

HP Operations Smart Plug-in for BlackBerry Enterprise Server Software



for HP Operations Manager for Windows Software

Reference Guide

Software Version 3.13

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BlackBerry SPI Policy Groups

Main Policy Group	Policy Group	Policy Group
SPI for BlackBerry	BlackBerry Recommended	
	BlackBerry Enterprise Server	BES Controller
		BES Dispatcher
		BES Messaging Agent
		BES Router
		BES Policy Service
		BES Synchronization Service
		BES Performance Reporting
	BlackBerry Enterprise Server Add-on	BES Logs
		BES Service Health
		BES SNMP
	BlackBerry Monitoring Service ¹	
	BlackBerry SPI MgmtSv	

Remarks:

¹ Not available on OMU 8

BlackBerry SPI Policies										
Policy Name	Description	Policy Group	Policy Type	BB Recommended	Schedule	Graphing Category	Graphname	Alarming Max / Min	Threshold	Severity
BESPI_00100_DispatcherConnection	Specifies whether the connection is currently established.	BES->Messaging Agent	Threshold monitor	no	5m	Connections	BlackBerry Enterprise Server Connection States	Min	0,9	Critical
BESPI_00101_MsgSrvAvgRspTime	The average response time for the connection.	BES->Messaging Agent	Threshold monitor	no	60m	BlackBerry Performance	BlackBerry Enterprise Server Response Times	Max	500	Major
BESPI_00102_DBConnection	Specifies whether the connection is currently established.	BES->Messaging Agent	Threshold monitor	no	5m	Connections	BlackBerry Enterprise Server Connection States	Min	0,9	Critical
BESPI_00103_DBTransactions	The number of transactions transmitted to the BlackBerry Configuration Database during the last collection interval	BES->Messaging Agent	Threshold monitor	no	60m	System Resources	BlackBerry Database Transactions	Min	0,9	Minor
BESPI_00104_DBAvgRspTime	The average response time for the connection.	BES->Messaging Agent	Threshold monitor	no	60m	BlackBerry Performance	BlackBerry Enterprise Server Response Times	Max	500	Major
BESPI_00105_AvgDeliveryTimeUser	The time when an email or calendar message is delivered to the BlackBerry device. The average delivery time is the difference between the time when a transaction is sent to the device and the time when the device returns an acknowledge.	BES->Messaging Agent	No Policy - Metric Collection only	no	60m	n/a	no graph available	Max	120	Major

Policy Name	Description	Policy Group	Policy Type	Recommended	Schedule	Graphing Category	Graphname	Alarming Max / Min	Threshold	Severity
BESPI_00106_FailedAPIConnectionUser	The number of failed connections between the BlackBerry Enterprise Server and messaging server for the user.	BES->Messaging Agent	No Policy - Metric Collection only	no	60m	n/a	no graph available	n/a	n/a	n/a
BESPI_00107_AvgRspTimeUser	In the BlackBerry Enterprise Server for IBM Lotus Domino, the response time of the IBM Lotus Notes API. In BlackBerry Enterprise Server for Microsoft Exchange, the response time of specific MAPI functions.	BES->Messaging Agent	No Policy - Metric Collection only	no	60m	n/a	no graph available	Max	100	Minor
BESPI_00108_MsgAgt_CPUTime	The time, in hundredths of seconds, that the process takes to use the total system's CPU resources during the last collection interval. On a multi-processor system, this value might increase incrementally by more than elapsed real time.	BES->Messaging Agent	Threshold monitor	no	60m	n/a	no graph available	Max	10000	Warning
BESPI_00109_MsgAgt_MemUse	The amount of real system memory allocated to the process, in KB.	BES->Messaging Agent	Threshold monitor	no	60m	n/a	no graph available	Max	500000	Warning
BESPI_00110_NumUserInitFail	The number of users added to the BlackBerry Enterprise Server that failed to initialize during the collection interval.	BES->Messaging Agent	Threshold monitor	no	60m	n/a	no graph available	Max	0,9	Minor
BESPI_00111_TransQueueLength	The number of transactions pending in the processing queue.	BES->Messaging Agent	Threshold monitor	no	60m	BlackBerry Performance	BlackBerry Transaction Queue Length	Max	25	Major
BESPI_00112_NumPendingMsgs	The number of folder management messages that are pending delivery for all BlackBerry devices over the wireless network.	BES->Messaging Agent	Threshold monitor	no	60m	Messaging Agent	BlackBerry Message Queue Status	Max	50	Minor

Policy Name	Description	Policy Group	Policy Type	Recommended	Schedule	Graphing Category	Graphname	Alarming Max / Min	Threshold	Severity
BESPI_00113_TransDetViaRescan	In the BlackBerry Enterprise Server for Microsoft Exchange and for Novell GroupWise, it is the number of new messages found during a rescan. (This does not include the notification messages sent from the messaging server).	BES->Messaging Agent	Threshold monitor	no	60m	System Resources	Transactions Detected via Rescans	Max	0,9	Major
BESPI_00114_NumFailedMsgs	The number of messages that the BlackBerry Messaging Agent failed to process during the last collection interval.	BES->Messaging Agent	Threshold monitor	no	60m	Messaging Agent	BlackBerry Message Status	Max	0,9	Major
BESPI_00115_HungThreads	The number of user threads that are detected to be hung.	BES->Messaging Agent	Threshold monitor	no	60m	System Resources	Messaging Agent Number of Hung Threads	Max	0,9	Major
BESPI_00116_MsgAgtHAMode	Specifies whether the high availability mode of the component is primary or standby.	BES->Messaging Agent	Threshold monitor	no	60m	n/a	no graph available	Max	1,9	Major
BESPI_00117_CommonDLLs	The names and version numbers of the DLLs that are common to all messaging environments.	BES->Messaging Agent	No Policy - Metric Collection only	no	24h	n/a	no graph available	n/a	n/a	n/a
BESPI_00118_EnvDLLs	The names and version numbers of the DLLs that are specific to the messaging environment.	BES->Messaging Agent	No Policy - Metric Collection only	no	24h	n/a	no graph available	n/a	n/a	n/a
BESPI_00119_MsgSrvDLLMismatch	The names and version numbers of the DLLs that are specific to the messaging server.	BES->Messaging Agent	No Policy - Metric Collection only	no	24h	n/a	no graph available	n/a	n/a	n/a
BESPI_00120_MaStatus	The status of the Messaging Agent.	BES->Messaging Agent	Threshold monitor	no	5m	n/a	no graph available	Max	1, 2, 3, 4	Warning-Critical

Policy Name	Description	Policy Group	Policy Type	Recommended	Schedule	Graphing Category	Graphname	Alarming Max / Min	Threshold	Severity
BESPI_00121_MaMsgsPending	Specifies the total number of messages queued for delivery to handhelds	BES->Messaging Agent	No Policy - Metric Collection only	no	60m	n/a	no graph available	Max	100	Major
BESPI_00122_MaMsgsSent	Specifies the total number of messages sent from handhelds	BES->Messaging Agent	No Policy - Metric Collection only	no	60m	n/a	no graph available	n/a	n/a	n/a
BESPI_00123_MaMsgsRecvd	Specifies the total number of messages delivered to handhelds	BES->Messaging Agent	No Policy - Metric Collection only	no	60m	n/a	no graph available	n/a	n/a	n/a
BESPI_00124_MaMsgsXpired	Specifies the total number of messages that have expired	BES->Messaging Agent	No Policy - Metric Collection only	no	60m	n/a	no graph available	Max	5	Major
BESPI_00125_MaMsgsGlobFiltered	The number of messages that have been filtered by global filters.	BES->Messaging Agent	No Policy - Metric Collection only	no	60m	n/a	no graph available	n/a	n/a	n/a
BESPI_00126_MaMsgsUsrFiltered	The number of messages that have been filtered by user-defined filters.	BES->Messaging Agent	No Policy - Metric Collection only	no	60m	n/a	no graph available	n/a	n/a	n/a
BESPI_00140_MaUsrCfgPIN	Speifies the PIN for the BlackBerry device	BES->Messaging Agent	No Policy - Metric Collection only	no	60m	n/a	no graph available	n/a	n/a	n/a
BESPI_00141_MaUsrCfgNetwork	The type of network that the BlackBerry device is running on (for example, Mobitex, DataTAC, GPRS, CDMA, iDEN, and WiFi).	BES->Messaging Agent	No Policy - Metric Collection only	no	60m	n/a	no graph available	n/a	n/a	n/a

Policy Name	Description	Policy Group	Policy Type	Recommended	Schedule	Graphing Category	Graphname	Alarming Max / Min	Threshold	Severity
BESPI_00142_MaUsrCfgFullyConfig	Specifies whether all service books, IT policies, and valid encryption keys have been sent to the user's BlackBerry device, and the user has a PIN.	BES->Messaging Agent	No Policy - Metric Collection only	no	60m	n/a	no graph available	n/a	n/a	n/a
BESPI_00143_MaUsrCfgEnabled	Specifies whether the BlackBerry Enterprise Server sends email messages to the user's BlackBerry device.	BES->Messaging Agent	No Policy - Metric Collection only	no	60m	n/a	no graph available	n/a	n/a	n/a
BESPI_00144_MaUsrCfgMailAgtID	The identifier of the BlackBerry Messaging Agent associated with the user's mailbox. In the BlackBerry Enterprise Server for IBM Lotus Domino, the identifier is always one (1).	BES->Messaging Agent	No Policy - Metric Collection only	no	60m	n/a	no graph available	n/a	n/a	n/a
BESPI_00145_MaUsrCfgMailServer	The name of the messaging server that hosts the user's mailbox.	BES->Messaging Agent	No Policy - Metric Collection only	no	60m	n/a	no graph available	n/a	n/a	n/a
BESPI_00170_MaUsrStatFiltered	The number of email messages filtered for the user.	BES->Messaging Agent	No Policy - Metric Collection only	no	60m	n/a	no graph available	n/a	n/a	n/a
BESPI_00171_MaUsrStatPending	The number of email messages that are pending delivery to the BlackBerry device.	BES->Messaging Agent	No Policy - Metric Collection only	no	60m	n/a	no graph available	Max	10	Major
BESPI_00172_MaUsrStatExpired	The number of email messages that were pending delivery to the BlackBerry device but are now expired.	BES->Messaging Agent	No Policy - Metric Collection only	no	60m	n/a	no graph available	n/a	n/a	n/a
BESPI_00173_MaUsrStatErrors	The number of email messages sent from the BlackBerry device that the BlackBerry Messaging Agent has failed to process.	BES->Messaging Agent	No Policy - Metric Collection only	no	60m	n/a	no graph available	Max	5	Major

Policy Name	Description	Policy Group	Policy Type	BB Recommended	Schedule	Graphing Category	Graphname	Alarming Max / Min	Threshold	Severity
BESPI_00174_MaUsrStatForwards	The number of email messages that were forwarded to the BlackBerry device.	BES->Messaging Agent	No Policy - Metric Collection only	no	60m	n/a	no graph available	n/a	n/a	n/a
BESPI_00175_MaUsrStatLastContact	The last time the BlackBerry Enterprise Server and the BlackBerry device had contact with each other.	BES->Messaging Agent	No Policy - Metric Collection only	no	60m	n/a	no graph available	Max	10	Major
BESPI_00176_MaUsrStatLastRedirect	The last time a message was redirected to the BlackBerry device.	BES->Messaging Agent	No Policy - Metric Collection only	no	60m	n/a	no graph available	n/a	n/a	n/a
BESPI_00177_MaUsrStatLastKeyGen	The last time an encryption key was generated for the BlackBerry device.	BES->Messaging Agent	No Policy - Metric Collection only	no	60m	n/a	no graph available	n/a	n/a	n/a
BESPI_00178_MaUsrStatSent	The number of email messages that were forwarded from the BlackBerry device.	BES->Messaging Agent	No Policy - Metric Collection only	no	60m	n/a	no graph available	n/a	n/a	n/a
BESPI_00200_DecFailuresDevice	The number of decryption failures sent to the BlackBerry device during the last collection interval.	BES->Dispatcher	No Policy - Metric Collection only	no	60m	Devices	Devices	Max	0,9	Minor
BESPI_00201_DecFailuresFromDevice	The number of decryption failures sent from the BlackBerry device during the last collection interval.	BES->Dispatcher	No Policy - Metric Collection only	no	60m	Devices	Devices	Max	0,9	Minor
BESPI_00202_DispSRPConnection	Specifies whether the connection is currently established.	BES->Dispatcher	Threshold monitor	no	5m	Connections	BlackBerry Enterprise Server Connection States	Min	0,9	Critical

Policy Name	Description	Policy Group	Policy Type	Recommended	Schedule	Graphing Category	Graphname	Alarming Max / Min	Threshold	Severity
BESPI_00203_DispSRPConnectionErrors	The number of errors encountered for the SRP connection during the last collection interval.	BES->Dispatcher	Threshold monitor	no	60m	Connections	BlackBerry SRP Connection Failures	Max	0,9	Major
BESPI_00204_DispSRPQueueLength	The length of the transmission queue (the number of transactions waiting to be sent).	BES->Dispatcher	Threshold monitor	no	60m	BlackBerry Performance	BlackBerry Transaction Queue Length	Max	25	Major
BESPI_00205_DispSRPLinkLatency	The link latency on the SRP connection for the BlackBerry Router.	BES->Dispatcher	Threshold monitor	no	60m	Connections	BlackBerry SRP Link Latency	Max	25, 100, 500	Warning, Minor, Major
BESPI_00206_DispSRPBytesTransferred	The number of bytes transferred across the SRP connection for the BlackBerry Router during the last collection interval.	BES->Dispatcher	Threshold monitor	no	60m	BlackBerry Performance	BlackBerry SRP Transfer Rate	Min	0,9	Major
BESPI_00208_DispSRPReconnectFailures	The number of times the SRP connection for the BlackBerry Router failed to reconnect during the last collection interval.	BES->Dispatcher	Threshold monitor	no	60m	Connections	BlackBerry SRP Connection Failures	Max	0,9	Major
BESPI_00209_DispDBConnection	Specifies whether the connection is currently established.	BES->Dispatcher	Threshold monitor	no	5m	Connections	BlackBerry Enterprise Server Connection States	Min	0,9	Critical
BESPI_00210_DispDBTrans	The number of transactions transmitted to the BlackBerry Configuration Database during the last collection interval.	BES->Dispatcher	Threshold monitor	no	60m	System Resources	BlackBerry Database Transactions	Max	10000	Minor
BESPI_00211_DispDBAvgRspTime	The average response time for the connection.	BES->Dispatcher	Threshold monitor	no	60m	BlackBerry Performance	BlackBerry Enterprise Server Response Times	Max	500	Major

