

## BES 4.1 Administration

### Add/Remove Users

To add a user:

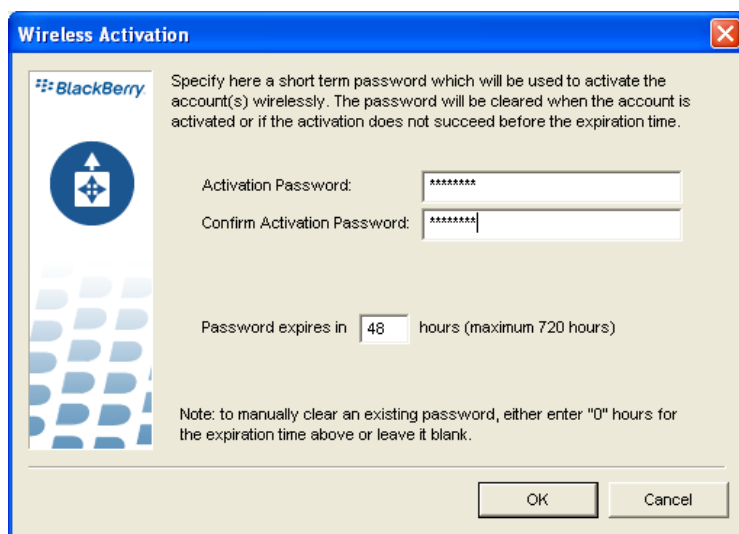
1. Open the BlackBerry Manager
2. Click on the Server in the left pane
3. Select the tab "**Users**"
4. In the view window beneath will be an option to **Add User**
5. Select the user from the Global address list and press **Select** and **OK**

To remove a user:

1. Select a user from the **Users** tab
2. Click on **Account** on the right of the screen
3. Click on **Delete**
4. Press **OK** to confirm

### Enterprise Activation

To activate a device wirelessly:



1. Open the BlackBerry Manager
2. **Select a user** from the Server screen
3. From the right side pane select **Service Access**
4. Click on **Set activation password**
5. Enter a **password**, confirm the password and press **OK**

Once you have done this, perform the following on the handheld:

1. Confirm GPRS Status by checking the top right of screen (If status is SOS, GSM or gprs, then reboot device. If status is OFF, then Turn Wireless On)
2. Click on **Enterprise Activation** (if not on main screen then, Tools/Advanced Options)
3. Enter the email address for the user
4. Enter the **password** you **set** for the user on the BES
5. Click the **Trackwheel/ball** to activate
6. The device will then start activating

#### Activation - 59%

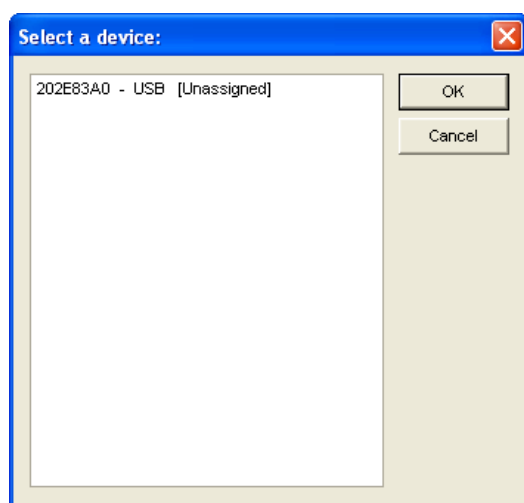
#### Synchronizing service Desktop...

|                          |              |
|--------------------------|--------------|
| Address Book             | Initializing |
| Calendar                 | Complete     |
| Enterprise Configuration | Complete     |
| Phone Options            | Complete     |
| Recipient Cache          | Complete     |

Average **activation** time is 15 minutes or so, results may vary depending on mailbox size.

### Assign a Device

Use this feature to activate a device connected to a computer, directly from the BES. This is particularly useful if there is no network coverage where the user is located:

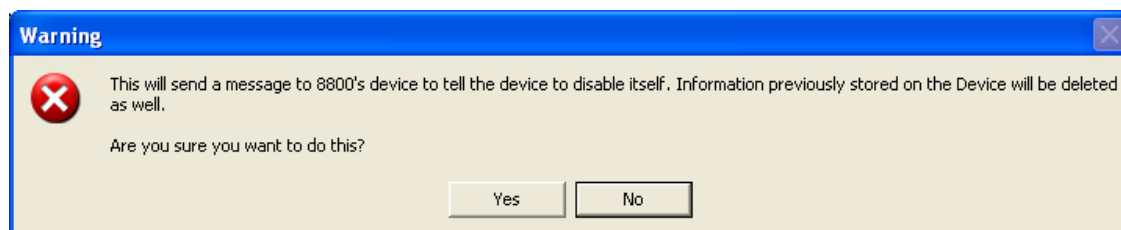


1. Connect a device to a computer that is on the same domain as the BES, with Desktop Manager installed
2. Open the BlackBerry Manager
3. **Select a user** from the Server screen
4. From the right side pane select **Device Management**
5. Click on **Assign Device**
6. Select the **PIN number** associated with the device
7. Press **OK**

The BES will then push the service books and encryption key via the BlackBerry Device Manager, directly to the device.

### Erase Data and Disable Handheld

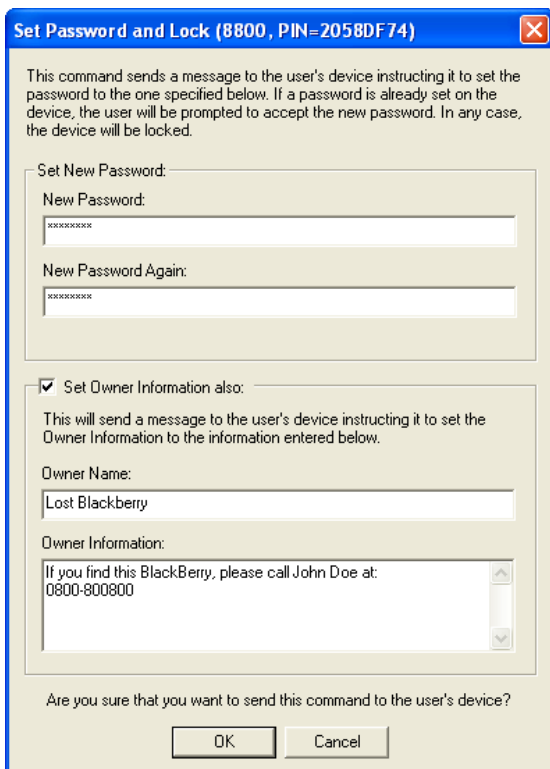
If a device is lost or stolen, this feature will automatically delete all user and application data on the device.



1. Open the BlackBerry Manager
2. **Select a user** from the Server screen
3. From the right side pane select **ITAdmin**
4. Click on **Erase Data and Disable Handheld**
5. Press **OK** on the confirmation screen

### Set Password and Lock Handheld

If a device has been forgotten somewhere or has been left behind at an office or someone's house, this feature will set a password and lock the device until someone unlocks it by entering the password set by the BESAdmin.



1. Open the BlackBerry Manager
2. **Select a user** from the Server screen
3. From the right side pane select **ITAdmin**
4. Click on **Set Password and Lock Handheld**
5. Enter and confirm a **Password**
6. Click on **OK** to confirm

You can also set information about the BlackBerry by clicking on the **Set Owner Information** box.

### Disable Redirection

This is a useful feature of the BES when users do not require their emails to be forwarded to their device. For example if a user is going on holiday, but still requires the use of the phone.

1. Open the BlackBerry Manager.
2. **Select a user** from the Server screen.
3. From the right side pane select **Service Access**
4. Click on **Disable Redirection**

To enable redirection

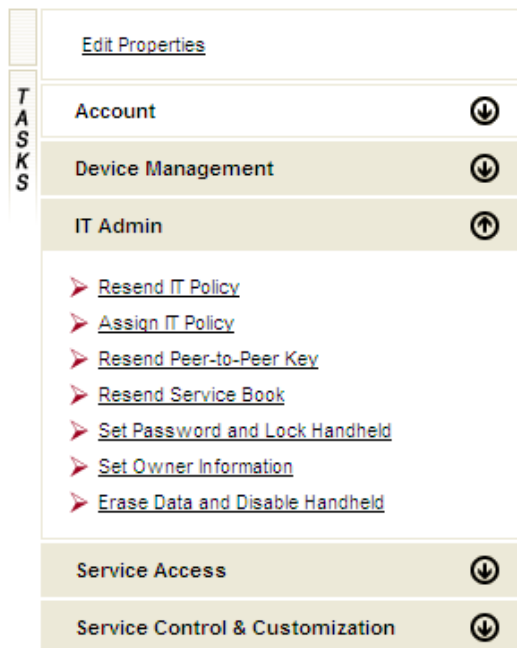
- 1 Click on **Enable Redirection**

Confirmation of the Status will be visible on the Server Screen.

## Basic Trouble Shooting of BES 4.1

### Resend Service Books

Service Books are entities that describe to the handheld how to connect to certain services. For example, the MDS Service Book (which is called IPPP) enables the handheld for MDS (Browser) use and tells it how to access the Service. Service Books are always sent from the BES automatically. If at any time you need to resend the Service Books because you believe that a handheld is missing them or is not functioning properly, you can use this IT command on the BES to do so.



1. Open the BlackBerry Manager
2. **Select a user** from the Server screen
3. From the right side pane select **IT Admin**
4. Click on **Resend Service Book**

### 'Send As' Permission issues

When a BlackBerry device user tries to send a message, a red **X** appears beside the message in the Messages list indicating it cannot be sent. The Message Status field displays one of the following errors:

- **Unlisted message error**
- **Desktop email program unable to submit message.**

**Note:** The **Message Status** field appears above the **To** field within the failed message.

### Cause

When applying the hotfix described in Microsoft Support Knowledge Base article 895949 to Microsoft Exchange Server 2003 Service Pack 1 or Service Pack 2, or applying the hotfix to Microsoft Exchange Server 2000 Service Pack 3, the **store.exe** utility revokes the **Send As** permission for all Microsoft Exchange Server administration accounts that have been granted **Administer Information Store** permission at the mailbox store level.

