

Blackberry Enterprise Server – Pre-installation and Checklist Guide

Before installing the Blackberry Enterprise Server (BES) Server software, you must:

1. Check System Requirements
2. Configuring required permissions

Please tick all checkboxes to indicate that you fulfilled the requirements.

1. Check System Requirements

The computer on which you install the BES must meet the following minimum requirements:

Minimum Hardware specifications

A dedicated server is required (i.e. no other applications running on it)

- Network connection (Static IP)
- 2.4GHz CPU or faster
- 1GB RAM
- 2GB free hard disk space for 3rd-party, and temporary files
- SuperVGA display (800x600)

Checked.

BlackBerry Enterprise Server (BES)

The system on which you install the BES must not be a domain controller.

Software:

- Windows 2000 Server/Advanced Server SP4 or Windows 2003 Server.
- IBM Lotus Domino server version 5.0.3 or later (5.0.12 or later recommended) or IBM Lotus Domino server version 6.0.1 CF2 or later or IBM

Lotus Domino server version 6.5 or later (Note: Roaming user to support PIM synchronization requires IBM Lotus Domino server version 6.5.1).

- You should **not** have IBM Lotus Notes client software installed on the computer on which you are installing the BlackBerry Enterprise Server.
- Adobe Acrobat Reader 4.0 or Later (**Note:** For the broadest conversion ability with different types of .pdf files, install the entire Adobe Acrobat product (including Distiller).
- Microsoft Internet Explorer 6.0 or later (The on-line help requires IE 4.0 or later with Java or JavaScript enabled as the default system browser).
- A database tool (**MSDE or SQL 2000**(Recommended)) must be installed before, during, or after the BlackBerry Enterprise Server Management installation, before you can use BlackBerry Enterprise Server Management; MSDE is provided on the BlackBerry Enterprise Server Software CD.
- Download **Microsoft Data Access Components (MDAC) 2.6 or later** from <http://www.microsoft.com/data/download.htm> and install it on the BES computer.
- The Note.ini file must have read/write permission.
- You should **not** have Anti-Virus application installed on the computer on which you are installing the BlackBerry Enterprise Server.

Checked.

Firewall:

- The BlackBerry Enterprise Server must be able to send HTTP requests through TCP/IP Port 3101 for browsers on Mobile Data Service-enabled handhels to function properly.
- Do not put the BES in the DMZ.
- If using Proxy firewall the proxy must be transparent.

Checked.

IBM Lotus Domino infrastructure:

- The IBM Lotus Domino mail server and Lotus Notes client software must be 5.0.3 or later (5.0.12 or later recommended). Note: Read/Unread requires IBM Lotus Notes version 6.0 or later on mail server.

- The IBM Lotus Notes server on which you are installing the BES must be a member of the LocalDomainServers group.
- The IBM Lotus Notes server on which you are installing the BES must have permissions to run agents.
- The “Quincy for Notes” on the IBM Lotus Domino/BES machine must be disabled.
- If you install the BES on an IBM Lotus Notes server version 6.0 or later the IBM Lotus Notes server must be installed with the primary Domino Directory option.
- Installing the BES on a partitioned IBM Lotus Notes server is not supported.

Checked.

Multi-domain infrastructure:

- The IBM Lotus Domino server on which you are installing the BlackBerry Enterprise Server must contain connection documents from the IBM Lotus Domino servers in other domains from which it will replicate.
- The IBM Lotus Domino server on which you are installing the BlackBerry Enterprise Server must have directory assistance enabled for every other domain.
- You should add the IBM Lotus Domino server on which you are installing the BlackBerry Enterprise Server to the LocalDomainServers group in every other domain to provide access control. Note: If you choose alternate access control arrangements, the minimum requirements are read access to the Domino directory and read/write access to the mail files.
- Cross certification, at either a per-server or per-organization level, must be established between the IBM Lotus Domino server on which you are installing the BlackBerry Enterprise Server and the mail and directory servers in other domains.

Checked.

Configuration Database:

- Configuration information for the BlackBerry Enterprise Server is stored in a Microsoft-compliant relational database. You can optionally install Microsoft

SQL Server 2000 or choose to install Microsoft SQL Server 2000 Desktop Engine (MSDE 2000) during the BlackBerry Enterprise Server installation.

- Download Microsoft Data Access Components (MDAC) 2.8 from <http://www.microsoft.com/data/download.htm> and install it on the BlackBerry Enterprise Server computer and on the server where the configuration database is located.

Checked.

