

BlackBerry Enterprise Server for Novell GroupWise

Version: 4.1 | Service Pack: 6

Installation Guide

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Planning a BlackBerry Enterprise Server installation

1

You can install all BlackBerry® Enterprise Server components on one computer, or you can install specific components on separate computers. Consider any impacts on system resources before you decide where to install a component.

Consider installing all components on one computer if you do not plan to activate many BlackBerry devices, if you have determined that the computer can handle the traffic volume for the BlackBerry Enterprise Server components, or if you do not mind that the computer has direct access to the wireless network. For performance information, see *BlackBerry Enterprise Server Performance Benchmarking*.

Installing all BlackBerry Enterprise Server components on one computer

If you want to set up an evaluation or complete a simple installation of the BlackBerry® Enterprise Server for a small number of users, you can install all the BlackBerry Enterprise Server components on the same computer.

During the installation process, you can choose to install all BlackBerry Enterprise Server components, including the BlackBerry MDS Integration Service, on the same computer. The BlackBerry MDS Integration Service is only required if you want to use enterprise applications on BlackBerry devices.

Installing the BlackBerry Attachment Service

The BlackBerry® Attachment Service converts supported attachments into a format that users can view on their BlackBerry devices.

The BlackBerry Attachment Service might use increased system resources when it processes numerous conversion requests at the same time. If you want to increase the number of conversion requests that can occur concurrently without impacting message delivery, you can install the BlackBerry Attachment Service on a separate computer.

You can connect multiple instances of the BlackBerry® Enterprise Server to a single BlackBerry Attachment Service.

If you install the BlackBerry Attachment Service on a separate computer, you install the BlackBerry Attachment Service and the BlackBerry Controller. The BlackBerry Controller monitors the BlackBerry Attachment Service and restarts it if it stops responding.

Installing the BlackBerry Collaboration Service

The BlackBerry® Collaboration Service provides an encrypted connection between your organization's instant messaging server and the collaboration client on the BlackBerry device.

If you want to help maximize the number of available sockets so that the BlackBerry Collaboration Service can respond to more requests, you can install the BlackBerry Collaboration Service by itself on a separate computer.

If you install the BlackBerry Collaboration Service on a separate computer, you install the BlackBerry Collaboration Service and the BlackBerry Controller. The BlackBerry Controller monitors the BlackBerry Collaboration Service and restarts it if it stops responding.

You can connect multiple instances of the BlackBerry® Enterprise Server to a single BlackBerry Collaboration Service.

A different BlackBerry Collaboration Service exists for each instant messaging environment. For example, a BlackBerry Collaboration Service exists for Windows® Messenger, and a different BlackBerry Collaboration Service exists for IBM® Lotus® Sametime®. You can install only one BlackBerry Collaboration Service in your environment. Users can use only one type of collaboration client on their BlackBerry devices.

Installing the BlackBerry Manager

The BlackBerry® Manager allows administrators to manage a BlackBerry® Domain. A BlackBerry Domain consists of single BlackBerry Configuration Database and all BlackBerry® Enterprise Server instances that use it.

You can install the BlackBerry Manager with other BlackBerry Enterprise Server components or by itself on administrator computers. Install the BlackBerry Manager on administrator computers if you have many administrators or if administrators cannot access the BlackBerry Enterprise Server computers.

Installing the BlackBerry MDS Connection Service

The BlackBerry® MDS Connection Service provides users with access to online content and applications on the corporate intranet or the Internet.

The BlackBerry MDS Connection Service might use increased system resources when it processes content requests. If you want to minimize the impact on message delivery, you can install the BlackBerry MDS Connection Service by itself on a separate computer.

You can connect multiple instances of the BlackBerry® Enterprise Server to a single BlackBerry MDS Connection Service.

If you install the BlackBerry MDS Connection Service on a separate computer, you install the BlackBerry MDS Connection Service and the BlackBerry Controller. The BlackBerry Controller monitors the BlackBerry MDS Connection Service and restarts it if it stops responding.

Installing the BlackBerry MDS Integration Service

The BlackBerry® MDS Integration Service provides connectivity between the BlackBerry MDS Runtime Application on BlackBerry devices and enterprise applications.

The BlackBerry MDS Integration Service might use increased system resources when it processes content requests. If you want to minimize the impact on message delivery, you can install the BlackBerry MDS Integration Service by itself on a separate computer.

You can connect multiple instances of the BlackBerry® Enterprise Server to a single BlackBerry MDS Integration Service.

If you install the BlackBerry MDS Integration Service on a separate computer, you install the BlackBerry MDS Integration Service and the BlackBerry Controller. The BlackBerry Controller monitors the BlackBerry MDS Integration Service and restarts it if it stops responding.

The BlackBerry MDS Integration Service requires the BlackBerry MDS Application Repository, which the setup application installs on your database server during the installation process. Each BlackBerry MDS Integration Service instance supports one BlackBerry MDS Application Repository.

Installing the BlackBerry Router

The BlackBerry® Router connects to the wireless network and routes data to and from BlackBerry devices.

You can install the BlackBerry Router with other BlackBerry® Enterprise Server components or by itself on a separate computer. Install the BlackBerry Router on a separate computer if you want to set it up in the DMZ, or to install several standby instances of the BlackBerry Router as failover components in case your primary BlackBerry Router becomes unavailable.

You can connect multiple instances of the BlackBerry® Enterprise Server to a single BlackBerry Router.

If you install the BlackBerry Router on a separate computer, you install the BlackBerry Router and the BlackBerry Controller. The BlackBerry Controller monitors the BlackBerry Router and restarts it if it stops responding.

Configuring the Hosted BlackBerry services

The Hosted BlackBerry® services permits you to make the BlackBerry® Enterprise Server available to other organizations (for example, small or medium-sized businesses). When you use the Hosted BlackBerry services in your organization's environment, one or more organizations can subscribe to your organization's BlackBerry Enterprise Server.

To configure Hosted BlackBerry services, you must use a different licensing model for the BlackBerry Enterprise Server.

System requirements

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For information about calculating hardware requirements, visit www.blackberry.com/go/serverdocs to see the *BlackBerry Enterprise Server Capacity Calculator* and *BlackBerry Enterprise Server Performance Benchmarking Guide*.

System requirements: BlackBerry Enterprise Server

For more information about BlackBerry Enterprise Server compatibility, visit blackberry.com/eng/support/software/server_compatibility.jsp to see the latest compatibility matrix.

