

BlackBerry Enterprise Server for Microsoft Office 365 preinstallation checklist

This document lists the preinstallation requirements that must be met before you install the BlackBerry Enterprise Server for Microsoft Office 365. Read the information in the Requirement column to find out what you need before you can install. Read the Description column to understand why the requirement is important or what might happen if it is not met. Place a check mark in the check box when the requirement is met.

Note: For information on BlackBerry Enterprise Server for Microsoft Office 365 hardware requirements, see the *BlackBerry Enterprise Server for Microsoft Office 365 Installation Guide*.

System requirements

Requirement	Description
<p>Directory service</p> <ul style="list-style-type: none"> The computer that the BlackBerry Enterprise Server for Microsoft Office 365 is installed on is joined to a Microsoft Active Directory domain. Microsoft Active Directory is running at a domain level that is set to Windows Server 2003 or later. 	<p>Microsoft Active Directory is used to allow administrators to add users to the BlackBerry Enterprise Server. Microsoft Active Directory allows the BlackBerry Enterprise Server to locate the user account and mailbox information.</p> <p>Running Microsoft Active Directory at a domain level set to Windows Server 2003 or later is the minimum requirement to successfully install and run the BlackBerry Enterprise Server for Microsoft Office 365.</p>
<p>DNS</p> <p>Support for resolving host names into IP addresses</p>	<p>BlackBerry Enterprise Server for Microsoft Office 365 connects to the BlackBerry Infrastructure through <code>srp.<country>.blackberry.net</code>. If the BlackBerry Enterprise Server for Microsoft Office 365 cannot connect to the BlackBerry Infrastructure, then some BlackBerry services will not function. These services include managing BlackBerry smartphones that are added to the BlackBerry Enterprise Server for Microsoft Office 365, synchronizing Microsoft Office 365 calendar and contact information with the smartphone, and sending and receiving Microsoft Office 365 email messages on the smartphone.</p>

Requirement	Description
<p>Firewall or proxy firewall</p> <p>If your organization uses a firewall or proxy firewall, the following configurations:</p> <ul style="list-style-type: none"> • Exclusive use of port 3101 to open and maintain an out-bound-initiated, two-way TCP/IP traffic to an external server • A connection to Microsoft Office 365 on port 443 • If your organization uses a proxy firewall, a proxy that is transparent to the BlackBerry Enterprise Server for Microsoft Office 365 	<p>The BlackBerry Enterprise Server for Microsoft Office 365 connects to the BlackBerry Infrastructure through port 3101. If the port is not open, BlackBerry services will not be available.</p> <p>Port 443 must be open and connected to Microsoft Office 365 to allow the BlackBerry Enterprise Server for Microsoft Office 365 to access the users' mailbox and Microsoft Office 365 information. If the BlackBerry Enterprise Server for Microsoft Office 365 cannot connect to Microsoft Office 365, then synchronizing Microsoft Office 365 calendar and contact information with the smartphone and sending and receiving Microsoft Office 365 email messages on the smartphone will not function.</p> <p>Proxy firewalls must be transparent to allow the BlackBerry Enterprise Server for Microsoft Office 365 to connect directly to the BlackBerry Infrastructure or BlackBerry services will not be available.</p>
<p>Messaging server</p> <p>Microsoft Exchange Online with the following configurations:</p> <ul style="list-style-type: none"> • Autodiscover DNS records for Microsoft Exchange Online • At least one available Microsoft Exchange Online license 	<p>Microsoft Exchange Online is required to allow the Messages, Calendar, and Contacts apps on the BlackBerry smartphone to connect to your organization's messaging server.</p> <p>Autodiscover DNS records allow the BlackBerry Enterprise Server for Microsoft Office 365 to connect to the users' mailboxes and access the Microsoft Office 365 information.</p>
<p>Instant messaging server</p> <p>Any of the following instant messaging servers:</p> <ul style="list-style-type: none"> • IBM Sametime • Microsoft Lync Server 2010 • Microsoft Office Communications Server 2007 • Microsoft Office Communications Server 2007 R2 • Microsoft Office Live Communications Server 2005 • Novell GroupWise Messenger 	<p>If your organization uses an instant messaging server, the BlackBerry Enterprise Server for Microsoft Office 365 can be installed using the instant messaging server host or pool name and port numbers.</p>
<p>Application server</p>	<p>If Microsoft IIS is not set up with integrated Windows authentication, the BlackBerry smartphone user is</p>

	Requirement	Description
	For the BlackBerry MDS Connection Service to support integrated Windows authentication, Microsoft IIS 6.0 or 7.0 using integrated Windows authentication.	prompted for their username and password each time they attempt to access a website that requires authentication within your environment.
	File server For the BlackBerry MDS Connection Service to support integrated Windows authentication, Windows Server 2003 file services or Windows Server 2008 file services.	If Windows Server services are not set up with integrated Windows authentication, the smartphone user is prompted for their username and password each time they attempt to access a file share in your environment.

