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Installing BlackBerry Enterprise Server Express for Exchange 2010



The BlackBerry Enterprise Server Express Edition offers businesses the ability to enable their staff to use BlackBerry devices to receive push-based email from an existing Microsoft Exchange installation - both standalone Exchange servers and the Microsoft Small Business Server product.

A free download from the BlackBerry web site, the solution is not limited to any set number of users and requires only that users have a BlackBerry data tariff on their SIM card with their network operator.

A 10,000 user CAL is supplied with the download by default:

License summary	
License type:	Enterprise
Total number of BlackBerry Enterprise Server licenses:	10000
Number of BlackBerry Enterprise Server licenses used:	1
Number of BlackBerry Enterprise Server licenses available:	9999

Features

BES Express is based on the BES 5.0.1 MR1 code, and as such offers much (but not all) of the same functionality:

Web-based administration 6 pre-defined administrative roles BlackBerry Web Desktop Over 35 IT policies for device management (see below), including device wipe HTML email support Flag emails for follow-up Mail folder management Remote email search Set out of office status and message Forward calendar appointments Open attachments in calendar appointments Free / Busy lookup Remote file access Support for audio (AWE, WAV, MP3, WMA) files The following features are NOT available in BES Express: Cradle-less enterprise activation (when used with the BIS tariff on client devices) Ability to define multiple administrative roles

BlackBerry Monitoring Service

BlackBerry Enterprise Transporter Tool

High Availability deployment options

Support for BlackBerry Mobile Voice System (MVS)

Support for enterprise instant messaging and social networking integration

At the time of writing, BES Express is only available in English. BES Express is not compatible with Lotus Domino or Novell Groupwise installations.

System Requirements

Operating System

Windows Server 2003 SP2 (32-bit or 64-bit)

Windows Server 2003 R2 SP2 (32-bit or 4-bit)

Windows Server 2008 SP2 (32-bit or 64-bit)

Windows Small Business Server 2003

Windows Small Business Server 2008

Microsoft Exchange Messaging Server

Microsoft Exchange 2003 SP2 Microsoft Exchange 2007 SP1 Microsoft Exchange 2010 including Update Rollup 1

Microsoft Exchange System Tools

(Exchange 2003) Microsoft Exchange 2003 SP2 System Manager or MAPI client and CDO 1.2.1 version 6.5.8039.0 or later

(Exchange 2007) MAPI client and CDO 1.2.1 version 6.5.8067.0 or later

(Exchange 2010) MAPI client and CDO 1.2.1 version 6.5.8146.0 or later

Hardware

(Up to 200 users)
Single processor, 2.0GHz Intel Xeon (2 processors recommended)
2GB memory
2 HDDs, RAID 1
(Up to 500 users)
Two processors, 2.0GHz Intel Xeon
2GB memory

2 HDDs, RAID 1

(Up to 1000 users)

Two processors, 2.0GHz Intel Xeon 3GB memory 2 HDDs, RAID 1

Database

Any of the following database management systems are supported:

MSDE 2000 SP3

Microsoft SQL Server 2005 SP3 (32-bit or 64-bit) Microsoft SQL Server 2005 Express Edition SP3 Microsoft SQL Server 2008 SP1 (32-bit or 64-bit) Microsoft SQL Server 2008 Express Edition SP1 (32-bit or 64-bit)

If using a database system earlier than SQL 2005 SP3, the following hotfix should be installed on the database server http://support.microsoft.com/?kbid=960082

Miscellaneous

In order to provide support for audio attachments, Windows Media Player 9 or later is required on the BES.

Internet Explorer 6 or later is required to access the web administration console.

Firewall

The BES requires outbound-initiated, bi-directional access to the Internet on TCP port 3101 as well as access to DNS.

RIM recommend operating up to a maximum of 75 users if the BES Express software is being installed directly onto the Exchange server itself. On a standalone server, BES Express can support up to 2,000 users. Multiple BES Express servers can be deployed in the same BlackBerry domain.

Preparing an Exchange 2010 environment

NOTE - this article assumes an Exchange 2010 installation only. Visit the BES Express section of the blog for details on installing the solution against Exchange 2003 or 2007.

Ensure that Exchange 2010 Update Rollup 1 is installed on the Exchange 2010 server. This package is available here http://www.microsoft.com/downloads/details.aspx?FamilyID=371add31-d7a0-4...

If installing the BES Express software on the Exchange server itself, the Exchange server should NOT itself also be a domain controller.

Create a domain user account called BesAdmin

On the Exchange server, in the Active Directory Users and Computers console, create a domain user called "BesAdmin" and assign it an Exchange mailbox. Set the user account password to never expire.

Eirst name:	Initials:
Last name:	
Full name: Be:	sAdmin
User logon name:	
BesAdmin	@domain.com
User logon name (pre- <u>W</u> in	dows 2000):

Send an email to the BesAdmin user to initialise the Exchange mailbox.

