

Qtel BlackBerry Pre-Installation Checklist – Novell GroupWise

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 System Requirements – Novell GroupWise

| 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 • Novell GroupWise Client Version 4.0 • 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 | <ul style="list-style-type: none"> • The GroupWise messaging and collaboration server installed on post offices containing BlackBerry users must be 6.5 SP1 or later. • The GroupWise client must have US-English language installed |

Blackberry Service Account Setup -- Novell GroupWise

Verify your GroupWise primary domain:

- To generate the trusted application key, you must know the location of the database for your GroupWise primary domain.
- In ConsoleOne, right click the primary domain in your GroupWise system, and then click properties.
- Click the GroupWise > Identification tab. The UNC Path value points to the location of your GroupWise primary domain database.
- Install the trusted application key generator.
- Log in with a Novell administrator account that has supervisor rights to the GroupWise system.
- Install the trusted application key generator distributed with the BlackBerry Enterprise software.
- In the key generator application directory, open TestTApp.ini.
- Edit the DomainPath to point to the location of the database for your GroupWise primary domain (example, \\server\volume\GWPrimaryDomain\).
- Save and close.

Create the trusted application key

The trusted application key allows the BlackBerry Enterprise Server(s) to communicate with the GroupWise messaging server. One key is generated for each GroupWise messaging server domain.

Note: You must supply a trusted application key during the BlackBerry Server installation. This trusted application key is supplied for each BlackBerry Enterprise Server installation that connects to the messaging server.

- In the key generator application directory, double click TestApp.exe
- Click Ok to save the key in TestApp.ini

Warning: if a trusted application key already exists for this domain, you are prompted to overwrite with a new key. If you generate a new key after installing the BlackBerry Enterprise Server, you must update the server configuration with the new Key.

In the key generator application directory, open TestApp.ini to verify that the trusted application key is at the bottom of the file.

Note: If an error occurs during the key generation, the error message is logged in TestApp.ini

| Message | Possible Solutions |
|----------------------|---|
| Connect_Error | Specify the correct DomainPath in the TestApp.ini |
| Authentication_Error | Log in as administrator before you create the key |

Verify that the BlackBerry Enterprise Server is a trusted application

- In Console, click your GroupWise System
- On the Tools menu, click GroupWise System Operation > Trusted Application
- Verify that RIM BES appears on the list.

EMS System Engineer:

Name:

Signature:

Date:
