



BlackBerry Enterprise Server for Microsoft Exchange

Version 4.1

Getting Started Guide

BlackBerry Enterprise Server Version 4.1 for Microsoft Exchange Getting Started Guide

Last modified: 30 October 2006

Part number: 9592935 Version 11

At the time of publication, this documentation is based on the BlackBerry Enterprise Server Version 4.1 for Microsoft Exchange.

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Preparing for the installation

[Overview](#)
[Related resources](#)
[Planning your installation](#)
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[Setting up a Microsoft Windows service account and mailbox](#)

Overview

This document covers basic BlackBerry® Enterprise Server installation and administration procedures. It assumes that you are installing the BlackBerry Enterprise Server components on one dedicated computer.

To install the BlackBerry Enterprise Server and associate a user account with a BlackBerry device, complete the following tasks:

- plan your installation
- verify system requirements
- set up and assign permissions to a Microsoft® Windows® service account and mailbox
- install the BlackBerry Enterprise Server software
- set up a BlackBerry device on the BlackBerry Enterprise Server

Related resources

Guide	Information
<i>BlackBerry Enterprise Server Version 4.1 Feature and Technical Overview</i>	• BlackBerry Enterprise Server architecture and components
<i>BlackBerry Enterprise Server Version 4.1 Installation Guide</i>	• advanced installation options (for example, installation requirements for instant messaging and the BlackBerry MDS Services) • setup types and installing the BlackBerry Enterprise Server components on multiple computers • removing the BlackBerry Enterprise Server from your computer
<i>BlackBerry Enterprise Server Version 4.1 System Administration Guide</i>	• advanced BlackBerry setup and administration tasks

Planning your installation

You can install the BlackBerry Enterprise Server Express or the BlackBerry Enterprise Server - Small Business Edition on the same computer as your messaging server if you plan to implement 15 or fewer BlackBerry devices in your organization. If you plan to upgrade your installation to a full BlackBerry Enterprise Server, and support more than 15 BlackBerry devices, install the BlackBerry Enterprise Server Express or BlackBerry Enterprise Server - Small Business Edition on a computer separate from the messaging server computer.

System requirements

Your computer should meet the following minimum hardware and software requirements:

Operating system

Requirement	
One of the following is installed:	<input type="checkbox"/>
<ul style="list-style-type: none">• Microsoft Windows 2000 (Server or Advanced editions) with Service Pack (SP) 4• Microsoft Windows Server® 2003 (Standard, Enterprise or Small Business Server)	
Microsoft Data Access Component (MDAC) Version 2.8 SP1 or later is installed.	<input type="checkbox"/>
Visit http://support.microsoft.com/kb/301202 for more information about verifying your MDAC version.	

Hardware

Requirement	
Intel® Pentium® III processor (800 MHz or greater); Intel Pentium IV processor (2 GHz or greater) is recommended.	<input type="checkbox"/>
minimum 1.5 or more gigabytes of RAM available	<input type="checkbox"/>

Messaging server

Requirement	
One of the following messaging servers is installed:	<input type="checkbox"/>
<ul style="list-style-type: none">• Microsoft Exchange Version 5.5 native environment• Microsoft Exchange 2000 native environment• Microsoft Exchange 2003 native environment	

Requirement

One of the following Microsoft Exchange administration tools is installed on the computer on which you plan to install the BlackBerry Enterprise Server:

- Microsoft Exchange Version 5.5 Administrator
- Microsoft Exchange 2000 System Manager
- Microsoft Exchange 2003 System Manager

Notes:

- Do not install Microsoft Outlook® on the same computer as the Microsoft Exchange administration tool.
- Your Microsoft Exchange administration tool must be the same service pack as your version of Microsoft Exchange. See "Determine if a Microsoft Exchange System Manager upgrade is required" on page 17 for more information.

Network

Requirement

The corporate firewall or proxy permits the BlackBerry Enterprise Server to initiate and maintain an outbound connection to the BlackBerry Infrastructure on TCP port 3101.

The proxy server is transparent if you are using a proxying firewall.

Database

Requirement

If you have a Microsoft SQL Server 2000 Desktop Engine (MSDE 2000) version that is earlier than MSDE 2000 Release A installed on your computer, remove it before starting the BlackBerry Enterprise Server installation

Setting up a Microsoft Windows service account and mailbox

To install the BlackBerry Enterprise Server, and perform administration and upgrade tasks after the installation, you must log in to your computer using a Microsoft Windows service account with the appropriate permissions. Before installing the BlackBerry Enterprise Server, you must create and set up this service account and mailbox.

Create a Microsoft Windows service account and mailbox

1. Log in to your computer as an administrator with permission to set up a service account.
2. On the taskbar, click **Start > Programs > Administrative Tools > Active Directory Users and Computers**.
3. In Active Directory Users and Computers, create a new service account with the following attributes:
 - **Name:** BESAdmin
 - **User location:** Create a Microsoft Exchange mailbox
 - **Group membership:** Domain user

Set Send As permission to enable BlackBerry users to send messages

Visit www.support.microsoft.com/kb/907434/en-us for more information about the Send As permission.

1. On the taskbar, click **Start > Administrative Tools > Active Directory Users and Computers**.
2. On the **View** menu, click **Advanced Features**.
3. Right-click the root of the domain.
4. Click **Properties**.
5. On the **Security** tab, click **Advanced**.
6. Click **Add**.
7. Type **BESAdmin**.
8. Click **Check Name**.
9. Click **OK**.
10. In the **Apply Onto** drop-down list, click **User Objects**.
11. In the **Allow** column, select the **Send As** check box.
12. Click **Apply**.
13. Click **OK**.

Set Local Security Policy permissions for the service account

Enable the BESAdmin administrator to log in to the local computer, and run the BlackBerry Enterprise Server as a Microsoft Windows service.

1. On the taskbar, click **Start > Administrative Tools > Local Security Policy (Domain Controller Security Policy** if your computer is a domain controller).
2. In the Local Security Settings window, browse to **Local Policies > User Rights Assignment**.
3. In the right pane, double-click one of the following options:
 - **Log on Locally** (Windows Server 2000)
 - **Allow Log on Locally** (Windows Server 2003)
4. Click **Add User or Group**.
5. Add the BESAdmin service account to the list.
6. Click **OK**.
7. In the Local Security Settings window, double-click **Log On As a Service**.
8. Click **Add User or Group**.
9. Add the BESAdmin service account to the list.
10. Click **OK**.

Set Local Administrator permission for the service account

Enable the BESAdmin administrator to manage the domain.

Set Local Administrator permission on a domain controller

Perform this task if your computer is a domain controller.

1. On the taskbar, click **Start > Administrative Tools > Active Directory Users and Computers**.
2. Select the **Builtin** folder.
3. In the right pane, double-click **Administrators**.
4. On the **Members** tab, click **Add**.
5. In the Select Users, Contacts, Computers, or Groups window, select the BESAdmin service account.
6. Click **OK**.

Set Local Administrator permission on a member server

Perform this task if your computer is a member server.

1. Click **Start > Administrative Tools > Computer Management**.
2. In the left pane, expand **System Tools** and click **Local Users and Groups**.
3. In the right pane, double-click **Groups**.
4. Right-click **Administrators** and click **Properties**.
5. In the Select Users, Contacts, Computers, or Groups window, select the BESAdmin service account.
6. Click **OK**.

Set Exchange View Only Administrator permission for the service account

Enable the BESAdmin administrator to manage users and groups.

1. On the taskbar, click **Start > Programs > Microsoft Exchange > System Manager**.
2. Expand **Administrative Groups**.
3. Right-click **First Administrative Group**.
4. Click **Delegate Control**.
5. In the Exchange Administration Delegation Wizard, click **Next**.
6. Click **Add**.
7. Click **Browse**.
8. Click the BESAdmin service account.
9. Click **OK**.
10. In the **Delegate Control** window, in the **Role** drop-down list, click **Exchange View Only Administrator**.
11. Click **OK** to add the BESAdmin service account to the Users and Groups list.

12. Click **Next**.
13. Click **Finish**.

Set Microsoft Exchange Server permissions for the service account

Enable the BlackBerry Enterprise Server to write information to the service account mailbox.

1. On the taskbar, click **Start > Programs > Microsoft Exchange > System Manager**.
2. Browse to **Administrative Groups > First Administrative Group > Servers**.
3. Right-click the Microsoft Exchange computer name.
4. Click **Properties**.
5. On the **Security** tab, click the BESAdmin service account.
6. In the **Allow** column, select the following check boxes:
 - **Administer Information Store**
 - **Send As**
 - **Receive As**
7. Select **Allow inheritable permissions from parent to propagate to this object**.
8. Click **OK**.
9. Click **OK** again.

Installing the BlackBerry Enterprise Server

Installing the BlackBerry Enterprise Server

Installing the BlackBerry Enterprise Server

Before installing the BlackBerry Enterprise Server, make sure that you have the following installation credentials:

- client access license key
- SRP identifier
- SRP key
- SRP host (if provided by your vendor)

Make sure that you have the following information from your environment:

- name of the mailbox that you created for the BESAdmin service account
- computer name of your messaging server
- computer name and port number of the proxy server (if applicable)

Install the BlackBerry Enterprise Server

1. Log in to your computer using the BESAdmin service account that you created.
2. Unzip the set up program file contents to <drive>\Research In Motion\BlackBerry Enterprise Server 4.1.x.
3. Double-click the **setup.exe** file.
4. Complete the license agreement screen.
5. On the Setup Type screen, click **BlackBerry Enterprise Server**.
6. Complete the next three screens.
7. On the MSDE Option screen, click **Yes, install MSDE 2000 locally**.
8. Complete the next two screens.
9. When prompted to restart the computer, click **Yes**.
10. Log in to your computer using your BESAdmin service account, and wait for the setup program to start automatically.
11. On the Database screen, perform the following actions:
 - In the **Database Location** field, click **Local**.
 - Click **Windows authentication**.

