

# BlackBerry Workspaces Support Professional

This technical accreditation training path for BlackBerry Workspaces Support Professional (BWSP) includes a blend of instructor-led training and an online assessment. The BWSP accreditation is targeted at individuals who will perform Technical Support and troubleshooting tasks on the BlackBerry Workspaces Cloud and On-premise platform. Please note: the [BlackBerry Workspaces Systems Integrations Professional](#) accreditation is the pre-requisite to completing this accreditation program.

The instructor-led training must be completed using one of BlackBerry's Authorized Training Partners, and content will be accessed using the BlackBerry Universe learning portal. The assessment must be proctored through one of BlackBerry's Authorized Training Partners. To successfully achieve the accreditation for BlackBerry Workspaces Support Professional, learners must complete all training and assessment requirements listed in the charts below.

## Instructor-Led Training

Training Module	Course Code	Duration	Description	Goals
BlackBerry Workspaces Support Professional	746-00291-123	2 days	The technical accreditation training path for the BlackBerry Workspaces Support Professional is comprised of BlackBerry Workspaces Support Professional instructor-led training, which includes hands-on labs. You will learn about troubleshooting and supporting BlackBerry Workspaces.	<p>Supporting and troubleshooting the Appliance-X installation:</p> <ol style="list-style-type: none"> <li>1. Successfully troubleshoot and support the required Workspaces package installation for Appliance-X installation</li> <li>2. Successfully troubleshoot and support the server deployment for Appliance-X installation</li> <li>3. Successfully troubleshoot and support the Highstate issues for Appliance-X installation</li> <li>4. Successfully troubleshoot and support the Workspaces console for Appliance-X installation</li> <li>5. Access and navigate the Appliance-X monitoring tool for Appliance-X installation</li> </ol> <p>Supporting and troubleshooting Nginx and DNS:</p> <ol style="list-style-type: none"> <li>1. Understand and define Nginx and Tomcat in BlackBerry Workspaces</li> <li>2. Clearly describe the Frontend Load Balancer data flow</li> <li>3. Clearly describe the Internal Load Balancer data flow</li> <li>4. Clearly describe and identify the combined Frontend and Internal Load Balancers data flows</li> <li>5. Understand and list the common Frontend and Internal Load Balancers, and DNS troubleshooting steps</li> <li>5. Identify the locations of the Nginx, DNS and Tomcat logs and configuration files</li> </ol> <p>Supporting and troubleshooting the Conversion server:</p> <ol style="list-style-type: none"> <li>1. Define and locate the Conversion server in BlackBerry Workspaces</li> <li>2. Describe and outline the Conversion server data flow</li> <li>3. Describe and outline the conversion flow from the Appliance-X database</li> <li>4. Describe and outline the conversion flow from the Conversion server</li> <li>5. Understand and list the common Conversion server troubleshooting steps</li> <li>6. Successfully troubleshoot the file conversion failures</li> </ol> <p>Supporting and troubleshooting the File server:</p> <ol style="list-style-type: none"> <li>1. Define and locate the File server in BlackBerry Workspaces</li> <li>2. Describe and identify the File server components flow</li> <li>3. Describe and outline the File server get file data flow</li> <li>4. Describe and identify the File server upload and save file data flow</li> <li>5. Identify the locations of the File server logs and configuration settings</li> </ol> <p>Supporting and troubleshooting the WDRM:</p> <ol style="list-style-type: none"> <li>1. Define and locate the WDRM in BlackBerry Workspaces</li> <li>2. Understand the deployment of the WDRM server in BlackBerry Workspaces</li> <li>3. Describe and outline the recipient workflow of the WDRM server</li> <li>4. Successfully troubleshoot the WDRM server issues</li> </ol>

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Training Module	Course Code	Duration	Description	Goals
				<p>Supporting and troubleshooting the Unified Content Connector:</p> <ol style="list-style-type: none"> <li>1. Successfully troubleshoot the Minion deployment for UCC</li> <li>2. Verify the correct UCC configuration credentials for UCC</li> <li>3. Successfully troubleshoot the connector installation for UCC</li> <li>4. Successfully troubleshoot the post-installation for UCC</li> <li>5. Successfully troubleshoot the connector creation and configuration for UCC</li> <li>6. Successfully troubleshoot the Workspaces creation for UCC</li> <li>7. Successfully troubleshoot the CMIS connector</li> </ol> <p>Supporting and troubleshooting the SAML (ADFS 2.0) identity provider:</p> <ol style="list-style-type: none"> <li>1. Successfully troubleshoot the ADFS configuration for SAML</li> <li>2. Successfully troubleshoot the IDP connectivity for SAML</li> <li>3. Correctly modify the federation XML file for SAML</li> <li>4. Successfully troubleshoot the Workspaces console login issues for SAML</li> </ol>
BlackBerry Workspaces Support Professional - Assessment	749-00295-123	1 hour	This Assessment will evaluate the learner according to the objectives for the associated learning module.	The passing score for this assessment is 81%.