

BlackBerry Enterprise Server for Microsoft Office 365

Version: 1.0



Feature and Technical Overview

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Related resources

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To read the following guides or additional related material, visit www.blackberry.com/go/serverdocs.

Resource	Information
<i>BlackBerry Enterprise Server for Microsoft Office 365 Release Notes</i>	<ul style="list-style-type: none"> • Descriptions of known issues and potential workarounds
<i>BlackBerry Enterprise Server for Microsoft Office 365 Installation Guide</i>	<ul style="list-style-type: none"> • System requirements • Installation instructions
<i>BlackBerry Enterprise Server for Microsoft Office 365 Administration Guide</i>	<ul style="list-style-type: none"> • Instructions for creating user accounts, groups, and administrator accounts • Instructions for activating devices • Instructions for creating and assigning IT policies and profiles • Instructions for managing applications on devices
<i>BlackBerry Web Desktop Manager User Guide</i>	<ul style="list-style-type: none"> • User instructions for activating devices • User instructions for protecting a lost device
<i>BlackBerry Enterprise Server for Microsoft Office 365 Policy Reference Guide</i>	<ul style="list-style-type: none"> • Understanding BlackBerry Enterprise Server for Microsoft Office 365 IT policy rules and application control policy rules • Using IT policies and application control policies
<i>BlackBerry Enterprise Transporter for Microsoft Office 365 Installation and Administration Guide</i>	<ul style="list-style-type: none"> • Installation and configuration instructions • Instructions for migrating existing users to the BlackBerry Enterprise Server for Microsoft Office 365

About BlackBerry Enterprise Server for Microsoft Office 365

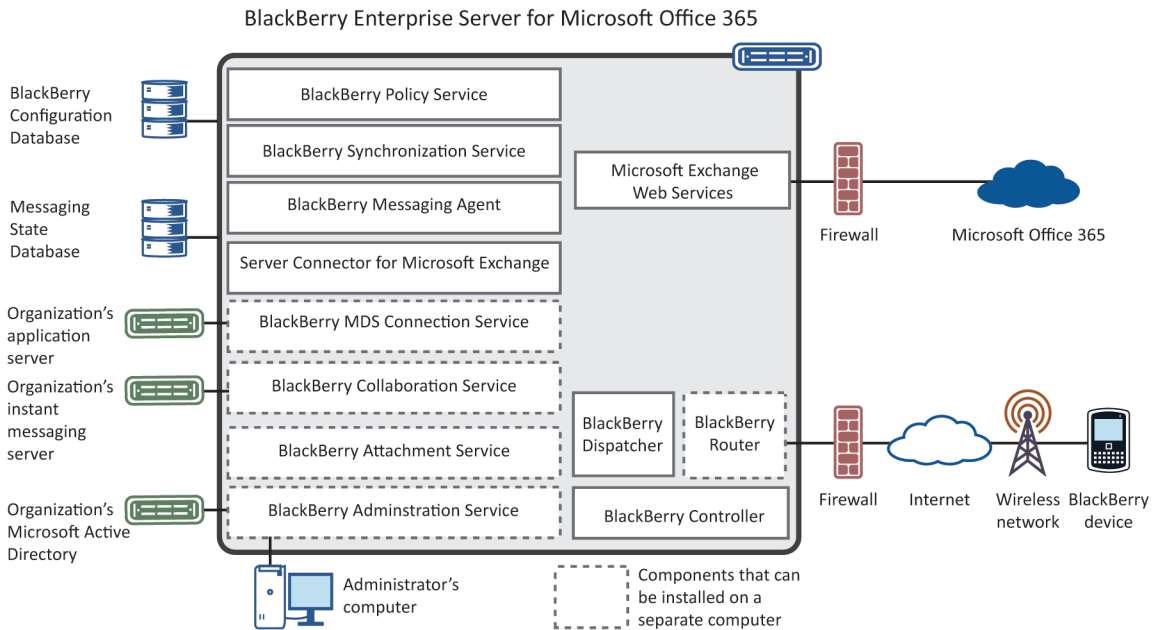
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BlackBerry Enterprise Server for Microsoft Office 365 is designed to be a secure link between your organization's cloud messaging services and BlackBerry devices. BlackBerry Enterprise Server can provide mobile access to the email accounts and organizer data that are part of your organization's resources.

BlackBerry Enterprise Server supports AES encryption to help protect wireless data that is transmitted between BlackBerry Enterprise Server and BlackBerry devices. You can select from more than 500 IT policy rules that you can configure to control the features of the devices that are used in your organization's environment.

You can configure BlackBerry Enterprise Server and BlackBerry Enterprise Server components to support high availability to enhance the consistency and reliability of your organization's environment.

Architecture



Component	Description
BlackBerry Enterprise Server for Microsoft Office 365	BlackBerry Enterprise Server for Microsoft Office 365 provides a secure connection between your organization's Microsoft Office 365 messaging services and BlackBerry devices. BlackBerry Enterprise Server for Microsoft Office 365 is designed to connect to Microsoft Office 365 using a dedicated SSL connection. The BlackBerry Enterprise Server can provide mobile access to the email accounts and organizer data that are part of your organization's environment.
BlackBerry Administration Service	The BlackBerry Administration Service connects to the BlackBerry Configuration Database. You can use the BlackBerry Administration Service to manage the BlackBerry Domain, which includes BlackBerry Enterprise Server components, user accounts, and features for BlackBerry device administration.

Component	Description
BlackBerry Attachment Service	The BlackBerry Attachment Service converts supported message attachments to a format that users can view on their devices.
BlackBerry Collaboration Service	The BlackBerry Collaboration Service provides a connection between your organization's instant messaging server and the collaboration client on devices.
BlackBerry Configuration Database	<p>The BlackBerry Configuration Database is a relational database that contains configuration information that BlackBerry Enterprise Server components use. For example, the BlackBerry Configuration Database includes the following information:</p> <ul style="list-style-type: none"> • Details about the connection from a BlackBerry Enterprise Server to the wireless network • User list • Address mappings between PINs and email addresses for BlackBerry MDS Connection Service push features
BlackBerry Controller	The BlackBerry Controller monitors the BlackBerry Enterprise Server components and restarts them if they stop responding.
BlackBerry Dispatcher	The BlackBerry Dispatcher compresses and encrypts all data that devices send and receive. The BlackBerry Dispatcher sends the data through the BlackBerry Router, to and from the wireless network.
BlackBerry Messaging Agent	The BlackBerry Messaging Agent connects to the Server Connector for Microsoft Office 365 to access Microsoft Office 365 to provide messaging services, calendar management, address lookups, attachment viewing, attachment downloading, and encryption key generation. The BlackBerry Messaging Agent synchronizes configuration data between the BlackBerry Configuration Database and the Messaging State Database.
BlackBerry MDS Connection Service	The BlackBerry MDS Connection Service permits users to access web content, the Internet, or your organization's intranet, and also permits applications on devices to connect to your organization's application servers or content servers for application data and updates.
BlackBerry Policy Service	The BlackBerry Policy Service performs administration services over the wireless network. It sends IT policies and IT administration commands and provisions service books. IT policies and IT administration commands specify security, settings for synchronizing data over the wireless network, and other configuration settings on devices. The BlackBerry Policy Service also sends service books to devices to configure settings for features and components on devices.
BlackBerry Router	The BlackBerry Router connects to the wireless network to send data to and from devices. It also sends data over your organization's network to devices that users connect to computers that host the BlackBerry Device Manager.

Component	Description
BlackBerry Synchronization Service	The BlackBerry Synchronization Service synchronizes organizer data between BlackBerry devices and Microsoft Office 365 over the wireless network.
Messaging State Database	The Messaging State Database is a relational database that contains the state of the data synchronized to BlackBerry devices. It is connected to the BlackBerry Messaging Agent, the BlackBerry Synchronization Service, and the Server Connector for Microsoft Office 365.
Microsoft Exchange Web Services	Microsoft Exchange Web Services provide connectivity from the Microsoft Office 365 over an SSL/TLS connection on port 443.
Microsoft Office 365	Microsoft Office 365 provides cloud messaging services to organizations. The BlackBerry Enterprise Server for Microsoft Office 365 connects with Microsoft Office 365.
Your organization's Microsoft Active Directory	Microsoft Exchange Web Services obtains user account information from the Microsoft Active Directory that is required to create user accounts for the BlackBerry Enterprise Server.
Your organization's application server or content server	Your organization's application server or content server provides push applications and intranet content that the BlackBerry MDS Services use.
Server Connector for Microsoft Exchange	The Server Connector for Microsoft Exchange uses Microsoft Exchange Web Services and acts as a gateway to provide all access from the BlackBerry Enterprise Server to Microsoft Office 365.

Features

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BlackBerry Enterprise Server for Microsoft Office 365 features

The BlackBerry Enterprise Server for Microsoft Office 365 provides a web-based administration interface to manage user accounts, assign groups to user accounts, and apply IT policies to user accounts. You can access the BlackBerry Enterprise Server for Microsoft Office 365 administration interface from a supported browser on any computer that has access to the BlackBerry Enterprise Server for Microsoft Office 365. You can share administrative tasks with multiple administrators.

When Microsoft ActiveX controls are turned on in your browser, you can connect BlackBerry devices to your computers and manage the devices while you are logged in to the BlackBerry Administration Service.

Feature	Description
Authentication	Administrators who log in to the BlackBerry Administration Service must provide user names and passwords. A user name and a password is a unique combination that is stored securely in the BlackBerry Configuration Database and known only to the BlackBerry Administration Service.
High availability of BlackBerry Enterprise Server for Microsoft Office 365 components	You can install standby instances of BlackBerry Enterprise Server for Microsoft Office 365 components and configure a manual or automatic failover to a standby instance.
User account management	You can manage how the BlackBerry Enterprise Server for Microsoft Office 365 synchronizes email messages and organizer data for individual user accounts.
Administration of user groups	You can create groups to share IT policies and other configuration settings among similar user accounts. You can then set properties one time for the group instead of for every user. You can assign a user account to more than one group so that the user account inherits the properties of every group that the user account belongs to. You can also assign groups to other groups so that the properties of the parent group are shared with all of the user accounts in the child groups.

Feature	Description
User statistics tracking	You can view user statistics, including the number of email messages that are sent and received, pending email messages, reconciliation, and last contact time with a device. All information is displayed in sortable columns.
Support for personal devices	For users that have both personal and work data on a device, BlackBerry Enterprise Server for Microsoft Office 365 offers the ability to delete only work data from the device (for example, you might want to delete work data if a user leaves the organization). You can use this feature on devices running a supported version of BlackBerry Device Software 6.0 or later.
Support the BlackBerry Mobile Voice System	The BlackBerry Enterprise Server for Microsoft Office 365 supports the BlackBerry Mobile Voice System. The BlackBerry MVS integrates your organization's PBX environment with the BlackBerry Enterprise Server for Microsoft Office 365 to extend desk phone features to devices.
Manage applications	You can use the BlackBerry Enterprise Server for Microsoft Office 365 to install and manage BlackBerry Device Software and BlackBerry Java Applications on devices.

Device activation features

Activating BlackBerry devices

To assign BlackBerry devices to user accounts and activate the devices, you can use any of the following methods:

Method	Description
BlackBerry Administration Service	You can activate devices before you distribute them to users by connecting the devices to a computer and logging in to the BlackBerry Administration Service.
Over the wireless network	New users and users that are receiving replacement devices can activate the devices without requiring a physical connection to your organization's network. Devices that are associated with the BlackBerry Internet Service cannot be activated over the wireless network.
BlackBerry Web Desktop Manager	New users and users that are receiving replacement devices can activate the devices by connecting the devices to a computer that hosts the BlackBerry Web Desktop Manager.

Messaging features

Wireless messaging features

BlackBerry Enterprise Server for Microsoft Office 365 integrates with existing email accounts in your organization's cloud messaging services. It automatically redirects email messages from users' email accounts to their BlackBerry devices. When users move or delete email messages or mark email messages as read or unread, the BlackBerry Enterprise Server for Microsoft Office 365 reconciles changes over the wireless network between the devices and email accounts.

Feature	Description
Email reconciliation	<p>BlackBerry Enterprise Server for Microsoft Office 365 reconciles the status of email messages between devices and email accounts. If users delete or move email messages to personal folders in their email accounts, the email messages are deleted from the message list on the devices. If users mark email messages as read or unread in their email accounts, the email messages appear with the same status on the devices.</p> <p>You can turn off wireless email reconciliation for a specific user.</p>
Email filters	You or users can create and change email filters. Email filters specify the actions that BlackBerry Enterprise Server for Microsoft Office 365 takes if incoming email messages match specific criteria. For example, users can create email filters to stop email messages from specific senders from being forwarded to their device.
Email-message forwarding	Users can turn off email-message forwarding to their devices (for example, if users are outside of a wireless coverage area). You can also turn off email-message forwarding to users.
Signatures	Users can add a signature to all email messages that they send from their devices. You can also add a signature and disclaimers to all email messages that a specific user sends.
Out-of-office reply	Users can set and change their out-of-office replies using their devices. Users can also specify an expiry date for out-of-office replies.
Contact lookup	Users can search for a contact's first name, last name, or both in your organization's user directory. The BlackBerry Enterprise Server for Microsoft Office 365 returns results for a maximum of 20 of the closest matches.
Contact list updates	When users select contacts from contact lookup results, they can add the contacts to the contact lists on their devices.

Feature	Description
Custom fields in the contact list	If your organization maintains custom fields in users' personal contact lists, you can map these fields to corresponding fields that appear in the contact list on BlackBerry Enterprise Server for Microsoft Office 365 devices. Users can use these custom fields to search for contacts on their devices.
Send attachments	<p>Users can send email messages that contain attachments from their devices. The attachments are not converted. Attachments must meet the following requirements:</p> <ul style="list-style-type: none"> • If a user sends one attachment in an email message, the file size of the attachment cannot exceed 3 MB. • If a user sends multiple attachments in an email message, the total file size of the attachments cannot exceed 5 MB. • If an attachment exceeds 64 KB, the device sends the attachment in multiple data packets. <p>If you want to manage the system resources that are used to upload and send attachments, you can use IT policies to limit the file size of attachments.</p>
Download attachments	<p>Users can download attachments and store them on their devices. Users can open supported attachment file formats using the media application on their devices. Users can open and update attachments using an appropriate third-party application on their devices.</p> <p>If you want to manage the system resources that are used to upload and send attachments, you can use IT policies to limit the file size of attachments.</p>
Save sent email messages	Users can configure their devices to save copies of email messages that they send from their devices in the sent items folder in their email accounts.
Personal distribution lists	Users with devices that are running BlackBerry Device Software 5.0 or later can view personal distribution lists in their contact lists. Users can send email messages to the personal distribution lists and delete personal distribution lists from their devices.
Personal folders	Users with devices that are running BlackBerry Device Software 5.0 or later can add, delete, move, and rename personal folders on their devices.
Follow-up flag	Users with devices that are running BlackBerry Device Software 5.0 or later can flag email messages on their devices and set reminder times.
Personal contact subfolders	<p>Users with devices that are running BlackBerry Device Software 5.0 or later can view personal contact subfolders on their devices and change contact information.</p> <p>Users can specify which contact subfolders that they want to synchronize with their devices. You can limit the number of contact subfolders that a user can synchronize with their devices.</p>

Feature	Description
Calendar entry forwarding	Users with devices that are running BlackBerry Device Software 5.0 or later can forward meeting invitations and calendar entries from their devices.
Availability of meeting invitees	Users can view the availability of meeting invitees on their devices.
Search for email messages	Users can search for email messages in their email account from their devices.
Email messages that contain rich content	Users can view email messages that contain HTML and rich content.

Instant-messaging applications

The BlackBerry Collaboration Service provides a connection between your organization's instant messaging server and the collaboration client on BlackBerry devices. The BlackBerry Collaboration Service integrates with existing instant messaging applications. The BlackBerry Collaboration Service sends instant messages between your organization's instant messaging server, BlackBerry Enterprise Server, and devices using public APIs, a Research In Motion proprietary protocol, and protocols that IBM, Microsoft, and Novell specify.

Using the collaboration clients on their BlackBerry devices, users can use many of the same features that are available in the instant messaging applications on their computers.

Synchronization features

The BlackBerry Enterprise Server for Microsoft Office 365 synchronizes organizer data such as tasks, memos, and contacts over the wireless network so that the entries on BlackBerry devices are consistent with the entries in user email accounts. Users are not required to connect devices to computers to synchronize organizer data and reconcile email messages.

The BlackBerry Enterprise Server for Microsoft Office 365 backs up user settings and data on devices over the wireless network. You can restore the user settings and data to devices when the devices are activated over the wireless network.

Feature	Description
Initial synchronization	<p>When the BlackBerry Enterprise Server for Microsoft Office 365 turns on wireless data synchronization to a device for the first time, an initial data synchronization process starts. The process synchronizes the data for calendar entries and email messages between devices and email accounts. It also resolves conflicting or duplicate entries to prevent data loss.</p> <p>By default, the calendar on the device synchronizes up to 31 days before the activation date, and up to 28 years after the activation date.</p>
Synchronization settings	You can configure settings for wireless data synchronization that apply to specific user accounts. You can specify which organizer data the BlackBerry Enterprise Server for Microsoft Office 365 synchronizes, how data conflicts are

Feature	Description
	resolved, and whether changes are synchronized in both directions or in one direction only between devices and email accounts.
Synchronization of contact pictures	Contact pictures are synchronized between devices and email accounts. If users add, change, or delete contact pictures on their devices, the contact lists in their email applications are also updated. Contact pictures that exceed 32 KB cannot be synchronized.

How BlackBerry Enterprise Server for Microsoft Office 365 manages attachments

BlackBerry Enterprise Server for Microsoft Office 365 receives message attachments from supported BlackBerry devices and reconciles the attachments with the cloud messaging services.

BlackBerry Enterprise Server for Microsoft Office 365 limits the file size of attachments that it can receive from a device to a maximum of 3 MB. If BlackBerry Enterprise Server for Microsoft Office 365 receives more than one attachment at a time, it limits the total file size of all of the attachments to a maximum of 5 MB.

Users can download attachments in any format to their devices. Users can open and make changes to file formats using an appropriate third-party application on their devices. Users might be able to open specific file formats using the media application on the devices.

Attachment file formats that are supported

Format	Extension
Adobe Acrobat	.pdf
ASCII text	.txt
Audio	.amr, .mp3, .wav, .wma
Corel WordPerfect 7 to 10	.wpd
HTML	.htm, .html
Images	.bmp, .gif, .jpeg, .jpg, .png, .ppm, .tif, .tiff, .wmf
Microsoft Excel 97 to 2003, 2007, 2010, and XP	.xls, .xlsx
Microsoft PowerPoint 97 to 2003, 2007, 2010, and XP	.pps, .ppsx, .ppt, .pptx
Microsoft Word 97 to 2003, 2007, 2010, and XP	.doc, .dot, .dotx, .docx

Format	Extension
OpenOffice.org 1.1	.odp, .ods, .odt, .ott
RTF	.rtf
ZIP archives	.zip

Data flows

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Data flow: Sending a message to a BlackBerry device

1. Microsoft Office 365 notifies the Server Connector for Microsoft Exchange of BlackBerry Enterprise Server of Microsoft Office 365 that an email message has arrived in a BlackBerry device user's mailbox.
2. The Server Connector for Microsoft Exchange sends the message to the BlackBerry Messaging Agent.
3. The BlackBerry Messaging Agent applies global filter rules to the messages in the user's mailbox and filters the messages that match the filter criteria.

If global filter rules do not apply, the BlackBerry Messaging Agent applies filter rules that the user specified to the messages in the user's mailbox.

4. The BlackBerry Messaging Agent sends the first 2 KB of the message (plain text, or in an HTML message, the equivalent to 2 KB of plain text) to the BlackBerry Dispatcher.
5. The BlackBerry Dispatcher compresses the first 2 KB of the message, encrypts it using the device transport key of the BlackBerry device, and sends the encrypted data to the BlackBerry Router.
6. The BlackBerry Router sends the encrypted data to the wireless network over port 3101, or over port 4101 if the BlackBerry device is a Wi-Fi enabled BlackBerry device that is connected to the enterprise Wi-Fi network.
7. The wireless network verifies that the PIN belongs to a valid BlackBerry device that is registered with the wireless network, and sends the message data to the BlackBerry device.
8. The BlackBerry device sends a delivery confirmation to the BlackBerry Dispatcher. The BlackBerry Dispatcher sends the delivery confirmation to the BlackBerry Messaging Agent.

