

Qtel BlackBerry Pre-Installation Checklist – Microsoft™ Exchange

This form is intended to provide an overview of your BlackBerry Enterprise Server environment to ensure a smooth installation. Upon completion, please forward this document to your Qtel Account Manager and they will distribute to our Project Support group for review. You may be contacted by a Systems engineer if any clarification or additional information is required. Should you have any questions or need any support in completing this form please contact our technical support team at:

8008000@qtel.com.qa

Note: We would like to inform you that in the event that a customer has not completed the pre installation tasks that cause additional engineering time or the need to reschedule the install of the BES software the customer will be charged QR 3,000.

Date: _____

Company: _____

Address: _____

Providence: _____

Name: _____

Title: _____

Phone: _____

Email: _____

BlackBerry Server System Requirements

Components	Requirements
Hardware	<ul style="list-style-type: none">• Intel® Pentium® IV processor (2 GHz or higher)• 1.5 GB RAM• 60GB Available Hard Disk space
Environment	It is not recommended to put the BlackBerry Enterprise Server in the DMZ
Software	<ul style="list-style-type: none">• Microsoft windows 2000 SP4 or later, Windows 2003 SP1/SP2• Microsoft Internet Explorer 6.0 or higher
Firewall	Your corporate firewall settings must allow the BlackBerry Enterprise Server computer to initiate a TCP/IP connection to the RIM Relay on outbound port 3101 Your corporate firewall must be able to resolve internet addressing using Domain Name System(DNS) srp.eu.blackberry.net
Messaging	Support for Microsoft Exchange 5.5/2000/2003 latest service pack (SP), 2007 SP1.
Data Base	SQL 2000 SP3/SP4, SQL 2005 SP1/SP2

BlackBerry Enterprise Server Configuration

Server Name:

Server Location:

Hardware:

Manufacturer:

Memory:

Processor:

Disk Capacity:

O/S Version & SP: _____

Messaging System version: _____

Internet Access:

Frame / Cable / T-1 / T-3/DSL

Location of Servers (Please state if local or remote office as well as connectivity to local office):

Are your Servers centrally managed: YES/NO

Blackberry Firewall Considerations

The Blackberry Enterprise Server requires an outbound TCP connection to the RIM Relay on port 3101. Please provide the appropriate information from the check list below. If you are on a VLAN the same rules apply.

- I currently use a SOCKS server to redirect connections the internet.
- I can perform a telnet request from the server hosting the BlackBerry Enterprise Server to "srp.eu.blackberry.net on port 3101".

If you choose to install the BlackBerry Router component on your DMZ you will require bidirectional communication on port 4101 from your DMZ to the BlackBerry Server, and you also need to open port 3101 from the DMZ server hosting the router component (outbound initiated, bi-directional).

- My firewall is configured to allow traffic from the BlackBerry Router component on the DMZ to the BlackBerry Enterprise Server on port 4101.
- I can perform a telnet request from the server hosting the router component (DMZ) to "srp.eu.blackberry.net on port 3101".

Mobile Data Service Considerations

- My BlackBerry users will not be allowed to browse the Internet.

The BlackBerry can make HTTP directly to the internet.

I currently use a PAC file to filter HTTP traffic through my proxy server.

If you are using a Proxy Server for internet access please specify type and version below:

Specify Internal IP Address and Port for Proxy Server:

Blackberry Server Operating System Considerations

The software also requires special core OS features which are supplied with the respective service packs.

You will need to install Exchange System Manager onto the server hosting the BlackBerry Enterprise server. This is to support the MAPI connection between the BlackBerry server and your exchange server.

I: Exchange System Manager must be patched to the same version as your production exchange server.

II: The Blackberry Software must be installed on a dedicated server, and can not be a Domain Controller.

III: Terminal Server should not be installed on the server where the BlackBerry Enterprise Server resides.

IV: Uninstall any version of the .NET framework higher than 1.1 on the BlackBerry server.

I am currently running windows 2000 SP4 **OR** 2003 SP1/SP2.

I have installed Exchange System Manager on the BlackBerry Enterprise Server (not applicable for Exchange 2007).

I have patched Microsoft Exchange System Manager onto the machine hosting the BlackBerry Enterprise Server (not applicable for Exchange 2007).

I have installed SQL 2000 with one of the below account access with SP3/SP4 **OR** SQL 2005 SP1/SP2.

SQL is configured to use windows authentication.

SQL is configured to use SQL authentication.

Remote database path:

Additional Configuration for Exchange Server 2007

I. Operating system requirements on the Exchange Server

The internet service manager component of internet information services is installed from your Microsoft windows installation media.

Internet Service Manager Component of Internet Information Services is installed on the Blackberry server.

Note: If you are using Microsoft Windows 2000 server and Microsoft SQL Server 2000 or 2005 is installed on the Blackberry server, Microsoft data access component version 2.8 with security patch MS04-003 (version 2000.85.1025.00) must be installed.

II. Messaging Server requirements

One of the following should be installed on the Blackberry Enterprise server:

I. Microsoft Exchange 2003 system tools with SP2.

II. Microsoft Exchange server MAPI client with CDO(collaboration data objects) 1.2.1

Microsoft Exchange Server MAPI Client and Collaboration Data Objects 1.2.1 is installed on the Blackberry server **OR** Microsoft Exchange 2003 System Tools with Service Pack 2

Blackberry Service Account - Exchange Permissions

The service account which the BlackBerry Server service will be running under requires local administration privileges. The exchange service account used by the BlackBerry Enterprise server requires several administrative privileges. These privileges are View only administrator, Administrator to the Information Store, Send as Administrator, Receive as Administrator.

The BlackBerry Enterprise Server supports Microsoft Exchange versions 5.5/2000/2003/2007 SP1.

Service account must be created with an email account (mailbox)

I have created a domain user account for the BlackBerry Enterprise service with local administration privileges on the server hosting the BlackBerry Server.

I have assigned "View only Administrator" to the BlackBerry Service account.

I have assigned "Administrator to the Information Store" to the BlackBerry Service account.

I have assigned "Send as Administrator" to the BlackBerry Service account.

I have assigned "Receive as Administrator" to the BlackBerry Service account.

EMS System Engineer:

Name:

Signature:

Date:
