

# BlackBerry Enterprise Server for Microsoft Office 365 preinstallation tasks

This document lists the tasks that you must complete before you install the BlackBerry Enterprise Server for Microsoft Office 365.

## Create a Microsoft Office 365 service account

To allow the BlackBerry Enterprise Server to access the mailboxes in your Microsoft Office 365 organization, you must create a Microsoft Office 365 account that has a Microsoft Exchange Online mailbox and assign ApplicationImpersonation rights to the account.

1. On the computer that you use to access Microsoft Office 365, log in using an administrator account that has permission to create accounts.
2. Create a new Microsoft Office 365 user account to be used as a service account to access other Microsoft Office 365 users.  
Ensure that the service account is assigned a license for Microsoft Exchange Online.

## Reset the password for the Microsoft Office 365 service account and set it to never expire

**Before you begin:** Install the Microsoft Online Services Sign-In Assistant and the Microsoft Online Services Module for Windows PowerShell. For more information, visit [onlinehelp.microsoft.com](http://onlinehelp.microsoft.com) to read *Use Windows PowerShell to manage Office 365*.

1. Open a Windows PowerShell prompt and type **Import-Module MSOnline**.
2. Type **\$Cred = Get-Credential** and enter the credentials for the Microsoft Office 365 service account.
3. To connect to Microsoft Office 365, type **Connect-MsolService -Credential \$Cred**.
4. To set a new password for the Microsoft Office 365 service account, type **Set-MsolUserPassword -UserPrincipalName <service account email address> -NewPassword <password> -ForceChangePassword:\$false**.  
The UserPrincipalName must correspond to the UserPrincipalName of the service account you created (this is usually the account's email address).  
The best practice is to change the password for the Microsoft Office 365 service account to a long and secure value.
5. To set the password for the Microsoft Office 365 service account to never expire, type **Set-MsolUser -UserPrincipalName <service account email address> -PasswordNeverExpires:\$true**.

## Start a remote Windows PowerShell session

1. Open a Windows PowerShell prompt and type **\$s = New-PSSession -ConfigurationName Microsoft.Exchange - ConnectionUri https://ps.outlook.com/powershell -Credential \$Cred -Authentication Basic – AllowRedirection**.  
A warning appears, noting that the session was redirected.
2. To import the remote Windows PowerShell session into your local Windows PowerShell session so that you can run commands on the remote server, type **Import-PSSession \$s**.

## Assign application impersonation rights to the Microsoft Office 365 service account

Use the remote Windows PowerShell session to assign the ApplicationImpersonation right to the Microsoft Office 365 service account so that it can access all mailboxes in your Microsoft Office 365 organization.

1. To allow custom management roles to be created in your Microsoft Office 365 organization, type **Enable-OrganizationCustomization**.  
If you already ran the Enable-OrganizationCustomization cmdlet in your Microsoft Office 365 organization, this step is not necessary.
2. To assign application impersonation rights to the Microsoft Office 365 service account, type **New-ManagementRoleAssignment –Name:<service account name>-ApplicationImpersonation – Role:ApplicationImpersonation –User:<service account name>**.  
The name and user must be the same as the service account you created.

## Permit meeting requests from outside of your organization when users use Microsoft Exchange Web Services

By default, the BlackBerry Enterprise Server uses Microsoft Exchange Web Services to manage calendars on BlackBerry devices. Each time you add a new Microsoft Exchange Online mailbox, you must configure the calendar settings in Microsoft Exchange Online to permit users to receive meeting requests from outside of your organization when they use Microsoft Exchange Web Services.

Type **Get-Mailbox | Set-CalendarProcessing -ProcessExternalMeetingMessages \$true**.

After this initial setup, each time you add a new Microsoft Exchange Online mailbox, use the command **Get-Mailbox newuser | Set-CalendarProcessing -ProcessExternalMeetingMessages \$true**.

## Activate the Microsoft Office 365 service account

1. Log in to Microsoft Office 365 using the service account that you created and the password that you set.

2. Open the Microsoft Outlook inbox for the service account.
3. Log out of Microsoft Office 365.

## Create a service account

The BlackBerry Enterprise Server for Microsoft Office 365 service account is used to authenticate with the messaging server. The service account should be named **BESAdmin**. If your organization has already created a **BESAdmin** account for other BlackBerry Enterprise Server installations, then you can use that account.

## Create a service account for the BlackBerry Enterprise Server for Microsoft Office 365

1. On the taskbar, click **Start > Administrative Tools > Active Directory Users and Computers**.
2. Expand the directory tree.
3. Right-click the container where you want to create the service account.
4. Click **New**.
5. Click **User**.
6. In the **First name** field, type **BESAdmin**.
7. In the **User logon name** field, type **BESAdmin**.
8. Click **Next**.
9. Type the password for the BESAdmin account.
10. Confirm the password for the BESAdmin account.
11. Clear the **User must change password at next logon** check box.
12. Select the **User cannot change password** check box.
13. Select the **Password never expires** check box.
14. Click **Next**.
15. Click **Finish**.

## Configure permissions for the BlackBerry Enterprise Server for Microsoft Office 365 Windows service account

1. Right-click **My Computer**. Click **Manage**.
2. In the left pane, expand **Local Users and Groups**.

3. Navigate to the **Groups** folder.
4. In the right pane, double-click **Administrators**.
5. Click **Add**.
6. In the **Enter the object names to select** field, type the Windows account name that you want the services for the BlackBerry Enterprise Server to use (for example, BESAdmin).
7. Click **OK**.
8. Click **Apply**.
9. Click **OK**.
10. On the taskbar, click **Start > Programs > Administrative Tools > Local Security Policy**.
11. Configure the following permissions for the Windows account:
  - log on locally with local permissions (if not assigned by default)
  - log on as a service
12. On the taskbar, click **Start > Programs > Administrative Tools > Computer Management**.
13. Add the Windows account to the local administrators group.