If the BlackBerry Messaging Agent does not receive a delivery confirmation within four hours, it sends the message to the wireless network again.

The delivery confirmation verifies that the wireless network delivered the message to the BlackBerry device, but it does not verify that the user received or opened the message.

9. The BlackBerry device decrypts and decompresses the message so that the user can view it.

Data flow: Sending a message from a BlackBerry device

This data flow applies to new messages, reconciled messages (messages that a user moved, deleted, or marked as read or unread), and wireless calendar entries.

1. A user sends a message from a BlackBerry device.

The BlackBerry device assigns a RefId to the message. If the message is a meeting invitation or calendar entry, the BlackBerry device appends the calendar information to the message. The BlackBerry device compresses and encrypts the message, and sends the message to the wireless network over port 3101, or over port 4101 if the BlackBerry device is a Wi-Fi enabled BlackBerry device that is connected to the enterprise Wi-Fi network.

2. The wireless network sends the message to the BlackBerry Enterprise Server for Microsoft Office 365.

The BlackBerry Enterprise Server accepts only encrypted messages from the BlackBerry device.

3. The BlackBerry Dispatcher uses the device transport key of the BlackBerry device to decrypt and decompress the message.

If the BlackBerry Dispatcher cannot decrypt the message using the device transport key, the BlackBerry Enterprise Server ignores the message and sends an error message to the BlackBerry device.

4. The BlackBerry Dispatcher sends the message to the BlackBerry Messaging Agent.
5. The BlackBerry Messaging Agent sends the message through the Server Connector for Microsoft Exchange to Microsoft Office 365.
6. Microsoft Office 365 delivers the message to the recipients.

Data flow: Activating a BlackBerry device over the wireless network

A user receives or purchases a new BlackBerry device.

1. The user contacts your organization's IT department to activate the BlackBerry device.
2. To activate the BlackBerry device over the wireless network, you assign an activation password to the user account. The password applies to the user account only.
3. The user receives the activation password in an email message and associates the device with the email account by typing the password on the device.

4. The BlackBerry device sends an activation request message to the email account. The message contains information about the BlackBerry device, such as routing information and the public keys for the BlackBerry device.
5. The BlackBerry Enterprise Server for Microsoft Office 365 sends the BlackBerry device an activation response that contains routing information about the BlackBerry Enterprise Server and the public keys for the BlackBerry Enterprise Server.

The BlackBerry Enterprise Server and BlackBerry device establish a device transport key. The BlackBerry Enterprise Server and BlackBerry device confirm knowledge of the device transport key to each other. If the confirmation is successful, the activation proceeds and further communication between the BlackBerry Enterprise Server and BlackBerry device is encrypted.

The BlackBerry Enterprise Server sends an IT policy to the BlackBerry device. If the BlackBerry device cannot accept the IT policy, the activation process does not complete.

The BlackBerry Enterprise Server sends the appropriate service books (for example, the messaging service book, wireless calendar service book, browser service book, and other service books) to the BlackBerry device. The user can now send messages from and receive messages on the BlackBerry device.

6. If the user account is configured for wireless synchronization, and if wireless backup and wireless calendar synchronization on the BlackBerry device are turned on, the BlackBerry Enterprise Server sends user data to the BlackBerry device.

Glossary

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AES	Advanced Encryption Standard
ASCII	American Standard Code for Information Interchange
HTML	Hypertext Markup Language
IT policy	An IT policy consists of various IT policy rules that control the security features and behavior of BlackBerry smartphones, BlackBerry PlayBook tablets, the BlackBerry Desktop Software, and the BlackBerry Web Desktop Manager.
IT policy rule	An IT policy rule permits you to customize and control the actions that BlackBerry smartphones, BlackBerry PlayBook tablets, the BlackBerry Desktop Software, and the BlackBerry Web Desktop Manager can perform.
PBX	Private Branch Exchange
RTF	Rich Text Format

Legal notice

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