



Dedicated & ITAR-Support Plans

BlackBerry® Administration Service for BlackBerry Enterprise Server v5.0.4 IT Professional & Customer Service Desk Reference Guide

Original Publication Date: February 2012

Revision Date: October 2013

The information contained in this document represents the latest available subject matter available to Microsoft Corporation as of the date of publication. Since Microsoft must respond to changing market conditions, this document should not be interpreted as a commitment of any type on the part of Microsoft. Further, Microsoft cannot guarantee the accuracy of any information presented after the date of publication.

The content of this document is proprietary and confidential. The material is intended only for customers of the Office 365 for Enterprises dedicated and ITAR-support plans services. This content is provided to you under a Non-Disclosure Agreement and cannot be distributed without the express written permission of Microsoft Corporation. Complying with all applicable copyright laws is the responsibility of the user. Without limiting the rights under copyright, no part of this document may be reproduced, stored in, or introduced into, a retrieval system or transmitted in any form or by any means (electronic, mechanical, photocopying, recording, or otherwise) or for any purpose without the express written permission of Microsoft Corporation.

Microsoft may have patents, patent applications, trademarks, copyrights, or other intellectual property rights covering subject matter in this document. Except as expressly provided in any written license agreement from Microsoft; the furnishing of this document does not give you any license to these patents, trademarks, copyrights, or any other intellectual property. Reference <http://www.microsoft.com/permission> for additional information.

Descriptions in this document of the products of other companies, if any, are provided only as a convenience. Such references should not be considered an endorsement of a product by Microsoft nor as an indication of support provided by Microsoft for a third party product. Microsoft cannot guarantee the accuracy of the third party references since product offerings of these companies may change over time. In addition, the descriptions are intended to be brief highlights to aid understanding rather than as thorough subject matter coverage. For authoritative descriptions of these third party products, please consult their respective manufacturer.

MICROSOFT MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DOCUMENT.

Microsoft and Windows are either registered trademarks of Microsoft Corporation in the United States and/or other countries. The names of actual companies and products mentioned herein may be the trademarks of their respective owners.

No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, without the expressed written permission of the Microsoft Corporation.

© 2013 Microsoft Corporation. All rights reserved.

What is the BlackBerry Administration Service?	5
Introduction	5
What's New	6
Support Roles and Responsibilities	6
Accessing the BlackBerry Administration Service	7
Home Screen	7
BlackBerry solution management	8
Manage end-users and their devices	9
Locating a User	9
User Management context menu options	11
User actions menu	12
Email Actions menu	12
Device activation menu	12
Device actions menu	12
Resend changes menu	12
Manage an Existing User	13
User Information	13
User Management links	15
IT Policies	15
Activate a new BlackBerry user	17
Add a BlackBerry device to an existing BES user account	20
Perform a remote factory reset of a device and disable it	22
Disable a user account on the BlackBerry Enterprise Server	24
Delete a user from the BlackBerry Enterprise Server	25
Additional information	26
Delete your organization's data from a device and leave the personal data intact	27
Exporting asset data and user statistics to a .CSV file	28
BlackBerry Enterprise Messenger for provisioned Lync users	30
The BlackBerry Enterprise Activation process	31
1 st Phase - Activation	31
Troubleshooting the 1 st phase	32
2 nd Phase - Encryption Verification	34
Overview of 2 nd phase	34
3 rd Phase - Receiving Services	35
Overview of 3 rd phase	35
Troubleshooting the 3 rd phase	35
4 th Phase- Slow Synchronization	36
Overview of 4 th phase	36
Troubleshooting the 4 th Phase	36
Manage Third Party Applications	37

Add or update an application	37
Create a software configuration	38
Manage software configurations	39
Assign software configuration to users	40
Optional Tasks	43
View the status of a job	44
Verify Application Installation	44
Appendix A: Enterprise Activation Quick Reference	45
Appendix B: Enterprise Activation Troubleshooting	46
Appendix C: BAS permissions for the Admin and Help Desk roles	48
Users and Devices	48
BlackBerry Enterprise Server	49
Synchronization	50
E-mail	50
Topology	50
Topology (cont.)	51
BAS Setup	51
Organizations	52
Monitoring	52
Miscellaneous	52

What is the BlackBerry Administration Service?