To test your permissions, log on to a computer in your network as the BESAdmin, open Microsoft Outlook, and attempt to send a test email on behalf of another user. If the test email never reaches the recipient you have either not set your permissions correctly, or you have a permissions conflict.

## Resolution

Please make sure that the users are inheriting permissions to 'Send As', from the BESAdmin account

Please go to Microsoft's support page <http://support.microsoft.com> and view KB 912918 regarding a revoke of the 'Send As' permissions as a result of an MS patch.

## **Enterprise Activation**

- 1 If when trying to add a device it just sits at 'activating', try security wiping it (Options>Security>General Options>Click Trackwheel or Press Menu Key>Wipe Handheld), remove and re-add the user to the BES and reactivate.
- 2 Mobile Network Carrier Provisioning - if the device is not provisioned correctly for BlackBerry then it wont work (GPRS on top right of the device screen).
- 3 Permissions - check that the BESAdmin has the correct permissions and the User account is inheriting the permissions as defined in the documentation -Send As/Receive As and Administer Information store.

*Log on to a computer in your network as the BESAdmin, open Microsoft Outlook, and attempt to send a test email on behalf of another user. If the test email never reaches the recipient you have either not set your permissions correctly, or you have a permissions conflict.*

- 4 Mail sweeping/AV/Junk Email - When you perform an Enterprise Activation the BlackBerry infrastructure sends an email to the email address of the user which has an attachment (etp.dat). This is picked up by the BES and is used to generate the encryption key between device and BES. If the email doesn't get to the Exchange server then Enterprise Activation cannot work. Check the message is not dropped into SPAM/junk filters or getting malformed by your AV software. **(There is a more detailed description of this below)**
- 5 Restart the BlackBerry Services one by one, found in Administrative Tools and Services. Database Consistency should remain 'Disabled'. **(A detailed list is available below)**

That should fix the majority of all Enterprise Activation issues - more complicated issues are with pre-population erroneous data (HTML entries in calendars, missing fields in Contacts).

## **Mail sweeping/AV/Junk Email**

When activating a device wirelessly, RIM's NOC (Network Operations Centre) automatically sends an email ending \*.etp.eu.blackberry.net attached with a DAT file containing information about the device directly to the BES.

## Resolution

The ways to check these elements are as follows:

Check the SPAM filter. SPAM filters may catch these and mark them as suspect - the address can vary so allow anything from \*.etp.eu.blackberry.net as this is the only section which remains constant on all addresses. These emails may bounce to the users' inbox and activation will fail as a result.

Example:

*Subject: RIM\_bca28a80-e9c0-11d1-87fe-00600811c6a2*

*This message is used to carry data between the BlackBerry Handheld and an associated server. Please do not delete, move or respond to this message - it will be processed by the server.*

The .DAT attachment that contains information about the device sent from RIM to activate can get picked up as malicious script by your Anti Virus, so allow these to pass through.

Once the correct filters are setup, the handhelds will activate fine and users won't see the above emails.

### **BlackBerry Services**

| Service Name                            | Function  |
|---|---|
| BlackBerry Alert                        | <i>Sends alerts when events at the specified level occur on the BlackBerry Enterprise Server.</i>   |
| BlackBerry Attachment Service           | <i>Converts message attachments into a format that can be viewed on the BlackBerry device.</i>  |
| BlackBerry Collaboration Service        | <i>Allows access to instant messaging servers through the BlackBerry Enterprise Server.</i>   |
| BlackBerry Controller                   | <i>Monitors key BlackBerry Enterprise Server components. If they stop responding, the BlackBerry Controller restarts them.</i>  |
| BlackBerry Database Consistency Service | <i>Synchronizes data between the BlackBerry Enterprise Server Management database and user mailboxes. This service is required by the BlackBerry Mobile Data System (BlackBerry MDS) Services Push Server. (Should be 'disabled')</i> |
| BlackBerry Dispatcher                   | <i>Executes data encryption and compression functions for all data that is sent or received by the BlackBerry Enterprise Server.</i>  |
| BlackBerry Instant Messaging Connector  | <i>Acts as a bridge between the Microsoft Live Communications Server (LCS) and BlackBerry Instant Messaging.</i>  |
| BlackBerry MDS Connection Service       | <i>Provides secure access to online content and applications contained on a corporate intranet, or on the Internet, through the BlackBerry Enterprise Server.</i>   |
| BlackBerry Mobile Data System Service   | <i>Provides wireless application support for the BlackBerry Mobile Data System.</i>   |
| BlackBerry Policy Service               | <i>Supports wireless IT Policy, service book, and third-party application delivery for the BlackBerry Enterprise Server.</i>  |
| BlackBerry Router                       | <i>Manages the wireless network connection for the BlackBerry Enterprise Server. This service also routes data to BlackBerry devices that are connected to the BlackBerry Device Manager.</i>   |
| BlackBerry Synchronization Service      | <i>Synchronizes PIM application data wirelessly between the BlackBerry device and the mail server.</i>  |