Permissions:

Component	Permissions
Configuration database	<p>To create a new database:</p> <ul style="list-style-type: none"> • SQL Server role: serveradmin • Database role: db_create <p>To populate a new, empty database during install:</p> <ul style="list-style-type: none"> • SQL Server role: serveradmin • Database role: db_owner
BlackBerry Configuration Panel	<ul style="list-style-type: none"> • Windows: administration account used during installation • SQL Server role: serveradmin • Database role: db_owner <p>Note: If the Configuration Panel is being used to change to a non-existent configuration database, db_create permissions are required to create the database.</p>
BlackBerry Manager	<ul style="list-style-type: none"> • Windows: administration account used during installation • Domino: local user ID file that is a member of BlackBerryAdmins group • Database role: rim_db_bes_server

Checked.

Multilanguage Support:

- Enable support in the BlackBerry components for Simplified and Traditional Chinese in the Windows Control Panel > Regional Options > Advanced. When you select a new code page conversion table, you are prompted for a Windows install source or CD.

- Download the Microsoft Internet Explorer multilanguage support pack and adjust the encoding to view Chinese Simplified [GB2312] and/or Chinese Traditional [Big5].

Checked.

USB Hub:

- If running a USB hub, make sure that the driver supports USB 1.1-compliant hubs.

Checked.

2. Configuring required permissions

Configure Microsoft SQL

The Windows accounts that you use to install and use the BlackBerry Enterprise Server must also have permissions on the SQL Server and the configuration database.

Assign server roles:

1. In the SQL Server Enterprise Manager, expand the SQL Server Group, and then click the server on which to locate the configuration database.
2. Expand Security.
3. Right-click Logins, and then click New Login.
4. Type the name of the user, or retrieve the information from your network directory.
5. Define the authentication method.
Note: Research In Motion recommends using SQL authentication with a password.
6. Click the Server Roles tab and then click the required roles.
7. Click OK.

Checked.

Assign database roles:

1. In the SQL Server Enterprise Manager, expand the SQL Server Group, and then click the server on which to locate the configuration database.
2. Expand Databases.
3. Expand the configuration database.
4. Right-click Users, and then click New Database User.
5. From the drop-down list, select the Login name.
6. Click the database role.
7. Click OK.

Checked.

Configure the local system account for SQL authentication:

If you install and use the IBM Lotus Domino server and by extension the BlackBerry Enterprise Server, under the local system account, but also want to use a remote SQL server for the configuration database, you must provide credentials for SQL authentication.

1. Open regedit.exe file.
2. In the left pane, browse to HKEY_USERS.
3. Right-Click DEFAULT and then create a new key called "Database".
4. Right-Click Database and then create the following string value:
 - 4.1. Login – The SQL login used for authentication.
 - 4.2. Password – The password for the SQL login.

Checked.

Configure MSDE 2000

By default, MSDE 2000 is installed with network protocols turned off. If you want to use a remote BlackBerry Manager, you must edit the MSDE 2000 setup before installation so that a connection can be made.

1. On the installation CD open the setup.ini file.
2. In the Config section add the following values:
 - o DISABLENETWORKPROTOCOLS=0
 - o SAPWD=<system administrator password>
3. Save and close the file.

Checked.

Configure IBM Lotus Domino

Configure IBM Lotus Domino to permit access to BlackBerry-specific databases from both the BlackBerry Enterprise Server and from BlackBerry Manager remote installations.

Create the BlackBerryAdmins group:

Create the group that the BlackBerry Enterprise Server and its administrators use to access BlackBerry user accounts and databases. You must create this group in the IBM Lotus Domino administration server directory and replicate it in the Domino Directory on the server on which you plan to install the BlackBerry Enterprise Server.

1. In the Domino Administrator, click the administration server of the domain.
2. Click the People & Groups tab.
3. Click Groups.
4. Click Add Group.
5. Create a group with the following attributes:

Setting	Value
Group name	BlackBerryAdmins Warning: You must use the correct case.
Group type	Access Control List only.

Description	Users who can add, remove and modify BlackBerry user settings.
Members	<ul style="list-style-type: none"> • LocalDomainServers <p>Note: Verify that the LocalDomainServers group includes the server on which you plan to install the BES.</p> <ul style="list-style-type: none"> • Any group or users who will administer the BlackBerry Enterprise Server (BES).

6. Click Save and Close.

Checked.

Modify the server document

In order to move users in a BlackBerry Domain, set the required server permissions on each server where you plan to install the BlackBerry Enterprise Server.

1. In Domino Administrator, open the server document.
2. Define one of following settings:

Action	Procedure
Set security permissions in an R6 environment.	In Run unrestricted methods and operations, add the LocalDomainServers group.
Set security permissions in an R5 environment.	In Run unrestricted Java/Javascript/COM, add the LocalDomainServers group.

3. Click Save and Close.

Checked.