BlackBerry smartphone.

User portal

Detailed view of each user with general information, hardware information, software information, administration, messages and traffic statistics:

- **Common information:** displayname, BlackBerry Enterprise Server, mailserver, outlook version, mailbox dn, server dn, mailbox display name, storagegroup name, store name, mailbox size, items in mailbox, storage limit info, group
- **Hardware information:** PIN, device type, firmware, network-types, device classes, screen resolution, flash size, free memory on device, battery, last contact time, last forward time, last sent time, uptime, average message runtime
- **Software information:** IT policy, phone number, home network, IMEI, S/MIME, key date, vip user, push traffic info channel to smartphone, user language, traffic limit, external services, # service books, # of installed applications, # installed modules
- **Administration:** kill smartphone, MDS settings (enable/ disable), set IT policy (select from list of available policies), group (select from list of available groups), set enterprise activation password (password and expiry time (h)), set smartphone password, set user info (name and info), start of billingmonth
- **Monthly and annual report:** about user including common information as well as message and traffic statistics and charts. The charts can be configured individually to your needs.
- **Message statistics per month and overall:** forwarded messages, sent messages, filtered messages, expired messages, failed messages, pending messages
- **Traffic statistics per month and overall:** email to, email from, calendar to, calendar from, MDS to, MDS from, OTASYNC to, OTASYNC from, admin to, admin from, sum

B*Nator UserSelfService

via smartphone and desktop browser

B*Nator UserSelfService allows BlackBerry users to access information about their own BlackBerry account: view account information, check data traffic or administration. With centralized application provisioning user can install provided software quick and easy directly onto device.

Bookmark management with B*Nator favorites allows BlackBerry users to access important and often used web links directly and from the home screen of the smartphone.

Login using AD account for every single BlackBerry user. User is able to see and administer his own account information. Detailed allocation for the permissions of UserSelfService can be set: login enabled, view, administration.

B*Nator administrator can allocate permissions for UserSelfService in detail

- Login enabled
- View common details
- View hardware details
- View software details
- View message details
- View traffic details
- Change EA password
- Change smartphone password
- Kill smartphone
- Set info

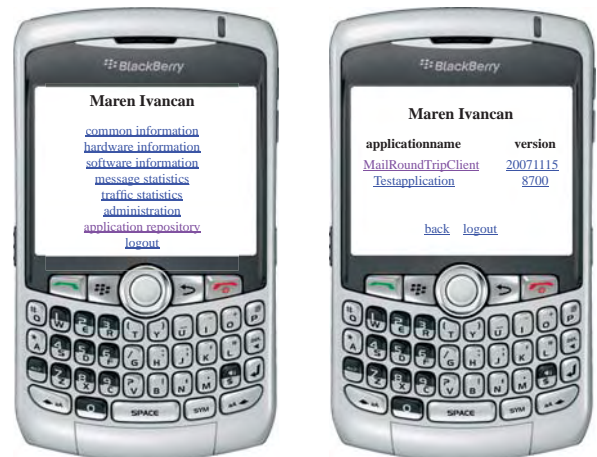
UserSelfService is available via web browser and BlackBerry smartphone.

Highlights and Features

- Software deployment: Administrator provides software for BlackBerry user groups. User can download and install supplied software via web front end or directly from smartphone
- Favourites – bookmark management: Customization of bookmarks by appearing as icons on the BlackBerry smartphone. Fast and easy to use. Direct link to important websites: local intranet, frequently used websites
- Improved user support: User guides, FAQ data base and all information about 1st level BlackBerry support within the company available for specific devices:
 - My BlackBerry: Device, Usage, Statistics
 - My Software: Installed service books, installed applications, installed modules, favourites, new applications
 - My BlackBerry Support: User guides, FAQ, companysupport
 - My BlackBerry Administration: Lost device?, enterprise activation, settings

Your Benefit

- Increase satisfaction and efficiency of labour for user with favorites on home screen of BlackBerry smartphone
- Reduce time for user support with easy and fast software deployment to device and thus saving costs of support
- Benefit for Helpdesk: User can do part of his BlackBerry administration on is own



Mail Round Trip

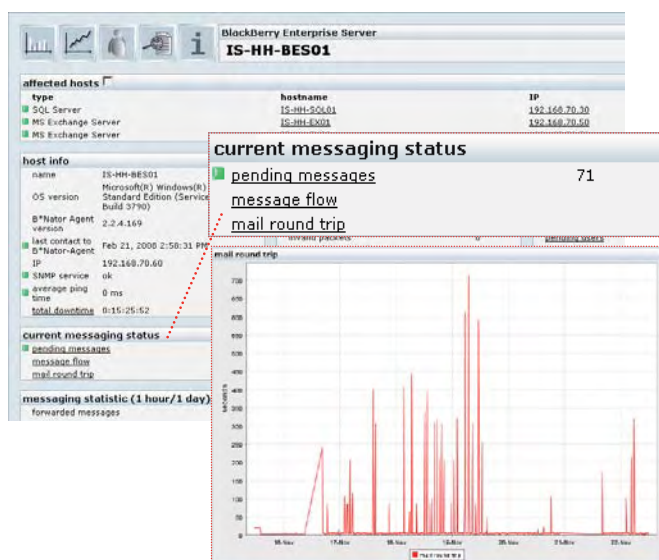
Find out the REAL message runtime to a BlackBerry smartphone for a BlackBerry Enterprise Server. Check current availability of your BlackBerry Enterprise Server. Let B*Nator automatically check the general health of your BlackBerry environment.

