

MANAGE AND ACTIVATE USERS

Create a user account

1. In the BlackBerry Administration Service, on the **BlackBerry solution management** menu, expand **User**.
2. Click **Create user**.
3. Search for a user account.
4. Select the **check box** beside the display name for the user account.
5. Click **Continue**.
6. If your organisation's environment includes BlackBerry Enterprise Server instances, select the BlackBerry Enterprise Server that you want to add the user account to.
7. Click **Continue**.
8. In the **Set activation password** section, type and confirm an activation password. The password must not contain special characters. Some BlackBerry devices do not support special characters and do not unlock when a user types a password that contains special characters.
9. In the **Password expiration** field, type the amount of time, in hours, that you want to elapse before the activation password expires.
10. Click **Create user**.

Delete a user account

1. In the BlackBerry Administration Service, on the **BlackBerry solution management** menu, expand **User**.
2. Click **Manage users**.
3. Search for a user account.
4. In the search results, click the display name for the user account.
5. In the **BlackBerry Enterprise Server status** list, click **Disable as BlackBerry user**.
6. Perform one of the following actions:
 - a. To retain the BlackBerry Enterprise Server information in the user's mailbox, click **Yes - Disable as BlackBerry user**.
 - b. To delete the BlackBerry Enterprise Server information from the user's mailbox, click **Yes - Disable as BlackBerry user and remove information from the user's mail system**.
7. Click **Back to search**.
8. In the **Search users > User criteria** section, type the display name for the user account.
9. Click the display name for the user account.
10. In the **Status** list, click **Delete user**.

Activate a BlackBerry device using the BlackBerry Administration Service

1. Connect the BlackBerry device to the computer that hosts the BlackBerry Administration Service.
2. On the **Devices** menu, expand **Attached devices**.
3. Click **Manage current device**.
4. Click **Assign current device**.

5. Search for a user account.
6. In the search results, click the display name for a user account.
7. Click **Associate user**.
8. Click **Assign current device**.

Resend service books

1. In the BlackBerry Administration Service, on the **BlackBerry solution management** menu, expand **User**.
2. Click **Manage users**.
3. Search for a user account.
4. In the search results, click the BlackBerry device PIN.
5. In the **Communications** list, click **Resend service books to a device**.

IT POLICY

Create an IT policy

1. In the BlackBerry Administration Service, on the **BlackBerry solution management** menu, expand **Policy**.
2. Click **Create IT policy**.
3. Type a name and description for the IT policy.
4. Click **Save**.
5. To configure the IT policy, perform the following actions:
 - a. In the **IT policy information** section, click the IT policy.
 - b. Click **Edit IT policy**.
 - c. On a tab for an IT policy group, configure values for the IT policy rules.
 - d. Click **Save all**.

Create an IT policy based on an existing IT policy

1. In the **BlackBerry Administration Service**, on the **BlackBerry solution management** menu, expand **Policy**.
2. Click **Manage IT policies**.
3. In the list of IT policies, click the IT policy that you want to copy.
4. Click **Copy IT policy**.
5. Type a name and description for the new IT policy.
6. Click **Save**.
7. To change the IT policy settings, perform the following actions:
 - a. In the **IT policy information** section, click the IT policy.
 - b. Click **Edit IT policy**.
 - c. On a tab for an IT policy group, change the appropriate values for the IT policy rules.
 - d. Click **Save all**.

Assign an IT policy to a user account

1. In the BlackBerry Administration Service, on the **BlackBerry solution management** menu, expand **User**.
2. Click **Manage users**.

3. Search for a user account.
4. In the search results, click the display name of the user account.
5. On the **Policies tab**, click **Edit user**.
6. In the drop-down list, click an IT policy.
7. Click **Save all**.

WEB DESKTOP MANAGER

Installing the client components of the BlackBerry Web Desktop Manager on users' computers

By default, when users open and log in to the BlackBerry Web Desktop Manager for the first time, the browser prompts them to accept a client authentication certificate and install the required RIMWebComponents.cab file. The **RIMWebComponents.cab** file provides the BlackBerry Device Manager and USB drivers that users require to use the BlackBerry Web Desktop Manager. To install these RIMWebComponents.cab file, **users must log in** to their computers as a **local administrator**.

The BlackBerry Web Desktop Manager web address is

https://<full_computer_name>/webdesktop/login.

e.g. <https://ap-md2.mobiledata.net/webdesktop/login>

Permit users to create activation passwords using the BlackBerry Web Desktop Manager

You can specify whether the BlackBerry Web Desktop Manager permits users to create their own activation passwords so that they can activate their BlackBerry devices over the wireless network. By default, users can create their own activation passwords. If you do not permit users to create their own activation passwords, in the BlackBerry Web Desktop Manager, the Device setup screen in the Advanced Settings tab is hidden.

1. In the BlackBerry Administration Service, in the **Servers and components** menu, expand **BlackBerry Solution Topology > BlackBerry Domain > Component view**.
2. Click **BlackBerry Administration Service**.
3. Click **Edit component**.
4. On the **BlackBerry Web Desktop Manager information** tab, perform one of the following actions:
 - a. To prevent users from creating their own activation passwords, change **Allow user self-activation wirelessly** to **No**.
 - b. To permit users to create their own activation passwords, change **Allow user self-activation wirelessly** to **Yes**.
5. Click **Save all**.

Permit users to activate BlackBerry devices using the BlackBerry Web Desktop Manager

You can specify whether users can use the BlackBerry Web Desktop Manager to activate BlackBerry devices using a wired connection to a computer.

1. In the BlackBerry Administration Service, in the **Servers and components** menu, expand **BlackBerry Solution Topology > BlackBerry Domain > Component view**.
2. Click **BlackBerry Administration Service**.
3. Click **Edit component**.

4. On the **BlackBerry Web Desktop Manager information** tab, perform one of the following actions:
 - a. To permit users to activate or re-activate BlackBerry devices, change **Allow user wireline activation** to **Activate Any PIN**.
 - b. To permit users to activate new BlackBerry devices only, change **Allow user wireline activation** to **Activate Unused PINs only**.
 - c. To prevent users from activating BlackBerry devices, change **Allow user wireline activation** to **No**.
5. Click **Save all**.

Permit users to back up and restore data using the BlackBerry Web Desktop Manager

You can specify whether users can back up and restore data on BlackBerry devices using the BlackBerry Web Desktop Manager.

1. In the BlackBerry Administration Service, in the **Servers and components** menu, expand **BlackBerry Solution Topology > BlackBerry Domain > Component view**.
2. Click **BlackBerry Administration Service**.
3. Click **Edit component**.
4. On the **BlackBerry Web Desktop Manager information** tab, change **Allow user backup/restore operations** to **Yes**.
5. Click **Save all**.

After you finish: To prevent users from backing up and restore data from their BlackBerry devices, change **Allow user backup/restore operations** to **No**.

MANAGING SIGNATURES AND DISCLAIMERS

Add a signature to email messages that a user sends from a BlackBerry device

To enforce a signature format policy in your organization, you can add a standard signature to the email messages that users send from their BlackBerry devices.

1. In the BlackBerry Administration Service, on the **BlackBerry solution management** menu, expand **User**.
2. Click **Manage users**.
3. Search for a user account.
4. In the search results, click the name of the user account.
5. Click **Edit user**.
6. In the **Messaging configuration** section, click **Default configuration**.
7. On the **Email tab**, in the **Mail options** section, in the **Auto signature** field, type the signature that you want to appear in the email messages that the user sends from the BlackBerry device.
8. Click **Continue to user information edit**.
9. Click **Save all**.

Add a disclaimer to email messages that users send from BlackBerry devices

You can add a disclaimer to email messages that users send from their BlackBerry devices. Users cannot change the disclaimers that you define.

1. In the BlackBerry Administration Service, on the **Servers and components** menu, expand **BlackBerry solution topology > BlackBerry Domain > Component view > Email**.
2. Click the instance that you want to change.
3. Click **Edit instance**.
4. On the **Messaging tab**, in the **Messaging options** section, perform one of the following actions:
 - a. To add a disclaimer before the body of the message, in the **Prepended disclaimer text** field, type the disclaimer.
 - b. To add a disclaimer after the user signature, in the **Appended disclaimer text** field, type the disclaimer.
5. Repeat steps 2 to 4 for each instance that you want to create a disclaimer for.
6. Click **Save all**.

USEFUL INFO

Add or delete a BlackBerry CAL key

1. In the BlackBerry® Administration Service, on the **Servers and components** menu, expand **BlackBerry Solution topology > BlackBerry Domain > Component view**.
2. Click **BlackBerry Administration Service**.
3. Click **Edit component**.
4. In the **License key** section, perform one of the following actions:
 - a. To add a BlackBerry CAL key, type the information for the BlackBerry CAL key. Click the **Add** icon.
 - b. To delete a BlackBerry CAL key, click the **Delete** icon.
5. Click **Save all**.

Restart a BlackBerry Enterprise Server component using the BlackBerry Administration Service

When you complete certain tasks, you need to restart one or more BlackBerry Enterprise Server components. You restart the BlackBerry Enterprise Server components using the BlackBerry Administration Service or Windows services.

1. In the BlackBerry Administration Service, on the **Servers and components** menu, expand **BlackBerry Solution topology > BlackBerry Domain > Component view**.
2. Expand the component that you want to restart.
3. Click an instance.
4. Click **Restart instance**.

BlackBerry Enterprise Server Alert Tool

You can use the BlackBerry Enterprise Server Alert Tool to monitor the Windows Event Log and send users that you define as notification recipients a notification message when the tool records a critical, error, warning, or informational event. You must configure notification settings for each BlackBerry Enterprise Server in your organization's BlackBerry Domain.

By default, the BlackBerry Enterprise Server Alert Tool monitors critical events only.

1. In the BlackBerry Administration Service, on the **Servers and components** menu, expand **BlackBerry Solution topology > BlackBerry Domain > Component view > Alert**.
2. Click the instance that you want to change.
3. Click **Edit instance**.
4. In the **SMTP host name** field, type the SMTP host name of your organization's gateway in DNS format (for example, smtp.CompanyName.com).
5. In the **SMTP account name** field, type the name of the SMTP account that you want to send notifications from.
6. In the **SMTP from address** field, type the SMTP address that you want to send notifications and receive replies to notifications.
7. In the **Event level** drop-down list, click one of the following menu items:
 - a. To monitor level 0 events (critical), click **Critical**.
 - b. To monitor all events up to and including level 1 (critical and error), click **Error**.
 - c. To monitor all events up to and including level 2 (critical, error, and warning), click **Warning**.
 - d. To monitor all events up to and including level 3 (critical, error, warning, and informational), click **Informational**.
8. Click **OK**.