

BlackBerry Configuration Guide (For OS 7 & Earlier)

The MDaemon Messaging Server features built-in support for BlackBerry smartphones that have either a BlackBerry Enterprise Server (BES) or BlackBerry Internet Service (BIS) data plan with the wireless carrier. This guide explains how to configure devices running BlackBerry OS 7 and earlier.

For BlackBerry 10 devices, visit:

www.alt-n.com/Products/MDaemon-Email-Server-Windows/Mail-Server-Mobile-Access/BlackBerry-ActiveSync/

MDaemon Includes Two Sets Of BlackBerry Smartphone Management Features

Please see the appropriate section for your preferred set of features.

I. BlackBerry Enterprise Server (BES) features include:

- Synchronization of email, contacts, calendar events, tasks and notes
- IT Policies to control BlackBerry smartphone behavior
- Remote password reset
- Remote Wipe

II. BlackBerry Internet Service (BIS) features include:

- Email Synchronization
- Contact Synchronization

I. BlackBerry Enterprise Server (BES) MDAEMON Administrator - BES Instructions

Enable BlackBerry Smartphone Configuration

1. Go to **Setup | Mobile Device Management**. Make sure **Status** is selected under the **BlackBerry Enterprise Server** section in the left-hand navigation menu, and then check the box **Enable BlackBerry Enterprise Server for OS 7 devices**. Then, click **Apply** and **Ok**.

[Figure 1-1]

2. Navigate to the account you wish to enable for the BES data plan by going to **Accounts | Edit Account**. Double-click on the account that you wish to allow to activate a BlackBerry smartphone. [Figure 1-2]
3. Select **BlackBerry Enterprise Server** in the left-hand navigation menu. Then check the box **Enable BlackBerry device synchronization**.

[Figure 1-3]

4. Click **Apply** and **Ok** to finish the Setup.

Note: Data Plan Required.

Note: For device configuration instructions, please see End User instructions on the following page.

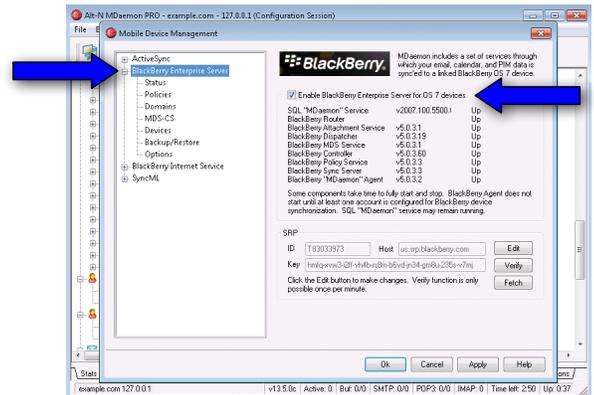


Figure 1-1

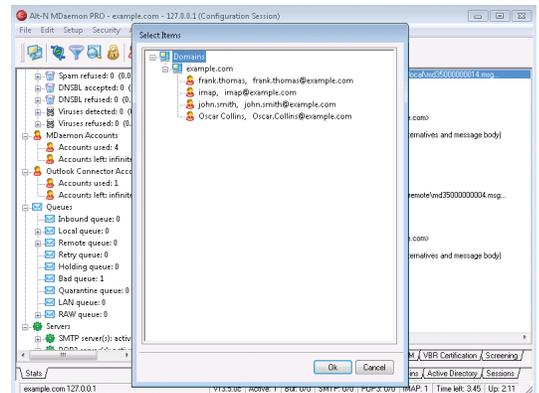


Figure 1-2

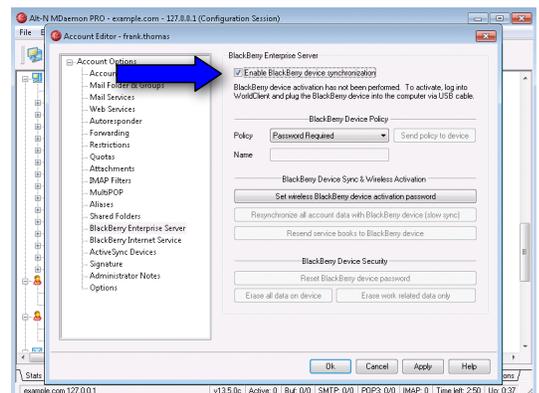


Figure 1-3

End User - BES Instructions

Depending on the BlackBerry smartphone and operating system installed, activation may delete all data on the smartphone, restoring it to its default settings before synchronizing it with MDAemon/WorldClient. For this reason, before activating the smartphone, the user should use BlackBerry Desktop Manager or some other means to backup or export any data that he or she does not wish to lose. After a BlackBerry smartphone is activated, it may have various functionality changes or operating differences when compared to its state prior to activation. The degree of difference depends on the BlackBerry smartphone, OS, device policy used, and whether or not it was previously activated on a different personal BlackBerry data plan or BlackBerry enterprise data plan.