Item	Requirement
operating system	Any of the following operating systems: <ul style="list-style-type: none"> • Windows® 2000 SP4 Server or Advanced Server • Windows Server® 2003 or later • Windows Server 2003 or later (64-bit) • Windows Server 2003 R2 SP2 • Windows Server 2003 R2 SP2 (64-bit)
messaging server	Any of the following messaging servers installed physically close to where you plan to install the BlackBerry® Enterprise Server: <ul style="list-style-type: none"> • Novell® GroupWise® version 6.5 SP7 or later on the NetWare® operating system, the Windows operating system, or the Linux® operating system • Novell GroupWise version 7.0 SP2 or later on the NetWare operating system, the Windows operating system, or the Linux operating system
Minshall Algorithm	to support messaging, the Minshall Algorithm on the messaging server turned on
Novell GroupWise SOAP API	to support Novell GroupWise version 7.0 SOAP API mode, SOAP over SSL turned on in the POA
Windows Regional and Language Options	On the computers that host the BlackBerry Enterprise Server and any remote BlackBerry Enterprise Server components, in the Windows Regional and Language Options, configure the date format to dd/mm/yyyy. If you configure the computer to use a date format other than dd/mm/yyyy, the BlackBerry Enterprise Server might not synchronize email and calendar information to BlackBerry devices as expected.
messaging client	Any of the following messaging clients installed on the computer that hosts the BlackBerry Enterprise Server: <ul style="list-style-type: none"> • Novell GroupWise Client version 6.5 SP7 with the most current Field Test File

Item	Requirement
	<ul style="list-style-type: none"> Novell GroupWise Client version 7.0 SP2 or later (7.0 SP3 required for latest fixes)
language version of the messaging client	United States English
database management system	<p>Any of the following database management systems:</p> <ul style="list-style-type: none"> MSDE 2000 SP3 Microsoft® SQL Server® 2000 SP4 Microsoft SQL Server 2005 SP2 or SP3 Microsoft SQL Server 2005 Express SP2 Microsoft SQL Server 2005 SP2 or SP3 (64-bit) <p>For all versions of the Microsoft SQL Server earlier than Microsoft SQL Server 2005 SP3, Microsoft Security Bulletin MS09-004 (for more information, visit http://technet.microsoft.com to read article KB960082).</p>
collation setting	<p>To support Microsoft SQL Server, the following conditions on the database server:</p> <ul style="list-style-type: none"> collation setting is default case-insensitive BlackBerry Configuration Database collation setting is default case-insensitive
remote database conditions	named pipes and TCP/IP network protocols turned on
data access components	<p>Any of the following data access components on the computers that host the BlackBerry Enterprise Server or the BlackBerry Configuration Database:</p> <ul style="list-style-type: none"> MDAC version 2.8 with Security Patch MS04-003 (version 2000.85.1025.00) MDAC version 2.8.2 (version 2000.86.1830.00), included with Windows Server 2003 SP1
database conditions for the BlackBerry MDS Integration Service	<p>A database server with the following conditions:</p> <ul style="list-style-type: none"> host for the BlackBerry Configuration Database support for mixed-mode authentication
Microsoft® .NET Framework	to support languages other than English, localized version of Microsoft .NET Framework version 1.1 SP1
instant messaging server	<p>Any of the following instant messaging servers:</p> <ul style="list-style-type: none"> IBM® Lotus® Sametime® version 6.5.1 Community Server (version 6.5.1 or later required to support dormant mode) IBM Lotus Sametime version 7.0 Community Server

Item	Requirement
	<ul style="list-style-type: none"> • IBM Lotus Sametime version 7.5 Community Server • IBM Lotus Sametime version 8.0 Community Server • Microsoft® Office Live Communications Server 2005 (SP1 required to support Microsoft® Office Communicator and dormant mode) • Microsoft® Office Communications Server 2007 Standard or Enterprise • Novell® GroupWise® Messenger version 2.0.1 or later
browser	Microsoft® Internet Explorer® with the following settings: <ul style="list-style-type: none"> • Java® or JavaScript® turned on • language preferences configured to display encoded web pages
media player	to support audio attachments, Windows Media® Player version 9 or later
network proximity	high-speed, switched connection between the BlackBerry Enterprise Server and the messaging servers
firewall	A firewall or proxy firewall with the following conditions: <ul style="list-style-type: none"> • support for the BlackBerry Enterprise Server to initiate an outgoing, two-way TCP/IP connection to an external server on port 3101 • support for the resolution of Internet addresses using DNS • transparency of the proxy server for proxy firewalls

System requirements: BlackBerry Attachment Service

The following system requirements apply when installing the BlackBerry® Attachment Service on a computer separate from the BlackBerry® Enterprise Server.

Item	Requirement
operating system	Any of the following operating systems: <ul style="list-style-type: none"> • Windows® 2000 SP4 (Server or Advanced Server) • Windows Server® 2003 or later • Windows Server 2003 or later (64-bit) • Windows Server 2003 R2 SP2 • Windows Server 2003 R2 SP2 (64-bit)
media player	To support audio attachments, Windows Media® Player version 9 or later
browser	Microsoft® Internet Explorer® with the following settings:

Item	Requirement
	<ul style="list-style-type: none"> • Java® or JavaScript® turned on • language preferences configured to display encoded web pages

System requirements: BlackBerry Manager

The following system requirements apply when installing the BlackBerry® Manager on a computer separate from the BlackBerry® Enterprise Server.

Item	Requirement
operating system	<p>Any of the following operating systems:</p> <ul style="list-style-type: none"> • Windows® 2000 SP4 (Server, Advanced Server, or Professional) • Windows Server® 2003 or later • Windows Server 2003 or later (64-bit) • Windows Server 2003 R2 SP2 • Windows Server 2003 R2 SP2 (64-bit) • Windows® XP Professional SP2
messaging client	<p>Use a version of the Novell GroupWise Client that is the same version as the Novell GroupWise messaging server that is used in your organization's environment. If your organization has a mixed environment that uses multiple versions of the Novell GroupWise messaging server, use a version of the Novell GroupWise Client that is the same as the earliest version of the Novell GroupWise messaging server. For example, if your organization's environment uses Novell GroupWise 7.0.3 and Novell GroupWise 8.0.1, use Novell GroupWise Client 7.0.3.</p> <p>For more information about BlackBerry Enterprise Server compatibility, visit blackberry.com/eng/support/software/server_compatibility.jsp to see the latest compatibility matrix.</p>
language version of the messaging client	United States English
Microsoft® .NET Framework	To support languages other than English, localized version of Microsoft .NET Framework version 1.1 SP1
browser	<p>Microsoft® Internet Explorer® with the following settings:</p> <ul style="list-style-type: none"> • Java® or JavaScript® turned on

Item	Requirement
	<ul style="list-style-type: none"> language preferences set to display encoded web pages
data access components	Any of the following data access components: <ul style="list-style-type: none"> MDAC version 2.8 with Security Patch MS04-003 (version 2000.85.1025.00) MDAC version 2.8 SP2 (version 2000.86.1830.00)
printer and file sharing	To support BlackBerry device implementation, printer and file sharing turned on
USB hub	To support BlackBerry device implementation that uses a hub, a USB driver that supports USB 1.1-compliant hubs

System requirements: BlackBerry MDS Connection Service

The following system requirements apply when installing the BlackBerry® MDS Connection Service on a computer separate from the BlackBerry® Enterprise Server.

