



BlackBerry Enterprise Server for Microsoft Exchange 2007

Version 4.1.3

Getting Started Guide

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Preparing for the installation

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Overview

As of BlackBerry® Enterprise Server Version 4.1.3, RIM fully supports and certifies BlackBerry Enterprise Server installations in a Microsoft® Exchange 2007 environment.

This document covers basic BlackBerry Enterprise Server for Microsoft Exchange 2007 installation and administration procedures. It assumes that you are installing the BlackBerry Enterprise Server components on one dedicated computer.

To install the BlackBerry Enterprise Server, complete the following tasks:

- verify the system requirements
- set up and assign permissions to a Microsoft Windows® service account and mailbox
- install the BlackBerry Enterprise Server software

Related resources

Guide	Information
<i>BlackBerry Enterprise Server Versions 4.1.3 Feature and Technical Overview</i>	<ul style="list-style-type: none">• BlackBerry Enterprise Server architecture and components
<i>BlackBerry Enterprise Server Versions 4.1.3 Installation Guide</i>	<ul style="list-style-type: none">• advanced installation options (for example, installation requirements for instant messaging)• setup types and installing the BlackBerry Enterprise Server components on multiple computers• removing the BlackBerry Enterprise Server from your computer
<i>BlackBerry Enterprise Server Version 4.1.3 System Administration Guide</i>	<ul style="list-style-type: none">• advanced BlackBerry Enterprise Server Version 4.1 setup and administration tasks (for example, security options and managing users)• setting up a BlackBerry device on the BlackBerry Enterprise Server Version 4.1

System requirements

Your computer should meet the following minimum hardware and software requirements:

Operating system

Requirement	
One of the following is installed:	<input type="checkbox"/>
<ul style="list-style-type: none">• Microsoft Windows 2000 Server® (Standard or Advanced editions) with Service Pack (SP) 4 and all critical updates• Microsoft Windows Server 2003 (Standard, Enterprise or Small Business Server) with SP1 and all critical updates	
The Internet Service Manager component of Internet Information Services is installed from your Microsoft Windows installation media.	<input type="checkbox"/>
If you are using Microsoft Windows 2000 Server, and Microsoft SQL Server™ 2000 or 2005 is installed on the computer on which you plan to install the BlackBerry Enterprise Server, Microsoft Data Access Component Version 2.8 with Security Patch MS04-003 (Version 2000.85.1025.00) must be installed.	<input type="checkbox"/>

Hardware

Requirement	
Intel® Pentium® III processor (800 MHz or greater); Intel Pentium IV processor (2 GHz or greater) is recommended.	<input type="checkbox"/>
Minimum 1.5 or more gigabytes of RAM are available.	<input type="checkbox"/>

Messaging server

Requirement	
Microsoft Exchange 2007 is installed.	<input type="checkbox"/>
One of the following is installed on the computer on which you plan to install the BlackBerry Enterprise Server:	<input type="checkbox"/>
<ul style="list-style-type: none">• Microsoft Exchange 2003 System Tools with SP2• Microsoft Exchange Server MAPI Client and Collaboration Data Objects 1.2.1	
See http://support.microsoft.com/kb/929590 for more information.	
Note: Do not install Microsoft Outlook® on the same computer as the Microsoft Exchange administration tool.	

Network

Requirement	
The corporate firewall or proxy permits the BlackBerry Enterprise Server to initiate and maintain an outbound connection to the BlackBerry Infrastructure on TCP port 3101.	<input type="checkbox"/>
The proxy server is transparent if you are using a proxying firewall.	<input type="checkbox"/>

Database

Requirement

One of the following is installed in your environment:

- Microsoft SQL Server 2000 Desktop Engine
- Microsoft SQL Server 2000 with SP4
- Microsoft SQL Server 2005 with SP1

Note: You can install Microsoft SQL Server 2000 Desktop Engine during the BlackBerry Enterprise Server installation.

Setting up a Microsoft Windows service account and mailbox

To perform the BlackBerry Enterprise Server installation, administration, and upgrade tasks, you must create and set up a Microsoft Windows service account and mailbox.

Create a Microsoft Exchange account and mailbox

1. Log in to your Microsoft Exchange computer as an administrator with permission to set up a service account.
2. Open the Exchange Management Console.
3. Create a new service account with the name BESAdmin.

Set Microsoft Exchange Server permission for the service account

Enable the BlackBerry Enterprise Server to write information to the service account mailbox.

> On the Microsoft Exchange 2007 Server, in the Exchange Management Shell, type the following commands:

```
get-mailboxserver "<mail_server_name>" | add-exchangeadministrator "BESAdmin" -role
ViewOnlyAdmin

get-mailboxserver "<mail_server_name>" | add-adpermission -user "BESAdmin"
-accessrights ExtendedRight -extendedrights Send-As, Receive-As, ms-Exch-Store-Admin
```

Set Send As permission to enable BlackBerry users to send messages

1. On the taskbar, click **Start > Administrative Tools > Active Directory Users and Computers**.
2. On the **View** menu, click **Advanced Features**.
3. Right-click the root of the domain.
4. Click **Properties**.
5. On the **Security** tab, click **Advanced**.
6. Click **Add**.
7. Type **BESAdmin**.
8. Click **Check Name**.
9. Click **OK**.

10. In the **Apply Onto** drop-down list, click **User Objects**.
11. In the **Allow** column, select the **Send As** check box.
12. Click **Apply**.
13. Click **OK**.

Set Local Security Policy permissions for the service account

Enable the BESAdmin administrator to log in to the local computer, and run the BlackBerry Enterprise Server as a Microsoft Windows service.

1. Right-click **My Computer**.
2. Click **Manage**.
3. In the left pane, expand **Local Users and Groups**.
4. Browse to the **Groups** folder.
5. In the right pane, double-click the **Administrators** group.
6. Click **Add**.
7. In the **Enter the object names to select** field, type **BESAdmin**.
8. Click **OK**.
9. Click **Apply**.
10. Click **OK**.

Installing the BlackBerry Enterprise Server and setting up a BlackBerry device

Installing the BlackBerry Enterprise Server
Setting up a BlackBerry device on the BlackBerry Enterprise Server

Installing the BlackBerry Enterprise Server

Before installing the BlackBerry Enterprise Server, make sure that you have the following installation credentials:

- client access license key
- SRP identifier
- SRP key
- SRP host (if provided by your vendor)

Make sure that you have the following information from your environment:

- name of the mailbox that you created for the BESAdmin service account
- computer name of your messaging server
- computer name and port number of the proxy server (if applicable)

Install the BlackBerry Enterprise Server

1. Log in to your computer using the BESAdmin service account that you created.
2. Double-click the **setup.exe** file.
3. Complete the instructions on the screen.
4. When prompted to restart the computer, click **Yes**.
5. Log in using the BESAdmin service account.
6. Complete the installation wizard.

Setting up a BlackBerry device on the BlackBerry Enterprise Server

After you have installed the BlackBerry Enterprise Server, perform the following tasks to set up a BlackBerry device:

- Add a user account to the BlackBerry Enterprise Server
- Send a wireless enterprise activation password to a user

See the *BlackBerry Enterprise Server Version 4.1.3 System Administration Guide* for more information.

Appendix A: Troubleshooting

Troubleshooting the installation process

Troubleshooting the installation process

The setup program does not install a third-party tool successfully

1. In the BlackBerry Enterprise Server installation media, open the **Tools** folder and locate the application that you want to install.
2. Install the third-party tool manually.
3. Start the setup program again.

The “Previous version detected but no database available” message appears

Verify that the registry keys identifying your BlackBerry Configuration Database are present.

1. On the computer where you plan to install the BlackBerry Enterprise Server, start the Registry Editor.
2. In the left pane, browse to HKEY_LOCAL_MACHINE/Research In Motion/BlackBerry Enterprise Server/Database.
3. Create the following string values (if they do not exist):
 - Note:** These values are case-sensitive.
 - **DatabaseName:** Type the name of the BlackBerry Configuration Database.
 - **DatabaseServerMachineName:** Type the computer name of the database server.
4. Start the setup program again.

The client access license key does not write to the database

1. Cancel the setup program.
2. Log out from the computer.
3. Log into the computer using the same account that you used to start the installation process.
4. Start the setup program again.

The setup program does not prompt you to edit or confirm the MAPI profile

Create and edit the MAPI profile manually.

1. In the BlackBerry Enterprise Server installation media, in the **Tools** folder, double-click the **Fixmapisvc.exe** file.
2. At C:\winnt\system32\ or C:\windows\system32\, verify that the **mapisvc.inf** file is installed.
3. On the taskbar, click **Start > BlackBerry Enterprise Server > Edit MAPI Profile**.
4. Type the Microsoft Exchange Server name.
5. Click the mailbox associated with the MAPI profile.
6. Click **OK**.

The setup program needs access to the Microsoft .NET Framework Version 1.1 media

This issue might occur if you install service pack 1 to a previously installed version of Microsoft .NET Framework Version 1.1.

1. When the setup program prompts you for the location of the **netfx.msi** file, in the BlackBerry Enterprise Server installation media, browse to the **Tools** folder.
2. Open the **netfx.msi** file.

Appendix B: Known issues

Known issues

Known issues

This section lists known issues for BlackBerry Enterprise Server Version 4.1.3 for Microsoft Exchange 2007. RIM and the vendor are currently working cooperatively to resolve these issues.

Key issues	
SDR 122984	If a meeting organizer creates an All-day recurring meeting and then removes a meeting attendee who accepts the meeting invitation, the meeting organizer cannot cancel the meeting or remove the attendee from the appointment in Microsoft Outlook. The meeting organizer might receive a "This meeting cannot be sent because there are no recipient names in the To box. Would you like to save and close this meeting instead?" message dialog.
SDR 122872	If a meeting organizer creates a recurring meeting to multiple invitees on a BlackBerry device and then tries to remove a meeting attendee from the meeting series, the meeting cancellation message on the meeting attendee's BlackBerry device does not list the names of other meeting attendees.
SDR 123234	If a meeting organizer creates a recurring All-day meeting and then deletes instances of the meeting series, the deleted instances remain in the calendars on the attendees' BlackBerry devices and in Microsoft Outlook.
SDR 123716	If a meeting organizer sends a meeting invitation to an attendee whose computer is located in a different time zone, the incorrect meeting start time appears in the appointment in the attendee's Microsoft Outlook calendar.
SDR 123724	If a meeting organizer creates an All-day meeting in Microsoft Outlook and then changes the time zone on their BlackBerry device, the correct times are not synchronized with the meeting organizer's BlackBerry device or the meeting attendees' BlackBerry devices.
SDR 123726	If a user's delegate accepts a meeting invitation on behalf of a meeting attendee, the attendee's and the delegate's names both appear multiple times in the meeting appointment.
SDR 123748	When a meeting organizer creates a recurring meeting appointment and deletes instances of the meeting series in Microsoft Outlook while their BlackBerry device radio is turned off, the deleted instances appear in the Microsoft Outlook calendar when the meeting organizer turns on the BlackBerry device radio.
SDR 111460	If a meeting organizer updates the notes or locations of recurring meeting instances on a BlackBerry device or in Microsoft Outlook, some changes might not appear in Microsoft Outlook or on the users' BlackBerry devices.
SDR 108930	If you create a recurring daily meeting that ends after 365 occurrences in Microsoft Outlook, the meeting is scheduled without an end date on the users' BlackBerry devices.
SDR 108382	If a meeting attendee tentatively accepts a meeting invitation in Microsoft Outlook and then the meeting organizer updates the meeting location on a BlackBerry device, the meeting attendee's status appears as "Invited" on the meeting organizer's BlackBerry device and Microsoft Outlook calendar.

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