

BlackBerry Enterprise Server 4.0 for Novell GroupWise Quick Start Installation Guide

Process overview

Step	Description
1. Determine hardware requirements.	Use the hardware requirements table to determine the appropriate hardware for your BlackBerry® environment.
2. Review the overview and installation documentation.	<ul style="list-style-type: none"> The <i>BlackBerry Enterprise Server Feature and Technical Overview</i> describes the BlackBerry Enterprise Server™ features, architecture, and data workflows. The <i>BlackBerry Enterprise Server Installation Guide</i> describes in detail the steps required to prepare your environment and install or upgrade the BlackBerry Enterprise Server.
3. Prepare your environment.	Use the checklist to verify that your environment meets the BlackBerry Enterprise Server requirements.
4. Test the connection to the BlackBerry Infrastructure.	Run the bbsrptest command line tool to test the connection to the BlackBerry Infrastructure.
5. Configure communication with Novell® GroupWise®.	Generate the trusted application key, which allows the BlackBerry Enterprise Server to communicate with the Novell GroupWise messaging and collaboration server.
6. Install the software.	Install and configure the BlackBerry Enterprise Server.
7. Configure BES Alert.	Configure the BES Alert monitoring tool to send alerts when events at the specified level are logged.

Note: Some of the BlackBerry Enterprise Server components can be installed optionally on a remote computer. Refer to the *Installation Guide* for information.

Determine hardware requirements

Number of users	Minimum required hardware and configuration	Recommended hardware and configuration
500	<ul style="list-style-type: none"> Intel® Pentium® IV processor (2 GHz or higher) 1.5 GB RAM MSDE on the same computer 	<ul style="list-style-type: none"> Intel Pentium IV processor (2 GHz or higher) 1.5 GB RAM Microsoft® SQL on the same computer

Note: The most current service pack is recommended for each Microsoft product. Minimum required service packs are applicable where noted.

Prepare your environment

Environment

- Do *not* put the BlackBerry Enterprise Server in a Demilitarized Zone (DMZ).

Note: You can install the BlackBerry Router, which handles connections to the BlackBerry Infrastructure, in the DMZ and configure the BlackBerry Enterprise Server to connect to it. See the *Placing the BlackBerry Router in the Demilitarized Zone* white paper for more information. The white paper will be available with the next software release in the Technical Knowledge Center at www.blackberry.com.

Software

- Microsoft Windows® 2000 SP4 or later (Server or Advanced Server edition) or Microsoft Windows Server™ 2003 (current service pack)
- Novell GroupWise client version 6.5 SP4

- Microsoft Internet Explorer version 6.0 or later
Note: The online Help requires Microsoft Internet Explorer 4.0 or later with Java™ or JavaScript™ enabled as the default system browser.
- To view the user guides, you must have Adobe® Acrobat® Reader® 3.0 or later.

Firewall

- Verify that the firewall settings allow the BlackBerry Enterprise Server computer to initiate a bidirectional TCP/IP connection to an external server on port 3101.
- Verify that the BlackBerry Network IP addresses relevant to your environment are permitted addresses.
 - Asia Pacific: srp.ap.blackberry.net
 - North America: srp.na.blackberry.net
 - Europe: srp.eu.blackberry.net
- Verify that the firewall can resolve Internet addresses using the Domain Name System (DNS).
- If you use a non-transparent proxy server, verify that the BlackBerry Enterprise Server can authenticate using the proxy to the SRP host on port 3101.

Novell GroupWise Infrastructure

- The Novell GroupWise messaging server installed on post offices containing BlackBerry users must be 6.5 SP1 or later. NetWare, Windows, and Linux environments are supported.
- The Novell GroupWise client must have US-English language installed.

Configuration Database

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

Permissions

- | | |
|---|--|
| <input type="checkbox"/> Configuration database | <p>To create a new database, you require the following permissions:</p> <ul style="list-style-type: none"> • SQL Server role: Server Administrators, Database Creators • Database role: not applicable <p>To populate a new, empty database during install, you require the following permissions:</p> <ul style="list-style-type: none"> • SQL Server role: Server Administrators • Database role: db_owner |
| <input type="checkbox"/> BlackBerry Configuration Panel | <ul style="list-style-type: none"> • Windows: administration account used during installation • SQL Server role: Server Administrators • Database role: db_owner <p>Note: If the Configuration Panel is being used to change to a non-existent configuration database, you require Database Creators permissions to create the database.</p> |
| <input type="checkbox"/> BlackBerry Manager | <ul style="list-style-type: none"> • Windows: administration account used during installation • GroupWise: valid mailbox • SQL Server role: serveradmin • Database role: db_create |

Multiple Languages

- You can enable additional languages to support Unicode in the BlackBerry Manager using the Windows regional options.
- Download the Microsoft Internet Explorer multilanguage support pack and adjust the encoding to view Chinese Simplified [GB2312] and, or Chinese Traditional [Big5].