12. When you are prompted to create the BESMgmt database, click **Yes**.
13. Complete the License Key screen.
14. On the SRP Address screen, leave the host as the default and click **Test Network Connection**.
15. On the SRP Settings screen, perform the following actions:
 - Type the SRP identifier and SRP authentication key.
 - Type the host routing information if your vendor provides it.
 - Click **Validate SRP Key and ID** to confirm that the information is correct.
16. In the Microsoft Exchange Server window, perform the following actions:
 - In the **Microsoft Exchange server** field, type your messaging server name.
 - In the **Mailbox** field, type the name of the mailbox that you created for your service account.
 - Click **Check Name** to verify the information.
 - In the confirmation dialog box, click **Apply**.
17. Complete the installation wizard.

Setting up a BlackBerry device

Setting up a BlackBerry device

Setting up a BlackBerry device

To set up a BlackBerry device on the BlackBerry Enterprise Server, you add a user account to the BlackBerry Enterprise Server and then send the user account a wireless enterprise activation password. The user receives the wireless enterprise activation password in an email message, and then types that password on the BlackBerry device to associate the user account with that BlackBerry device.

Add a user account to the BlackBerry Enterprise Server

1. In the BlackBerry Manager, in the left pane, click a BlackBerry Enterprise Server.
2. On the **Server Configuration** tab, click **Common**.
3. Click **Add Users**.
4. In the **Show Names from the** drop-down list, click an address group.
5. In the user list, click a user.
6. Click **Select**.
7. Click **OK**.

Send a wireless enterprise activation password to a user

By default, wireless enterprise activation passwords expire after 48 hours.

1. In the BlackBerry Manager, in the left pane, click a BlackBerry Enterprise Server.
2. On the **Users** tab, click the user account.
3. In the bottom pane, click **Service Access**.
4. Click **Generate and Email Activation Password**.
5. Click **OK**.

Activate a BlackBerry device over the wireless network

To activate a BlackBerry device over the wireless network, the user must be in a wireless coverage area and the radio on the BlackBerry device must be turned on.

1. In the device options, click **Advanced Options**.

2. Click **Enterprise Activation**.
3. Type the corporate email address and the password.
4. Click the trackwheel.
5. Click **Activate**.

Appendix A: Troubleshooting

Determine if a Microsoft Exchange System Manager upgrade is required
Troubleshooting the installation process

Determine if a Microsoft Exchange System Manager upgrade is required

1. On the BlackBerry Enterprise Server, in Windows Explorer, search for the MAPI32.dll and CDO.dll files. You might see copies of the files in the C:\<Windows Directory>\System32 or C:\Program Files\exchsrvr\bin directories, and only one copy of CDO.dll.
2. Record the version numbers of each file.
3. On the Microsoft Exchange Server, repeat steps 1 and 2.
4. If the BlackBerry Enterprise Server does not have equal or later versions of MAPI32.dll and CDO.dll than the Microsoft Exchange server, upgrade the Microsoft Exchange System Manager.

Troubleshooting the installation process

The setup program does not install a third-party tool successfully

1. In the BlackBerry Enterprise Server installation media, open the **Tools** folder and locate the application that you want to install.
2. Install the third-party tool manually.
3. Start the setup program again.

The “Previous version detected but no database available” message appears

Verify that the registry keys identifying your BlackBerry Configuration Database are present.

1. On the computer where you plan to install the BlackBerry Enterprise Server, start the Registry Editor.
2. In the left pane, browse to HKEY_LOCAL_MACHINE/Software/Research In Motion/BlackBerry Enterprise Server/Database.
3. Create the following string values (if they do not exist):

Note: These values are case-sensitive.

- **DatabaseName:** Type the name of the BlackBerry Configuration Database.

- **DatabaseServerMachineName:** Type the computer name of the database server.
4. Start the setup program again.

The client access license key does not write to the database

1. Cancel the setup program.
2. Log out from the computer.
3. Log into the computer using the same account that you used to start the installation process.
4. Start the setup program again.

The setup program does not prompt you to edit or confirm the MAPI profile during the installation

Create and edit the MAPI profile manually.

1. In the BlackBerry Enterprise Server installation media, in the **Tools** folder, double-click the **Fixmapisvc.exe** file.
2. At C:\winnt\system32\ or C:\windows\system32\, verify that the **mapisvc.inf** file is installed.
3. On the taskbar, click **Start > BlackBerry Enterprise Server > Edit MAPI Profile**.
4. Type the Microsoft Exchange Server name.
5. Click the mailbox associated with the MAPI profile.
6. Click **OK**.

The setup program needs access to the original media for Microsoft .NET Framework Version 1.1

This issue might occur if you install service pack 1 to a previously installed version of Microsoft .NET Framework Version 1.1.

1. When the setup program prompts you for the location of the **netfx.msi** file, in the BlackBerry Enterprise Server installation media, browse to the **Tools** folder.
2. Open the **netfx.msi** file.



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