Preparing Your BlackBerry Smartphone

In order to avoid duplicate entries on the BlackBerry smartphone, it is recommended that you perform the following steps after making a complete backup and before activating it.

1. Disable or remove any third-party sync clients (such as a SyncML client) currently in use to synchronize data with the MDAemon account. Third-party SyncML clients may include SyncJE, Funambol, or Synthesis, among others.
2. If the BlackBerry smartphone is configured to send and receive email using your personal data plan via your carrier, then go to the BlackBerry smartphone's **email setup** and remove that account.
3. If there are any existing calendar entries on the BlackBerry smartphone, you must either **wipe the smartphone** or **reset the calendar**. Otherwise, existing calendar data on the MDAemon server may not be sent to the device. Always backup your BlackBerry smartphone data before doing this. *If you choose to reset the calendar rather than wipe the smartphone, then the reset may be performed after activation.* Instructions for resetting calendar data can be found here: www.blackberry.com/btsc/KB15139

Note: Failure to ensure that Steps 1 & 2 above are completed may result in duplicates of email, calendar entries, or other PIM data on the BlackBerry smartphone.

Activating Your BlackBerry Smartphone

Follow these steps to use the **Enterprise Activation app** from **BlackBerry App World** to activate a BlackBerry smartphone with MDAemon's BlackBerry integration features.

1. Delete all data using the **Security Options** on your BlackBerry smartphone. For more information about using the security options on the device, see the user guide for the appropriate BlackBerry smartphone model.
2. Complete the activation process by performing the following actions:
 1. Install the **Enterprise Activation** app from **BlackBerry App World**. [Figure 2-1]
 2. Turn **off** all wireless (Wi-Fi) network connections on your BlackBerry smartphone.
 3. Launch the **Enterprise Activation** app. [Figure 2-2]
 4. Read the license agreement, then select **I Agree**.
 5. Enter your email address in the **Email** field. [Figure 2-3]
 6. Enter your activation password in the **Activation Password** field.

Note: A wireless activation password can be created in WorldClient via **Options / BlackBerry Management**, or by the MDAemon administrator via the **BlackBerry Enterprise Server** menu in the account editor.

7. Press **Activate**. When activation is complete, a **new email icon** will appear on your smartphone. At that time, you will be able to access your MDAemon data on your BlackBerry smartphone.



Figure 2-1



Figure 2-2

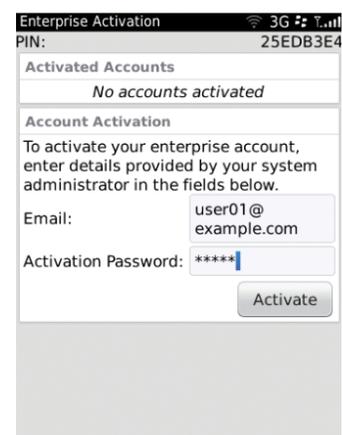


Figure 2-3

I. BlackBerry Internet Server (BIS) Setup

BlackBerry features such as push email and contact sync are available with a personal BlackBerry Internet Service (BIS) data plan from your cellular provider. It allows you to check your MDAemon email account for new messages and deliver them directly to your BlackBerry smartphone. This guide will help you synchronize your BlackBerry smartphone with your MDAemon email and contacts using the BlackBerry Internet Service. For calendar synchronization, ActiveSync or the Funambol SyncML client is recommended. Instructions for configuring Funambol to retrieve your MDAemon calendar data can be found here:

www.altn.com/Support/KnowledgeBase/KnowledgeBaseResults/?Number=KBA-02219

MDaemon Administrator - BIS Instructions

Configuring MDAemon For Integration With The Internet-Enabled BlackBerry Data Plan

1. Go to **Setup | Mobile Device Management**. Click on **BlackBerry Internet Service** and then check the box **Enable BlackBerry Internet Service integration**.
2. In the drop-down menu, select the domain for which you wish to enable integration with the internet enabled BlackBerry data plan. Your primary domain will be listed by default.

BlackBerry Internet Service servers currently do not support making SMTP connections to mail servers using self-signed certificates, or certificates generated by the same application that later provides it as verification of their security.

If your MDAemon server is setup to allow incoming SSL/TLS connections, or has the dedicated SSL SMTP ports enabled, with a self-signed SSL certificate, this may cause the connection from the BlackBerry Internet Service server to either error out, or get 'stuck,' trying to send MDAemon messages your BlackBerry users are sending out from their BlackBerry smartphones. To resolve this, contact a third-party certificate authority like GoDaddy, VeriSign, Comodo, or another to purchase an SSL certificate and install it into the Windows certificate store, and then select it in MDAemon.

3. Check the box **Enable integration for this domain**.

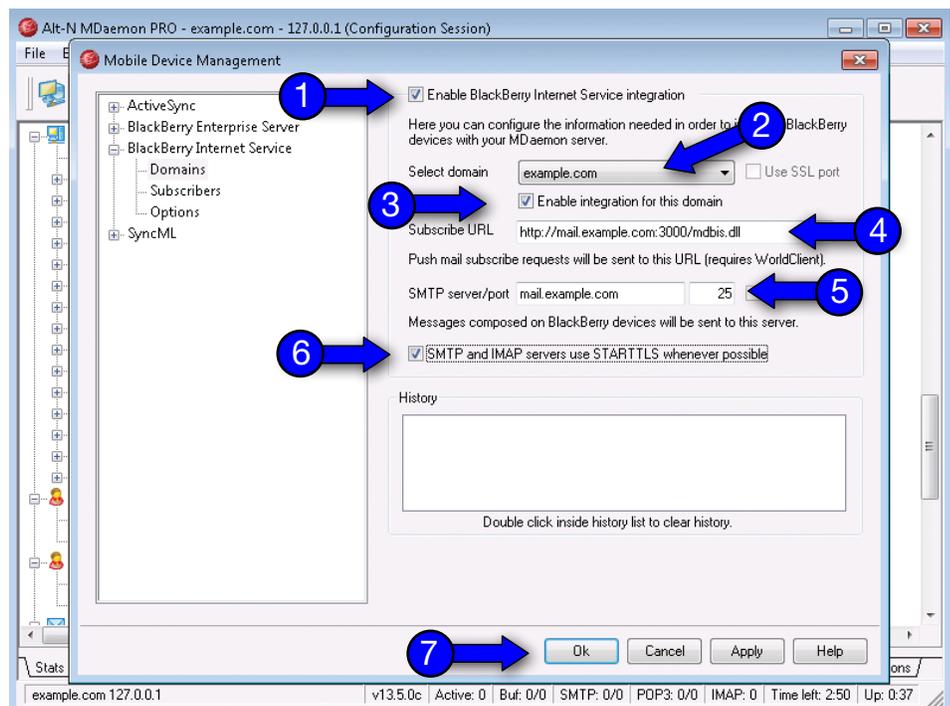
4. Verify the **Subscribe URL**. It should reflect your WorldClient host name, followed by /mdbis.dll.

For example: <http://mail.example.com:3000/mdbis.dll>

5. Enter your MDAemon server's host name or IP address in the **SMTP server** field.

6. Check the box **SMTP and IMAP servers use STARTTLS whenever possible** to allow an encrypted connection via STARTTLS when available (not supported when using self-signed certificate).

*If this box is grayed out, then go to **Security | Security Settings**. Click on **MDaemon** under **SSL & TLS**. Then, check the box, **Enable the dedicated SSL ports for SMTP, IMAP, POP3 servers**.*



Note: BlackBerry Internet Service data plan is required. Contact your cellular provider for details.

7. Click **Apply** and **Ok**. BlackBerry Internet Service is now enabled and configured on your MDAemon server.

End User - BIS Instructions

If you have a BlackBerry Internet Service profile with your mobile provider, you can link your MDAemon email account to your BlackBerry Internet Service profile, and then synchronize your MDAemon email messages and contacts with your BlackBerry smartphone. The following steps can be performed either on your BlackBerry smartphone or via the wireless service provider's BlackBerry Internet Service website.

Note: You must already have a BlackBerry Internet Service profile setup with your mobile provider before you can perform any of the following steps.

Configuring Your BlackBerry Internet Service Account On Your BlackBerry Smartphone

The following steps can be taken to create a BlackBerry Internet Service profile on your BlackBerry smartphone, and synchronize your email and contacts. Instructions may vary depending on the model of BlackBerry you are using. You can find instructions for your particular BlackBerry smartphone on the following website.

1. Select the **Setup** folder on your BlackBerry smartphone and Launch the **Setup Wizard**. [Figure 4-1]
2. Select **Email Setup**, and press the **trackball** or **submit button**, depending on the specific BlackBerry smartphone you are using.
3. Make sure **I want to create or add an email address** is selected, then select **Next** to continue.
4. Select **Next** to open the BlackBerry Internet Service setup application.
5. Enter your BlackBerry Internet Service username and password, and then select **Log In** to continue.
6. Select **Other** in the **Email Setup** menu.
7. Enter your email address and password, and then select **Next** to continue.
8. You will then see a screen indicating that you have successfully added your email address to your smartphone.
9. Scroll down slightly on the above screen and place a **check** in the box to indicate that you would like to synchronize your contacts. Then, select **Next** to continue. [Figure 4-2]
10. Select **OK** on the screen indicating that activation is in progress.
11. After activation finishes, your email address will appear in the **Email Accounts** list. You will then receive a confirmation message indicating that you have successfully added your email account to your BlackBerry smartphone.



Figure 4-1



Figure 4-2