USB Hub

- If you are running a USB hub, verify that the driver supports USB1.1-compliant hubs

Test the connection to the BlackBerry Infrastructure

1. On the computer on which you are installing the BlackBerry Enterprise Server, at the command prompt, switch to the **/tools** folder on the BlackBerry Enterprise Server installation CD.
2. Run the test program using the syntax, **bbsrptest <srpaddress>** where **<srpaddress>** is the SRP address value provided with your software (for example, **srp.xx.blackberry.net**).

The program tests the connection and returns a WINSOCK error code.

WINSOCK error	Text	Description
--	Successful	The program connected successfully to the BlackBerry Infrastructure.
10054	Connection reset by peer	A service provider or router closed the connection or the connection was broken by the firewall or proxy before the test program connected with the SRP server.
10060	Connection timed out	The connection request is not being answered; the firewall is not configured correctly to allow BlackBerry traffic, or the firewall lost the connection request.
10061	Connection refused	The firewall prevented the connection to the BlackBerry Infrastructure.
11001	Host not found	The DNS cannot resolve the SRP address.

See the *BlackBerry Enterprise Server Troubleshooting Guide* for more information on resolving connection issues.

Configure communication with Novell GroupWise

The trusted application key allows the BlackBerry Enterprise Server to communicate with the GroupWise messaging server.

Verify the location of your GroupWise primary domain database

1. In ConsoleOne®, right-click the primary domain in your GroupWise system, and then click **Properties**.
2. Click the **GroupWise > Identification tab**. The **UNC Path** value points to the location of your GroupWise primary domain database.
3. Provide this location when you run the trusted application key generator.

Install the trusted application key generator

1. Log in to the computer running the GroupWise messaging and collaboration server using a Novell administrator account that has supervisor rights to the GroupWise system.
2. Double-click the Key Generator Application folder on the BlackBerry Enterprise Server CD and save the **Generate_GW_Trusted_App.exe** file to the local drive.

Create the trusted application key

1. In the directory where you saved the trusted application key generator, double-click **Generate_GW_Trusted_App.exe**.
2. Type the **GroupWise Domain Path** that points to your GroupWise primary domain database (for example, [\\server\volume\GWPrimaryDomain\](#)), or click ... to navigate to the .db file location. See ["Verify your GroupWise primary domain" on page 14](#) for more information.
3. Click **Generate**.
4. Click **Yes**. The generated key is populated in the Trusted Application Key field.

5. Click **Yes** to create a configuration file containing the trusted application key information.
6. Save the **Generate_GW_Trusted_App.ini** file.

Warning: If a trusted application key already exists for this primary domain, you are prompted to overwrite it.

If you generate a new key after installing the BlackBerry Enterprise Server, you must update the server configuration with the new key. See the BlackBerry Enterprise Server Administration Guide for more information.

7. Open **Generate_GW_Trusted_App.ini** to verify that the trusted application key is at the bottom of the file.

Install the software

Note: Research In Motion strongly recommends that you follow the instructions in the *BlackBerry Enterprise Server Installation Guide*.

Action	Procedure
Log in with an administrator account.	► Log in to the server on which you are installing the BlackBerry Enterprise Server with an account with the appropriate server administrator and database permissions.
Run the setup program.	► Run the setup.exe file.
Complete the setup and configuration screens.	► Provide the required values in the setup and configuration screens. See the <i>BlackBerry Enterprise Server Installation Guide</i> for information on each value.

Configure BES Alert

BES Alert enables you to monitor the status of the BlackBerry Enterprise Server through console or messages that are sent when events at a specified level are logged.

1. In the BlackBerry Manager, open the server's properties page.
2. In the left pane, click **BES Alert**, and then define the following settings:

Value	Description
SMTP Hostname	The DNS name of your SMTP gateway.
SMTP Account Name	The Windows account name to log in to the SMTP server.
SMTP Address	A valid SMTP address from which BlackBerry Enterprise Server alerts will be sent.
Event Level	The error level for which you want to receive notification.
User Notification	Click to add users for message or console notification

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At the time of publication, this documentation references BlackBerry Enterprise Server Version 4.0.1 for Novell GroupWise.

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