

H O S T I N G CONTROLLER

HC BLACKBERRY MODULE SERVER CONFIGURATION 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 d <mark>ocument.</mark>
\bigcirc	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 <u>HC Installation Guide</u>.

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.



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
 - o Enhanced Application Deployment and Management
 - o BlackBerry® Enterprise Transporter Tool

For End Users

- o Remote File Access
- Email Folder Management
- o Enhanced Calendar Functionality
- o Synchronization of public and private contacts
- o Flag emails for follow up
- o 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)
 - o BES User Admin Client
 - o 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 : hostadmin Password : •••••• Language : English M
	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]
p	owered by Hosting Controller

2. After successful login, following screen is displayed:





ting_Controller			100	1.	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	140
General Server Manager User Manager Domains	Welcom Hosting Controll an ideal applicat environment for	e ! er is complete hosting automat ion to diversify web hosting se both Windows & Linux servers	tion solution and revers in cluster 5. This is all what	Profile Disp	Jay ngs Password	Online Q Tutorials L
Hosting Manager Hosting Plans Billing System Reports	Vou need to put	your hosting business on auto Control Panel Summary ly	System Information			
	Available Server	5	Total Instances		Resource Usage	e
Toolbox	Web Server		1		0 Websites	
Tesle	DNS Server		1		0 DNS Zones	
Auto Signup	Mail Server		1		0 Mail Domains	
Auto Signup	Database Server		1		0 Databases	
	SharePoint Serve	r	0		0 SharePoint Si	tes
System	Linux Family					
	No Linux server f	ound				
My Server Migration	Servers Status	Plans Tickets				
	Server Name		Status			
Help	All servers up an	d running.				
Trouble Ticket						
/ Hodele Hekee						

3. Go to "General >> Server Manager" as highlighted in the previous screenshot. It opens following screen:

Server Name : Advance Search] My Servers Add Server Global Settings Manage Your Servers Total Servers : 0	Manage Your Servers Total Se	Global Settings
	Sum Years 📃 🖉 (Advance Sumb)	s)

4. Go to "Global Settings". It opens following screen:



Server Manag	er :: Global Settings		0
Windows Fa	mily Linux Family	My Servers Add Server	Global Settings
Web Server	DNS Server Mail Server Database Server Shar	rePoint Server Dynamics CRM Server	
Web Server	:		
	Services	Options	
	User Accounts	Serv-U FTP	
	ODBC DSN	🗹 Enable	
	COM Registration	Enable	
	Index Server Catalogs	Enable	
	ASPFusion Components	Enable	
	Sub-Domains	🔽 Enable	
	Domain Registration	Enable	
	IP Based Domains	Enable	
	FrontPage Extension	Enable	
	Shared SSL	Enable	
	ACL Adjustments	Enable	

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

Windows Farr	nily Linux Fa	mily				
Web Server	DNS Server	Mail Server	Database Server	ShareF	oint Server	Dynamics CRM Server
Mail Server :					V	
	Services				Options	
	Mail Enabled		1 -		🗹 Enable	
					🗹 IMail (h	http://Ipswitch.com)
					🗌 MailMax	< (http://SmartMax.com)
					🗌 IceWarp	p (http://IceWarp.com)
	Select Mail Se	rvers :			🗖 MailEna	ble (http://MailEnable.com)
					🗌 MDaem	on (http://AltN.com)
			0		🗆 Smarter	rMail (http://SmarterTools.com)
			2 -		Exchange	ge2007 (http://Microsoft.com)
	BlackBerry Er	nterprise Serv	/er			
	BlackBerry Ser	rvice	3 -		Enable	(Exchange2007 Only)
	Mailbox Prope	erties				
	Mailbox Size				Server Def	fault 💌

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:

1



Windows	Family Linux Family			
Web Serv	er DNS Server Mail Server Database Serve	er 🛛 ShareF	oint Server	Dynamics CRM Server
Mail Serve	r:		\checkmark	
	Services		Options	
	Mail Enabled		🗹 Enable	
			🗌 IMail (H	http://Ipswitch.com)
			🗖 MailMax	× (http://SmartMax.com)
			🗌 IceWar	p (http://IceWarp.com)
	Select Mail Servers :		MailEna	ble (http://MailEnable.com)
			🗌 MDaem	ion (http://AltN.com)
			Smarte	rMail (http://SmarterTools.com)
			Exchange	ge2007 (http://Microsoft.com)
	BlackBerry Enterprise Server			
	PlackBarry Service		V Faabla	(5

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"

	nin encounin cangua		English			
st	ng_Controller			1000	- 1 - 1 m	
K	General Server Manager User Manager Domains		Welcome ! Hosting Controller is complete hosting automa ideal application to diversify web hosting s environment for both Windows & Linux server you need to put your hosting business on auto	ation solution and ervers in cluster rs. This is all what o pilot	Profile Displa Settin	ay Change Change Quick Unixs
7	Hosting Manager Hosting Plans Billing System Reports	l	Message Center Control Panel Summary Windows Family	System Information		
		١.	Available Servers	Total Instances	5	Resource Usage
D	Toolbox		Web Server	1		0 Websites
	Tools		DNS Server	1		0 DNS Zones
	Auto Signup	4	Mail Server	1		0 Mail Domains
		Ľ.	Database Server	1		0 Databases
_		1	Linux Family	0		o sharepoint sites
	System		No Linux conjectioned			
	My Server Migration		Servers Status Plans Tickets			
		4	Server Name	s	tatus	
	Help		All servers up and running.			
9	Trouble Ticket Message Center					

It opens following screen:



Manage Your Servers	Add Server	Global Settings
Server Name : [Advance Search]	(Jan Star	R

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

endly Name :		Enterprisebb 💌 192.168.0.237			
mary IP Address :					
erating System :		Windows Family			
nat is the Role of this Server in the Clus	ster?				
Server Role	Role (Capacity	Purposing		
U Web Server	700	Websites	Everyone(Reseller, End User) 💌		
DNS Server	500	DNS Zones	Everyone(Reseller, End User) 💌		
Mail Server	500	Mail Domains	Everyone(Reseller, End User) 💌		
BlackBerry Server	30	Activations	Everyone(Reseller, End User) 💌		
Database Server	300	Databases	Everyone(Reseller, End User) 💌		
SharePoint Server	700	SharePoint Sites	Everyone(Reseller, End User)		
Dynamics CRM Server	700	CRM Sites	Everyone(Reseller, End User) 💌		

• 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:

BlackBerry Server						
General Settings						
Admin Client Server Name :	Enterprisebb					
Admin Client Path :	c:\blackberry\installation\bb client add Browse					
Admin Client Password :	•••••					
Confirm Password :	•••••					
Admin Service Server Name :	EnterpriseBB					
BlackBerry Enterprise Server Name :	EnterpriseBB					
	Add Server					

- 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:

S	General Server Manager	Tools :: Options					
	User Manager Domains						
~	Hosting Manager Hosting Plans Billing System Reports	Mail Manager	BlackBerry	SharePoint	Dynamics CRM	DNS Manager	
	Toolbox Tools Auto Signup	Stats Manager	Database Manager	DSN Manager	Domain Registration	FrontPage Manager	
	System My Server Migration	Scripting Manager	Index Server Manager	ASPFusion	COM Manager	SSL Manager	
2	Help Trouble Ticket	Ruby On Rails					
۲ و	Select "Black	«Berry", it ope	ens following	screen:			
	Gelect "Black	KBerry", it ope	ens following	screen:			
2	Select "Black Fools :: BlackBerry Mail Domain Nam	xBerry", it ope	ens following	screen:			
	Gelect "Black Mail Domain Nam	xBerry", it ope	ens following	screen:		T	otal Mail Domains : 4
	Gelect "Black Mail Domain Nam BlackBerry	xBerry", it ope	ens following	screen:		Т	otal Mail Domains : 4
	Gelect "Black Mail Domain Nam BlackBerry Mail Domain	xBerry", it ope	ens following	screen: arch]		Tr Web Mail Access	otal Mail Domains : 4
	Gelect "Black Gelect "Black Mail Domain Nam Mail Domains BlackBerry Mail Domains BlackBerry Mail Domains	xBerry", it ope	ens following	SCREEN: arch] Owner webadmin1		Tr Web Mail Access Web Mail	otal Mail Domains : 4
	Select "Black Mail Domain Nam Mail Domain Nam BlackBerry Mail Domains BlackBerry Mail Domains C 1.com	xBerry", it ope	ens following	SCREEN: arch] Owner webadmin1 webadmin1		Web Mail Access Web Mail Web Mail	otal Mail Domains : 4

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:



Fools :: BlackBerry :: Mail Domains :: Mailboxes		00	
Mailbox : All M	0		
Mailboxes of "app2.com"		Total Mailboxes : 1	
Activate Reset Password User Statistics			
Display Name	Email Address	Status	
• webadmin1	webadmin1@app2.com	Not Activated	

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 :	Random Password					
Password Validity :	48 hours (maximum 720 hours)					
T 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