Policy Name	Description	Policy Group	Policy Type	Recommended	Schedule	Graphing Category	Graphname	Alarming Max / Min	Threshold	Severity
BESPI_00212_DispcPUtime	The time, in hundredths of seconds, that the process takes to use the total system's CPU resources during the last collection interval. On a multi-processor system, this value might increase incrementally by more than elapsed real time.	BES->Dispatcher	Threshold monitor	no	60m	n/a	no graph available	Max	10000	Warning
BESPI_00213_DispcMemoryUse	The amount of real system memory allocated to the process, in KB.	BES->Dispatcher	Threshold monitor	no	60m	n/a	no graph available	Max	500000	Warning
BESPI_00214_DispcProcThreads	The number of threads that are running in the BlackBerry Enterprise Server environment.	BES->Dispatcher	Threshold monitor	no	60m	System Resources	Number of Dispatcher Processing Threads	Max	30	Warning
BESPI_00215_DispcProcQueueLength	The number of transactions pending in the processing queue.	BES->Dispatcher	Threshold monitor	no	60m	BlackBerry Performance	BlackBerry Transaction Queue Length	Max	10	Major
BESPI_00216_DispcHAMode	Specifies whether the high availability mode of the component is primary or standby.	BES->Dispatcher	Threshold monitor	no	60m	n/a	no graph available	Max	1,9	Major
BESPI_00217_DispcStatus	The status of the Dispatcher	BES->Dispatcher	Threshold monitor	no	5m	n/a	no graph available	Max	3.9, 2.9, 1.9, 0.9	Critical, Major, Warning, Normal
BESPI_00300_PoISvcStatus	The status of the Policy Service	BES->Policy Service	Threshold monitor	no	5m	n/a	no graph available	Max	3.9, 2.9, 1.9, 0.9	Critical, Major, Warning, Normal
BESPI_00301_PoISvcProcThreads	The number of threads that are running in the BlackBerry Enterprise Server environment.	BES->Policy Service	Threshold monitor	no	60m	n/a	no graph available	Max	31	Warning

Policy Name	Description	Policy Group	Policy Type	Recommended	Schedule	Graphing Category	Graphname	Alarming Max / Min	Threshold	Severity
BESPI_00302_PolSvcProcQLen	The number of transactions pending in the processing queue.	BES->Policy Service	No Policy - Metric Collection only	no	60m	n/a	no graph available	n/a	n/a	n/a
BESPI_00303_PolSvcCPUTime	The time, in hundredths of seconds, that the process takes to use the total system's CPU resources during the last collection interval. On a multi-processor system, this value might increase incrementally by more than elapsed real time.	BES->Policy Service	Threshold monitor	no	60m	n/a	no graph available	Max	10000	Warning
BESPI_00304_PolSvcMemoryUse	The amount of real system memory allocated to the process, in KB.	BES->Policy Service	Threshold monitor	no	60m	n/a	no graph available	Max	500000	Warning
BESPI_00305_PolSvcDBConnection	Specifies whether the connection is currently established.	BES->Policy Service	Threshold monitor	no	5m	n/a	no graph available	Min	0,9	Critical
BESPI_00306_PolSvcDBAvgRspTime	The average response time for the connection.	BES->Policy Service	No Policy - Metric Collection only	no	60m	n/a	no graph available	n/a	n/a	n/a
BESPI_00340_PolSvcUsrCfgPolName	The name of the IT policy that was applied on the BlackBerry device.	BES->Policy Service	No Policy - Metric Collection only	no	60m	n/a	no graph available	n/a	n/a	n/a
BESPI_00341_PolSvcUsrCfgPolTime	The last time the IT policy was applied on the BlackBerry device successfully.	BES->Policy Service	No Policy - Metric Collection only	no	60m	n/a	no graph available	n/a	n/a	n/a
BESPI_00400_SyncSvcStatus	The status of the Synchronization Service.	BES->Synchronization Service	Threshold monitor	no	5m	n/a	no graph available	Max	3.9, 2.9, 1.9, 0.9	Critical, Major, Warning, Normal

Policy Name	Description	Policy Group	Policy Type	Recommended	Schedule	Graphing Category	Graphname	Alarming Max / Min	Threshold	Severity
BESPI_00401_SyncSvcProcThreads	The number of threads that are running in the BlackBerry Enterprise Server environment.	BES->Synchronization Service	Threshold monitor	no	60m	n/a	no graph available	Max	31	Warning
BESPI_00402_SyncSvcProcQLen	The number of transactions pending in the processing queue.	BES->Synchronization Service	No Policy - Metric Collection only	no	60m	n/a	no graph available	n/a	n/a	n/a
BESPI_00403_SyncSvcMFHTransactions	The total number PIM sync messages sent from BlackBerry devices (in transactions).	BES->Synchronization Service	No Policy - Metric Collection only	no	60m	n/a	no graph available	n/a	n/a	n/a
BESPI_00404_SyncSvcMTHTransactions	The total number of organizer data synchronization messages sent to BlackBerry devices (in transactions).	BES->Synchronization Service	No Policy - Metric Collection only	no	60m	n/a	no graph available	n/a	n/a	n/a
BESPI_00405_SyncSvcCPUTime	The time, in hundredths of seconds, that the process takes to use the total system's CPU resources during the last collection interval. On a multi-processor system, this value might increase incrementally by more than elapsed real time.	BES->Synchronization Service	Threshold monitor	no	60m	n/a	no graph available	Max	10000	Warning
BESPI_00406_SyncSvcMemoryUse	The amount of real system memory allocated to the process, in KB.	BES->Synchronization Service	Threshold monitor	no	60m	n/a	no graph available	Max	500000	Warning
BESPI_00407_SyncSvcDBConnection	Specifies whether the connection is currently established.	BES->Synchronization Service	Threshold monitor	no	5m	n/a	no graph available	Min	0,9	Critical
BESPI_00408_SyncSvcDBAvgRspTime	The average response time for the connection.	BES->Synchronization Service	No Policy - Metric Collection only	no	60m	n/a	no graph available	n/a	n/a	n/a

