

# BlackBerry Web Services for Enterprise Administration

For Microsoft .NET developers  
Version: 1.0



Getting Started Guide



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# Overview: BlackBerry Web Services

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The BlackBerry Web Services for Enterprise Administration are a collection of document-style web services that you can use to create applications to manage your organization's BlackBerry Enterprise Server for Microsoft Office 365. You can use the BlackBerry Web Services to automate many of the tasks that administrators typically perform using the BlackBerry Administration Service. For example, you can create an application that automates the process of adding and activating user accounts on the BlackBerry Enterprise Server.

The BlackBerry Web Services are installed automatically when you install the BlackBerry Enterprise Server for Microsoft Office 365, and consist of two interfaces: BWS, which contains a single WSDL for all available methods, and BWSUtil, which is used to configure authentication credentials that applications use to access the BlackBerry Web Services.

The BlackBerry Web Services use abstracted data objects, which allow your applications to be compatible with different versions of the BlackBerry Enterprise Server. The BlackBerry Web Services emphasize compatibility, ease-of-use, and flexibility, giving you the option to build your applications using various development languages and web service frameworks.

To use the BlackBerry Web Services, you should be proficient in one of the supported programming languages and in the use of common web services concepts such as XML, SOAP, and WSDL. You should be familiar with the configuration and administration of the BlackBerry Enterprise Server, including the management of user accounts, groups, IT policies, software configurations, and security settings.

For more information about the BlackBerry Enterprise Server for Microsoft Office 365, visit [www.blackberry.com/go/serverdocs](http://www.blackberry.com/go/serverdocs) to read the product documentation.

## Key terms for BlackBerry Web Services developers

The table below lists and explains key terms that you may encounter as you become more familiar with the BlackBerry Web Services.

The following descriptions provide basic knowledge to help build your understanding of a BlackBerry Enterprise Server domain. For more detailed information, consult with your organization's BlackBerry Enterprise Server administrators, or visit [www.blackberry.com/go/serverdocs](http://www.blackberry.com/go/serverdocs) to read the administrator documentation for the BlackBerry Enterprise Server for Microsoft Office 365.

Term	Description
Access control	<p>Administrators can configure access control rules to specify the web servers that users are permitted to access from their devices and the applications and services that are permitted to push data to devices. Administrators define access controls by configuring pull rules and push rules.</p> <p>Administrators configure access control rules using the BlackBerry Administration Service.</p>
Administrator account	<p>Administrator accounts are used to log in to the BlackBerry Administration Service and manage the BlackBerry Enterprise Server. Each administrator account is assigned a role that determines what actions the administrator can perform.</p> <p>The BlackBerry Enterprise Server is installed using a service account (for example, BESAdmin). An administrator user can then log in to the BlackBerry Administration Service using the service account and create one or more administrator accounts for other users. If an administrator account has a role with the appropriate permissions, that administrator can create other administrator accounts.</p>
Application control policy	<p>Administrators use application control policies to control the data and APIs that applications can access on devices and the external data sources and network connections that applications can access. When an administrator adds an application to a software configuration, the administrator must assign an application control policy to the application.</p> <p>The BlackBerry Administration Service includes a standard application control policy for applications that are classified as required, optional, or not permitted. Administrators can change the default settings of the standard application control policies, or create custom application control policies.</p>
BlackBerry Administration Service	<p>The BlackBerry Administration Service is the web-based administration console for the BlackBerry Enterprise Server. Administrators log in to the BlackBerry Administration Service to manage server components, user accounts, and devices in the BlackBerry Enterprise Server domain.</p> <p>The BlackBerry Web Services provide custom applications with access to many of the management capabilities of the BlackBerry Administration Service.</p>
BlackBerry Attachment Service	<p>The BlackBerry Attachment Service is the component of the BlackBerry Enterprise Server that converts supported message attachments into a format that users can view on their devices.</p>
BlackBerry Configuration Database	<p>The BlackBerry Configuration Database is a relational database that is installed with the BlackBerry Enterprise Server. The BlackBerry Configuration Database</p>

Term	Description
BlackBerry Controller	contains user account information and configuration information that the BlackBerry Enterprise Server components use.  The BlackBerry Controller is the component of the BlackBerry Enterprise Server that monitors all server components and restarts them if they stop responding.
BlackBerry Collaboration Service	The BlackBerry Collaboration Service is the component of the BlackBerry Enterprise Server that provides a connection between an organization's instant messaging server and the collaboration client on devices.
BlackBerry device-enabled	A user account or administrator account is BlackBerry device-enabled if the account is allowed to be associated with a device. Generally, user accounts are BlackBerry device-enabled, and administrator accounts may or may not be device-enabled, depending on whether administrators require devices.  Administrators can configure whether accounts are device-enabled using the BlackBerry Administration Service.
BlackBerry Dispatcher	The BlackBerry Dispatcher is the component of the BlackBerry Enterprise Server that maintains an SRP connection with the BlackBerry Infrastructure over the Internet. The BlackBerry Dispatcher is responsible for compressing and encrypting and for decrypting and decompressing data that travels over the Internet to and from the devices.
BlackBerry Infrastructure	The BlackBerry Infrastructure validates SRP information and controls the IPPP traffic that travels outside an organization's firewall to and from devices.
BlackBerry Policy Service	The BlackBerry Policy Service is the component of the BlackBerry Enterprise Server that performs administration services over the wireless network. The BlackBerry Policy Service sends IT policies and IT administration commands to devices to configure user permissions and security settings, and also sends the service book to devices to configure device settings and services.
BlackBerry MDS Connection Service	The BlackBerry MDS Connection Service is the component of the BlackBerry Enterprise Server that permits users to access web content, the Internet, or an organization's intranet. It also permits applications on devices to connect to the organization's application servers or content servers for application data and updates.
BlackBerry Messaging Agent	The BlackBerry Messaging Agent is the component of the BlackBerry Enterprise Server that connects to the Server Connector for Microsoft Office 365 to access 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.