Assign the BesAdmin user local administrative rights

On the server that is to host the BES Express, make the BesAdmin domain user a member of the local administrator group. NOTE - the BES Express server will first need to have been added to the Domain if not done already. To do this, on the BES Express server, right click on the icon for My Computer and select Manage. Browse to Local Users and Groups --> Groups --> Administrators and add the BesAdmin user:

omputer Management (Local)	Name	Description
System Tools System Tools Shared Folders Stocal Users and Groups Stocage Storage Stora	Administrators Backup Operators Distributed COM Users Guests Metwork Configuration Performance Log Users Performance Monitor U Power Users Print Operators Remote Desktop Users Replicator Users HelpServicesGroup IIS_WPG TelnetClients	Administrators have complete and u Backup Operators can override sec Members are allowed to launch, acti Guests have the same access as me Members of this group have remote Members of this group have remote Power Users possess most administr Members can administer domain prin Members in this group are granted t Supports file replication in a domain Users are prevented from making ac Group for the Help and Support Center IIS Worker Process Group Members of this group have access t

Assign the BesAdmin user "log on as a service" rights

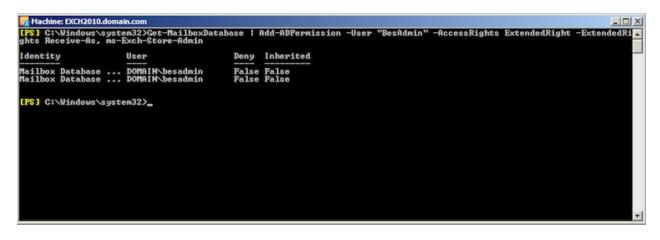
On the BES Express server, also assign the BesAdmin domain user account "log on as a service" rights. To do this, select Administrative Tools --> Local Security Policy --> User Rights Assignment --> Log on as a service and add the BesAdmin user:

n Local Security Settings		_0
Elle Action View Help		
	Log on as a service Properties	<u>? × </u>
Security Settings Count Policies Count Policies Count Policies Count Policies County Options Public Key Policies Public Key Pol	Policy A Debug programs Depuy log on as a Deny log on as a Deny log on as a Deny log on as a Deny log on local Deny log on local DOMAIN\besadmin Proce shutdown f NETWORK SERVICE Increase schedul DOMAIN\besadmin Local actual to the security NETWORK SERVICE Manage audting - Add User or Group Manage audting - Add User or Group Bernove Bernove	

Assign "Receive As" and "Administer Information Store" rights to the BesAdmin user

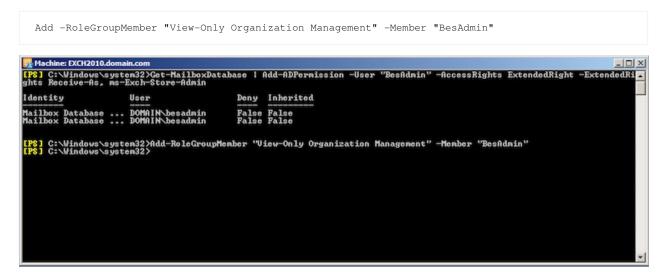
On the Exchange server, launch the Exchange PowerShell and issue the following command:

Get-MailboxDatabase | Add-ADPermission -User "BesAdmin" -AccessRights ExtendedRight -ExtendedRights Receive-As, ms-Exch-Store-Admin Installing BlackBerry Enterprise Server Express for Exchange 2010 | Brightpoint GB Blog Page 5 of 28



Assign Exchange View-Only Administrator rights to the BesAdmin user

Still within the Exchange PowerShell, now issue the following command:



Assign "Send As" rights on the domain to the BesAdmin user

Within the Active Directory Users and Computers console, open the View menu and select the option to display Advanced Features.



Right click on the domain and select Properties. Click on the Security tab:

Active Directory Users an	d Computers		
Ele Action View Wind	low Help		
← → 🔳 🖻 🗟 🖬	omain.com Properties		<u>?</u> ×
Active Directory Users an Saved Queries domain.com	General Managed By Object Secu Group or user names: Administrators (DOMAINVAdminist) Authenticated Users BesAdmin (BesAdmin@domain.cl Domain Admins (DOMAINVDomain Domain Controllers (DOMAINVDomain Domain Controllers (DOMAINVDom Domain Controllers (DOMAINVDom Domain Controllers (DOMAINVDom Domain Controllers (DOMAINVDom	trators) sm) in Admins) main Controllers)	ry
	Full Control Read Write Create All Child Objects Delete All Child Objects Add GUID		
۱	For special permissions or for advanced click Advanced.	d settings. Ad <u>v</u> a	Apply

Click on the Advanced button:

Туре	Name	Permission	Inherited From	Apply To	-
Allow	Administrators (DOM	Special	<not inherited=""></not>	This object and all c	
Allow	Authenticated Users	Special	<not inherited=""></not>	This object only	-
Allow	BesAdmin (BesAdmi	Read	<not inherited=""></not>	This object only	
Allow	Domain Admins (DD	Special	<not inherited=""></not>	This object only	
Allow	Enterprise Admins (D		<not inherited=""></not>	This object and all c	
Allow	ENTERPRISE DOM		<not inherited=""></not>	This object only	
Allow	Everyone Exchange Enterprise	Read All Proper Read Permissions		This object only This object only	
AB	e i e i	1' LC L L	Chock in the like day	YI' I' I II	¥
	te all permission entries wit	h the default settings		Default	

Click on Add and type in the name of the BesAdmin user:

Select User, Computer, or Group	<u>? ×</u>
Select this object type:	
User, Group, or Built-in security principal	<u>O</u> bject Types
Erom this location:	
domain.com	Locations
Enter the object name to select (<u>examples</u>):	
besadmin	<u>C</u> heck Names
Advanced OK	Cancel

Select the option to Apply Onto User Objects.