Software requirements

	Requirement	Description
	Operating system Any of the following operating systems: <ul style="list-style-type: none"> • Windows Server 2008 SP2 • Windows Server 2008 R2 • Windows Server 2008 R2 SP1 	These are the minimum software requirements to install and run the BlackBerry Enterprise Server for Microsoft Office 365.
	Browser On computers where the BlackBerry Administration Service or the BlackBerry Web Desktop Manager is accessed, any of the following browsers: <ul style="list-style-type: none"> • Windows Internet Explorer 8.0 • Mozilla Firefox 10 or later • Google Chrome 12 or later <p>Note: Single sign-on authentication for the BlackBerry Administration Service is not supported by Google Chrome.</p> <p>Note: BlackBerry Enterprise Server for Microsoft Office 365 does not support USB device management on Mozilla Firefox and Google Chrome.</p> On computers that use Windows Internet Explorer to access the BlackBerry Administration Service or the BlackBerry Web Desktop Manager, the following settings: <ul style="list-style-type: none"> • Language preferences that display encoded web pages 	These are the browser and setting requirements to access the BlackBerry Administration Service or the BlackBerry Web Desktop Manager.

Requirement	Description
<ul style="list-style-type: none"> • Microsoft hotfix 955839 is installed on the users' computers to make sure that the correct time zones are displayed • To support Microsoft ActiveX, the following settings are enabled: <ul style="list-style-type: none"> • Automatic prompting for Microsoft ActiveX controls • Download signed Microsoft ActiveX controls • Run Microsoft ActiveX controls and plug-ins • Script Microsoft ActiveX controls marked safe for scripting • Support for JavaScript • Cookies turned on • Support for TLS or SSL • The SSL certificate is installed to permit trusted connections to the BlackBerry Administration Service • If you are using Windows Vista, the BlackBerry Administration Service web address is added as a trusted website and Enable protected mode check box is cleared • If you configure single sign-on authentication for the BlackBerry Administration Service <ul style="list-style-type: none"> • The BlackBerry Web Desktop Manager and BlackBerry Administration Service websites are assigned to the local intranet zone • Enable Integrated Windows Authentication is selected • If you do not configure single sign-on authentication for the BlackBerry Administration Service, the BlackBerry Web Desktop Manager and BlackBerry Administration Service websites are assigned to the local intranet or trusted sites security zone. <p>On computers that use Firefox or Google Chrome to access the BlackBerry Administration Service or the</p>	

Requirement	Description
BlackBerry Web Desktop Manager, you must configure the following settings: <ul style="list-style-type: none"> • Support for JavaScript • Cookies turned on • Support for TLS or SSL • The SSL certificate is installed to permit trusted connections to the BlackBerry Administration Service 	
Windows PowerShell tools On the computer that is used to administer Microsoft Office 365, the following tools: <ul style="list-style-type: none"> • Microsoft Online Services Sign-In Assistant • Microsoft Online Services for Windows PowerShell These tools are available from the Microsoft Download Center.	The Windows PowerShell tools are used to reset the password for the BlackBerry Enterprise Server for Microsoft Office 365 and set it to never expire. If the password is not set to never expire, the administrator must update the BlackBerry Enterprise Server for Microsoft Office 365 each time the service account password expires or BlackBerry services are interrupted on the smartphone.

Installation considerations

Considerations	
✓	Virtual environment BlackBerry Enterprise Server for Microsoft Office 365 components support virtual environments. For more information, visit www.blackberry.com/go/kbhelp to read article KB29661.
✓	Remote access BlackBerry Enterprise Server for Microsoft Office 365 and its components can be accessed remotely by administrators using Remote Desktop Connection.
✓	IP BlackBerry Enterprise Server for Microsoft Office 365 supports only IPv4 for TCP/IP connections.
✓	Enhanced network authentication BlackBerry Enterprise Server for Microsoft Office 365 supports RSA Authentication Agent 2008.
✗	DMZ BlackBerry Enterprise Server for Microsoft Office 365 and its components, with the exception of the BlackBerry Router, do not support installation in a DMZ.

Considerations	
X	<p>Remote Desktop Services or Terminal Services</p> <p>BlackBerry Enterprise Server for Microsoft Office 365 does not support installation on a computer that you installed Remote Desktop Services or Terminal Services on.</p>
X	<p>Instant messaging server</p> <p>BlackBerry Enterprise Server for Microsoft Office 365 that connects to multiple instances of the BlackBerry Collaboration Service does not support more than one type of instant messaging server. The same type of instant messaging server must be used for each BlackBerry Collaboration Service that you connect to the BlackBerry Enterprise Server for Microsoft Office 365.</p>

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