Highlight und Features

- Find out the real message runtime to a BlackBerry smartphone for every BlackBerry Enterprise Server.
- Current and historical message runtime for every BlackBerry Enterprise Server.
- Easy installation of client on test device

Your Benefit

- Realtime information of message runtime to BlackBerry smartphone
- Improve the quality of your user support
- Reduce support and response time



B*Nator Remote Control

See and control BlackBerry smartphones remotely. B*Nator Remote Control is the perfect solution for companies using BlackBerry smartphones and vendors of 3rd-party-applications.

Highlights and Features

- Remote view on BlackBerry screen
- Remote control of BlackBerry smartphones
- Easy installation of client and server
- Display of status information of BlackBerry smartphone (smartphone version, memory, service books)

Your Benefit

- New, expanded support possibility for your HelpDesk
- Reduce time for support
- Great user satisfaction



Enhanced Groupwise Monitoring

Support of Exchange 2k7

Improved Application Monitoring

New application modules to monitor PaperIQ and iQ Suite

Enhanced Domino Monitoring

Monitoring of Domino tasks

Select needed domino tasks from a given list of all domino tasks on a host: Admin Process, Agent Manager, DBES Mail Agent, DIIOP Server, Directory Indexer, Event Interceptor, Event Monitor, HTTP Server, LDAP Server, Process Monitor, QuerySet Handler, Replicator, Router, SMTP Server, Statistic Collector... If one of the needed tasks stops working, B*Nator will send a notification to the administrator and will show a red light for this task and therefore for the Domino server.

Logfile analysis tool for Lotus Domino logfiles

Analyze Domino logs with full text search function. Administrator can define log level for log files of every singles domino task, which are shown in B*Nator. Additionally the Administrator can define the notification-log level for every singles domino task. In case a log entry of the appropriate log level occurs, B*Nator sends a notification to the administrator. The following log levels are available in B*Nator: fatal, failure, warning (high), warning (low), normal, unknown. Graphical user interface with options to search by Domino task and log level makes log file analysis fast and easy.

Monitoring of database replication

The .nsf database to be replicated is monitored by B*Nator. Every 60 minutes it is checked that the date modified and database size are equal for the two data bases.

Monitoring of Domino version

Information about the installed Domino version is displayed on the detail page of a Domino server.

Test B*Nator now!

- Personal webcast (internet/ telephone demonstration)
- 30 days free trial of full version B*Nator
- Free email support during your test phase

Personal registration at sales@isec7.com

B*Nator for BlackBerry in comparison with other monitoring solutions

Features	B*Nator for BlackBerry Release 2.2	Blackberry Enterprise Server Manager	RIM BlackBerry Enterprise Server monitoring service	Conceivium Mobile Analyser and Agents	GSX Monitor Pro	Boxtone
General Features						
Multi domain ability	✓	-	-	-	✓	✓
Real time status	✓	✓	✓	✓	-	✓
Warning	✓	✓	✓	✓	✓	✓
Traffic client	✓	-	-	-	-	-
Update function	✓	-	-	-	-	-
Auto configuration	✓	-	-	-	✓	✓
Logfile analysis tool with full text search-function	✓	-	-	-	-	-
Failover	✓	-	-	✓*	-	-
Interface to external monitoring tools	✓	-	✓	✓	-	✓
B*Nator User Selfservice: BlackBerry User can access their own BlackBerry Account for administration and information	✓	-	-	-	-	-
Monitoring of ...				*In connection with 3 rd Party Applications		
BlackBerry Enterprise Server	✓	✓	✓	✓	✓	✓
BES services	✓	-	✓	✓	-	✓
Data Base Server	✓	-	-	-	✓	✓
Mail Server: Exchange, Domino and GroupWise concurrently	✓	-	-	-	-	-
BlackBerry Enterprise Server infrastructure Firewall, RIM relay, other	✓	-	-	✓	-	-
BES services on other hosts: Application Server, MDS, Router	✓	-	-	-	-	-
Administration of ...						
BlackBerry Enterprise Server	✓	✓	-	✓	-	-
BES services	✓	✓	-	✓	-	-
BlackBerry users	✓	✓	-	✓	-	✓
BlackBerry devices via remote control B*Nator Remote Control	✓	-	-	-	-	-
Monitoring-Tool Users in user groups	✓	✓	-	-	-	-
Reports and Statistics about...						
BlackBerry Enterprise Server performance	✓	-	✓	✓	-	-
BlackBerry Enterprise Server version info	✓	-	✓	✓	-	-
SLA	✓	-	-	-	✓	-
BlackBerry user groups: defined and definable reports with option to export to .pdf and .csv files	✓	-	-	-	-	-
BlackBerry user activity	✓	-	✓	✓	-	✓
Single BlackBerry user detailed information	✓	-	(✓)	✓	✓	-
Messages Status	✓	✓	✓	✓	-	✓
Message Flow	✓	✓	-	✓	✓	✓
Mail Round Trip: Real message runtime in your BlackBerry environment is measured	✓	-	-	-	-	(✓)
Tool-User activity	✓	-	-	✓	-	-
Pricing...						
Cost-performance-ratio	BEST					

✓ = Feature is available

- = Feature is not available or no information about this feature available by the manufacturer's website

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