Scroll down to the bottom and tick the option to enable Send As rights:

lame: BesAdmin (BesAdmin@d	omain.com)	Change
pply onto: User objects		
ermissions:	Allow	Deny
Read Permissions		
Modify Permissions	H	ă
Modify Owner	Ē	
All Validated Writes		ō
All Extended Rights		
Create All Child Objects		
Delete All Child Objects		
Allowed to Authenticate		
Change Password		
Receive As		
Reset Password		
Send As		
		Clear All

For good measure, also enable Send As rights on the Exchange server itself within the Exchange PowerShell. Launch the console and issue the following command:

Add-ADPermissi	on -InheritedObje	ctType	e User -InheritanceType Descendents -ExtendedRights	
Send-As -User	"BesAdmin" -Ident	ity "C	N=Users,DC=domain,DC=com"	
Machine: EXCH2010.dom				
[PS] C:\Windows\sys -User "BesAdmin" -	tem32>Add-ADPermissio Identity "CN=Users,DC	n -Inhe =domain	pritedObjectType User -InheritanceType Descendents -ExtendedRights Send),DC=com"	-As 🛌
Identity	User	Deny	Inherited	
domain.com/Users	DOMAIN\besadmin	False	False	
[PS] C:\Windows\sys	tan32>			
cros os annuova taga	664567			
				-

(where "domain" and "com" should be substituted for your specific domain details, eg: DC=brightpoint,DC=co,DC=uk and so on)

To force all of the above changes to take effect on the domain, it may be worth running a group policy update. On the Exchange server click Start --> Run and issue the command "gpupdate /force"

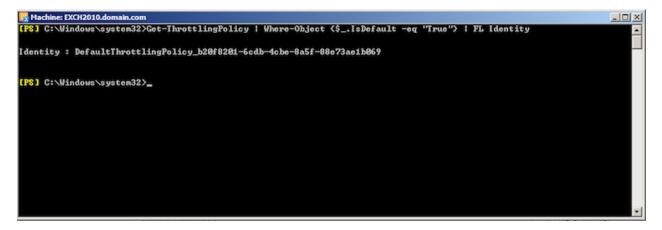
Turn off Exchange 2010 Client Throttling

Exchange 2010 uses client throttling by default to protect the Exchange server from excessive user demands. RIM recommend turning off this feature as it can have an adverse affect on the performance of the BES solution. This is done within the Exchange PowerShell console.

Launch the console and issue the following command to get the "Identity" of the default throttling policy"

Get-ThrottlingPolicy | Where-Object {\$_.IsDefault -eq "True"} | FL Identity

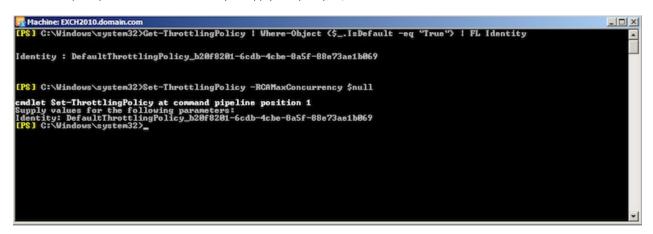
the Identity will be displayed:



Now issue the following command:

```
Set-ThrottlingPolicy -RCAMaxConcurrency $null
```

You will be prompted to enter the Identity to apply the policy to, enter the result returned above:



Increase the maximum number of connections to the Exchange Address Book Service

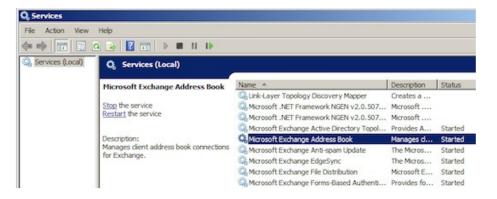
On the Exchange Server (or specifically the Client Access Server in a multi-box deployment), browse to C:\Program Files\Microsoft\Exchange Server\V14\Bin and locate the file "microsoft.exchange.addressbook.service.exe.config" and open it in NotePad:

rganize 🔹 📄 Open	New folder		88 🝷 🛄 🌘
🔆 Favorites	Name *	Date modified	Туре
T Desktop	log mdbevent.dll	22/11/2009 23:17	Application extension
Downloads	la mdbrest.dll	22/11/2009 23:17	Application extension
💹 Recent Places	log mdbsz.dl	22/11/2009 23:17	Application extension
	🔕 mdbtask.dll	22/11/2009 23:17	Application extension
Libraries	(iii) metadata	25/09/2009 11:06	XML Document
Documents Music	Microsoft.Dkm.Proxy.dll	25/09/2009 11:06	Application extension
Pictures	Microsoft.Exchange.ABProviders.AD.dll	22/11/2009 23:14	Application extension
Videos	Microsoft.Exchange.AddressBook.Service	22/11/2009 23:14	Application
	microsoft.exchange.addressbook.service.exe.config	27/02/2010 10:11	CONFIG File
Computer	microsoft.exchange.addressbook.service.exe.config.bak	25/09/2009 11:06	BAK File
	Microsoft.Exchange.AirSync.AirSyncMsg.dll	25/09/2009 11:06	Application extension
📭 Network	Microsoft.Exchange.AirSync.dll	22/11/2009 23:15	Application extension
	Microsoft.Exchange.AntispamUpdate.EventLog.dll	25/09/2009 11:06	Application extension
	Microsoft.Exchange.AntispamUpdateSvc	22/11/2009 23:16	Application
	Microsoft.Exchange.AntispamUpdateSvc.exe.config	25/09/2009 11:06	CONFIG File
	Microsoft.Exchange.Approval.Applications.dll	22/11/2009 23:15	Application extension
	Microsoft.Exchange.Assistants.dll	22/11/2009 23:15	Application extension
	Microsoft.Exchange.Authorizationplugin.dll	22/11/2009 23:15	Application extension
	Microsoft.Exchange.AuthServiceHostServicelet.dl	22/11/2009 23:15	Application extension

