



HOSTING CONTROLLER

HC BLACKBERRY SERVER *User Manual*

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Proprietary Notice

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Document Conventions

TERMS/ SYMBOLS	WHAT THEY MEAN?
BOLD	The 'Bold & UPPERCASE' text is used to highlight vital terms in the document.
	This symbol is used as a sign for NOTE. It reminds about certain noteworthy steps or takes your attention towards the significant tasks to be done or gives additional information for your ease.
	This symbol is used as a sign for WARNING. It highlights some steps that cannot be skipped or should be followed as stated to avoid errors and confusion.

Target Audience

This document is intended for **HOST ADMINISTRATORS/RESELLERS/WEB ADMINISTRATORS** who need to install, configure and manage BlackBerry Server with **HC**. It explains all the technicalities and functionalities of server configuration in detail. In addition to that, it also states the required steps to ensure flawless working of BlackBerry Server with HC.



It is assumed that you have successfully installed **HC** and performed all the prerequisites to configure a BlackBerry Server.

Introduction

About HC

It enables web hosting companies to manage all their servers both Windows & Linux through centralized interface. You can add multiple mail servers within a cluster and offer MS-Exchange & SharePoint hosting. You can expand your business with HC, from one server to cluster of servers. It allows you to add new clusters as per your requirements.

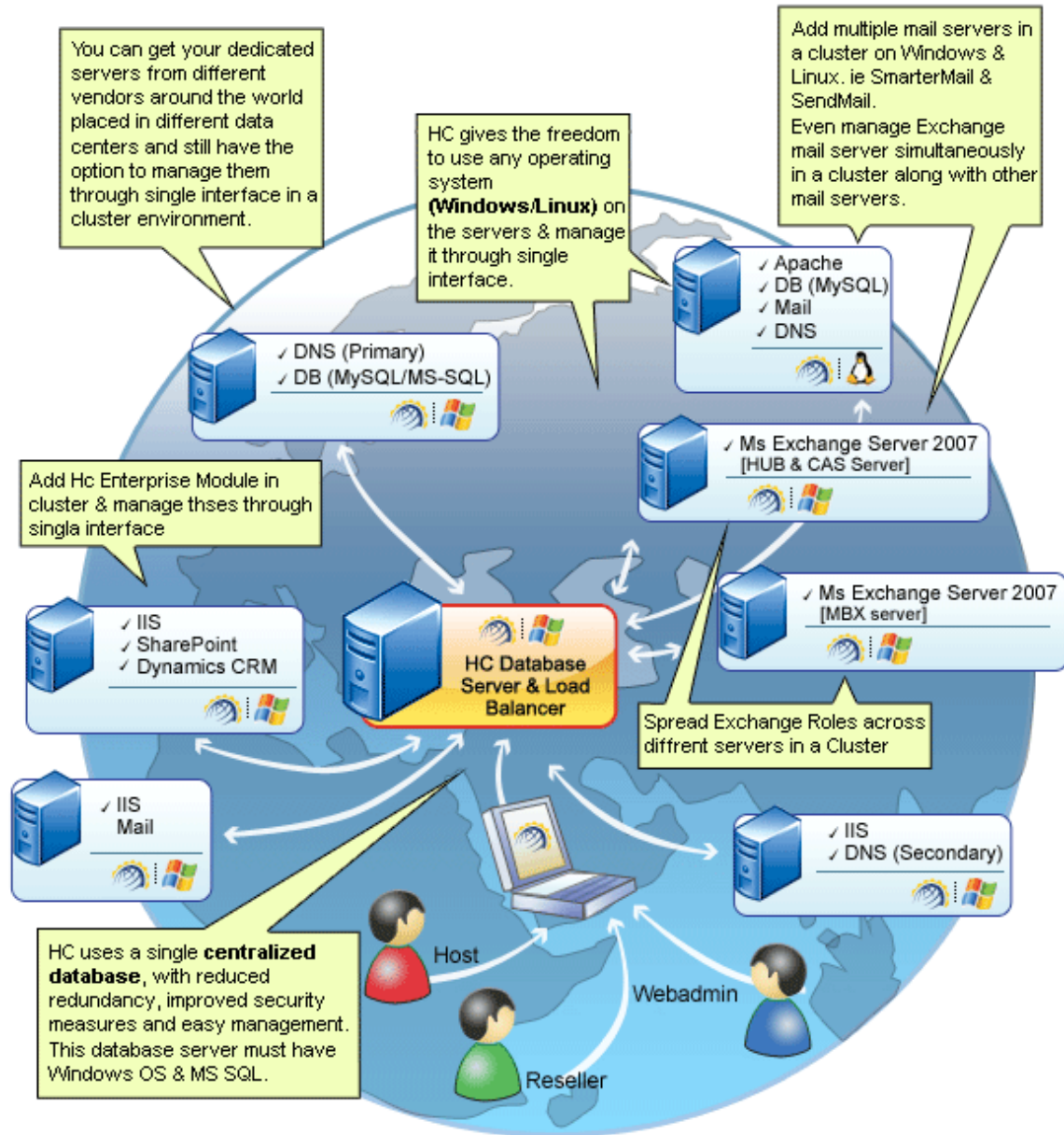
HC Installation

You have to first install it on database server having windows operating system. It can be a standalone server and can have other roles such as Web, Mail and DNS as per your requirements. For further assistance, refer to [HC Installation Guide](#).

HC Pre-requisites and Working

Before Installation, you should know the pre-requisites of **HC**. You have to install **Microsoft SQL Server**. Instead of this, if you want, you can also download **HC** installer, in which **MSDE** is bundled free, depending on your requirements. You have to install Mail Server such as **Mail Enable** or any other. For websites, you have to install **IIS** and **DNS**.

Following figure illustrates working of **HC** in a cluster environment:



About BlackBerry Server

BlackBerry® Enterprise Server redefines power and flexibility for IT administrators. Engineered for mission critical environments, you gain built in availability, powerful administrative features, efficient monitoring tools and advanced security in a platform that can grow with your company.

HC BlackBerry – User Manual

With BlackBerry® Enterprise Server for Microsoft® Exchange, your employees will have push-based access to the following applications on their Black Berry Smart Phones.

- Microsoft Exchange email
- Microsoft Exchange calendar, contacts and scheduling
- Instant messaging applications such as Microsoft® Office Live Communications Server 2005 and Microsoft® Office Live Communications Server 2007.
- Web-based, Java® ME and Web Services applications
- Other enterprise applications and systems such as Customer Relationship Management (CRM) and Enterprise Resource Planning (ERP)

Key Features

Some of the salient features of BlackBerry® Enterprise Server are as follows:

- For IT Administrators
 - Advanced Mobile Management through administrative console
 - Built-in High Availability and Reliability
 - Enhanced Application Deployment and Management
 - BlackBerry® Enterprise Transporter Tool
- For End Users
 - Remote File Access
 - Email Folder Management
 - Enhanced Calendar Functionality
 - Synchronization of public and private contacts
 - Flag emails for follow up
 - Listen to Windows Media Audio (WMA) files

Before Installation



- BlackBerry Server is mail server dependant. It is functional only if your mail server is MS Exchange Server 2007 otherwise not.
- On BlackBerry Server, install HC as a Subsequent Server.

Prior to install **HC** and **BlackBerry Server**, you must know the followings:

- Three different components are involved in BES configuration, that are:
 - BlackBerry Enterprise Server (BES)
 - BES User Admin Client
 - BES User Admin Service

- All these components can be installed on three different systems but HC should be installed on the server where BESUserAdminClient.exe is placed.

- HC communicates with BES User Admin Client that further communicates with BES User Admin Service. This BES user administration service finally communicates with BES Server. Therefore, it implies that HC should be installed on the system which contains BES User Admin Client.

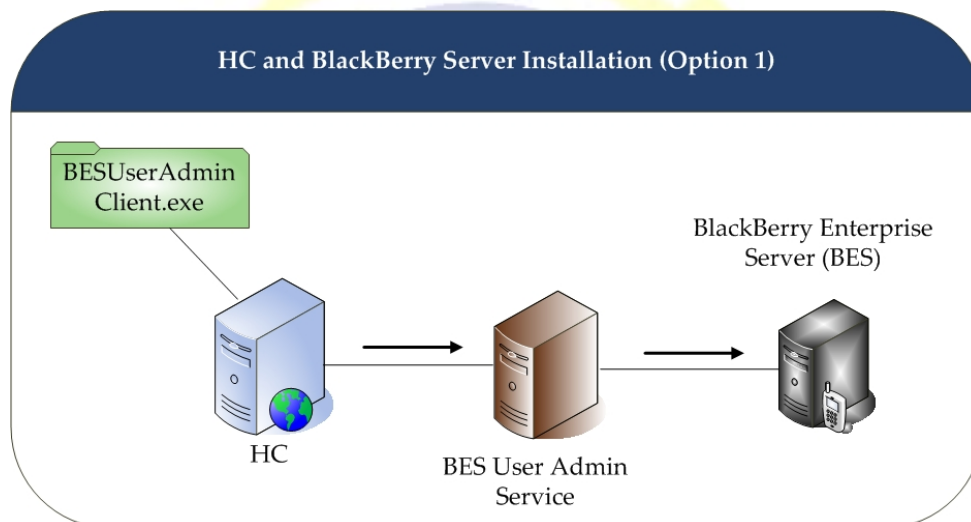


Figure 01: HC and BlackBerry Installation (Option 1)

It is to inform that the above image illustrates the recommended installation. You can install BES User Admin Client, BES User Admin Service and HC on the same server as well.

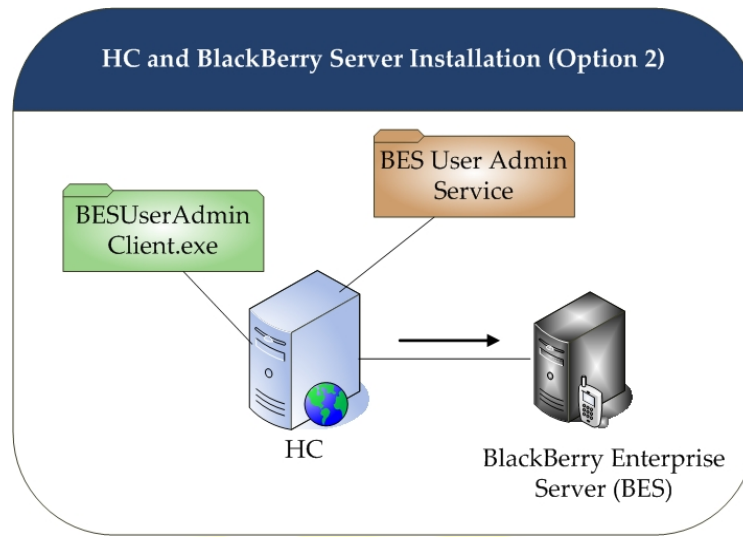


Figure 02: HC and BlackBerry Installation (Option 2)

- **BES User Admin Client** and **BES User Admin Service** can reside on same system.
- It is recommended by RIM (BES Provider) not to install **BES User Admin Service** and **BES Server** on the same server/machine.

Post Installation Steps

Once you have installed **HC** and **BlackBerry Server**, you need to configure the entire setup. You have to follow these steps as stated, to omit faults & errors during BlackBerry Server configuration.

Steps to Follow

Configuration of BlackBerry Server comprises of mainly two steps i.e. **Enable BlackBerry Server** and **Add BlackBerry Server**. Later sections of this document describe each of them in detail.

Enable BlackBerry Server

Follow these steps to enable BlackBerry Server for your cluster.

1. Login as Host Administrator to Control Panel



Control Panel Login

 Username :

Password :

Language : ▼

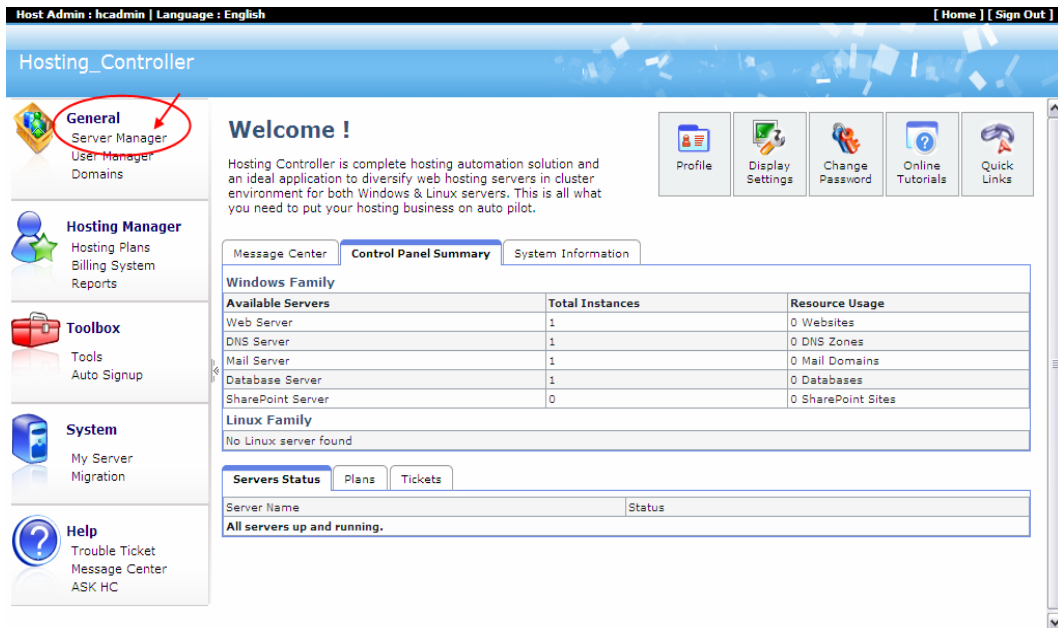
If you have forgotten your password, click on the "Forgot Password" link to have a reminder sent to you at the e-mail address you specified during registration.

[\[Forgot Password \]](#)

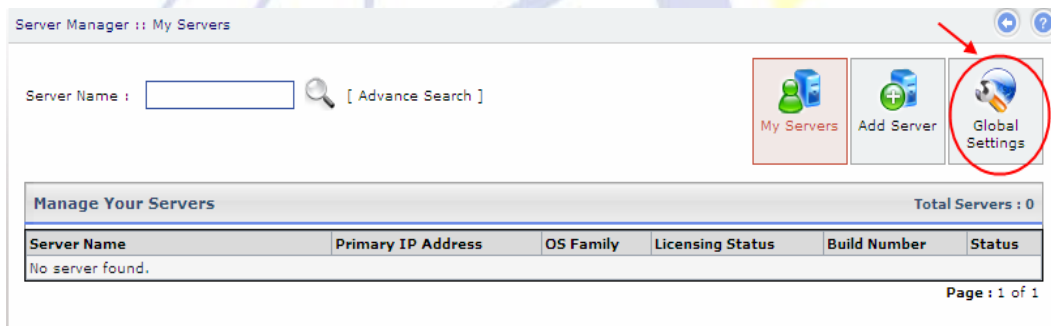
powered by **Hosting Controller**

2. After successful login, following screen is displayed:

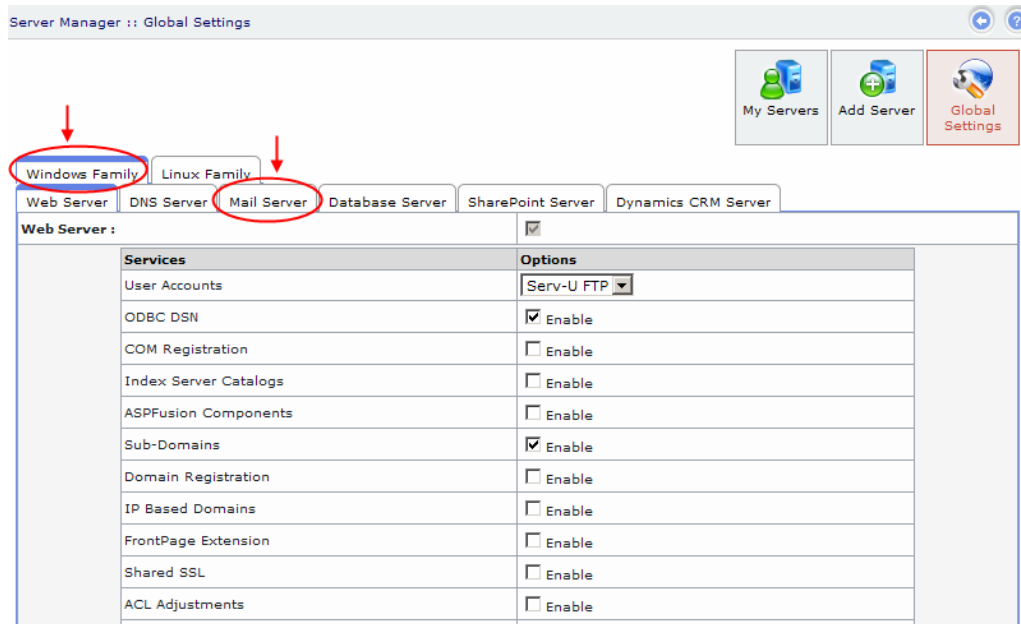




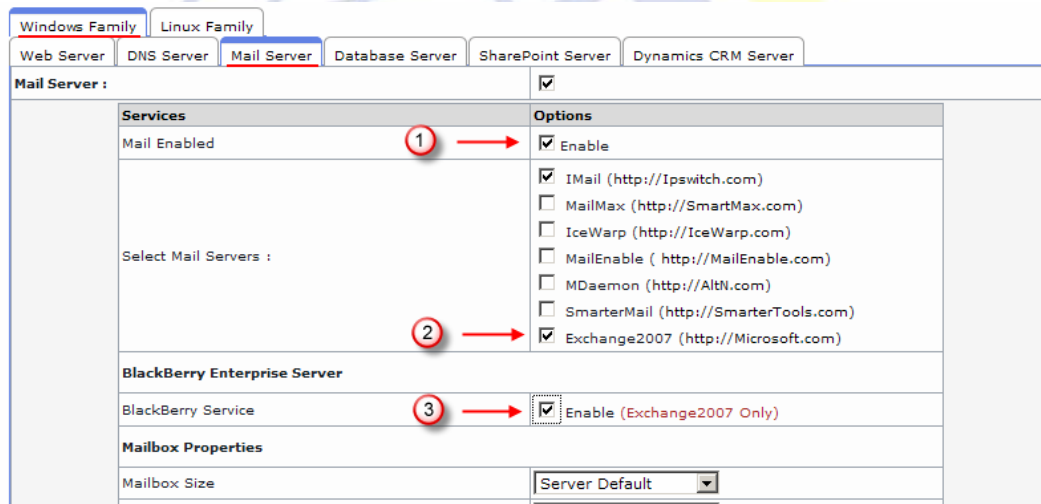
- Go to “General >> Server Manager” as highlighted in the previous screenshot. It opens following screen:



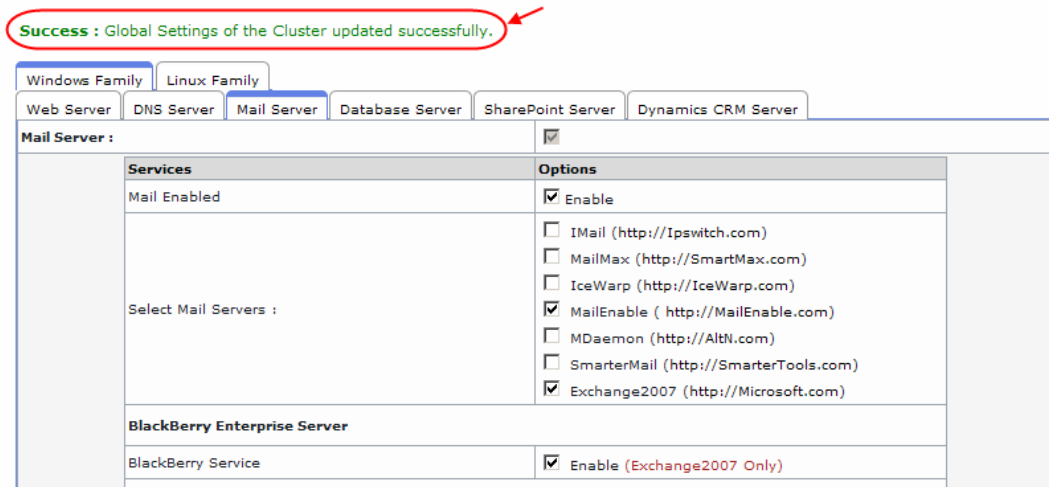
- Go to “Global Settings”. It opens following screen:



5. Select “Windows Family >> Mail Server”. It opens following screen:



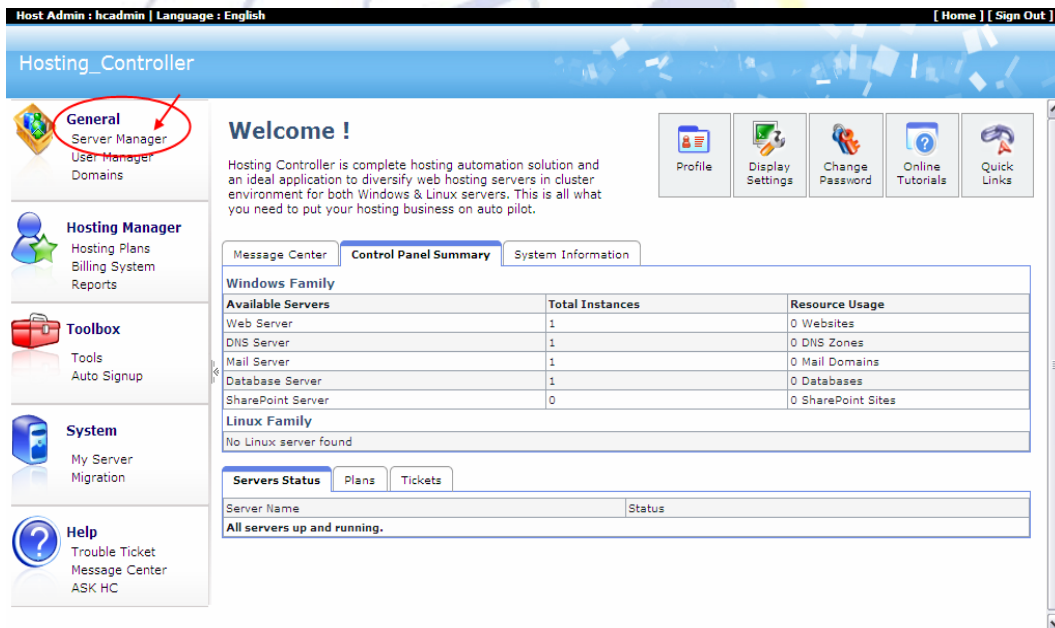
First of all enable Mail Service then select Mail Server. Select the mail server as **Exchange 2007** (as it is the only mail server that supports BlackBerry Server) and then enable **BlackBerry Enterprise Server**. Select your required options from the list for other services as well and select “Save Settings”. It updates the changes and enables BlackBerry Server for your cluster as shown below:



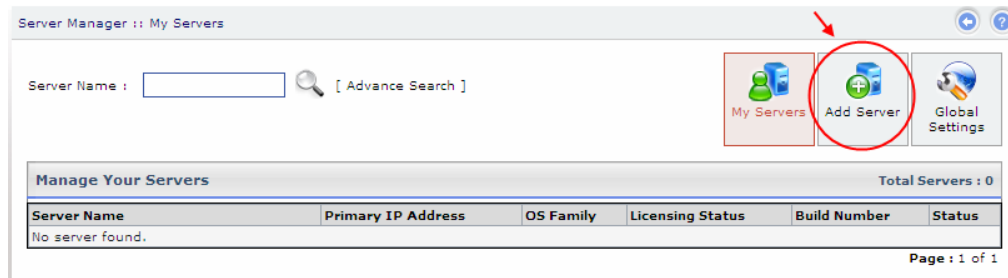
Add BlackBerry Server

To make your server a BlackBerry Server, you have to add a server and assign it a role such as BlackBerry Server. Follow these steps to make your server a BlackBerry Server.

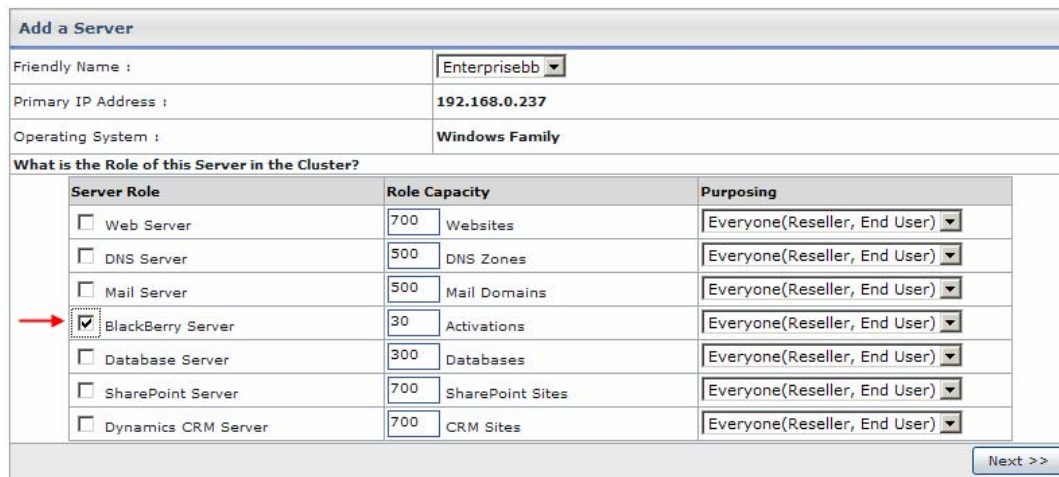
1. Go to “General >> Server Manager”



It opens following screen:



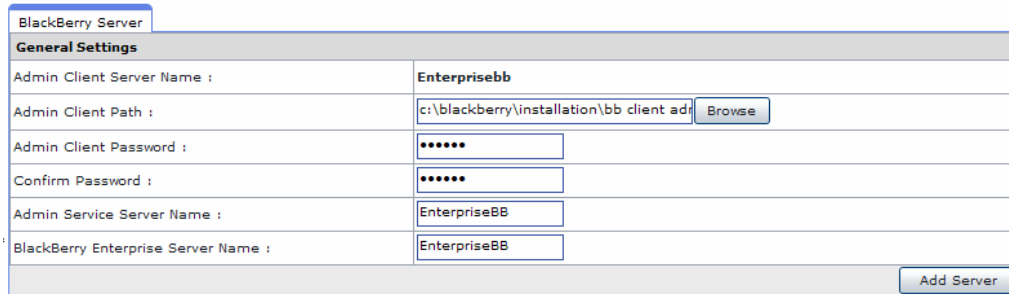
2. Go to “Add Server”, it opens following screen:



- **Friendly Name:**
It is the list of available servers; you can select one as per your requirements.
- **Primary IP Address:**
It is the unique IP Address of the selected Server.
- **Operating System:**
It shows the supported operating system.
- **Server Role:**
It allows you to select role for the server, you are going to add.
- **Role Capacity:**
It shows the maximum limit of supported domains/DNS/mail domains/databases/Activations on Web/DNS/Mail/Database/BlackBerry Server respectively.

- **Purposing:**
It allows you to specify end user for the selected server. You can dedicate your server to only resellers as well as to everyone according to your requirements.

3. Select “Next” to proceed, it opens following screen:



The screenshot shows a web-based form titled "BlackBerry Server" with a sub-section "General Settings". The form contains the following fields and values:

Admin Client Server Name :	Enterprisebb
Admin Client Path :	c:\blackberry\installation\bb client adf <input type="button" value="Browse"/>
Admin Client Password :	*****
Confirm Password :	*****
Admin Service Server Name :	EnterpriseBB
BlackBerry Enterprise Server Name :	EnterpriseBB

An "Add Server" button is located at the bottom right of the form.

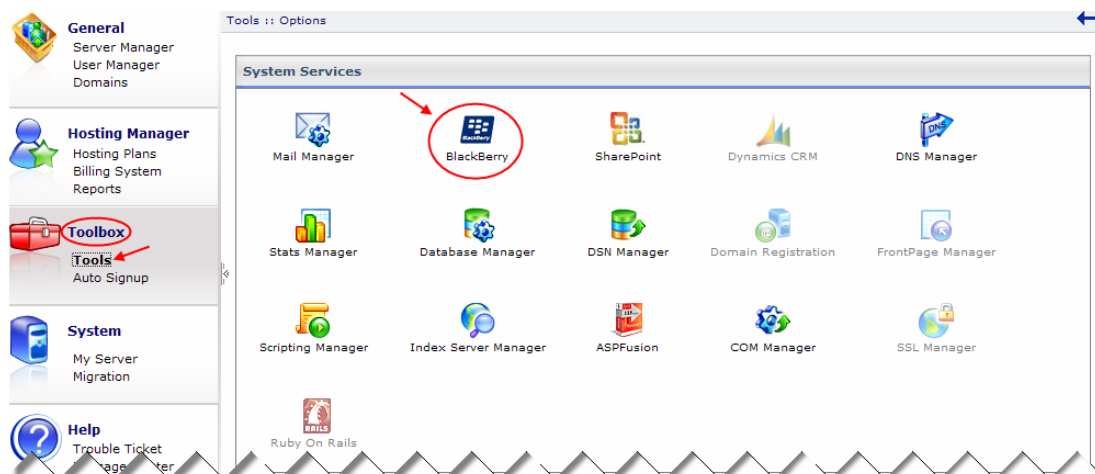
- **Admin Client Server Name:**
It is the name of the server where BESUserAdminClient.exe is placed and HC is installed.
- **Admin Client Path:**
Select “Browse” to specify the exact path, where BESUserAdminClient.exe is placed.
- **Admin Client Password:**
It is a password that BESUserAdminClient.exe uses to communicate with BES User Admin Service. It is created at the time of BES User Admin Service installation.
- **Confirm Password:**
Re-type the password for confirmation.
- **Admin Service Server Name:**
Specify name of the server where BES User Admin Service is installed or you wish to install.
- **BlackBerry Enterprise Server Name:**
Specify BlackBerry Enterprise Server name in this field.

Select “Add Server” to apply the changes. It adds a BlackBerry Server with the specified information.

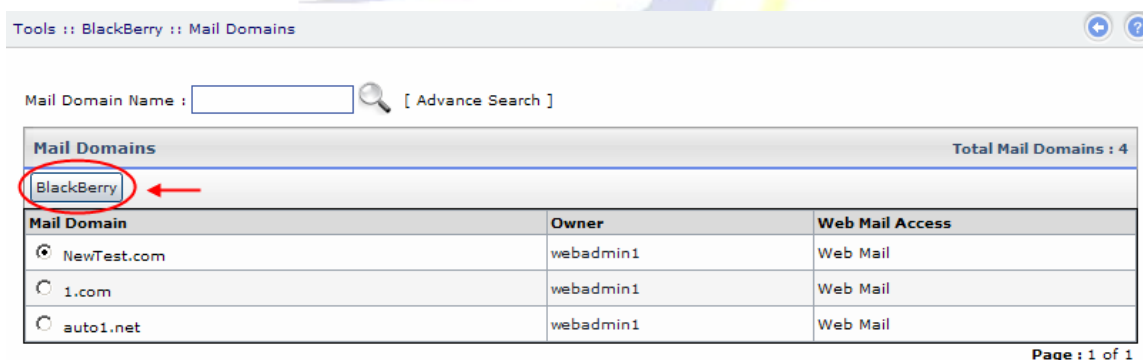
Managing BlackBerry Enterprise Server

In order to manage BlackBerry Server, logon as a Reseller/Web Admin and follow these steps as stated:

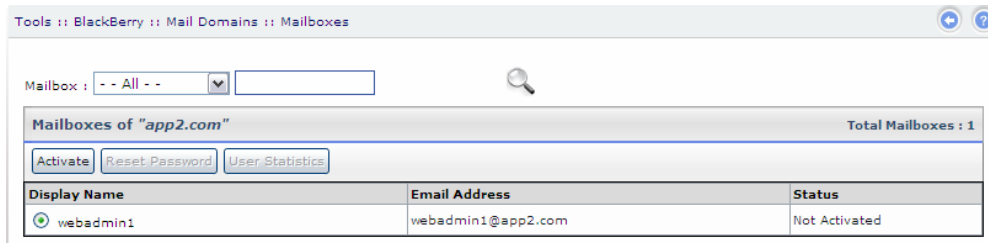
1. Go to “Toolbox >> Tools” section as shown below:



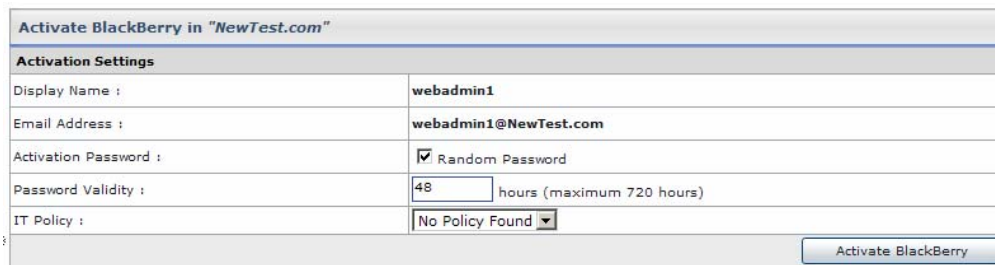
2. Select “BlackBerry”, it opens following screen:



3. Select your required mail domain and then select “BlackBerry” to activate BlackBerry services on the mailboxes of the selected mail domain. It shows all the mailboxes for the selected mail domain as:



4. Select your required mailbox and then activate BlackBerry services on the selected mailbox. Selecting "Activate" opens following screen:



Activate BlackBerry in "NewTest.com"

Activation Settings	
Display Name :	webadmin1
Email Address :	webadmin1@NewTest.com
Activation Password :	<input checked="" type="checkbox"/> Random Password
Password Validity :	48 hours (maximum 720 hours)
IT Policy :	No Policy Found

Activate BlackBerry

- **Display Name:**
It is the name of the mailbox, for which you are going to activate BlackBerry services.
- **Email Address:**
It is the email address of the mailbox user, that you are going to activate.
- **Activation Password:**
Select the checkbox to assign it a randomly generated password. To assign a password of your own choice, uncheck this checkbox.
- **Password Validity:**
Specify number of hours after which the password gets expire.
- **IT Policy:**
Select IT policy from the list as required.

Select "Activate BlackBerry". It activates BlackBerry services for the selected mailbox user with the specified information.

Contact Us

In case of any ambiguity/query regarding HC and BlackBerry configurations, please feel free to contact us at support@hostingcontroller.com