Policy Name	Description	Policy Group	Policy Type	Recommended	Schedule	Graphing Category	Graphname	Alarming Max / Min	Threshold	Severity
BESPI_00409_SyncSvcConnErrs	The number of errors encountered for the database connection.	BES->Synchronization Service	No Policy - Metric Collection only	no	60m	n/a	no graph available	n/a	n/a	n/a
BESPI_00440_SyncSvcUsrCfgBNetType	The type of wireless network that the BlackBerry device is communicating on (that is, GPRS, 3G, IDEN, CDMA, 802.11 or UNKNOWN).	BES->Synchronization Service	No Policy - Metric Collection only	no	60m	n/a	no graph available	n/a	n/a	n/a
BESPI_00441_SyncSvcUsrCfgPhoneNr	The type of wireless network that the BlackBerry device is communicating on (that is, GPRS, 3G, IDEN, CDMA, 802.11 or UNKNOWN).	BES->Synchronization Service	No Policy - Metric Collection only	no	60m	n/a	no graph available	n/a	n/a	n/a
BESPI_00442_SyncSvcUsrCfgModelNr	The model number of the BlackBerry device.	BES->Synchronization Service	No Policy - Metric Collection only	no	60m	n/a	no graph available	n/a	n/a	n/a
BESPI_00443_SyncSvcUsrCfgSWVersion	The version of the BlackBerry Device Software running on the BlackBerry device.	BES->Synchronization Service	No Policy - Metric Collection only	no	60m	n/a	no graph available	n/a	n/a	n/a
BESPI_00444_SyncSvcUsrCfgHomeNet	The home network that the BlackBerry device is associated with. When the user is roaming, the home network is not the same as the current network.	BES->Synchronization Service	No Policy - Metric Collection only	no	60m	n/a	no graph available	n/a	n/a	n/a
BESPI_00460_SyncSvcUsrStatFillLevel	The amount of flash memory available on the BlackBerry device.	BES->Synchronization Service	No Policy - Metric Collection only	no	60m	n/a	no graph available	n/a	n/a	n/a
BESPI_00461_SyncSvcUsrStatCoverage	The signal strength for the BlackBerry device. The typical range is -121 dBm to -40 dBm. A value of -256 indicates that no radio coverage is available.	BES->Synchronization Service	No Policy - Metric Collection only	no	60m	n/a	no graph available	n/a	n/a	n/a

Policy Name	Description	Policy Group	Policy Type	Recommended	Schedule	Graphing Category	Graphname	Alarming Max / Min	Threshold	Severity
BESPI_00462_SyncSvcUsrStatCurrNet	The network that the BlackBerry device is currently associated with. When the user is roaming, the current network is not the same as the home network.	BES->Synchronization Service	No Policy - Metric Collection only	no	60m	n/a	no graph available	n/a	n/a	n/a
BESPI_00463_SyncSvcUsrStatBatPct	The amount of battery power remaining on the BlackBerry device.	BES->Synchronization Service	No Policy - Metric Collection only	no	60m	n/a	no graph available	n/a	n/a	n/a
BESPI_00500_AttSvcRestarts	The number of times that the BlackBerry Controller restarted the service during the last collection interval.	BES->Controller	Threshold monitor	no	60m	Controller	Controller Service Restarts	Max	0,9	Major
BESPI_00501_MsgAgentsSvcRestartsNumber	The number of times that the BlackBerry Controller restarted the service during the last collection interval.	BES->Controller	Threshold monitor	no	60m	Controller	Controller Service Restarts	Max	0,9	Major
BESPI_00502_SyncSvcRestarts	The number of times that the BlackBerry Controller restarted the service during the last collection interval.	BES->Controller	Threshold monitor	no	60m	Controller	Controller Service Restarts	Max	0,9	Major
BESPI_00503_PolicySvcRestarts	The number of times that the BlackBerry Controller restarted the service during the last collection interval.	BES->Controller	Threshold monitor	no	60m	Controller	Controller Service Restarts	Max	0,9	Major
BESPI_00504_MDSConnSvcRestarts	The number of times that the BlackBerry Controller restarted the service during the last collection interval.	BES->Controller	Threshold monitor	no	60m	Controller	Controller Service Restarts	Max	0,9	Major
BESPI_00505_DispatcherSvcRestarts	The number of times that the BlackBerry Controller restarted the service during the last collection interval.	BES->Controller	Threshold monitor	no	60m	Controller	Controller Service Restarts	Max	0,9	Major

Policy Name	Description	Policy Group	Policy Type	Recommended	Schedule	Graphing Category	Graphname	Alarming Max / Min	Threshold	Severity
BESPI_00506_RouterSvcRestarts	The number of times that the BlackBerry Controller restarted the service in the last collection interval.	BES->Controller	Threshold monitor	no	60m	Controller	Controller Service Restarts	Max	0,9	Major
BESPI_00507_ControllerCPUTime	The time, in hundredths of seconds, that the process takes to use the total system's CPU resources during the last collection interval. On a multi-processor system, this value might increase incrementally by more than elapsed real time.	BES->Controller	Threshold monitor	no	60m	n/a	no graph available	Max	10000	Warning
BESPI_00508_ControllerMemoryUse	The amount of real system memory allocated to the process, in KB.	BES->Controller	Threshold monitor	no	60m	n/a	no graph available	Max	500000	Warning
BESPI_00509_NumActiveAgents	The number of agents that are running in the BlackBerry Dispatcher.	BES->Controller	Threshold monitor	no	60m	Controller	Number of Active Messaging Agents	Min	0,9	Major
BESPI_00510_ControllerStatus	The controller status.	BES->Controller	Threshold monitor	no	5m	n/a	no graph available	Max	3.9, 2.9, 1.9, 0.9	Critical, Major, Warning, Normal
BESPI_00600_RouterSRPConnection	Specifies whether the connection is currently established.	BES->Router	Threshold monitor	no	5m	Connections	BlackBerry Enterprise Server Connection States	Min	0,9	Critical
BESPI_00601_RouterSRPQueueLength	The length of the transmission queue (the number of transactions waiting to be sent).	BES->Router	Threshold monitor	no	60m	BlackBerry Performance	BlackBerry Transaction Queue Length	Max	25	Major
BESPI_00602_RouterSRPLinkLatency	The link latency on the SRP connection for the BlackBerry Router.	BES->Router	Threshold monitor	no	60m	Connections	BlackBerry SRP Link Latency	Max	25, 100, 500	Warning, Minor, Major

Policy Name	Description	Policy Group	Policy Type	Recommended	Schedule	Graphing Category	Graphname	Alarming Max / Min	Threshold	Severity
BESPI_00603_RouterSRPBytesTransferred	The number of bytes transferred across the SRP connection for the BlackBerry Router during the last collection interval.	BES->Router	Threshold monitor	no	60m	BlackBerry Performance	BlackBerry SRP Transfer Graph	Min	0,9	Major
BESPI_00604_RouterSRPReconnectSuccesses	The number of times the SRP connection for the BlackBerry Router succeeded to reconnect.	BES->Router	No Policy - Metric Collection only	no	60m	n/a	no graph available	n/a	n/a	n/a
BESPI_00605_RouterSRPReconnectFailures	The number of times the SRP connection for the BlackBerry Router failed to reconnect.	BES->Router	Threshold monitor	no	60m	Connections	BlackBerry SRP Connection Failures	Max	0,9	Major
BESPI_00606_RouterCPUTime	The time, in hundredths of seconds, that the process takes to use the total system's CPU resources during the last collection interval. On a multi-processor system, this value might increase incrementally by more than elapsed real time.	BES->Router	Threshold monitor	no	60m	n/a	no graph available	Max	10000	Warning
BESPI_00607_RouterMemoryUse	The amount of real system memory allocated to the process, in KB.	BES->Router	Threshold monitor	no	60m	n/a	no graph available	Max	500000	Warning
BESPI_00608_RouterDevicesConnected	The number of BlackBerry devices currently connected to the BlackBerry Router.	BES->Router	Threshold monitor	no	60m	Devices	Number of Device Connections to the Router Service	Min	0,9	Major
BESPI_00609_RouterStatus	The status of the Router.	BES->Router	Threshold monitor	no	5m	n/a	no graph available	Max	3.9, 2.9, 1.9, 0.9	Critical, Major, Warning, Normal
BESPI_AlertLog	monitor Alert log file	BES Add-on-> Logs	Logfile	no	15m	n/a	no graph available	n/a	n/a	Minor, Major