Locate the line "MaxSessionsPerUser":

ie Edit	Format	View Help	
	<add <add< td=""><td>key="NspiEndpointEnabled" value="true" /> key="RfrEndpointEnabled" value="true" /></td><td>-</td></add<></add 	key="NspiEndpointEnabled" value="true" /> key="RfrEndpointEnabled" value="true" />	-
	</td <td>Set port to an empty string to disable ncacn_ip_tcp> Set the port to 0 to allow the server to assign a port number dynamically. key="RpcTcpPort" value="0" /></td> <td>></td>	Set port to an empty string to disable ncacn_ip_tcp> Set the port to 0 to allow the server to assign a port number dynamically. key="RpcTcpPort" value="0" />	>
	<br <add< td=""><td>Set port to an empty string to disable ncacn_http for the specific interfa Standard port assignments: Nspi=6004, Rfr=6002> key="NspihttpPort" value="6004" /> key="RfrHttpPort" value="6002" /></td><td>ace:</td></add<>	Set port to an empty string to disable ncacn_http for the specific interfa Standard port assignments: Nspi=6004, Rfr=6002> key="NspihttpPort" value="6004" /> key="RfrHttpPort" value="6002" />	ace:
	<br <add< td=""><td>Enables and disables the logging for the address book service> key="ProtocolLoggingEnabled" value="true" /></td><td></td></add<>	Enables and disables the logging for the address book service> key="ProtocolLoggingEnabled" value="true" />	
		<pre>Specifies the folder in which log files will be generated> key="LogFilePath" value="C:\Program Files\Microsoft\Exchange Server\V14\Log</pre>	ogging
		Specifies the max size that a single log file can grow to before a new one key="PerFileMaxSize" value="10MB" />	e is g
	<br <add< td=""><td>Specifies the max size that the entire directory of logs can grow to befor key="MaxDirectorySize" value="1GB" $/\!\!>$</td><td>e the</td></add<>	Specifies the max size that the entire directory of logs can grow to befor key="MaxDirectorySize" value="1GB" $/\!\!>$	e the
	<br <add< td=""><td>Specifies length of time in hours log files will be retained before being key="MaxRetentionPeriod" value="720" $/\!\!>$</td><td>delet</td></add<>	Specifies length of time in hours log files will be retained before being key="MaxRetentionPeriod" value="720" $/\!\!>$	delet
		Specifies if we need to switch log file each hour> key="ApplyHourPrecision" value="true" />	
<td><add ppSet1</add </td> <td>Specifies the maximum number of sessions permitted per user> key="MaxSessionsPeruser" value="50" /> lings> ion></td> <td></td>	<add ppSet1</add 	Specifies the maximum number of sessions permitted per user> key="MaxSessionsPeruser" value="50" /> lings> ion>	
	-		

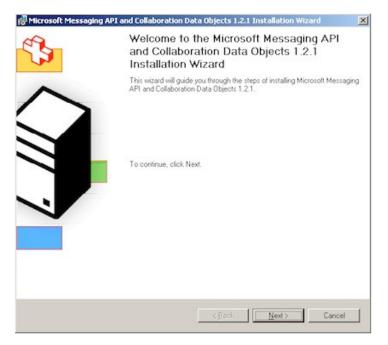
Increase the value to 100000. Save the file then restart the Address Book Service:



Install the Exchange MAPI CDO 1.2.1 package

The Microsoft Exchange MAPI CDO 1.2.1 package must be installed to provide the BesAdmin user a MAPI connection to Exchange mailboxes as well as access to calendaring information. This package is available for download from our FTP site HERE (Exchange 2010 only).

Run the installer and accept the license agreement:



Now you're ready to install the BES Express software.

Installing the BlackBerry Enterprise Server Express software

LOG INTO THE BES EXPRESS SERVER AS THE BESADMIN USER!

Launch the BES Express installer, you will be prompted to confirm that you are indeed logged in as the correct user:



Click Continue Installation:

License agreement Setup type	License agreement Customer information User name: RIM Qrganization: Research In Motion Country/Region: United Kingdom

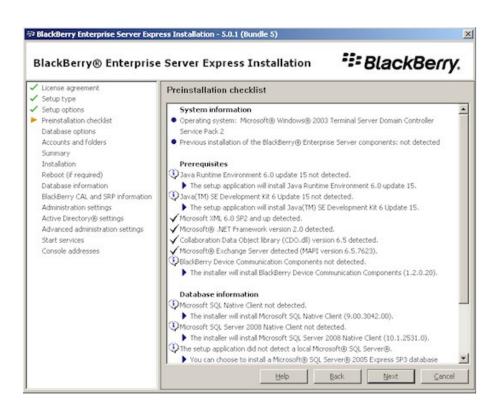
Choose your country and read the license agreement. Select the option to accept if you agree to the terms and conditions:

 License agreement Setup type 	Setup type			
Secup type	Setup type			
	During the installation process, the setup application can prompt you to specify the location of an existing BlackBerry® Configuration Database or, if a BlackBerry Configuration Database does not exist, the setup application can prompt you to provide the information that is required to create a BlackBerry Configuration Database. You can install a BlackBerry Router with other BlackBerry® Enterprise Server components or			
	by itself on a computer that is separate from the computer that hosts the BlackBer Enterprise Server. If you install the BlackBerry Router on a separate computer (a standalone BlackBerry Router), then you do not need to create a BlackBerry Conl Database or specify the location of an existing BlackBerry Configuration Database	iguration		
	Options Create a BlackBerry Configuration Database			
	C Use an existing BlackBerry Configuration Database			
	C Install a standalone BlackBerry Router			

Select the option to Create a BlackBerry Configuration Database:

 License agreement Setup type Setup options 	Setup options Options Select whether you want to install the BlackBerry® Enterprise Server, or install one or more BlackBerry Enterprise Server components on a computer that is separate from the BlackBerry Enterprise Server. ি BlackBerry Enterprise Server C Remote component		
	Components Core components BlackBerry Attachmerk Service BlackBerry MDS Connection Service Additional components Additional components BlackBerry administration BlackBerry Web Desktop Manager	You can choose to install the BlackBerry Enterprise Server components that are required for browsing and messaging services on BlackBerry devices.	

Select the option to install a BlackBerry Enterprise Server:



Verify that all pre-requisite checks are completed successfully, paying attention to any warnings or failures:

 License agreement Setup type 	Database options
Setup options Prenstallation checklist Database options Accounts and folders Summary Installation Reboot (if required) Database information BlackBerry CAL and SRP information Administration settings Active Directory(®) settings Advanced administration settings Start services Console addresses	Options The BlackBerry® Enterprise Server requires access to a database server. You can set up the database server on a remote computer or on the same computer as the BlackBerry Enterprise Server. If you do not have a database server in your organization's environment that the BlackBerry Enterprise Server can use, the setup application can install Microsoft® SQL Server® 2005 Express Edition on this computer. If install Microsoft SQL Server 2005 Express Edition SP3 on this computer. If use a Microsoft® SQL Server® database.
	Help Back Next Cancel

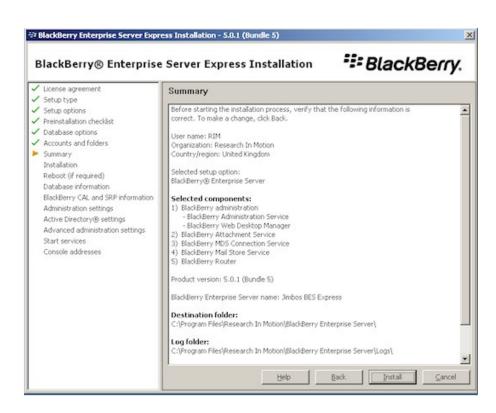
In this article I am allowing the BES Express installer to install a local copy of SQL Server Express, if you intend to use a dedicated SQL Server, select this option and enter the details of the server address:

1			
License agreement Setup type	Accounts and folders Windows® account information		
Setup options			
Preinstallation checklist	Account name: DOMAIN/besadmin		
Database options	Account name:	Loor many possibility	
Accounts and folders	Password:		
Summary Installation			
Reboot (if required)			
Database information	Installation folder		
BlackBerry CAL and SRP information	Location:	C:\Program Files\Research In Motion\BlackBerry Enterprise Server\	
Administration settings		and the first state of the stat	
Active Directory® settings Advanced administration settings			
Start services	Log file folder		
Console addresses		C:\Program Files\Research In Motion\BlackBerry Enterprise	
	Location:	Server)Logs	
	BlackBerry® Enter	rprise Server	
	Name:		
		1	

Enter the password for the BesAdmin account and enter in a name for the BES Express server: this name can be a 'friendly' one and is used to identify it in the Web Administration interface:

Accounts	and folders	×
⚠	Performing a full installation of the BlackBerry Enterprise Server will take approximately 2500MB. disk space if you intend to perform a full installation.	Please clear some

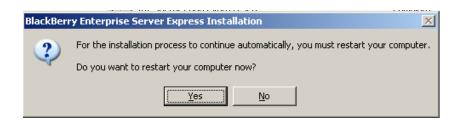
If you are warned that the server does not have sufficient free disk space available, free up some space before continuing:



A summary of the installation options will be displayed:

License agreement Setup type Setup options Preinstallation checklist Database options Accounts and folders	Installation The setup application is now installing the BlackBerry® Enter third-party applications.	rprise Server files and required
 Summary Installation Reboot (if required) Database information BlackBerry CAL and SRP information Administration settings Active Directory(8) settings Advanced administration settings Start services Console addresses 	Product SQL Server 2005 Express SP3 Microsoft SQL Server Native Client Microsoft SQL Server 2008 Native Client Java Runkime Environment 6.0 update 15 Java(TM) SE Development KI:6 Update 15 BlackBerry Device Communication Components BlackBerry Enterprise Server for Microsoft Exchange	Status Instaling
	Installing SQL Server 2005 Express SP3	<u>Continue</u> Cancel

Click Install, the required components will now be installed, this process may take a while. When complete you will be prompted to reboot the server:



Click Yes. Once rebooted, log back in as the BesAdmin user. The installation will resume automatically:

/ License agreement / Setup type / Setup options	Database information Type the database information that the setup application uses to create or connect to a Blackberry@ Configuration Database.
 Preinstallation checklist Database options Accounts and folders 	Database location
Summary Installation Reboot (if required) Database information	Database server information Type the name of the database server (use either the <host>\< instance> or <host> format) and the name of the BlackBerry Configuration Database.</host></host>
BlackBerry CAL and SRP information Administration settings Active Directory(®) settings Advanced administration settings Start services Console addresses	Microsoft@ SQL Server@ name: SERVER2003(BLACKBERRY BlackBerry Configuration Database name: BESMgmt Port configuration: © Dynamic © Static Dgta directory: c:\Program Files\Microsoft SQL Server\MSSQL.1\MSSQL\Data Backup directory: c:\Program Files\Microsoft SQL Server\MSSQL.1\MSSQL\Backup Backup directory: c:\Program Files\Microsoft SQL Server\MSSQL.1\MSSQL\Backup Image: Database before upgrading. Image: Database before upgrading.
	Database authentication Windows® authentication SQL authentication SQL yser name: Bassword:

Enter a name for the Configuration Database - this should ideally be left at the default unless specifically required. Click Next:



You will be prompted to create the database, click Yes:



When created, click OK:

License agreement Setup type Preinstallation checklist Database options Accounts and folders Summary Installation	BlackBerry CAL and SRP information BlackBerry CAL key Type the BlackBerry CAL key that you were provided Key: For example, 123456-123456-12	
Reboot (f required) Database information BlackBerry CAL and SRP information Administration settings Active Directory® settings Advanced administration settings Start services	SRP host Type the SRP address that you were provided with. Hgst name: gb.srp.blackberry.com Bort number: 3101	Yerify
Console addresses	SRP authentication information Type the SRP identifier and SRP authentication key t SRP identifier: SRP guthentication key:	hat you were provided with.

Enter in the 10,000-user CAL, SRP key and SRP authentification key you were supplied along with the BES Express download. Verify connectivity to the RIM Relay on TCP port 3101. Click Next:

Microsoft Exchange Server	×
General Advanced Dial-Up Networking Remote Mail	
Microsoft Exchange server:	
Mail <u>b</u> ox:	
besadmin Check Name	
When starting	
Automatically detect connection state Automatically activity activity activity	
<u>Manually control connection state</u> Choose the connection type when starting	
Default connection state	
© Connect with the network	
C Work offline and use dial-up networking	
30 Seconds Until Server Connection Timeout	
OK Cancel Apply Help	

The MAPI connection settings will now be required, enter in the name of the Exchange server as well as the BesAdmin user account mailbox. Click OK:

BlackBerry® Enterpris	e Server Expre	ss Installati	ion ***8	lackBerry
License agreement Setup type Setup type Setup options Preinstallation checklist Database options Accounts and folders Summary Installation Reboot (if required) Database information BlackBerry CAL and SRP information Administration settings Active Directory® settings Start services Console addresses	The BlackBerry(®) communication an valid DNS host ma high availability at name as required Pool ngme: Port settings Check the port n. organization's em H_TP Port: HA_INDI Port: Password for the 1 Type a password for	the BlackBerry Admi Administration Servic d when you configur me, even if you are r a later time, use the service configuration informent. 18180 11100 55L certificate or the SSL certificate	e uses the pool name for is e high availability using DN oct configuration high availability BlackBerry Configuration MAINECODE onflicts with existing applic inflicts with existing applic blackBerry Configuration MAINECODE inflicts with existing application is blackBerry Configuration	S round robin. Type a vilky. If you configure Panel to change the pool ations in your 3443 11099

Enter in the name you wish to use for the Administration web site. Again this should be left at the default if you are unsure as to what this means. Any name you choose should be resolvable via DNS if not using the default option. Enter in a password for the SSL certificate - this is generated automatically by the installer and assigned to the Apachebased administration web site (the site does not run within IIS). The certificate is generated based on the name entered. By default the administration web site runs on port 3443 - this can be altered if desired but again leave this value at the default unless specifically required. Click Next:

	e Server Express Installation
License agreement Setup type Setup type Preinstallation checklist Database options Accounts and folders Database information BlackBerry CAL and SRP information Administration settings Advanced administration settings Start services Console addresses	Microsoft® Active Directory® settings The BlackBerry® Administration Service uses Microsoft® Active Directory® information to authenticate users: Active Directory login credentials User name: besadmin User gomain: domain.com User gassword: Active Directory server discovery Active Directory server discovery After the verification of the Microsoft Active Directory login credentials the install application will perform an automatic discovery of your Global catalog servers. If no servers are located then a list will be presented in this space to manually build your list of Global catalog servers. However, if the automatic discovery succeeds and you want to adjust the list of Global catalog servers then you can do so through the BlackBerry Administration Service.

Enter in the details of the BesAdmin user account again and click Next:

BlackBerry® Enterprise	Server Express Installation	BlackBerry.	
License agreement Setup type Setup options Preinstallation checklast Database options Accounts and folders Summary Installation Reboot (if required) Database information BlackPerry CAL and SRP information Advanced administration settings Active Directory® settings Advanced administration settings	Advanced administration settings Select whether you want administrators to create a BlackBerry® Administration Service authentication or use an existing Windows® authentication to log in to the BlackBerry Administration Service. Image: Select Windows authentication Image: Windows authentication Windows authentication Specify the account that the BlackBerry Administration Service administrator account will use. Image: Use current account credentials Image: Specify account information for a Microsoft® Active Directory® administrator User name: Domain:		
Console addresses	C Use BlackBerry Administration Service authenti BlackBerry Administration Service authentication Type a possword for the BlackBerry Administrat BlackBerry Enterprise Server setup application v User name: admin New possgord: Confirm Help	ion Service administrator account that the	

Specify whether you wish access to the administration web site to be authenticated based on Active Directory credentials, or whether you want to use the built-in BlackBerry Administration Service authentication. If you select the second option, enter in a password for the default admin account.

NOTE - if you select BlackBerry Administration Service authentication, the default admin username is "ADMIN", NOT "BESADMIN".

Click Next:

	-	BlackBerry.
License agreement Setup type Setup options Preinstallation checklist Database options Accounts and folders Summary	Start services Start the BlackBerry® Enterprise Server services. Services Results	
Installation Reboot (if required) Database information BlackBerry CAL and SRP information Administration settings Advanced administration settings Start services Console addresses		1
		×

52 BlackBerry Enterprise Server Express Installation - 5.0.1 (Bundle 5) X BlackBerry. BlackBerry® Enterprise Server Express Installation License agreement Start services ✓ Setup type Start the BlackBerry® Enterprise Server services. ✓ Setup options Preinstallation checklist Services ✓ Database options Results ✓ Accounts and folders BlackBerry Router has successfully started. BlackBerry Attachment Service has successfully started. BlackBerry MDS Connection Service has successfully started. BlackBerry MDS Connection Service has successfully started. BlackBerry Administration Service - NCC has successfully started. BlackBerry Administration Service - AS has successfully started. BlackBerry Controller has successfully started. ✓ Summary . ✓ Installation Reboot (if required) ✓ Database information ✓ BlackBerry CAL and SRP information Administration settings BlackBerry Controller has successfully started. ✓ Active Directory[®] settings Advanced administration settings Start services Console addresses Ψ. Next Help

Click Next:

BlackBerry® Enterprise	e Server Express Installation	📰 BlackBerry.
License agreement Setup type Setup options Preinstallation checklist Database options Accounts and folders Summary Installation Reboot (if required) Database information ElackBerry CAL and SRP information Administration settings Active Directory@settings Advanced administration settings Start services	Console addresses To access the available consoles after the installable addresses. BlackBerry@Administration Service address: TttpsB/SERVER2003.00MAIN.COMIR443/webcors BlackBerry Web Desktop Manager address:	
	https://SERVER2003.DOMAIN.COM:3443/webdesk	

You will be reminded what the address is to access the administration web site. Click Finish.

The software is now installed and ready to use. To access the web administration site, a link will have been added to the Programs folder on the Start menu:

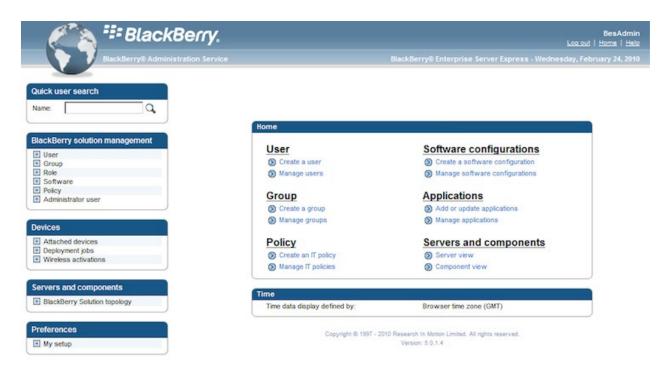
Select the option to Start Services and verify that all services start successfully:

Notepad	 Microsoft Update Windows Catalog Windows Update 	
لس Manager	Accessories	> Desumerability
Computers	BlackBerry Enterprise Server Microsoft Exchange	BlackBerry Administration Service
	m Microsoft SQL Server 2005 Startup	ElackBerry Server Configuration BlackBerry Web Desktop Manager
	Windows PowerShell 1.0 Ø Internet Explorer	•
	Outlook Express Remote Assistance	
All <u>P</u> rograms ▶	Administrative Tools	<u> </u>
🐉 Start 🛛 🄏	Log Off	Shut Down

Selecting the link will launch the default browser on the server (which needs to be Internet Explorer 6 or later):

Black	Berry.			
	BlackBerry® Adminis			Log in
	Type your Microsome User name: Password: Domain:	0 Windows® credentials.		
	Log in using:	Active Directory	💌	

Log in ether as the BesAdmin user (using Windows authentication) or as the Admin user (using BlackBerry authentication):



Add the web site to the Trusted Sites group in the Internet Explorer security options area:

and the second	Option							1
eneral	Secu	rity Priv	acy I	Conteni	Conn	ections	Program	s Advanc
Select	a Web	content g	;one to	speciț	y its sec	urity setti	ings.	
		6		-				
	2		3		<u>v</u>		-	
Int	lemet	Local	intrane		sted site	S He	stricted sites	
-	Trust	ed sites						
Ø		one conta ot to dam				1		jites
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And add the web site certificate to the trusted certificate authority folder:

ion Path	
ormation	
ate is not trusted. To enable trust, in the Trusted Root Certification	
DOMAIN.COM	
DOMAIN.COM	
2/2010 to 09/12/2283	
Issuer Statement	
OK	
X	
system areas where certificates are kept.	
cally select a certificate s sect the certificate store stes in the following store	
<u> </u>	12
	Cance
Show physical stores	C

Adding Users

In the Administration web site, select the option to Create a user:

Email user criteria				
Messaging server display name	к [Email address:]
Sort criteria				
Sort by:	Oisplay name ▼ ⓒ A to Z C Z to A			
			Q Search	🛞 CI
Cancel				
mport new users	~			
Add user from company director				

	BesAdmin	BesAdmin@domain.com
	James Liddiard	jamesl@domain.com
		Showing 1 - 2 of 2
-	ontinue	
Ca Ca		
-	port new users	
Re	efresh available user list from company directory	

Tick the user(s) you want to add and click Continue:

Create a BlackBerry enabled user

Add user from company directory

You can create a user so that you can assign and activate a BlackBerry® device to the user.	The user must exist on your organization's
messaging server.	

Messaging server display name		Email address	
ames Liddiard		jamesl@domain.com	
Available BlackBerry Enterprise Server	instances		
BlackBerry Enterprise Server:	Jimbos BES Express		

Select the BES Server the users should be added to (you'll only have one option) and click Next. The users will now be added to the BES Server.

To associate a device to a user, the BlackBerry handheld itself can be connected directly to the BES Express server via USB. In the Administration web site browse to Devices --> Attached Devices --> Overview:

Quick user search	Attached devices > Overview
Name:	Overview
BlackBerry solution managemen	You can view the BlackBerry® device PIN and properties, information about the user assigned to the BlackBerry device, and more.
User Create a user Manage users	Status
Group Role Software Policy	Connect the device to your computer. Some functionality of the BlackBerry® Administration Service is unavailable because a BlackBerry device is not connected to your computer.
Administrator user	For undetected devices, scan all ports for a connected device.
Devices	Communications enabled, no devices connected
Attached devices Overview Deployment jobs Wireless activations	Copyright @ 1997 - 2010 Research In Motion Limited. All rights reserved. Version: 5.0.1.4
Servers and components	
BlackBerry Solution topology	

When the device is connected, its PIN details will be displayed:

Attached devices > Manage cur	rent device	
Manage current device		
		BlackBerry device to the user. You can also delete all user data from a Bla e.
Currently managed PIN		
PN:	208DA016	User:
Change devices		
208DA016, USB	No BlackBerry services ar rrent device disable device	omputer, click one of the following PINs: e being delivered to this device, which you are currently managing.
	Manage current device You can assign a new user to data from a BlackBerry device, Currently managed PIN PN: Change devices To manage a different BlackB 208DA016, USB Remove user data from cu Delete all device data and d	You can assign a new user to a BlackBerry® device, or assign another data from a BlackBerry device, deactivate a BlackBerry device, and mor Currently managed PIN PN: 208DA016 Change devices To manage a different BlackBerry® device that is connected to your or 208DA016, USB No BlackBerry services ar Remove user data from current device Delete all device data and disable device

Select the option to Assign current device to a user. Select the user you want to associate the device with:

Manage current device

You can assign a new user to a BlackBerry@ device, or assign another BlackBerry device to the user. You can also delete all user data from a BlackBerry device, all BlackBerry device data from a BlackBerry device, deactivate a BlackBerry device, and more.

The device that is connected to your computer has been activated.

PIN:	208DA016	User:	James Liddiard
hange devices			
To manage a different Bla	ckBerry® device that is connected to your	computer, click one of the following PINs:	

The device will now be associated to the user and will automatically activate itself and begin to download user mailbox data.

Troubleshooting

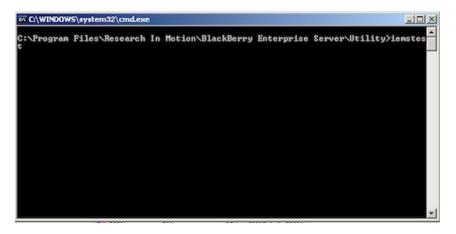
If you encounter any problems adding or activating users, first verify that all BlackBerry services have started and are running correctly:

BlackBerry Administration Service - Application Server	This is the	Started	Automatic	DOMAIN(
SelackBerry Administration Service - Native Code Container	This is the When confi	Started Started	Automatic Automatic	DOMAIN\ DOMAIN\
🍓 BlackBerry Attachment Service	Converts a	Started	Automatic	DOMAIN\
BlackBerry Controller	Monitors k	Started	Automatic	DOMAIN\
BlackBerry Dispatcher	Performs d	Started	Automatic	DOMAIN\
BlackBerry Mail Store Service	Provides all	Started	Manual	DOMAIN\
BlackBerry MDS Connection Service	Provides s	Started	Automatic	DOMAIN\
BlackBerry Policy Service	Supports w	Started	Manual	DOMAIN\
BlackBerry Router	Manages t	Started	Automatic	DOMAIN\
BlackBerry Synchronization Service	Synchroniz	Started	Manual	DOMAIN(

Exchange Permissions

The commonest cause of problems when troubleshooting issues with a BES installation is that the correct permissions have not been assigned to the BesAdmin user on the domain and the Exchange server as detailed above. Included with the BES Express software is a utility called "IEMSTEST" which can verify the BesAdmin user's access to specific user mailboxes.

The utility lives in the C:\Program Files\Research In Motion\BlackBerry Enterprise Server\Utility folder and needs to be run at the command line:



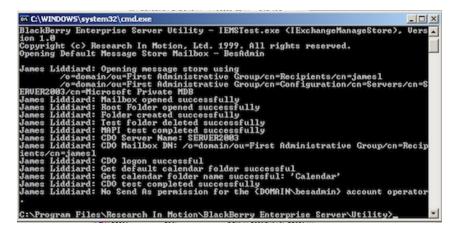
Select the BlackBerryServer MAPI profile when prompted:

se Profile			
Profile <u>N</u> ame	BlackBenyServe	- <u>-</u>	Ne <u>₩</u>

Select the user account you wish to query:

Select Mailbox		×
Show Names from the:	Global Address List	-
Type Name or Select from List:		
BesAdmin Fudge Nugget	Select > James Liddiard	
James Liddiard		
		-1
New Properties	Fing	
	Cancel Help	

The permissions will be tested:



As you can see from the above screenshot this test has indicated that the BesAdmin account does not have Send As rights on my James Liddiard user account. Once I verify my permissions, re-running the test indicates that all test have passed successfully:



< Installing BlackBerry Enterprise Server Express for Exchange 2007 Installing BlackBerry Enterprise Server Express for Lotus Domino >

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BlackBerry Protect Beta now available in Europe - http://appworld.blackberry.com/webstore/content/20844?lang=en	<i>3 days 4</i> hours ago
BlackBerry Enterprise Activation available for BIS users - http://blog.brightpointuk.co.uk/blackberry- enterprise-activation-bis-users	<i>3 days 5</i> hours ago
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Microsoft System Center Configuration Manager 2012 Beta available - http://t.co/sjZBDIn	<i>3 days 6</i> hours ago

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