Item	Requirement
operating system	Any of the following operating systems: <ul style="list-style-type: none"> Windows® 2000 SP4 (Server, Advanced Server, or Professional) Windows Server® 2003 or later Windows Server 2003 or later (64-bit) Windows Server 2003 R2 SP2 Windows Server 2003 R2 SP2 (64-bit)
RSA® Authentication Agent	To support enhanced network authentication, RSA Authentication Agent version 5.0 for Windows

System requirements: BlackBerry MDS Integration Service

The following system requirements apply when installing the BlackBerry® MDS Integration Service on a computer separate from the BlackBerry® Enterprise Server.

Item	Requirement
operating system	Any of the following operating systems: <ul style="list-style-type: none"> Windows® 2000 SP4 (Server or Advanced Server) Windows Server® 2003 or later

Item	Requirement
	<ul style="list-style-type: none"> Windows Server 2003 or later (64-bit) Windows Server 2003 R2 SP2 Windows Server 2003 R2 SP2 (64-bit)
database conditions	A database server that is the host for the BlackBerry Configuration Database.

System requirements: BlackBerry Router

The following system requirements apply when installing the BlackBerry® Router on a computer separate from the BlackBerry® Enterprise Server.

Item	Requirement
operating system	Any of the following operating systems: <ul style="list-style-type: none"> Windows® 2000 SP4 (Server or Advanced Server) Windows Server® 2003 or later Windows Server 2003 or later (64-bit) Windows Server 2003 R2 SP2 Windows Server 2003 R2 SP2 (64-bit)
firewall	A firewall or proxy firewall with the following conditions: <ul style="list-style-type: none"> support for the BlackBerry Router to initiate an outgoing, two-way TCP/IP connection to an external server on port 3101 support for the resolution of Internet addresses using DNS transparency of the proxy server for proxy firewalls

System requirements for optional environments and features

Item	Description
virtual environment	The BlackBerry® Enterprise Server and the BlackBerry Enterprise Server components support the following virtual environments: <ul style="list-style-type: none"> VMware® ESX Server version 2.5.2 or later VMware ESX Server version 3.0.1

Item	Description
Windows® Messenger	<ul style="list-style-type: none"> VMware ESX Server version 3.5 <p>The BlackBerry Collaboration Service supports Windows Messenger if MSMQ version 3.0 is installed. If you installed the BlackBerry Collaboration Service on a computer that is separate from the computer that hosts Windows Server® 2003, you must clear the default Microsoft® Active Directory® Integration and Triggers subcomponents and select the Common subcomponent only.</p>
Windows Messenger with TLS	<p>The BlackBerry Collaboration Service supports Windows Messenger with TLS if one of the following certificates is installed on the computer that hosts the BlackBerry Collaboration Service:</p> <ul style="list-style-type: none"> if your organization's instant messaging server is Microsoft® Office Live Communications Server 2005, an MTLs certificate if your organization's instant messaging server is Microsoft Office Live Communications Server 2005 SP1, a server authentication certificate for the computer account
IBM® Lotus® Sametime®	<p>The BlackBerry Collaboration Service supports IBM Lotus Sametime when you add the IP address of the computer that hosts the BlackBerry Collaboration Service to the CommunityConnectivity document on the IBM Lotus Sametime server.</p>
Novell® GroupWise® Messenger	<p>The BlackBerry Collaboration Service supports Novell GroupWise Messenger when SSL authentication is turned on for the Novell GroupWise Messenger agents on the Novell GroupWise Messenger server.</p>
Microsoft® Office Communicator Web Access server with TLS	<p>The BlackBerry Collaboration Service supports the Microsoft Office Communicator Web Access server with TLS if one of the following certificates is installed on the computer that hosts the BlackBerry Collaboration Service:</p> <ul style="list-style-type: none"> if your organization's instant messaging server is Microsoft Office Live Communications Server 2005 or Microsoft Office Communications Server 2007, an MTLs certificate if your organization's instant messaging server is Microsoft Office Live Communications Server 2005 SP1, a server authentication certificate for the computer account
Microsoft Office Communicator Web Access 2007 and AJAX Service	<p>The BlackBerry Collaboration Service supports the Microsoft Office Communicator Web Access 2007 server and AJAX Service if you installed a virtual server on your organization's Microsoft Office Communicator Web Access server with the following conditions:</p>

Item	Description
	<ul style="list-style-type: none"> all IP addresses must be unassigned optionally, support for an HTTPS browser connection internal access only
Microsoft Office Communicator Web Access 2005 server and AJAX Service	<p>The BlackBerry Collaboration Service supports the Microsoft Office Communicator Web Access 2005 server and AJAX Service with the following conditions:</p> <ul style="list-style-type: none"> the following Microsoft hotfixes from http://support.microsoft.com installed: <ul style="list-style-type: none"> 911996 on your organization's Microsoft Office Live Communications Server 915066 on your organization's Microsoft Office Communicator Web Access server a virtual server installed on your organization's Microsoft Office Communicator Web Access server with the following conditions: <ul style="list-style-type: none"> all IP addresses must be unassigned forms-based authentication only optionally, support for an HTTPS browser connection an ISAPI filter for the cwaauth.dll file and the ajax.dll file internal access only
enhanced network authentication	The BlackBerry Enterprise Server and its components support RSA® Authentication Agent version 5.0 for Windows®.
SNMP monitoring	The BlackBerry Enterprise Server and its components support the SNMP service.
remote access	<p>The BlackBerry Enterprise Server and its components support remote access using any of the following applications:</p> <ul style="list-style-type: none"> Terminal Services for use with Windows Server 2000, installed using Remote Administration mode Microsoft® Remote Desktop Connection for use with Windows Server 2003

Unsupported environments

Item	Description
DMZ	The BlackBerry® Enterprise Server and its components, with the exception of the BlackBerry Router, do not support installation in a DMZ.

Item	Description
messaging server	The BlackBerry Enterprise Server and its components do not support the installation of the messaging server on the same computer.
Microsoft® SQL Server® 2005 Express database	The BlackBerry MDS Integration Service databases do not support the Microsoft SQL Server 2005 Express database.

Configuring your messaging environment

3

Generate the trusted application key and configuration file

You must generate a trusted application key to permit communication between the BlackBerry® Enterprise Server and the primary domain on your organization's Novell® GroupWise® messaging server.

If there are multiple BlackBerry Enterprise Server instances in your organization's environment, you can use the same trusted application key for each BlackBerry Enterprise Server. If you choose to generate multiple trusted application keys, each trusted application key and configuration file must have a unique name. You can choose to create multiple trusted application keys if the BlackBerry Enterprise Server instances run in different domains and you do not want to permit one BlackBerry Enterprise Server to access another using the trusted application path.

1. Using a Novell GroupWise administrator account with permission to access the domain database, log in to the computer that Novell® NetWare® is installed on.
2. In the BlackBerry Enterprise Server installation files, copy the **Key Generator Application** folder and its contents to the local drive.
3. In Novell® ConsoleOne®, locate the UNC path that specifies the **wpdomain.db** file for the domain that you are generating the trusted application key for.
4. On the local drive, navigate to the **Key Generator Application** folder.
5. Double-click **Generate_GW_Trusted_App.exe**.
6. In the **GroupWise Domain Path** field, type the file path for the **wpdomain.db** file.
7. In the **Name** field, type a name for the trusted application key.
8. In the **Description** field, type a description for the trusted application key.
9. Click **Generate**.
10. Click **Yes**.
11. To create a configuration file that contains the trusted application key, click **Yes**.
12. Save the configuration file.
13. If the Key Generator Application prompts you to overwrite an existing configuration file, verify that you are overwriting the correct file.
14. Click **Yes**.

After you finish: If you generate a new trusted application key after you install a BlackBerry Enterprise Server instance, use the BlackBerry Administration Service to update the email component with the new trusted application key.

Confirm that the trusted application key generated successfully

1. Log in to the computer that Novell® NetWare® is installed on.
2. In Novell® ConsoleOne®, in the left pane, click **GroupWise System**.
3. On the **Tools** menu, click **GroupWise System Operations > Trusted Applications**.
4. In the **Configure Trusted Applications** window, verify that the name that you specified for the trusted application key appears.

Setting up the database connection

4

The BlackBerry® Enterprise Server can connect to the BlackBerry Configuration Database on the Microsoft® SQL Server® using Microsoft® Windows® authentication or database authentication. If you use Microsoft Windows authentication, the BlackBerry Manager logs in to the BlackBerry Configuration Database using the Microsoft Windows account that you used to complete the installation.

If you use database authentication with Microsoft SQL Server, the BlackBerry Manager authenticates to the database using the database credentials that the administrator provides.

Specifying permissions when connecting to the BlackBerry Configuration Database using Microsoft Windows authentication

During the BlackBerry® Enterprise Server installation process, if you choose to connect to the BlackBerry Configuration Database using Microsoft® Windows® authentication, the Microsoft Windows account that you use must have permissions on the database server. The type of permissions depends on the BlackBerry Enterprise Server setup option that you choose, and on whether you create the BlackBerry Configuration Database on the same computer as the BlackBerry Enterprise Server or on another database server.

Assign Microsoft SQL Server permissions to the Windows account

Perform one of the following actions:

- If you create the BlackBerry® Configuration Database on the same computer as the BlackBerry® Enterprise Server, or if you install the BlackBerry MDS Integration Service, assign the system administrator permission to the Windows® account that you are using to complete the installation.
- If you create the BlackBerry Configuration Database on another computer, assign server administrator and database creator permissions to the Windows account that you are using to complete the installation process. If you are using Microsoft® SQL Server® 2005, assign the system administrator permission to each of the following roles: SQLAgentUserRole, SQLAgentReaderRole, and SQLAgentOperatorRole.

Specifying MSDE 2000 permissions for the Microsoft Windows account

If you install MSDE 2000 during the BlackBerry® Enterprise Server installation process, you do not need to specify additional permissions. When you select Microsoft® Windows® authentication during the BlackBerry Enterprise Server installation process, the setup application automatically assigns the required permissions to the Microsoft Windows account that you are using to complete the installation.

Configuring authentication to the BlackBerry MDS Integration Service database

If you install the BlackBerry® MDS Integration Service on a Microsoft® SQL Server®, the setup application uses the same authentication method and account that you specified for the BlackBerry Configuration Database. The account requires the same permissions for the BlackBerry MDS Integration Service database as it requires for the BlackBerry Configuration Database.

Persistent socket connections for the BlackBerry Collaboration Service

5

Instant messaging environment	BlackBerry Collaboration Service requirements
Microsoft® Office Live Communications Server 2005 or Microsoft® Office Communications Server 2007, and TLS communication protocol	one persistent socket connection for each instant messaging session
Microsoft Office Live Communications Server 2005 or Microsoft Office Communications Server 2007, and TCP communication protocol	three persistent socket connections for each instant messaging session
Microsoft Office Live Communications Server 2005 or Microsoft Office Communications Server 2007, and HTTPS communication protocol	one persistent socket connection and multiple sequential socket connections for each instant messaging session
IBM® Lotus® Sametime®	three persistent socket connections to create one TCP connection; all instant messaging sessions use that TCP connection
Novell® GroupWise® Messenger	one persistent socket connection for each instant messaging session

Installing the BlackBerry Enterprise Server software

6

Applications installed with the BlackBerry Enterprise Server components

Item	Version	Components with which this item is installed
J2SE™ Runtime Environment	5.0 update 9	All
JRE™	1.6	<ul style="list-style-type: none"> BlackBerry® MDS Connection Service BlackBerry Collaboration Service
Microsoft® XML Parser	4.0 SP2	<ul style="list-style-type: none"> BlackBerry Messaging Agent BlackBerry Attachment Service BlackBerry Manager BlackBerry Router
Microsoft® .NET Framework	1.1 or 1.1 SP1	<ul style="list-style-type: none"> BlackBerry Messaging Agent BlackBerry Manager BlackBerry Collaboration Service
MSDE database	2000	BlackBerry® Enterprise Server

Prerequisites: Installing the BlackBerry Enterprise Server

Item	Requirement
credentials from the BlackBerry® Enterprise Server installation media	<ul style="list-style-type: none"> CAL key SRP identifier SRP key SRP host
installation credentials from your environment	<ul style="list-style-type: none"> computer name and port number of the messaging server trusted application key computer name and port number of the instant messaging server (use the virtual server name and port number where the AJAX Service is installed, if applicable) computer name and port number of the proxy server (optional)

Item	Requirement
allowed lists for anti-virus and anti-spam software applications	Add the blackberry.net domain to the allowed lists in the anti-virus and anti-spam software applications that the messaging server or gateway uses.

Install the BlackBerry Enterprise Server software

The installation process includes a restart of the computer.

If you use a .pac file to configure the connection to the proxy server, you can specify the .pac file after you complete the installation process.

1. Log in to the computer using an administrative account with the appropriate database permissions.
2. In the BlackBerry® Enterprise Server installation files, double-click the **setup.exe** file.
3. Complete the instructions on the screen.
4. When prompted to restart the computer, click **Yes**.
5. Log in to the computer using the same account that you used in Step 1 to start the setup application.
6. Complete the instructions on the screen.

After you finish: Complete the following actions:

- If you installed the BlackBerry Collaboration Service, download the collaboration client from www.blackberry.com/support/downloads and install it on the BlackBerry devices.
- If you installed MSDE 2000, update the sa account password. For more information, visit www.support.microsoft.com to read article 322336.
- If you are using MSDE 2000 as your database management system, verify that the SqlAgent\$InstanceName is started and that the start method is configured to be Automatic. For more information, visit www.blackberry.com/support to read article KB04426.
- If you configured the BlackBerry Configuration Database on a Microsoft® SQL Server® during installation, verify that the BlackBerry Configuration Database collation setting is configured to be default case-insensitive.