Policy Name	Description	Policy Group	Policy Type	Recommended	Schedule	Graphing Category	Graphname	Alarming Max / Min	Threshold	Severity
BESPI_AttachementLog	monitor Attachemnt Service log file	BES Add-on-> Logs	Logfile	no	15m	n/a	no graph available	n/a	n/a	Minor, Major
BESPI_BBManagerLog	monitor BlackBerry Manager log file	BES Add-on-> Logs	Logfile	no	15m	n/a	no graph available	n/a	n/a	Minor, Major
BESPI_BBServerLog	monitor BlackBerry Messaging Agent log file	BES Add-on-> Logs	Logfile	no	15m	n/a	no graph available	n/a	n/a	Minor, Major
BESPI_BBUALog	monitor BBUA (resource kit) log file	BES Add-on-> Logs	Logfile	no	15m	n/a	no graph available	n/a	n/a	Minor, Major
BESPI_BESCoreServices ¹	WMI service policy	Auto-Deploy	WMI	yes	1m	n/a	no graph available	n/a	n/a	Major
BESPI_BMSCoreServices ¹	WMI service policy	BlackBerry Monitoring Service	WMI	no	1m	n/a	no graph available	n/a	n/a	Major
BESPI_CNTSPingResponse	Monitors BlackBerry Notes Connector service's \"PingResponse received\" log Messaging. For use with IBM Lotus Domino only.	BES add-on-> Service Health	Threshold monitor	no	15m	n/a	no graph available	Max	10, 15, 20	Minor, Major, Critical
BESPI_Collect_Controller_5m	Collect the BES Controller metrics every five minutes	BES->Controller	Schedule	no	5m	n/a	no graph available	n/a	n/a	Critical on failure
BESPI_Collect_Controller_60m	Collect the BES Controller metrics every hour	BES->Controller	Schedule	no	60m	n/a	no graph available	n/a	n/a	Critical on failure
BESPI_Collect_Dispatcher_5m	Collect the BES Dispatcher metrics every five minutes	BES->Dispatcher	Schedule	no	5m	n/a	no graph available	n/a	n/a	Critical on failure
BESPI_Collect_Dispatcher_60m	Collect the BES Dispatcher metrics every hour	BES->Dispatcher	Schedule	no	60m	n/a	no graph available	n/a	n/a	Critical on failure
BESPI_Collect_MsgAgent_1d	Collect Messaging Agent metrics once per day	BES->Messaging Agent	Schedule	no	24h	n/a	no graph available	n/a	n/a	Critical on failure
BESPI_Collect_MsgAgent_5m	Collect Messaging Agent metrics every five minutes	BES->Messaging Agent	Schedule	no	5m	n/a	no graph available	n/a	n/a	Critical on failure

Policy Name	Description	Policy Group	Policy Type	Recommended	Schedule	Graphing Category	Graphname	Alarming Max / Min	Threshold	Severity
BESPI_Collect_MsgAgent_60m	Collect Messaging Agent metrics every hour	BES->Messaging Agent	Schedule	no	60m	n/a	no graph available	n/a	n/a	Critical on failure
BESPI_Collect_PolService_1d	Collect Policy Service metrics once per day	BES->Policy Service	Schedule	no	24h	n/a	no graph available	n/a	n/a	Critical on failure
BESPI_Collect_PolService_5m	Collect Policy Service metrics every five minute	BES->Policy Service	Schedule	no	5m	n/a	no graph available	n/a	n/a	Critical on failure
BESPI_Collect_PolService_60m	Collect Policy Service metrics every hour	BES->Policy Service	Schedule	no	60m	n/a	no graph available	n/a	n/a	Critical on failure
BESPI_Collect_Router_5m	Collect Router metrics every five minute	BES->Router	Schedule	no	5m	n/a	no graph available	n/a	n/a	Critical on failure
BESPI_Collect_Router_60m	Collect Router metrics every hour	BES->Router	Schedule	no	60m	n/a	no graph available	n/a	n/a	Critical on failure
BESPI_Collect_SyncService_1d	Collect Synchronization service metrics once per day	BES->Synchronization Service	Schedule	no	24h	n/a	no graph available	n/a	n/a	Critical on failure
BESPI_Collect_SyncService_5m	Collect Synchronization service metrics every five minutes	BES->Synchronization Service	Schedule	no	5m	n/a	no graph available	n/a	n/a	Critical on failure
BESPI_Collect_SyncService_60m	Collect Synchronization service metrics every hour	BES->Synchronization Service	Schedule	no	60m	n/a	no graph available	n/a	n/a	Critical on failure
BESPI_ControllerLog	monitor Controller log file	BES Add-on-> Logs	Logfile	no	15m	n/a	no graph available	n/a	n/a	Minor, Major
BESPI_DispatcherLog	monitor BlackBerry Dispatcher log file	BES Add-on-> Logs	Logfile	no	15m	n/a	no graph available	n/a	n/a	Minor, Major

Policy Name	Description	Policy Group	Policy Type	Recommended	Schedule	Graphing Category	Graphname	Alarming Max / Min	Threshold	Severity
BESPI_DISPSystemHealthCheck	monitors BlackBerry Dispatcher service's \"system health check\" log Messaging	BES add-on-> Service Health	Threshold monitor	no	15m	n/a	no graph available	Max	20, 40, 60	Minor, Major, Critical
BESPI_EventLog	Filter BlackBerry messages from the Windows Event Log	Auto-Deploy	Schedule	yes	5m	n/a	no graph available	n/a	n/a	Warning on failure
BESPI_fs_spilog	monitors the size of bespi_spi.log file	Auto-Deploy	Threshold monitor	yes	60m	n/a	no graph available	Max	100000	Warning
BESPI_fs_spitrace	monitors the size of bespi_trace.log file	Auto-Deploy	Threshold monitor	yes	60m	n/a	no graph available	Max	500000	Warning
BESPI_getsize_spilog	Get the size of bespi_spi.log file	Auto-Deploy	Schedule	yes	60m	n/a	no graph available	n/a	n/a	Critical on failure
BESPI_getsize_spitrace	Get the size of bespi_trace.log file	Auto-Deploy	Schedule	yes	60m	n/a	no graph available	n/a	n/a	Critical on failure
BESPI_MAGTMsgSentHandheld	monitors BlackBerry Server service's \"Messaging sent to handheld\" log Messaging	BES add-on-> Service Health	Threshold monitor	no	15m	n/a	no graph available	Max	10, 15, 20	Minor, Major, Critical
BESPI_MAGTPingResponse	monitors BlackBerry Server service's \"PingResponse received\" log Messaging	BES add-on-> Service Health	Threshold monitor	no	15m	n/a	no graph available	Max	10, 15, 20	Minor, Major, Critical
BESPI_MAGTThreadHealthOK	monitors BlackBerry Server service's \"Thread health OK\" log Messaging	BES add-on-> Service Health	Threshold monitor	no	15m	n/a	no graph available	Max	20, 40, 60	Warning, Major, Critical
BESPI_opcmmsg	Messaging group policy template	Auto-Deploy	Message Interface	yes	n/a	n/a	no graph available	n/a	n/a	Normal - Critical
BESPI_Perf_Srv_60m	Storing Server related metrics in the performance data store for reporting and graphing	BES->Performance Reporting	Schedule	no	60m	n/a	no graph available	n/a	n/a	Warning on failure
BESPI_Perf_Usr_1d	Storing User related metrics in the performance data store for reporting and graphing	BES->Performance Reporting	Schedule	no	24h	n/a	no graph available	n/a	n/a	Warning on failure

Policy Name	Description	Policy Group	Policy Type	Recommended	Schedule	Graphing Category	Graphname	Alarming Max / Min	Threshold	Severity
BESPI_Perf_Usr_60m	Storing User related metrics in the performance data store for reporting and graphing	BES->Performance Reporting	Schedule	no	60m	n/a	no graph available	n/a	n/a	Warning on failure
BESPI_POLCPingResponse	monitors BlackBerry Policy Server service's \"PingResponse received\" log Messaging	BES add-on-> Service Health	Threshold monitor	no	15m	n/a	no graph available	Max	10, 15, 20	Warning, Major, Critical
BESPI_PolicyServiceLog	monitor Policy Service log file	BES Add-on-> Logs	Logfile	no	15m	n/a	no graph available	n/a	n/a	Minor, Major
BESPI_RouterLog	monitor Router log file	BES Add-on-> Logs	Logfile	no	15m	n/a	no graph available	n/a	n/a	Minor, Major
BESPI_ROUTPingResponse	monitors Router service's \"Ping Response received\" log Messaging	BES add-on-> Service Health	Threshold monitor	no	15m	n/a	no graph available	Max	10, 15, 20	Warning, Major, Critical
BESPI_ServiceDiscovery	Perform Service Discovery on managed node	Auto-Deploy	Schedule	yes	60m	n/a	no graph available	n/a	n/a	Warning on failure
BESPI_ServiceTreeGeneration	Generate/Update BlackBerry Service Tree on OM server	BlackBerry SPI MgmtSv	Schedule	no	60m	n/a	no graph available	n/a	n/a	Warning on failure
BESPI_SNMPTraps ²	Catch the SNMP Traps from the new MIB (BES 5.0)	Auto-Deploy	SNMP Trap	yes	n/a	n/a	no graph available	n/a	n/a	Normal - Major
BESPI_SPILog	Monitor the BESPI log	Auto-Deploy	Logfile	yes	3m	n/a	no graph available	n/a	n/a	Normal - Critical
BESPI_SynchronisationLog	monitor Synchronization Service log file	BES Add-on-> Logs	Logfile	no	15m	n/a	no graph available	n/a	n/a	Minor, Major
BESPI_SYNCPingResponse	monitors BlackBerry SyncServer service's \"PingResponse received\" log Messaging	BES add-on-> Service Health	Threshold monitor	no	15m	n/a	no graph available	Max	10, 15, 20	Minor, Major, Critical
BESPI-besTotMsgsPending	total number of Messagings queued for delivery to handhelds	BES Add-on-> SNMP	Threshold monitor	no	15m	n/a	no graph available	Max	5, 10, 20	Warning, Major, Critical
BESPI-besTotMsgsRecvdPerMin	total number of Messagings delivered to handhelds per min	BES Add-on-> SNMP	Threshold monitor	no	15m	n/a	no graph available	Max	100, 150, 200	Minor, Major, Critical

Policy Name	Description	Policy Group	Policy Type	Recommended	Schedule	Graphing Category	Graphname	Alarming Max / Min	Threshold	Severity
BESPI-besTotMsgsSentPerMin	total number of Messagings sent from handhelds per min	BES Add-on-> SNMP	Threshold monitor	no	15m	n/a	no graph available	Max	100, 150, 200	Minor, Major, Critical
BESPI-SNMPTraps_compat	catch BES traps	BES Add-on-> SNMP	SNMP Trap	no	n/a	n/a	no graph available	n/a	n/a	Normal, Minor, Major

Note:

¹ Not available on OMU 8

² Configure HP OM agents to receive SNMP v2 traps.

BlackBerry SPI Tools and Applications			
Tool	Toolgroup	Running on	Description
Create Report Data Store	BESPI Performance	Node	Create the Report Data Store
Delete Report Data Store	BESPI Performance	Node	Delete the Report Data Store
Data Storing on	BESPI Performance	Node	Start Performance Data Storing
Data Storing off	BESPI Performance	Node	Stop Performance Data Storing
Configure SPI for BES	BESPI Administration	Node	Configure the BlackBerry SPI for a BlackBerry Enterprise Server
Update SPI configuration for BES	BESPI Administration	Node	Update the BlackBerry SPI configuration for BlackBerry Enterprise Server
Delete SPI Configuration	BESPI Administration	Node	Delete the BlackBerry SPI configuration and cleanup environment
Configuration File Update	BESPI Administration	Node	Updates various SPI settings maintained in the central SPI configuration file like SNMP port and host, TNS Mode and Prefix and other
BlackBerry Service Discovery	BESPI Administration	Node	Discover the BlackBerry Service for a faster Service Tree Update
BlackBerry SPI on	BESPI Administration	Node	Switch on BlackBerry SPI
BlackBerry SPI off	BESPI Administration	Node	Switch off BlackBerry SPI
License List	BESPI Administration	Server	List all BlackBerry SPI licenses added on the management server
License Check	BESPI Administration	Node	Check if the BlackBerry SPI license is valid for the selected node
License Add	BESPI Administration	Server	Add new BlackBerry SPI License
Import Java Certificate	BESPI Administration	Node	Imports a certificate from a specified keystore to the JRE keystore.
Trace Enable	BESPI Administration	Node	Enable Tracing on the BES server
Trace Disable	BESPI Administration	Node	Disable Tracing on the BES server
Assign BESPI ServiceTree	BlackBerry Administration	Server	Assign BlackBerry Domain Service Tree to selected operator
Resend Service Book	BlackBerry Administration	Node	Resend the service book to a specified user. Requires admin authority.
Kill Device	BlackBerry Administration	Node	Kill a handheld device of a user with delay an user override (uo). Requires admin authority.
Send Message	BlackBerry Administration	Node	Send a message to a recipient with a specific subject. Requires admin authority.
Lookup Device ID	BlackBerry Administration	Node	Lookup the device ID of a specific user. Requires admin authority.
Cancel Kill Device	BlackBerry Administration	Node	Cancel the kill command for a specific user. Requires admin authority.

Internal!
command
bespi_start bespi_perfstore.pl -create -silent
bespi_start bespi_perfstore.pl -erase -silent
bespi_start bespi_spicfg.pl -set SPI_PERFAGT_STATUS on
bespi_start bespi_spicfg.pl -set SPI_PERFAGT_STATUS off
bespi_start bespi_setup.pl -init
bespi_start bespi_setup.pl -modify
bespi_start bespi_setup.pl -erase
bespi_start bespi_spicfg.pl -set
bespi_start bespi_discover.pl"
bespi_start bespi_spicl.pl on
bespi_start bespi_spicl.pl off
bespi_showlicense bespi_license.dat
bespi_checklicense bespi_etm.dat bespi_license.dat
<path on mgmt server> bespi_addlicense.vbs
bespi_start bespi_tools_import_certificate.jar
bespi_start bespi_spicfg.pl -set SPI_TRACE_STATUS on
bespi_start bespi_spicfg.pl -set SPI_TRACE_STATUS off
opcservice -assign \$OPC_USER BBST_BlackBerry
bespi_start bespi_tools_resend_servicebook.jar
bespi_start bespi_tools_kill_device.jar
bespi_start bespi_tools_send_message.jar
bespi_start bespi_tools_find_device_id.jar
bespi_start bespi_tools_kill_device.jar

Internal remark

BlackBerry SPI Performance Manager Graphs					
Graph	Description	Category	Graph Type	Metrics Y Axis	
BlackBerry Enterprise Server Connection States	On-demand graph for the connection status between the BES components and the SRP and database	Connections	line	00100 00102 00202 00209 00600	
BlackBerry Enterprise Server Response Times	The average response time for the connections	BlackBerry Performance	line	00101 00104 00211	milliseconds
BlackBerry Database Transactions	The number of transactions transmitted to the BlackBerry Configuration Database during the last collection interval	System Resources	area / line	00103 00210	number of transactions
BlackBerry Transaction Queue Length	The number of transactions pending in the processing queue.	BlackBerry Performance	area /line	00111 00204 00215 00601	number of transactions
BlackBerry Message Queue Status	The number of messages that are pending delivery or expired for all BlackBerry devices over the wireless network.	Messaging Agent	area /line	00112	number of messages
Transactions Detected via Rescans	In the BlackBerry Enterprise Server for Microsoft Exchange and for Novell GroupWise, it is the number of new messages found during a rescan.	System Resources	area / line	00113	number of transactions
BlackBerry Message Status	The number of messages that are pending delivery or expired for all BlackBerry devices over the wireless network.	Messaging Agent	area / line	00114	Number of Messages
Messaging Agent Number of Hung Threads	The number of user threads that are detected to be hung.	System Resources	area / line	00115	number of threads
BlackBerry SRP Connection Failures	The number of reconnection failures and successes	Connections	line	00203 00208 00604 00605	number of failures

Graph	Description	Category	Graph Type	Metrics Y Axis	
BlackBerry SRP Link Latency	The link latency on the SRP connection.	Connections	area or line	00205 00602	milliseconds
BlackBerry SRP Transfer Rate	The number of bytes transferred across the SRP connection during the last collection interval.	BlackBerry Performance	area / line	00206	number of bytes
Number of Dispatcher Processing Threads	The number of threads that are running in the BlackBerry Enterprise Server environment.	System Resources	area /line	00214	number of threads
Controller Service Restarts	The number of times that the BlackBerry Controller restarted the service during the last collection interval.	Controller	area / line	00500 00501 00502 00503 00504 00505 00506	number of restarts
Number of Active Messaging Agents	The number of agents that are running in the BlackBerry Dispatcher.	Controller	area /line	00509	number of agents
BlackBerry SRP Transfer Graph	The number of bytes transferred across the SRP connection during the last collection interval.	BlackBerry Performance	area / line	00603	number of bytes
Number of Device Connections to the Router Service	The number of BlackBerry devices currently connected to the BlackBerry Router.	Devices	area /line	00608	number of devices

SNMP Traps from BESPI_SNMPTraps

OID	Event Name	Description
.1.3.6.1.4.1.3530.6.7.10.30.2	besagentEventsGroupServiceStartEvent	Specifies that the service for the component has started.
.1.3.6.1.4.1.3530.6.7.10.30.3	besagentEventsGroupServiceStopEvent	Specifies that the service for the component has stopped.
.1.3.6.1.4.1.3530.6.7.10.30.5	besagentEventsGroupFailedUserStartEvent	The name of the user that failed to initialize.
.1.3.6.1.4.1.3530.6.7.10.40.3	besagentMailGroupHungThreadEvent	A processing thread for the BlackBerry Messaging Agent that stops responding and processing requests.
.1.3.6.1.4.1.3530.6.7.10.90.20.2	besagentDatabaseConnEventsGroupConnectEvent	Specifies that the connection has been established.
.1.3.6.1.4.1.3530.6.7.10.90.20.3	besagentDatabaseConnEventsGroupDisconnectEvent	Specifies that the connection has been lost.
.1.3.6.1.4.1.3530.6.7.10.110.15.2	besagentDispatcherConnEventsGroupConnectEvent	Specifies that the connection has been established.
.1.3.6.1.4.1.3530.6.7.10.110.15.3	besagentDispatcherConnEventsGroupDisconnectEvent	Specifies that the connection has been lost.
.1.3.6.1.4.1.3530.6.7.15.40.2	dispatcherEventsGroupServiceStartEvent	Specifies that the service for the component has started.
.1.3.6.1.4.1.3530.6.7.15.40.3	dispatcherEventsGroupServiceStopEvent	Specifies that the service for the component has stopped.
.1.3.6.1.4.1.3530.6.7.15.70.40.2	dispatcherUsersEventsGroupDecryptionEvent	Specifies that a decryption failure has occurred.
.1.3.6.1.4.1.3530.6.7.15.90.20.2	dispatcherDatabaseConnEventsGroupConnectEvent	Specifies that the connection has been established.
.1.3.6.1.4.1.3530.6.7.15.90.20.3	dispatcherDatabaseConnEventsGroupDisconnectEvent	Specifies that the connection has been lost.
.1.3.6.1.4.1.3530.6.7.15.120.20.2	dispatcherRouterSRPConnSRPConnEventsGroupConnectEvent	Specifies that the connection has been established.
.1.3.6.1.4.1.3530.6.7.15.120.20.3	dispatcherRouterSRPConnSRPConnEventsGroupDisconnectEvent	Specifies that the connection has been lost.
.1.3.6.1.4.1.3530.6.7.30.30.2	controllerEventsGroupServiceStartEvent	Specifies that the service for the component has started.
.1.3.6.1.4.1.3530.6.7.30.30.3	controllerEventsGroupServiceStopEvent	Specifies that the service for the component has stopped.
.1.3.6.1.4.1.3530.6.7.35.30.2	routerEventsGroupServiceStartEvent	Specifies that the service for the component has started.
.1.3.6.1.4.1.3530.6.7.35.30.3	routerEventsGroupServiceStopEvent	Specifies that the service for the component has stopped.
.1.3.6.1.4.1.3530.6.7.35.120.20.2	routerSRPConnSRPConnEventsGroupConnectEvent	Specifies that the connection has been established.
.1.3.6.1.4.1.3530.6.7.35.120.20.3	routerSRPConnSRPConnEventsGroupDisconnectEvent	Specifies that the connection has been lost.

SNMP Traps from BESPI_SNMPTraps_compat

OID	Event Name	Description
.1.3.6.1.4.1.3530.5.9.1	besSRPConnectEvent	SRPConnect state.
.1.3.6.1.4.1.3530.5.9.3	besHungThreadEvent	Event related to detection of hung threads in Exchange BES.
.1.3.6.1.4.1.3530.5.10.3005	besMailServerUp	Connection to mail server is restored.
.1.3.6.1.4.1.3530.5.10.3006	besMailServerDown	Connection to mail server appears to be dropped.
.1.3.6.1.4.1.3530.5.10.3007	besMDStoBESConnectionEstablished	MDS to BES connection established.
.1.3.6.1.4.1.3530.5.10.3008	besMDStoBESConnectionDropped	MDS to BES connection dropped.
.1.3.6.1.4.1.3530.5.10.3011	mdsStarted	MDS server has started.
.1.3.6.1.4.1.3530.5.10.3012	mdsStopped	MDS server has stopped.
.1.3.6.1.4.1.3530.5.10.3013	mdsDBConnectionEstablished	MDS server has established connection to the Database.
.1.3.6.1.4.1.3530.5.10.3014	mdsDBConnectionDropped	MDS server has dropped the connection to the database.
.1.3.6.1.4.1.3530.5.10.3015	besMailAgentStarted	Mail agent has started.
.1.3.6.1.4.1.3530.5.10.3016	besMailAgentStopped	Mail agent has stopped.
.1.3.6.1.4.1.3530.5.50.10.3101	dispSRPConnectionEstablished	Dispatcher to SRP Connection established.
.1.3.6.1.4.1.3530.5.50.10.3102	dispSRPConnectionDropped	Dispatcher to SRP Connection dropped.
.1.3.6.1.4.1.3530.5.50.10.3103	dispStarted	Dispatcher server has started.
.1.3.6.1.4.1.3530.5.50.10.3104	dispStopped	Dispatcher server has stopped.
.1.3.6.1.4.1.3530.5.50.10.3105	dispDBConnectionEstablished	Dispatcher to database connection established.
.1.3.6.1.4.1.3530.5.50.10.3106	dispDBConnectionDropped	Dispatcher to database connection dropped.
.1.3.6.1.4.1.3530.5.55.10.3201	routSRPConnectionEstablished	Router to SRP Connection established.
.1.3.6.1.4.1.3530.5.55.10.3202	routSRPConnectionDropped	Router to SRP Connection dropped.
.1.3.6.1.4.1.3530.5.55.10.3203	routStarted	Router server has started.
.1.3.6.1.4.1.3530.5.55.10.3204	routStopped	Router server has stopped.

BlackBerry SPI Reports							
Report	Description	Context	Time frame	Calculation	Chart type	Metrics	Data Source Class
Pending and Failed Items - Top 10	This report provides details about the pending and failed messages and PIM items per messaging server instance for reporting interval summarized by week.	Server	All	Summarized by Week	area	112	BESPI_MSGAGENT
Pending and Failed Items - Top 10 (Week)	This report provides details about the pending and failed messages and PIM items per messaging server instance for last 7 days summarized by AM/PM.	Server	Last 7 Days	Summarized by AM/PM	area	112	BESPI_MSGAGENT
Pending and Failed Items - Top 10 (Month)	These charts provide hourly details for of pending failed messages of the top 10 BES.	Server	Month to Date	Summarized by 24 hours	area	112	BESPI_MSGAGENT
Pending and Failed Items - Details	This chart provides daily details of failed and pending messages for all BES Messaging Agent instances	Server	All	The average values are calculated summarized by week.	table	121, 122, 123, 124, 125, 126	BESPI_MSGAGENT
Pending and Failed Items - Details (Week)	This chart provides daily details of failed and pending messages for all BES Messaging Agent instances	Server	Last 7 Days	The average values are calculated for last month summarized by day.	table	121, 122, 123, 124, 125, 127	BESPI_MSGAGENT
Pending and Failed Items - Details (Month)	This chart provides daily details of failed and pending messages for all BES Messaging Agent instances	Server	Month to Date	The average values are calculated for last month summarized by day.	table	121, 122, 123, 124, 125, 128	BESPI_MSGAGENT
Device Wireless Carrier Network Summary	This report provides a summary of the carriers used by all devices across the BlackBerry Enterprise Server Domain.	Users & Devices	All	n/a	pie, stacked bar	444, 462	BESPI_BESUSERSTAT, BESPI_BESUSERCFG

Report	Description	Context	Time frame	Calculation	Chart type	Metrics	Data Source Class
User Last Contact Summary	This report provides details about the last contact times between the BlackBerry Enterprise Server and a device.	Users & Devices	Yesterday	n/a	matrix, table	175	BESPI_BESUSERSTAT
User Pending Items - Top 50	This report displays Top 50 user pending item count information. It indicates the number of messages and PIM items pending, maximum and average, for the user.	Users & Devices	All	Top 50	table	171	BESPI_MSGAGENTUSER
User Sent Items - Top 50	This report displays Top 50 user sent item count information. It indicates the number of messages and PIM items pending, maximum and average, for the user.	Users & Devices	All	Top 50	table	178	BESPI_MSGAGENTUSER
User Device Memory Utilization - Top 50	This report provides details about the flash memory available on the BlackBerry device. It also provides the information on the device average battery level and average signal strength.	Users & Devices	All	Top 50	table	460, 461, 463	BESPI_BESUSERSTAT, BESPI_BESUSERCFG
Device Type Distribution	BlackBerry Device Type Distribution Report	Users & Devices	All	n/a	pie chart	442	BESPI_BESUSERCFG
Device IT Policy Distribution	BlackBerry Device IT Policy Distribution Report	Users & Devices	All	n/a	pie chart	340	BESPI_BESUSERCFG
Device & User Configuration Summary	This Reports provides details about all relevant device and user configuration setting. for the reporting interval. It is created for all users per default, grouped by BES.	Users & Devices	All	n/a	table	140, 141, 142, 143, 144, 441, 442, 443, 444	BESPI_BESUSERCFG, BESPI_MSGAGENTUSER

Report	Description	Context	Time frame	Calculation	Chart type	Metrics	Data Source Class
Device & User Statistic Summary	This Reports provides details about all relevant device and user statistics. for the reporting interval. It is created for all users per default, grouped by the BES.	Users & Devices	All	n/a	table	170, 171, 172, 173, 174, 175, 176, 177, 178, 460, 461, 462, 463	BESPI_BESUSERCFG, BESPI_MSGAGENTUSE R, BESPI_MSGAGENTSTAT