Term	Description
BlackBerry Router	The BlackBerry Router is the component of the BlackBerry Enterprise Server that connects to the wireless network to send data to and from devices.
BlackBerry Synchronization Service	The BlackBerry Synchronization Service is the component of the BlackBerry Enterprise Server that synchronizes organizer data between devices and Microsoft Office 365 over the wireless network.
BlackBerry Web Desktop Manager	The BlackBerry Web Desktop Manager is a web-based application that allows device users to activate their devices and perform limited management tasks.
Enterprise Service Policy	Administrators can use the Enterprise Service Policy to control which devices in an organization's environment can connect to the BlackBerry Enterprise Server. Administrators can turn on and configure the Enterprise Service Policy using the BlackBerry Administration Service.
Group	<p>Administrators use groups to apply a common set of configuration settings (software configurations, IT policies, roles, and so on) to multiple users that are designated as group members.</p> <p>Administrators can create groups and assign users to groups using the BlackBerry Administration Service. Administrators can assign users to more than one group. The BlackBerry Administration Service resolves any conflicting group settings. Administrators can also assign groups to other groups.</p>
Indirect group	A group that is assigned to a user indirectly. For example, an administrator adds a user to a group, and then adds the group to another parent group. The parent group is assigned to the user as an indirect group. The BlackBerry Administration Service resolves any conflicting settings.
Indirect IT policy	An IT policy that is assigned to a user indirectly. For example, an administrator adds a user to a group, and then adds the group to another parent group. The IT policy of the parent group is assigned to the user as an indirect IT policy. The BlackBerry Administration Service resolves any conflicting rule settings.
Indirect role	A role that is assigned to a user indirectly. For example, an administrator adds a user to a group, and then adds the group to another parent group. The role of the parent group is assigned to the user as an indirect role. The BlackBerry Administration Service resolves any conflicting settings.
Indirect software configuration	A software configuration that is assigned to a user indirectly. For example, an administrator adds a user to a group, and then adds the group to another parent group. The software configuration of the parent group is assigned to the user as an indirect software configuration. The BlackBerry Administration Service resolves any conflicting settings.

Term	Description
Indirect VPN profile	A VPN profile that is assigned to a user indirectly. For example, an administrator adds a user to a group, and then adds the group to another parent group. The VPN profile of the parent group is assigned to the user as an indirect VPN profile. The BlackBerry Administration Service resolves any conflicting settings.
Indirect Wi-Fi profile	A Wi-Fi profile that is assigned to a user indirectly. For example, an administrator adds a user to a group, and then adds the group to another parent group. The Wi-Fi profile of the parent group is assigned to the user as an indirect Wi-Fi profile. The BlackBerry Administration Service resolves any conflicting settings.
IT policy	<p>Administrators use IT policies to configure user permissions and security settings for each user's device. An IT policy is a collection of IT policy rules that are configured individually. Each IT policy rule controls a specific device feature or setting.</p> <p>Administrators can create IT policies and assign IT policies to users or groups using the BlackBerry Administration Service. If a user is assigned multiple IT policies, the BlackBerry Administration Service resolves any conflicting rule settings.</p> <p>If an administrator does not specify a custom IT policy for a user or group, the preconfigured Default IT policy is assigned. Administrators can create and assign custom IT policies at any time, or they can change the configuration of the Default IT policy.</p>
Job	<p>The BlackBerry Administration Service creates jobs to deliver applications, profiles, and IT policies to devices. A job is created whenever an administrator assigns a software configuration, IT policy, or profile to users or groups, or changes a software configuration, IT policy, or profile that was previously assigned.</p> <p>A job consists of multiple tasks. Each task delivers a specific object or setting (for example, an IT policy) to a device.</p> <p>Administrators can change the default settings that control how the BlackBerry Administration Service creates jobs and delivers tasks to devices.</p>
Messaging State Database	The Messaging State Database is a relational database that is installed with the BlackBerry Enterprise Server. The Messaging State Database contains the state of the data that is synchronized to devices. It is connected to the BlackBerry Messaging Agent, the BlackBerry Synchronization Service, and the Server Connector for Microsoft Office 365.
Reconciled applications	Reconciled applications is the term used to refer to the applications that are installed on a device after the BlackBerry Administration Service resolves any



Term	Description
Role	<p>conflicting settings in one or more software configurations that are assigned to a user.</p> <p>Administrators assign roles to administrator accounts to determine what actions the administrator can perform when they log in to the BlackBerry Administration Service. Each role consists of a set of permissions (also referred to as capabilities) that define what the administrator can or cannot do (for example, create users, create groups, and so on). The BlackBerry Administration Service includes various preconfigured roles that are designed for different types of administrators.</p> <p>Administrators can create and assign roles to administrator users or groups using the BlackBerry Administration Service.</p>
Service book	<p>The service book consists of various service records that configure device settings and features, and determine which services are available on the devices. The BlackBerry Enterprise Server sends the service book to devices when the devices are activated.</p>
Software configuration	<p>Administrators use software configurations to install, upgrade, remove, and manage applications on devices.</p> <p>Administrators create and assign software configurations to users or groups using the BlackBerry Administration Service. Administrators can assign more than one software configuration to a user or group. The BlackBerry Administration Service resolves any conflicting settings.</p>
User account	<p>User accounts represent device users in an organization. Administrators add user accounts to the BlackBerry Enterprise Server using data from the organization's user directory.</p> <p>Administrators create and manage user accounts, and associate user accounts with devices, using the BlackBerry Administration Service.</p>
VPN profile	<p>Administrators use VPN profiles to specify how device users connect to an organization's VPN.</p> <p>Administrators can create and assign VPN profiles to users or groups using the BlackBerry Administration Service.</p>
Wi-Fi profile	<p>Administrators use Wi-Fi profiles to specify how device users connect to an organization's Wi-Fi network.</p> <p>Administrators can create and assign Wi-Fi profiles to users or groups using the BlackBerry Administration Service.</p>

Term	Description
Wipe	<p>Wipe is the term used to describe the action of permanently deleting the data on a user's device.</p> <p>Administrators can use the BlackBerry Administration Service to permanently delete the data on a user's device.</p>

# System requirements: BlackBerry Web Services

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Verify that the following software is installed on the computer that you want to use to develop applications for the BlackBerry Web Services.

Item	Requirement
Operating system	<ul style="list-style-type: none"><li>Windows XP or later</li></ul>
Software development kit (SDK)	<ul style="list-style-type: none"><li>Windows SDK</li></ul> <p>The Windows SDK includes all of the utilities that are required to work with web services. The setup application for Microsoft Visual Studio automatically installs the required version of the Windows SDK.</p>
Integrated development environment (IDE)	<p>Any of the following:</p> <ul style="list-style-type: none"><li>Microsoft Visual Studio 2010</li><li>Microsoft Visual Studio 2008</li><li>Microsoft Visual Studio 2005</li></ul>
Web service framework	<p>Use the following web service framework to bind web service requests and to generate the required client proxy files:</p> <ul style="list-style-type: none"><li>Microsoft .NET Framework 2.0 or later</li></ul> <p>The setup application for Microsoft Visual Studio automatically installs the required version of the Microsoft .NET Framework.</p>

# Configuring a BlackBerry Enterprise Server for development

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Before you develop applications to work with the BlackBerry Web Services, you must perform the following tasks for each BlackBerry Enterprise Server for Microsoft Office 365 that you want to manage:

- Verify that your development computer has network access to the computers that host the BlackBerry Enterprise Server components and the BlackBerry Administration Service.
- Add the BlackBerry Administration Service certificate to the Trusted Root Certification Authorities certificate store so that your applications can authenticate with the BlackBerry Administration Service.
- Create the BlackBerry Administration Service administrator accounts that your applications can use to manage the BlackBerry Enterprise Server (or determine the existing accounts that your applications can use).
- Determine the administrative tasks that you want your application to perform, and identify the BlackBerry Web Services APIs that you want your application to use. For more information about the available APIs, see [Using the BlackBerry Web Services API reference](#).
- Use the BlackBerry Administration Service, or see [Administrative roles for the BlackBerry Enterprise Server for Microsoft Office 365](#), to identify the appropriate role for the administrator account that your application will use. For example, if you want your application to create user accounts, the application needs to use an administrator account that has a role with the Create a user permission. Select a predefined role with the required permissions, or create a custom role, and assign the role to the administrator account. For the security and stability of your MDM domain, it is a best practice to use a role that is limited to the required permissions. As you develop and test your application, you can modify the role as necessary.

It is recommended that you install one or more instances of the BlackBerry Enterprise Server to use specifically for testing and debugging your applications. Using a test environment can prevent accidental changes to your organization's production environment. The version of the test BlackBerry Enterprise Server and BlackBerry Administration Service should match the version used in your production environment, to ensure that the features and functionality of the BlackBerry Web Services remain the same.

When you are ready to implement your applications in your organization's production environment, consider using a trusted certificate that is signed by a certification authority.

For more information about installing and configuring the BlackBerry Enterprise Server for Microsoft Office 365, visit [www.blackberry.com/go/serverdocs](http://www.blackberry.com/go/serverdocs) to read the product documentation.

# Add the BlackBerry Enterprise Server as a trusted authority

You must add the self-signed SSL certificate of the BlackBerry Administration Service to the Trusted Root Certification Authorities certificate store so that your applications can authenticate with the BlackBerry Administration Service. Microsoft Visual Studio can access the self-signed certificate in the certificate store that Windows Internet Explorer uses.

**Before you begin:** Use Windows Internet Explorer 6.0 or later to perform this task. For information about adding certificates using other browsers or versions, see the help or documentation for the browser.

1. In Windows Internet Explorer, browse to the login page for the BlackBerry Administration Service. The web address is **https://<server\_name>/webconsole/app**, where <server\_name> is the name of the computer that hosts the BlackBerry Administration Service.
2. Click **File > Properties**.
3. In the **Properties** window, click **Certificates**.
4. Click **Install Certificate**.
5. Click **Next**.
6. Select **Place all certificates in the following store**. Click **Browse**.
7. Click **Trusted Root Certification Authorities**. Click **OK**.
8. Click **Next**.
9. Click **Finish**.

# Creating administrator accounts that your applications can use

When your application makes calls to the BlackBerry Web Services APIs, the application must use the login information of a BlackBerry Administration Service administrator account to authenticate with the BlackBerry Administration Service and authorize its use of the API. You can create a new administrator account that is reserved specifically for your custom applications, or you can use an existing administrator account.

When you have determined the administrative tasks that you want your application to perform, you must identify the BlackBerry Administration Service permissions that are required to perform the task, and you must assign a role with the

required permissions to the administrator account. An API request can only be completed if the application uses an administrator account with the required permissions. For example, an administrator can create a user account only if the administrator has a role with the Create a user permission.

You can assign one of the predefined roles that are available in the BlackBerry Administration Service, or you can create and assign a custom role. For the security and stability of your MDM domain, it is a best practice to use a role that is limited to the required permissions. As you develop and test your application, you can modify the role as necessary.

For more information about the available BlackBerry Web Services APIs, see [Using the BlackBerry Web Services API reference](#). For more information about the permissions that are associated with predefined roles, see [Administrative roles for the BlackBerry Enterprise Server for Microsoft Office 365](#).

## Create a BlackBerry Administration Service administrator account

Follow these steps if you want to create a new administrator account that your application can use to complete management tasks on the BlackBerry Enterprise Server for Microsoft Office 365.

**Before you begin:** Ask your organization's BlackBerry Administration Service administrator to perform this task, or ask for access to an administrator account that you can use to perform this task.

1. Log in to the BlackBerry Administration Service using an administrator account that has a role with the Create an administrator user permission (for example, the Security Administrator role).
2. On the **BlackBerry solution management** menu, expand **Administrator user**.
3. Click **Create an administrator user**.
4. In the **Display name** field, type a display name for the administrator account.
5. In the **Authentication type** drop-down list, select the type of authentication that you want the administrator account to use.
6. Specify the login information for the administrator account. If you selected Active Directory authentication, specify a user name and domain. If you selected BlackBerry Administration Service authentication, specify a user name and password, and confirm the password.
7. In the **Administrator password** field, type the password of the administrator account that you used to log in to the BlackBerry Administration Service.
8. In the **Role** drop-down list, click the role that you want to assign to the administrator account. For more information about the permissions that are associated with predefined roles, see [Administrative roles for the BlackBerry Enterprise Server for Microsoft Office 365](#).
9. Click **Create an administrator user**.

**After you finish:** If necessary, create a custom role and assign the custom role to the administrator account.

## Administrative roles for the BlackBerry Enterprise Server for Microsoft Office 365

The BlackBerry Enterprise Server for Microsoft Office 365 includes preconfigured administrative roles that you can assign to administrator accounts. Each role is designed for a different type of administrator, and grants different permissions to manage and make changes to the BlackBerry Enterprise Server, user accounts, and BlackBerry devices. The table below details the permissions that are associated with each role.

To meet the needs of your organization's environment, you can change the permissions that are associated with the preconfigured roles, or you can create custom roles. For more information about how to change or create roles, visit [www.blackberry.com/go/serverdocs](http://www.blackberry.com/go/serverdocs) to read the *BlackBerry Enterprise Server for Microsoft Office 365 Administration Guide*.

Permission name	Security role	Enterprise Admin role	Senior Helpdesk role	Junior Helpdesk role	Server only role	User only role
<b>User and device group</b>						
Create a group	X	X	X			X
Delete a group	X	X				X
View a group	X	X	X	X		X
Edit a group	X	X	X	X		X
Create a user	X	X	X			X
Delete a user	X	X	X			X
View a user	X	X	X	X		X
Edit a user	X	X	X	X		X
View a device	X	X	X	X		X
Edit a device	X	X	X	X		X
View device activation settings	X	X				X
Edit device activation settings	X	X				X
Create an IT policy	X	X				X

Permission name	Security role	Enterprise Admin role	Senior Helpdesk role	Junior Helpdesk role	Server only role	User only role
Delete an IT policy	X	X				X
View an IT policy	X	X	X	X		X
Edit an IT policy	X	X				X
Import an IT policy	X	X				X
Export an IT policy	X	X				X
Create a user-defined IT policy template	X	X				X
Delete a user-defined IT policy template	X	X				X
Resend data to devices	X	X	X			X
Edit a user-defined IT policy template	X	X				X
Import an IT policy template	X	X				X
Create a software configuration	X	X				X
View a software configuration	X	X	X	X		X
Edit a software configuration	X	X				X
Delete a software configuration	X	X				X
Create an application	X	X				X
View an application	X	X	X	X		X
Edit an application	X	X				X
Delete an application	X	X				X
Create an administrator user	X					



Permission name	Security role	Enterprise Admin role	Senior Helpdesk role	Junior Helpdesk role	Server only role	User only role
Add or remove to user configuration	X	X	X			X
Export asset summary data	X	X				X
Import or export users	X	X	X			X
Export statistics	X	X				X
Import user updates	X	X				X
Assign the current device to a user	X	X	X	X		X
Delete all device data and remove device	X	X	X	X		X
Delete only the organization data and remove device	X	X	X	X		X
View associated BlackBerry Enterprise Server	X	X		X		X
Override associated BlackBerry Enterprise Server	X	X				X
View a directory source	X	X				
Edit a directory source	X	X				
View user authentication	X					
Edit user authentication	X					
Specify an activation password	X	X	X	X		X
Turn off and on external services	X	X	X			X
Generate an activation email	X	X	X	X		X
Clear synchronization backup data	X	X	X			X

Permission name	Security role	Enterprise Admin role	Senior Helpdesk role	Junior Helpdesk role	Server only role	User only role
Clear user statistics	X	X	X	X		X
Reset user field mapping	X	X	X			X
Turn on redirection	X	X	X			X
Turn off redirection	X	X	X			X
Import new users	X	X				X
Import or export email message filters for a user	X	X				X
<b>Topology group</b>						
View a server	X	X			X	
Edit a server	X	X			X	
View a component	X	X			X	
Edit a component	X	X			X	
View an instance	X	X			X	
Edit an instance	X	X			X	
Change the status of an instance	X	X			X	
Edit an instance relationship	X	X			X	
View a job	X	X				X
Edit a job	X	X				X
View default distribution settings for a job	X	X				X
Edit default distribution settings for a job	X	X				X
Update peer-to-peer encryption key	X	X			X	

Permission name	Security role	Enterprise Admin role	Senior Helpdesk role	Junior Helpdesk role	Server only role	User only role
Manage deployment job tasks	X	X	X			X
Change the status of a job task	X	X				X
Delete an instance	X	X			X	
Edit license keys	X	X			X	
View license keys	X	X			X	
View reconciliation event status	X	X	X	X	X	X
Clear statistics for a BlackBerry MDS Connection Service instance	X	X			X	
View rules for the BlackBerry MDS Connection Service	X	X	X	X	X	X
Clear instance statistics	X	X			X	
Import or export email filters	X	X			X	
View a Server Connector component	X	X			X	
Edit a Server Connector component	X	X			X	
View a Server Connector instance	X	X			X	
Edit a Server Connector instance	X	X			X	
Delete a Server Connector instance	X	X			X	
<b>BlackBerry Administration Service setup group</b>						
Send message	X	X	X	X		X

Permission name	Security role	Enterprise Admin role	Senior Helpdesk role	Junior Helpdesk role	Server only role	User only role
Create a role	X					
Delete a role	X					
View a role	X	X				X
Edit a role	X					
Add or remove role	X					
View BlackBerry Administration Service software management	X	X			X	
Edit BlackBerry Administration Service software management	X	X				
Import or export groups within roles	X					
View a BlackBerry Administration Service Certificate Management	X	X			X	
Edit a BlackBerry Administration Service Certificate Management	X	X			X	
View BlackBerry Monitoring Service information	X					
Edit BlackBerry Monitoring Service settings	X					

## Create a role

If the predefined administrative roles do not meet your requirements, you can create a new role that you can assign to BlackBerry Administration Service administrator accounts. When you create a new role, by default, all of the permissions are turned off.

**Before you begin:** Ask your organization's BlackBerry Administration Service administrator to perform this task, or ask for access to an administrator account that you can use to perform this task.

1. Log in to the BlackBerry Administration Service using an administrator account that has the required permissions to create and change roles (for example, the Security Administrator role).
2. On the **BlackBerry solution management** menu, expand **Role**.
3. Click **Create a role**.
4. Type a name and description for the role.
5. Click **Save**.
6. In the **Role information** section, click the name of the role.
7. Click **Edit role**.
8. On the appropriate tabs, configure the permissions that you want to assign to the role.
9. Click **Save all**.

**After you finish:** Assign the role to an administrator account.

## Create a role by copying an existing role

If the predefined administrative roles do not meet your requirements, you can copy an existing role and modify it as required. You can then assign the new role to BlackBerry Administration Service administrator accounts.

**Before you begin:** Ask your organization's BlackBerry Administration Service administrator to perform this task, or ask for access to an administrator account that you can use to perform this task.

1. Log in to the BlackBerry Administration Service using an administrator account that has the required permissions to create and change roles (for example, the Security Administrator role).
2. On the **BlackBerry solution management** menu, expand **Role**.
3. Click **Manage roles**.
4. Click the role that you want to copy.
5. Click **Copy role**.
6. Type a name and description for the role.
7. Click **Copy role**.
8. In the **Role information** section, click the name of the role.
9. Click **Edit role**.
10. On the appropriate tabs, configure the permissions that you want to assign to the role.
11. Click **Save all**.

**After you finish:** Assign the role to an administrator account.

## Change the roles that are assigned to an administrator account

**Before you begin:** Ask your organization's BlackBerry Administration Service administrator to perform this task, or ask for access to an administrator account that you can use to perform this task.

1. Log in to the BlackBerry Administration Service using an administrator account that has the required permissions to assign and remove roles (for example, the Security Administrator role).
2. On the **BlackBerry solution management** menu, expand **Administrator user**.
3. Click **Manage users**.
4. Search for the administrator account and click the display name.
5. Click **Edit user**.
6. On the **Roles** tab, in the **Available roles** list, click the roles that you want to assign to the administrator account.
7. Click **Add**.
8. In the **Current roles** list, click the roles that you want to remove.
9. Click **Remove**.
10. Click **Save all**.

# Generating the client proxy files

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The BlackBerry Web Services use WSDL files to describe the classes that they expose. To integrate your applications with the BlackBerry Web Services, you must use a proxy generator to generate the client proxy files for the BWS and BWSUtil web services.

The BWS and BWSUtil proxy files must be stored together in a single source file as a combined set of proxy classes.

Each release of the BlackBerry Web Services introduces new features and functionality, improvements to existing features, and bug fixes. It is a best practice to generate and use a new set of proxy files whenever your organization implements a new version of the BlackBerry Enterprise Server for Microsoft Office 365, so that your application can leverage the most recent improvements and fixes for the BlackBerry Web Services.

## Generate the proxy files for the BWS and BWSUtil web services

To avoid duplication type compiler errors, you can merge all of the generated proxy files for the BWS and BWSUtil web services into a single proxy file.

**Before you begin:** Create a folder to store the merged proxy file (for example, C:\Temp\BWS\proxy).

1. On the taskbar, click **Start > Run**.
2. Type **cmd**. Click **OK**.
3. Type **cd <file\_path>**, where *<file\_path>* is the path of the bin folder for your Microsoft SDKs. For example:

```
cd C:\Program Files\Microsoft SDKs\Windows\v7.0A\bin
```

4. Press ENTER.
5. Type **wsdl /sharetypes /o:<proxy\_path>\BWSService.cs https://<server\_name>/enterprise/admin/ws?wsdl https://<server\_name>/enterprise/admin/util/ws?wsdl**, where *<proxy\_path>* is the path of the folder you created to store the

merged proxy file, and `<server_name>` is the name of the computer that hosts the BlackBerry Administration Service. For example:

```
wsd1 /sharetypes /o:C:\Temp\BWS\BWSService.cs https://server1.test.rim.net/  
enterprise/admin/ws?wsdl https://server1.test.rim.net/enterprise/admin/util/ws?  
wsdl
```

6. Press ENTER.

**After you finish:** A new version of the BlackBerry Web Services is included with each release of the BlackBerry Enterprise Server for Microsoft Office 365. If your organization's administrator upgrades the BlackBerry Enterprise Server to a new version, repeat the steps above to generate an updated set of proxy files. You can add the new proxy files to a different file path and configure your development environment to use the new proxy files, or you can add the proxy files to the same file path to overwrite the previous set of proxy files.



# Configuring your development environment

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This section describes how to configure your development environment so that you can integrate your applications with the BlackBerry Web Services.

## Create a project

1. In Microsoft Visual Studio, on the **File** menu, click **New > Project**.
2. In the **New Project** dialog box, select the **Visual C#** project type and the **Console Application** template.
3. In the **Name** field, type a name for the project.
4. Click **OK**.

## Import the BlackBerry Web Services proxy files to your project

Import the proxy files for the BWS and BWSUtil web services to make them available for use in your applications.

1. In Microsoft Visual Studio, in the **Solution Explorer** pane, right-click the project and click **Add > Existing Item**.
2. Navigate to the proxy file that you generated (for example, C:\Temp\BWS\BWSService.cs).
3. Click **Add**.

# Using the BlackBerry Web Services API reference

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The API reference for the BlackBerry Web Services is available at [docs.blackberry.com/BWS](https://docs.blackberry.com/BWS).

The API reference describes the interfaces, classes, methods, and data types of the BlackBerry Web Services. The API reference includes UML diagrams that illustrate the inheritance model used by all elements of the APIs, as well as code samples that demonstrate how to use each API.

The code samples in the API reference are written in Java, not Microsoft Visual C#, but are similar enough to Microsoft Visual C# to still prove useful.

# Sample application

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To assist you in developing your applications and integrating them with the BlackBerry Web Services, you can visit <https://github.com/blackberry/BWS-Samples> to access a code sample for an application that performs the following tasks:

- Initializes the BWS and BWSUtil web services
- Authenticates the application with the BlackBerry Administration Service
- Collects and displays system information for the BlackBerry Enterprise Server for Microsoft Office 365
- Creates a specified user account
- Displays the details for a specified user account

This section of the guide examines the sample application and explains the purpose and structure of key sections of the code sample. The code sample was tested and verified with BlackBerry Enterprise Server for Microsoft Office 365 1.0.

## Authenticating with the BlackBerry Administration Service and initializing the web services

Before an application can make calls to the BlackBerry Web Services, the application must initialize the BWS and BWSUtil web services. First, the application must use the login information of an administrator account to authenticate with the BlackBerry Administration Service and authorize its use of the web services. When authentication completes, the initialization process starts.

When the BWS and BWSUtil web services are initialized, they accept subsequent API calls from the application. If authentication or initialization is not successful, the application throws an exception. The exception contains a simple text message property that your application can access for more information.

Each method call contains a metadata object that specifies locale, client version, and organization ID data. The inclusion of this metadata supports forward and backward compatibility with different versions of the BlackBerry Enterprise Server for Microsoft Office 365. To verify the correct metadata values to use, visit [docs.blackberry.com/BWS](https://docs.blackberry.com/BWS) to view the Overview page in the BlackBerry Web Services API reference.

## Code sample: Authentication and initializing the web services

Visit <https://github.com/blackberry/BWS-Samples> to copy the full code sample to your development tool. This topic highlights and explains key sections of the code that are used to authenticate the application with the BlackBerry Administration Service and initialize the BWS and BWSUtil web services. This topic refers to lines 1 to 265 and the main method of the code sample.

Before you run the code sample, verify that you have completed the configuration tasks described earlier in this guide. Also, verify that your project includes the System.Web.Services reference.

### Define metadata

The following code defines the metadata that describes the application's requests to the BlackBerry Web Services. This includes the client version of the BlackBerry Web Services, locale information, the organization UID, the computer that hosts the BlackBerry Administration Service, and the login information for the administrator account that the application uses. You must set the organization UID to 0 to connect to the BlackBerry Web Services successfully.

You must specify the host name, user name, and password values in the main method (the last section of the code sample). The variables are defined as global variables.

The code also defines a RequestMetadata object to use for initialization. This object is defined as a global variable.

```
// The request Metadata information.
// This is the version of the WSDL used to generate the proxy, not the version of
the server.
private const string ClientVersion = "<client_version>";

/*
 * To use a different locale, call getLocales() in the BWSUtilService web service
 * to see which locales are supported.
 */
private const string Locale = "en_US";
private const string OrgUid = "0";
private static readonly RequestMetadata Metadata = new RequestMetadata();

// Authentication type name.
private const string AuthenticatorName = "BlackBerry Administration Service";

// Hostname to use when connecting to web service.
private static string BWSHostName = null; // e.g. BWSHostName =
"server01.yourcompany.net".
private static string Username = null; // e.g. Username = "admin".
private static string Password = null; // e.g. Password = "password".
```

From the main method:

```
// Hostname to use when connecting to web service.
BWSHostName = "<BWSHostName>"; // e.g. BWSHostName = "server01.yourcompany.net".
Username = "<username>"; // e.g. Username = "admin".
Password = "<password>"; // e.g. Password = "password".
```

## Assign values to the Metadata global object

The following code assigns the values of the metadata global variables to the Metadata global object.

```
Metadata.clientVersion = ClientVersion;
Metadata.locale = Locale;
Metadata.organizationUid = OrgUid;
```

## Initialize and set the URL properties of the web services

The following code initializes and sets the values for the URL properties of the web services so that the application can connect to the BlackBerry Web Services.

```
logMessage("Initializing BWS web service stub");
bwsService = new BWSService();
logMessage("BWS web service stub initialized");
logMessage("Initializing BWSUtil web service stub");
bwsUtilService = new BWSUtilService();
logMessage("BWSUtil web service stub initialized");
// These are the URLs that point to the web services used for all calls.
bwsService.Url = "https://" + BWSHostName + "/enterprise/admin/ws";
bwsUtilService.Url = "https://" + BWSHostName + "/enterprise/admin/util/ws";
```

## Configure timeout properties

The following code configures a 60 second connection timeout for the BlackBerry Web Services.

```
// Set the connection timeout to 60 seconds.
bwsService.Timeout = 60000;
bwsUtilService.Timeout = 60000;
```

## Define the authenticator object

The following code defines the Authenticator object that the application requires for the overall authentication and initialization process. In the two sections following this code, the application uses the authenticator object to collect the login information and the encoded user name that the application uses to authenticate with the BlackBerry Web Services.

```
Authenticator authenticator = GetAuthenticator(AuthenticatorName);
if (authenticator != null)
{
    string encodedUsername = GetEncodedUserName(Username, authenticator);
    if (!string.IsNullOrEmpty(encodedUsername))
    {
```

```

    /*
    * Set the HTTP basic authentication on the BWS service.
    * BWSUtilService is a utility web service that does not require
    * authentication.
    */
    bwsService.Credentials = new NetworkCredential(encodedUsername, Password);

    /*
    * Send an HTTP Authorization header with requests after authentication
    * has taken place.
    */
    bwsService.PreAuthenticate = true;
    returnValue = true;
}
else
{
    logMessage("'encodedUsername' is null or empty");
}
}
else
{
    logMessage("'authenticator' is null");
}
}

```

## Authenticate with the BlackBerry Web Services

The following code retrieves the encoded login information for the BlackBerry Administration Service administrator account that the application uses, and authenticates the application with the BlackBerry Web Services.

```

public static string GetEncodedUserName(string username, Authenticator
authenticator)
{
    const string methodName = "GetEncodedUserName()";
    const string bwsApiName = "bwsUtilService.getEncodedUsername()";
    logMessage("Entering {0}", methodName);
    string returnValue = null;

    GetEncodedUsernameRequest request = new GetEncodedUsernameRequest();
    request.metadata = Metadata;
    request.username = username;
    request.orgUid = Metadata.organizationUid;
    request.authenticator = authenticator;

    CredentialType credentialType = new CredentialType();
    credentialType.PASSWORD = true;
    credentialType.value = "PASSWORD";
    request.credentialType = credentialType;

    GetEncodedUsernameResponse response = null;

    try
    {
        logRequest(bwsApiName);
        response = bwsUtilService.getEncodedUsername(request);
    }
}

```

```
        logResponse(bwsApiName, response.returnStatus.code, response.metadata);
    }
    catch (WebException e)
    {
        // Log and re-throw exception.
        logMessage("Exiting {0} with exception \"{1}\"", methodName, e.Message);
        throw e;
    }

    if (response.returnStatus.code.Equals("SUCCESS"))
    {
        returnValue = response.encodedUsername;
    }
    else
    {
        logMessage("Error Message: \"{0}\"", response.returnStatus.message);
    }

    logMessage("Exiting {0} with value \"{1}\"", methodName, returnValue == null ?
    "null" :
        returnValue);
    return returnValue;
}
```

After the authentication and initialization process completes, the BlackBerry Web Services are ready to accept API calls from the application.

## Creating a user account

When the application successfully completes the authentication and initialization process, it can send API calls to the BlackBerry Web Services. The sample application includes API calls to retrieve and display system data for the BlackBerry Enterprise Server, to retrieve and display details for a user account, and to create a new user account using an email address.

These topics explain the types of user accounts that you can create using the `BWS.createUsers` API, and highlight the section of the code sample that is used to create a new user account.

## Types of user accounts

The table below describes the types of user accounts that you can create. The sample application creates a standard user account that is BlackBerry enabled. For more information about creating user accounts, visit [docs.blackberry.com/BWS](https://docs.blackberry.com/BWS) to review the BlackBerry Web Services API reference and the `BWS.createUsers` API.

The `BWS.createUsers` API uses the **CreateUsersRequest** object. The **CreateUsersRequest** object contains the metadata for the request, and **NewUser** objects that each represent a user account that you want to create. **NewUser** contains the following objects:

- **AccountAttributes:** Contains the account attributes that distinguish the mailstore user, such as the user's email address. This data is required only if you want to assign a BlackBerry device to the user.
- **UserAttributes:** Contains the authentication information that the user can use to log in to the BlackBerry Administration Service and perform administrative tasks. This data is required only if you want the user to be an administrator for the MDM domain.
- **Server:** Specifies the BlackBerry Enterprise Server that you want to associate the user with. If you do not specify this information, the user is added to a random server instance in the MDM domain.

User type	Configuration of <code>NewUser</code> in <code>CreateUsersRequest</code>
<p>User account - BlackBerry enabled</p> <ul style="list-style-type: none"> <li>• A standard user that does not require login information for the BlackBerry Administration Service or an administrative role.</li> <li>• An administrator can assign a device to the user.</li> </ul>	<p><b>AccountAttributes</b></p> <p>Specify one of the following fields:</p> <ul style="list-style-type: none"> <li>• A valid email address for <b>emailAddress</b></li> <li>• An identifier from your organization's existing system (for example, Microsoft Active Directory) for <b>externalUserId</b></li> <li>• A valid distinguished name for <b>userDistinguishedName</b></li> </ul> <p>If you specify more than one of the fields, only one value is processed, in the order listed above.</p> <p><b>UserAttributes</b></p> <ul style="list-style-type: none"> <li>• Null</li> </ul> <p><b>Server</b></p> <ul style="list-style-type: none"> <li>• Specify the server that you want to associate the user with. You can retrieve the available server instances using the <code>BWS.getServers</code> API.</li> </ul>
<p>Administrator account - BlackBerry enabled</p> <ul style="list-style-type: none"> <li>• An administrator user that is assigned login information and an administrative role so that the user can log in to the BlackBerry Administration Service and perform managements tasks.</li> <li>• An administrator can assign a device to the user.</li> </ul>	<p><b>AccountAttributes</b></p> <p>Specify one of the following fields:</p> <ul style="list-style-type: none"> <li>• A valid email address for <b>emailAddress</b></li> <li>• An identifier from your organization's existing system (for example, Microsoft Active Directory) for <b>externalUserId</b></li> <li>• A valid distinguished name for <b>userDistinguishedName</b></li> </ul> <p>If you specify more than one of the fields, only one value is processed, in the order listed above.</p> <p><b>UserAttributes</b></p>



User type	Configuration of <code>NewUser</code> in <code>CreateUsersRequest</code>
	<ul style="list-style-type: none"> <li>Specify <b>authenticator</b> to select the type of authentication. You can retrieve a list of supported authenticators using the <code>BWSUtil.getAuthenticators</code> API.</li> <li>For BlackBerry Administration Service authentication, specify <b>loginName</b>, <b>loginPassword</b>, and <b>displayName</b>.</li> <li>For Microsoft Active Directory authentication, specify <b>loginName</b>, <b>domain</b>, and <b>displayName</b>.</li> <li>Specify <b>roleUid</b> to select the administrative role. You can retrieve a list of available roles using the <code>BWS.getRoles</code> API.</li> </ul> <p><b>Server</b></p> <ul style="list-style-type: none"> <li>Specify the server that you want to associate the user with. You can retrieve the available server instances using the <code>BWS.getServers</code> API.</li> </ul>
<p>Administrator account - Not BlackBerry enabled</p> <ul style="list-style-type: none"> <li>An administrator user that is assigned login information and an administrative role so that the user can log in to the BlackBerry Administration Service and perform management tasks.</li> <li>By default, the user cannot be assigned a device. An administrator can change the account to be BlackBerry enabled at any time using the BlackBerry Administration Service.</li> </ul>	<p><b>AccountAttributes</b></p> <ul style="list-style-type: none"> <li>Null</li> </ul> <p><b>UserAttributes</b></p> <ul style="list-style-type: none"> <li>Specify <b>authenticator</b> to select the type of authentication. You can retrieve a list of supported authenticators using the <code>BWSUtil.getAuthenticators</code> API.</li> <li>For BlackBerry Administration Service authentication, specify <b>loginName</b>, <b>loginPassword</b>, and <b>displayName</b>.</li> <li>For Microsoft Active Directory authentication, specify <b>loginName</b>, <b>domain</b>, and <b>displayName</b>.</li> <li>Specify <b>roleUid</b> to select the administrative role. You can retrieve a list of available roles using the <code>BWS.getRoles</code> API.</li> </ul> <p><b>Server</b></p> <ul style="list-style-type: none"> <li>Specify the server that you want to associate the user with. You can retrieve the available server instances using the <code>BWS.getServers</code> API.</li> </ul>
<p>Administrator account with permissions granted by group membership - Not BlackBerry enabled</p> <ul style="list-style-type: none"> <li>A user with login information for the BlackBerry Administration Service, but no administrative role.</li> </ul>	<p><b>AccountAttributes</b></p> <ul style="list-style-type: none"> <li>Null</li> </ul> <p><b>UserAttributes</b></p>

User type	Configuration of NewUser in CreateUsersRequest
<ul style="list-style-type: none"> <li>• Create this type of user only if you want to give the user administrative permissions by adding the user to a group with an administrative role.</li> <li>• By default, the user cannot be assigned a device. An administrator can change the account to be BlackBerry enabled at any time using the BlackBerry Administration Service.</li> </ul>	<ul style="list-style-type: none"> <li>• Specify <b>authenticator</b> to select the type of authentication. You can retrieve a list of supported authenticators using the <code>BWSUtil.getAuthenticators</code> API.</li> <li>• For BlackBerry Administration Service authentication, specify <b>loginName</b>, <b>loginPassword</b>, and <b>displayName</b>.</li> <li>• For Microsoft Active Directory authentication, specify <b>loginName</b>, <b>domain</b>, and <b>displayName</b>.</li> <li>• Do not specify <b>roleUid</b>.</li> </ul> <p><b>Server</b></p> <ul style="list-style-type: none"> <li>• Specify the server that you want to associate the user with. You can retrieve the available server instances using the <code>BWS.getServers</code> API.</li> </ul>

## Code sample: Creating a user account

Visit <https://github.com/blackberry/BWS-Samples> to copy the full code sample to your development tool. This topic highlights and explains key sections of the code that are used to create a new BlackBerry enabled user account. This topic refers to lines 516 to 601 and the main method of the code sample.

Before you run the code sample, verify that you have completed the configuration tasks described earlier in this guide. Also, verify that your project includes the `System.Web.Services` reference.

### Specify the email address for the new user

The following code from the main method defines the `CreateNewUserEmail` variable that will be used to create the new user account. Specify the email address of the user account that you want the application to create.

```
// Email address used to create a new user with the createUsers() API call.
CreateNewUserEmail = "\"user01@example.net\"";
```

### Create the CreateUsersRequest object

The following code creates the `CreateUsersRequest` object that is used to send the API call to the BlackBerry Web Services, and assigns the value of the `Metadata` global variable (see [Code sample: Authentication and initializing the web services](#)) to the `metadata` property of the `CreateUsersRequest` object.

```
// Create the request object.
CreateUsersRequest createUsersRequest = new CreateUsersRequest();
createUsersRequest.metadata = Metadata;
```

## Create the NewUser object

The following code creates a NewUser object to hold the values of the account attributes for the user account.

```
NewUser newUser = new NewUser();
```

## Create the AccountAttributes object

The following code creates an AccountAttributes object, which is used to set the value of the email address for the user account. The global variable CreateNewUserEmail contains the email address value.

```
// To create an administrator user, create and set the "UserAttributes".
AccountAttributes accountAttributes = new AccountAttributes();

/*
 * Check if value of the variable "CreateNewUserEmail" is enclosed in double-quotes,
 * otherwise the string would infer a substring match search.
 */
if (!CreateNewUserEmail.StartsWith("\"") || !CreateNewUserEmail.EndsWith("\""))
{
    logMessage("Warning: Email Address \"{0}\" is not enclosed in double-quotes",
        CreateNewUserEmail);
}
// Value of the variable "CreateNewUserEmail" is used to create a BlackBerry-
// enabled user.
logMessage("Creating a user with email address \"{0}\"", CreateNewUserEmail);
accountAttributes.emailAddress = CreateNewUserEmail;
```

## Set the attributes of the user account

The following code uses the NewUser object (called newUser) with the AccountAttribute object (called accountAttributes) to set the attributes of the user account. In this code sample, a null value is assigned to the newUser.server property to randomly select the BlackBerry Enterprise Server for Microsoft Office 365 to create the user on.

```
newUser.accountAttributes = accountAttributes;
// Randomly select a BlackBerry Enterprise Server on which to create the user.
newUser.server = null;
```

## Prepare the API call

The following code creates a newUsers List variable to hold the newUser object. The sample code assigns the newUser object to the createUsersRequest.newUsers property. The createUsersRequest object is ready to call the createUsers API.

```
List<NewUser> newUsers = new List<NewUser>();
newUsers.Add(newUser);
createUsersRequest.newUsers = newUsers.ToArray();
```

## Send the API call and verify that the API call was successful

The following code calls the createUsers API using `bwsService.createUsers(createUsersRequest)` and stores the response from the API call in a `CreateUsersResponse` object called `response`. The code checks the return status message stored in the `CreateUsersResponse` object to verify that the call to the API was successful. If the call was successful, the code iterates through the individual responses and displays the results. Otherwise, it displays any errors that were found in the individual responses.

```
CreateUsersResponse response = null;

try
{
    logRequest(bwsApiName);
    response = bwsService.createUsers(createUsersRequest);
    logResponse(bwsApiName, response.returnStatus.code, response.metadata);
}
catch (WebException e)
{
    // Log and re-throw exception.
    logMessage("Exiting {0} with exception \"{1}\"", methodName, e.Message);
    throw e;
}

if (response.returnStatus.code.Equals("SUCCESS"))
{
    if (response.individualResponses != null)
    {
        foreach (IndividualResponse individualResponse in
response.individualResponses)
        {
            displayResult("User created with UID \"{0}\" using Email Address
\"{1}\"", individualResponse.uid, accountAttributes.emailAddress);
        }

        returnValue = true;
    }
}
else
{
    logMessage("Error Message: \"{0}\"", response.returnStatus.message);
    if (response.individualResponses != null)
    {
        foreach (IndividualResponse individualResponse in
response.individualResponses)
        {
            logMessage("Individual Response - Code: \"{0}\"", Message: \"{1}\"",
individualResponse.returnStatus.code,
individualResponse.returnStatus.message);
        }
    }
}
```

# Related resources

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To view the API reference for the latest version of the BlackBerry Web Services, and to read the BlackBerry Web Services documentation, visit <http://docs.blackberry.com/BWS>.

To read the documentation for the BlackBerry Enterprise Server, visit [blackberry.com/go/serverdocs](http://blackberry.com/go/serverdocs).

Resource	Information
<i>BlackBerry Web Services for Enterprise Administration - API Reference</i>	<ul style="list-style-type: none"> <li>• Details for all available web services</li> <li>• Code samples</li> </ul>
<i>BlackBerry Web Services for Enterprise Administration - Feature and Technical Overview</i>	<ul style="list-style-type: none"> <li>• Architecture</li> <li>• BlackBerry Web Services features</li> </ul>
<i>BlackBerry Web Services for Enterprise Administration - Release Notes</i>	<ul style="list-style-type: none"> <li>• Description of new and changed APIs and classes</li> <li>• Fixed issues</li> <li>• Known issues</li> </ul>
<i>BlackBerry Enterprise Server for Microsoft Office 365 - Feature and Technical Overview</i>	<ul style="list-style-type: none"> <li>• BlackBerry Enterprise Server for Microsoft Office 365 features</li> <li>• System architecture</li> <li>• Data and process flows</li> </ul>
<i>BlackBerry Enterprise Server for Microsoft Office 365 - Installation and Configuration Guide</i>	<ul style="list-style-type: none"> <li>• System requirements</li> <li>• Installation instructions</li> </ul>
<i>BlackBerry Enterprise Server for Microsoft Office 365 - Administration Guide</i>	<ul style="list-style-type: none"> <li>• System configuration and management</li> </ul>

# Glossary

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<b>API</b>	application programming interface
<b>FQDN</b>	fully qualified domain name
<b>IP</b>	Internet Protocol
<b>MDM domain</b>	<p>An MDM domain consists of a BlackBerry database and any BlackBerry services or components that are associated with it. An MDM domain can refer to any of the following environments:</p> <ul style="list-style-type: none"><li>• BlackBerry Enterprise Server domain: A BlackBerry Configuration Database and any BlackBerry Enterprise Server components that are associated with it</li><li>• BlackBerry Enterprise Server Express domain: A BlackBerry Configuration Database and any BlackBerry Enterprise Server Express components that are associated with it</li><li>• BlackBerry Device Service domain: A BlackBerry Configuration Database and any BlackBerry Device Service components that are associated with it</li><li>• Universal Device Service domain: A Management Database and any Universal Device Service components that are associated with it</li></ul>
<b>SOAP</b>	Simple Object Access Protocol
<b>SSL</b>	Secure Sockets Layer
<b>TLS</b>	Transport Layer Security
<b>WSDL</b>	Web Services Description Language
<b>XML</b>	Extensible Markup Language

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Published in Canada