Test the BlackBerry Enterprise Server installation

1. In the Windows® Services, verify that the BlackBerry® Enterprise Server services are running.
2. In the Windows Event Viewer and in the log files that are located in `<drive>\Program Files\Research In Motion\BlackBerry Enterprise Server\Log`s, check for error messages.
For troubleshooting information, visit www.blackberry.com/support.
3. In the BlackBerry Manager, add a test user account.

If you added a test user successfully, the connection from the BlackBerry Enterprise Server to the BlackBerry Configuration Database and the messaging server is open.

4. If you installed the BlackBerry MDS Connection Service, browse to `http://<BES_host>:8080`.
If the status page appears, the BlackBerry MDS Connection Service is running successfully.

Install the BlackBerry database notification system

The BlackBerry® database notification system is designed to reduce the number of database queries that a BlackBerry® Enterprise Server makes to the BlackBerry Configuration Database.

If you create the BlackBerry Configuration Database on the computer that hosts the BlackBerry Enterprise Server, the BlackBerry database notification system installs automatically.

If you create the BlackBerry Configuration Database on a database server that is installed on a computer that is separate from the computer that hosts the BlackBerry Enterprise Server, you can install the BlackBerry database notification system manually after you complete the BlackBerry Enterprise Server installation process.

Before you begin:

- You must have the system administrator permission for the database.
 - Your database server must run on Windows Server® 2003.
1. On the database server, open the BlackBerry Enterprise Server installation media.
 2. Perform one of the following actions:
 - If 32-bit Microsoft® SQL Server® 2003 is running in your organization's environment, in the **Tools\DBNS** folder, copy the **RimEsp.dll** file to `C:\Program Files\Microsoft SQL Server\MSSQL\Binn`.
 - If a 64-bit Microsoft SQL Server 2003 is running in your organization's environment, in the **Tools\DBNS\x64** folder, copy the **RimEsp.dll** file to `C:\Program Files\Microsoft SQL Server\MSSQL\Binn`.
 3. Open the Microsoft® SQL Query Analyzer.
 4. Use the Microsoft SQL Query Analyzer console, navigate to `Database\DBInstallScripts\SQLServer\4.1.2` on the BlackBerry Enterprise Server installation media.
 5. Open the **NotifyInstall.sql** file.
 6. Change `<_DATABASENAME_>` to the name of the BlackBerry Configuration Database (for example, `BesMgmt`).
 7. Run the script.
 8. Confirm that the Microsoft SQL Query Analyzer displays the "Function `dbo.xp_RIMxxxx` registered" message.
 9. To create additional BlackBerry Configuration Database instances in your organization's environment, repeat steps 7 to 10.

Postinstallation tasks

7

Specify the administration email address

Specify the address that the BlackBerry® Manager sends system messages or enterprise activation passwords from.

1. Create an email account on your messaging server.
2. In the BlackBerry Manager, in the left pane, click **BlackBerry Domain**.
3. On the **Global** tab, click **Edit Properties**.
4. In the **Administration** section, double-click **Email Sender Address**.
5. Type the email address that you want the BlackBerry Manager to send messages from.
6. Click **OK**.

Connecting to a BlackBerry Attachment Service

Perform the following actions if you installed the BlackBerry® Attachment Service on a computer that is separate from the computer that host the BlackBerry® Enterprise Server or BlackBerry Enterprise Server components that connect to the BlackBerry Attachment Service. These actions ensure that BlackBerry Enterprise Server components can connect to the BlackBerry Attachment Service.

Connect the BlackBerry MDS Connection Service to a BlackBerry Attachment Service

Complete the following task if you have not installed the BlackBerry® Attachment Service on the same computer as the BlackBerry MDS Connection Service.

1. On the computer that hosts the BlackBerry MDS Connection Service, navigate to C:\Program Files\Research In Motion\BlackBerry Enterprise Server\MDS\Servers\Instance\config.
2. In a text editor, open **rimpublic.property**.
3. Type the following lines at the end of the file:
Attachment.Server.host=<attachment_server_hostname>
Attachment.Server.port.asp=1900
Attachment.Server.port.rqp=2000
4. Save and close the file.
5. In the Microsoft® Windows® Services, restart the BlackBerry MDS Connection Service.
6. To connect another BlackBerry MDS Connection Service to the BlackBerry Attachment Service, complete steps 1 through 5.
7. On the computer that hosts the BlackBerry Attachment Service, open the Registry Editor.

8. Perform one of the following actions:
 - If you are running a 32-bit version of Windows®, navigate to HKEY_LOCAL_MACHINE\Software\Research In Motion\BBAttachServer\BBAttachBESExtension.
 - If you are running a 64-bit version of Windows, navigate to HKEY_LOCAL_MACHINE\Software\WOW6432Node\Research In Motion\BBAttachServer\BBAttachBESExtension.
9. Change **AllowRemoteServices** to **1**.
10. In the Microsoft Windows Services, restart the BlackBerry Attachment Service.

Connect the BlackBerry Collaboration Service to a remote BlackBerry Attachment Service

Users can use the BlackBerry® Client for IBM® Lotus® Sametime® to send files to the contacts in their contact lists. To optimize files for viewing on BlackBerry devices, the BlackBerry Collaboration Service must be able to connect to the BlackBerry Attachment Service. If you have not installed the BlackBerry Attachment Service on the same computer as the BlackBerry Collaboration Service, you must connect the BlackBerry Collaboration Service to the BlackBerry Attachment Service.

1. On the computer that hosts the BlackBerry Collaboration Service, navigate to C:\Program Files\Research In Motion\BlackBerry Enterprise Server\BBIM\Servers\<servername>\config.
2. In a text editor, open the **rimpublic.property** file.
3. At the end of the file, type the following lines:
Attachment.Server.host=<attachmentserverhostname>
Attachment.Server.port.asp=1900
Attachment.Server.port.rqp=2000
4. Save and close the file.
5. In the Windows® Services, restart the BlackBerry Collaboration Service.
6. To connect another BlackBerry Collaboration Service to the BlackBerry Attachment Service, complete steps 1 through 5.
7. On the computer that hosts the BlackBerry Attachment Service, in the Registry Editor, perform one of the following actions:
 - If you are running a 32-bit version of Windows®, navigate to HKEY_LOCAL_MACHINE\Software\Research In Motion\BBAttachServer\BBAttachBESExtension.
 - If you are running a 64-bit version of Windows, navigate to HKEY_LOCAL_MACHINE\Software\WOW6432Node\Research In Motion\BBAttachServer\BBAttachBESExtension.
8. Change **AllowRemoteServices** to **1**.
9. In the Microsoft Windows Services, restart the BlackBerry Attachment Service.

Connect the BlackBerry Messaging Agent to a BlackBerry Attachment Service

Complete the following task if you have not installed the BlackBerry® Attachment Service on the same computer as the BlackBerry® Enterprise Server.

1. On the computer that hosts the BlackBerry Enterprise Server, on the taskbar, click **Start > Programs > BlackBerry Enterprise Server > BlackBerry Server Configuration**.
2. On the **Attachment Server** tab, in the **Configuration Option** drop-down list, click **Connector Configuration**.
3. In the **Server** field, type the name or IP address of the computer that hosts the BlackBerry Attachment Service.
4. In the **Server Submit Port** field, type the TCP/IP port number (between 1024 and 65,535) that the attachment connector uses to send the requests for attachment data to the BlackBerry Attachment Service.
5. In the **Server Result Port** field, type the TCP/IP port number (between 1024 and 65,535) that the BlackBerry Enterprise Server uses to query and retrieve the converted data from the BlackBerry Attachment Service.
6. In the **Polling Time(s) (seconds)** field, type the interval (between 10 and 300 seconds) that the BlackBerry Enterprise Server uses between querying the BlackBerry Attachment Service for when the conversion of large attachments is complete and the attachment is available for delivery.
7. Click **OK**.
8. In the Microsoft® Windows® Services, restart the BlackBerry Dispatcher.

Connect a remote BlackBerry Attachment Service to the BlackBerry Messaging Agent

Complete the following task if you have not installed the BlackBerry® Attachment Service on the same computer as the BlackBerry® Enterprise Server.

Before you begin: Open the BlackBerry Configuration Panel on the BlackBerry Enterprise Server and record the port information for the Server Submit Port and the Server Result Port that the BlackBerry Enterprise Server uses.

1. On the computer that hosts the BlackBerry Attachment Service, on the taskbar, click **Start > Programs > BlackBerry Enterprise Server > BlackBerry Server Configuration**.
2. On the **Attachment Server** tab, in the **Configuration Option** drop-down list, click **Attachment Server**.
3. In the **Submit Port** field, type the same port number that you typed in the **Server Submit Port** field on the BlackBerry Enterprise Server.
4. In the **Result Port** field, type the same port number that you typed in the **Server Result Port** field on the BlackBerry Enterprise Server.
5. In the **Configuration Port** field, type the TCP/IP port number (between 1024 and 65,535) that the administrative console should use.
6. Click **OK**.
7. In the Microsoft® Windows® Services, restart the BlackBerry Attachment Service.

Verify that the BlackBerry Collaboration Service can connect to Microsoft Office Communications Server 2007 or Microsoft Office Live Communications Server 2005

After you install the BlackBerry® Enterprise Server with the BlackBerry Collaboration Service, you can verify that the BlackBerry Collaboration Service can connect to your organization's instant messaging server.

1. Browse to the Microsoft® Office Communicator Web Access web client using a web address in the following format:
<protocol>://<cwahostcomputername>.< domainname>:<portnumber>. (For example, <https://server01.test.rim.com:444>)
Use the same host name, transport protocol, and port number that you specified for the instant messaging server when you installed the BlackBerry Collaboration Service. The port number might be optional if your organization's instant messaging server uses port 80 or port 443.
2. Log in to the Microsoft Office Communicator Web Access web client.

If you log in to the Microsoft Office Communicator Web Access web client successfully, the BlackBerry Collaboration Service can connect to your organization's instant messaging server.

Authenticating the BlackBerry MDS Integration Service to the BlackBerry Manager and web services

After you install the BlackBerry® MDS Integration Service, you must install a digital certificate for the BlackBerry MDS Integration Service in the key store on the same computer. This certificate allows server-authenticated communication between the BlackBerry MDS Integration Service and the BlackBerry Manager.

You can install a self-signed certificate for the BlackBerry MDS Integration Service, or you can get a signed root certificate from a certificate authority and install it in the key store using the Java® keytool. You can replace the self-signed certificate with a signed root certificate at any time, but you should install the certificate that you want to use immediately after you install the BlackBerry MDS Integration Service and before you allow authentication with the BlackBerry Manager or web services using that certificate.

You can also export the certificate for the BlackBerry MDS Integration Service to allow client authentication with external web services.

For more information about using the Java keytool, visit java.sun.com/javase/6/docs/technotes/tools/windows/keytool.html.

Allow the BlackBerry MDS Integration Service to communicate with the BlackBerry Manager

When the BlackBerry® Manager connects to the BlackBerry MDS Integration Service for the first time after installation, the BlackBerry Manager prompts you to view and install the BlackBerry MDS Integration Service self-signed certificate. This certificate allows server-authenticated communication between the BlackBerry MDS Integration Service and the BlackBerry Manager.

Before you begin: Perform this task immediately after you install the BlackBerry MDS Integration Service.

1. In the BlackBerry Manager, in the left pane, click a BlackBerry MDS Integration Service.
2. In the certificate installation dialog box, click **View Certificate**.
3. Review the certificate information.
4. Click **Install Certificate**.
5. Complete the instructions on the screen. Accept the default settings.
6. When prompted, click **Cancel**.

Allow client authentication between the BlackBerry MDS Integration Service and web services

The self-signed certificate for the BlackBerry® MDS Integration Service allows client authentication between the BlackBerry MDS Integration Service and web services hosts. If the BlackBerry® MDS Runtime Applications in your organization's environment use HTTPS to communicate with web servers to receive application data and application updates, you must export the certificate for the BlackBerry MDS Integration Service to the web services hosts. This allows BlackBerry MDS Runtime Applications that use web services to authenticate to the web services and access them.

Before you begin:

- Contact your organization's application developers for information about the web services that the BlackBerry MDS Runtime Applications in your environment use.
 - If you replaced the self-signed certificate for the BlackBerry MDS Integration Service with a signed root certificate from a certificate authority, the web services must trust the root certificate authority to authenticate to the BlackBerry MDS Integration Service.
1. Using Microsoft® Internet Explorer®, export the self-signed certificate for the BlackBerry MDS Integration Service from the trusted root certificate authorities area of the computer's key store.
 2. Send the self-signed certificate to the web services servers that the BlackBerry MDS Runtime Applications use.
 3. Verify that the certificate is installed in the trusted key store of the web services servers.

After you finish:

- If multiple BlackBerry MDS Integration Service servers are installed, export the certificate for each BlackBerry MDS Integration Service.
- Allow BlackBerry MDS Runtime Applications to access web services using HTTPS.

Configuring a Hosted BlackBerry services environment

Hosted BlackBerry® services permit you to make the BlackBerry® Enterprise Server available to other organizations (for example, small or medium-sized businesses). When you use the Hosted BlackBerry services in your organization's environment, one or more organizations can subscribe to your organization's BlackBerry Enterprise Server.

You must make sure that the organization name for each user is listed accurately and consistently in the contact list. For example, if the organization name appears as an acronym in some entries but in full in others, the address search results might be inaccurate. If a user tries to look up contact information for a user whose organization name is not specified, no search results appear.

When users try to look up contact information, they must type the entire email address.

To configure Hosted BlackBerry services, you must use a different licensing model for the BlackBerry Enterprise Server.

For more information about Hosted BlackBerry services, see the *BlackBerry Enterprise Server Planning Guide*.

Configure how users search for email addresses in a Hosted BlackBerry services environment

1. On the computer that hosts the BlackBerry® Enterprise Server, click **Start > Run**.
2. Type **regedit**. Click **OK**.
3. Perform one of the following actions:
 - If you are running a 32-bit version of Windows®, navigate to HKEY_LOCAL_MACHINE\Software\Research In Motion\BlackBerry Enterprise Server\Agents.
 - If you are running a 64-bit version of Windows, navigate to HKEY_LOCAL_MACHINE\Software\WOW6432Node\Research In Motion\BlackBerry Enterprise Server\Agents.
4. Create a DWORD value named **HostedServer**.
5. Change the value to **1**.
6. In the Windows® Services, restart the BlackBerry Controller.

Add or remove a BlackBerry Enterprise Server component

Complete this task if you want to add or remove a BlackBerry® Enterprise Server component from a computer that also hosts other BlackBerry Enterprise Server components.

CAUTION: Before removing the existing BlackBerry Enterprise Server installation, move active user accounts to another BlackBerry Enterprise Server.

1. Perform one of the following actions to add a component:
 - remove the existing installation and reinstall the BlackBerry Enterprise Server with the component
 - if supported, install the component on a separate computer
2. Perform one of the following actions to remove a component:

- turn off the service and set its Startup type to Manual
- remove the existing installation and reinstall the BlackBerry Enterprise Server without the component

Creating and managing administrators

8

Administrative roles

You can use the predefined roles in the BlackBerry® Enterprise Server, that mirror typical administrative roles that exist in organizations, to control which administrators can perform specific tasks and what information the administrators can view.

You assign each BlackBerry Enterprise Server administrator to an administrative role. If you manage your organization's BlackBerry Enterprise Server using Windows® groups, you can assign the groups to the administrative roles so that you can manage role membership within the group.

If an administrator starts the BlackBerry Manager, the BlackBerry Manager checks the administrator's authentication credentials, determines which administrative role the administrator is assigned to, and displays a list of the tasks that the administrator can perform.

Role	Description
security administrator (rim_db_admin_security)	<p>These administrators can perform all tasks and can view all information. They are the only administrators who can manage role membership.</p> <p>The administrator account that you created during the installation process is assigned the security administrator role automatically.</p>
enterprise administrator (rim_db_admin_enterprise)	<p>These administrators can perform all tasks for user accounts, BlackBerry Enterprise Server instances, and global application data. These administrators can perform some security tasks.</p> <p>These administrators cannot view role membership.</p>
device administrator (rim_db_admin_handheld)	<p>These administrators can perform tasks for managing BlackBerry devices and user accounts.</p>
senior help desk administrator (rim_db_admin_sr_helpdesk)	<p>These administrators can perform all device management tasks that relate to user account management.</p>
junior help desk administrator (rim_db_admin_jr_helpdesk)	<p>These administrators can perform specific tasks to manage user accounts. However, these administrators cannot add, move, or delete user accounts or send specific IT administration commands.</p>

Creating a BlackBerry Enterprise Server administrator in a Microsoft SQL Server environment

BlackBerry® Enterprise Server administrators are database users who can access the BlackBerry Configuration Database using the BlackBerry Manager. This access is restricted to the administrative roles that the BlackBerry Enterprise Server administrators are assigned to.

Only administrators who are assigned to the security administrator role can create other BlackBerry Enterprise Server administrators accounts. When creating administrator accounts, perform one of the following tasks:

- assign an administrative role to an existing database account
- create a new database account and assign it an administrative role

Assign an administrative role to a new or existing Microsoft SQL Server database account

Note: Do not assign an administrative role using the Microsoft® SQL Server® consoles or assign more than one administrative role to an administrator. The BlackBerry® Configuration Database uses the most restrictive settings to determine which tasks the BlackBerry Manager displays, so an administrator who is assigned both enterprise and junior help desk roles sees only the tasks for the junior help desk role.

Before you begin:

- Verify that you have the system administrator role on the database server.
- If you are creating a new database account and want to use Windows® authentication, verify that the Windows user account or group already exists.

1. In the BlackBerry Manager, in the left pane, click **BlackBerry Domain**.
2. On the **Role Administration** tab, click a role.
3. Complete one of the following actions:
 - To add an administrative role to an existing Microsoft SQL Server database account, click **List Administrators**.
 - To create a new Microsoft SQL Server database account and assign it to an administrative role, click **Add Administrators**.
4. Complete one of the following actions:
 - To add an administrative role to an existing administrator account, click the administrator account that you want to add the role to.
 - To create a database account only and add an administrative role to the account, type a user name.
 - To create a database account for an existing Windows user account or group and add an administrative role to the account, type a user name preceded by a domain name (for example, DOMAIN\username).
5. If prompted, type and confirm a password.
6. Click **OK**.

Configure the BlackBerry Manager to use database authentication in a Microsoft SQL Server environment

During the installation process, if you choose to connect to the BlackBerry® Configuration Database using Windows® authentication, the BlackBerry Manager uses Windows authentication automatically. If you create database accounts for your administrators, you must change the type of authentication that the BlackBerry Manager uses.

1. In the BlackBerry Manager, on the **Tools** menu, click **Options**.
2. Click **Database**.
3. In the **Authentication** drop-down list, click **Database Authentication**.
4. Click **OK**.
5. Restart the BlackBerry Manager.

Assign a BlackBerry Enterprise Server administrator to a different administrative role

As organizational changes occur, you might need to move an administrator to a different administrative role.

1. In the BlackBerry® Manager, in the left pane, click **BlackBerry Domain**.
2. On the **Role Administration** tab, click the role that the administrator is assigned to.
3. Click **List Administrators**.
4. Remove the administrator from the list.
5. Click the role that you want to assign the administrator to.
6. Click the administrator.
7. Click **OK**.

The database permissions change immediately.

After you finish: Instruct the administrator to restart the BlackBerry Manager.

Delete an administrator account from a BlackBerry Enterprise Server

1. In the BlackBerry® Manager, in the left pane, click **BlackBerry Domain**.
2. On the **Role Administration** tab, click the role that the administrator is assigned to.
3. Click **Remove Administrators**.
4. In the drop-down list, click the administrator.
5. Click **OK**.

After you finish: Optionally, you can delete the database account associated with that administrator from the database.

Removing the BlackBerry Enterprise Server software

9

Remove the BlackBerry Enterprise Server software

Use this task to remove the BlackBerry® Enterprise Server or a BlackBerry Enterprise Server component that you have installed on a separate computer.

1. On the taskbar, click **Start > Settings > Control Panel > Add/Remove Programs**.
2. Click **BlackBerry Enterprise Server**.
3. Click **Remove**.
4. Click **Yes**.

After you finish: Optionally, you can delete remaining log files and remove the JRE™ software and the Java® Web Start software from the computer.

Delete registry entries from your computer

1. On the computer that you removed the BlackBerry® Enterprise Server software from, open the Registry Editor.
2. Delete the following registry keys:

Location	KEY
HKEY_LOCAL_MACHINE\SOFTWARE (Windows® 32-bit)	Research In Motion
HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node (Windows 64-bit)	
HKEY_LOCAL_MACHINE\System\CurrentControlSet \Services	BBAttachServer and any keys starting with "BES" or "BlackBerry"
HKEY_LOCAL_MACHINE\System\ControlSet001 \Services	BBAttachServer and any keys starting with "BES" or "BlackBerry"
HKEY_LOCAL_MACHINE\System\ControlSet00n \Services	BBAttachServer and any keys starting with "BES" or "BlackBerry"
HKEY_CURRENT_USER\Software	Research In Motion
HKEY_CURRENT_USER\Software\Microsoft\Windows NT\CurrentVersion\Windows Messaging SubSystem \Profiles	any keys named BlackBerryServer, BlackBerry Manager, or listed as the name of your BlackBerry Enterprise Server
HKEY_USERS\DEFAULT\Software	Research In Motion

Location	KEY
HKEY_CLASSES_ROOT\Installer\Products	any key in which the ProductName is BlackBerry Enterprise Server

Removing the BlackBerry database notification system

You must remove the BlackBerry® database notification system manually if you installed it manually. You can remove the BlackBerry database notification system from one BlackBerry Configuration Database instance or all BlackBerry Configuration Database instances.

Remove the BlackBerry database notification system from a BlackBerry Configuration Database

1. Open the Microsoft® SQL Server® Management Studio.
2. Using the console, navigate to Database\DBInstallScripts\SQLServer\5.0 in the BlackBerry® Enterprise Server installation files.
3. Open the **NotifyUnInstall.sql** file.
4. Delete all commands after --- **delete notification stored procedures** and -- **delete notification tables**.
5. Run the script.
6. Perform one of the following actions:
 - Restart Microsoft® SQL Server®.
 - In Windows® Explorer, navigate to C:\Program Files\Microsoft SQL Server\MSSQL\Binn. Rename the **RimEsp.dll** file (for example, RimEspXXX.tmp).

Remove the BlackBerry database notification system from all BlackBerry Configuration Database instances

1. Open the Microsoft® SQL Server® Management Studio.
2. Using the console, navigate to Database\DBInstallScripts\SQLServer\5.0 in the BlackBerry® Enterprise Server installation files.
3. Open the **NotifyUnInstall.sql** file.
4. Run the script.
5. Using Windows® Explorer, navigate to <drive>:\Program Files\Microsoft SQL Server\MSSQL\Binn.
6. Delete the **RimEsp.dll** file.

Troubleshooting the BlackBerry Enterprise Server installation process

10

A third-party tool did not install and the BlackBerry Enterprise Server setup application closed

Possible solution

1. On the BlackBerry® Enterprise Server installation media, open the **Tools** folder.
2. Double-click the setup application file for the tool that you want to install.
3. Complete the instructions on the screen.
4. Restart the BlackBerry Enterprise Server setup application.

Failed to write License Key to the Database

This error message appears when you try to add the BlackBerry® Client Access License key during the installation process.

Possible solution

After you restart the computer during the BlackBerry® Enterprise Server installation process, you must log in using the same Windows® account that you used to start the installation process.

1. Close the setup application.
2. Log out of the computer.
3. Log in to the computer.
4. Restart the setup application.

Previous version detected but no database available

This message appears when you start the setup application and the setup application stops responding.

Possible solution

The registry keys that identify your BlackBerry® Configuration Database must exist in the Microsoft® Windows® Registry.

1. On the computer on which you plan to upgrade the BlackBerry® Enterprise Server, open the Registry Editor.
2. In the left pane, navigate to HKEY_LOCAL_MACHINE\Research In Motion\BlackBerry Enterprise Server\Database.
3. Create the following case-sensitive string values (if they do not exist):

- **DatabaseName:** Type the name of the BlackBerry Configuration Database.
 - **DatabaseServerMachineName:** Type the computer name of the database server.
4. Restart the setup application.

The BlackBerry Collaboration Service does not connect to Microsoft Office Live Communications Server 2005

Possible solution

If the instant messaging in your organization's environment supports Windows® Messenger with TLS, you must configure authentication.

1. Download the trial edition of Microsoft® Office Communicator 2005 from www.microsoft.com/downloads.
2. Install Microsoft Office Communicator 2005 on the computer that hosts the BlackBerry® Collaboration Service.
3. Connect to Microsoft® Office Live Communications Server 2005 using Microsoft Office Communicator 2005.
4. If a connection does not open, verify that you installed or imported the certificates that are required for authentication.

The BlackBerry Enterprise Server does not connect to Novell GroupWise as a trusted application

Possible solution

1. Open Novell® ConsoleOne®.
2. In the list of trusted applications, verify that the name of the trusted application key for the BlackBerry® Enterprise Server (for example, "RIM BES") appears.

The setup application prompts you for access to the installation media for Microsoft .NET Framework version 1.1

When the BlackBerry® Enterprise Server setup application installs Microsoft® .NET Framework version 1.1 SP1 on a computer that hosts a previously installed version of Microsoft .NET Framework version 1.1, it prompts you for access to the installation media for Microsoft .NET Framework version 1.1.

Possible solution

You can access the netfx.msi file that is included with the BlackBerry Enterprise Server installation media.

1. On the BlackBerry Enterprise Server installation media, open the **Tools** folder.

2. Double-click the **netfx.msi** file.
3. Complete the instructions on the screen.

Glossary

11

AJAX

Asynchronous JavaScript® and XML

API

application programming interface

BlackBerry Domain

A BlackBerry Domain consists of the BlackBerry Configuration Database with its users and any BlackBerry® Enterprise Server instances that connect to it.

BlackBerry MDS

BlackBerry® Mobile Data System

BlackBerry CAL

A BlackBerry® Client Access License (BlackBerry CAL) limits how many users you can add to a BlackBerry® Enterprise Server.

DMZ

A demilitarized zone (DMZ) is a neutral subnetwork outside of an organization's firewall. It exists between the trusted LAN of the organization and the untrusted external wireless network and public Internet.

DNS

Domain Name System

HTTPS

Hypertext Transfer Protocol over Secure Sockets Layer

IP

Internet Protocol

ISAPI

Internet Server Application Programming Interface

J2SE

Java® 2 Platform, Standard Edition

JRE

Java® Runtime Environment

LAN

local area network

MDAC

Microsoft® Data Access Components

messaging server

A messaging server sends and processes messages and provides collaboration services, such as updating and communicating calendar and address book information.

MSDE

Microsoft® SQL Server® Desktop Engine

MSMQ

Microsoft® Message Queuing

MTLS

Mutual Transport Layer Security

POA

Post Office Agent

SOAP

Simple Object Access Protocol

SNMP

Simple Network Management Protocol

SQL

Structured Query Language

SRP

Server Routing Protocol

SSL

Secure Sockets Layer

TCP

Transmission Control Protocol

TCP/IP

Transmission Control Protocol/Internet Protocol (TCP/IP) is a set of communication protocols that is used to transmit data over networks, such as the Internet.

TLS

Transport Layer Security

USB

Universal Serial Bus

UNC

Universal Naming Convention

XML

Extensible Markup Language

Legal notice

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