Introduction

The **BlackBerry® Administration Service (BAS)** web application is provided to customers selecting the **BlackBerry® Enterprise Server (BES)** offering of Office 365 for Enterprises dedicated & ITAR-support plans. BAS can be used for the following:

- manage user accounts
- assign user groups, administrative roles, and software configurations and apply IT policies to user accounts
- manage servers and component instances in a BlackBerry Domain

By using unique user names and passwords, you can share administrative duties with multiple administrators who can access BAS simultaneously. When Microsoft® ActiveX® controls are turned on in your Microsoft® Internet Explorer browser, you can connect a BlackBerry device to your computer and manage the device while logged into BAS. The following Customer and Microsoft responsibilities apply to Office 365 dedicated & ITAR-support plan environments that utilize BES:

Customer Responsibilities

- Distribute BAS Admin user and BAS Help Desk user accounts to your organization's internal Help Desk staff
- Periodically change the passwords for both accounts
- Train new BlackBerry support personnel how to use BAS after the initial hand-off
- Adhere to Exchange Online guidelines concerning BES user provisioning and management
- Perform all BlackBerry administrative functions that are available through BAS

Microsoft Responsibilities

- Deploy, run, and support the BAS
- Provide break/fix support, and assistance on the use of BAS
- Share vendor documentation and BAS online training with the customer
- Purchase and provide the certificates needed for SSL encryption for the BAS Web application
- Respond to escalations submitted by the customer Help Desk or IT Pro staff and perform any BlackBerry administrative functions that are **not available** to customer support staff when using BAS
- De-escalate any request that a customer Help Desk can perform using BAS
 - See the [Incident Rejection Process](#) in the [Customer Operations Handbook](#) for more information

Limits

- BAS is intended for use by your organization's internal Help Desk and Information Technology professionals; it is **not** intended to be used by end-users.
- Customized permissions within the pre-defined roles or customized reports will **not** be added to BAS.

What's New

The BAS Reference Guide was initially released in February 2012 to represent support for BES v5.0.4. The following updates have been applied to the guide since the initial release:

Change	Release Date
Clarifications regarding permissions granted to support staff for the Delete all device data and remove device and the Delete only the organization data and remove the device tasks (see Appendix C: BAS permissions for the Admin and Help Desk roles)	September 2012
Block of Internet access to BAS console to improve security (see Accessing the BlackBerry Administration Service).	October 2012
Support Roles and Responsibilities section has been updated. Permission settings for the Admin and Help Desk roles also have been updated for BES v5.0.4 under the User and Devices, E-mail, and BAS Setup categories (notations provided in Appendix C).	October 2013

Support Roles and Responsibilities

Microsoft provides access to BAS to allow customers to manage their own environments. Also provided by Microsoft are links to user manuals, Knowledge Base support articles, and training material as shown on the [BlackBerry Enterprise Server landing page](#) in the Customer Extranet site. The BES/BAS section of the *Technical Scenarios Matrix* held in the [Customer Handbooks area](#) of the Customer Extranet site provides an understanding of roles and responsibilities associated with BES/BAS support. The [Enterprise Activation Troubleshooting](#) description in Appendix B of this document provides information describing how to address BlackBerry device activation issues. The following URL string will display all applicable BES support articles held in the Microsoft Support site:

<http://search.microsoft.com/en-us/supportresults.aspx?form=mssupport%2cPNME&q=office%20365%20dedicated%20bes&first=1&FORM=PEME>

Customers are expected to escalate issues related to server failure, task failure, or the lack of administrative functionality within BAS (e.g., multi-user actions for some tasks). Any requests that are defined in the *Technical Scenarios Matrix* as being within the ability of the customer to perform will be de-escalated. Support requests can be submitted to Microsoft following the procedures described in [How to submit a support incident online through the Office 365 portal](#). Use the **Exchange Online** topic and the **BlackBerry Administration** sub-topic when you submit the support incident online or when contacting Microsoft Online Services Support (MOSSUP) by telephone. Contact telephone numbers for MOSSUP are described in the [Technical support for Office 365 dedicated](#) Knowledge Base article.

Accessing the BlackBerry Administration Service

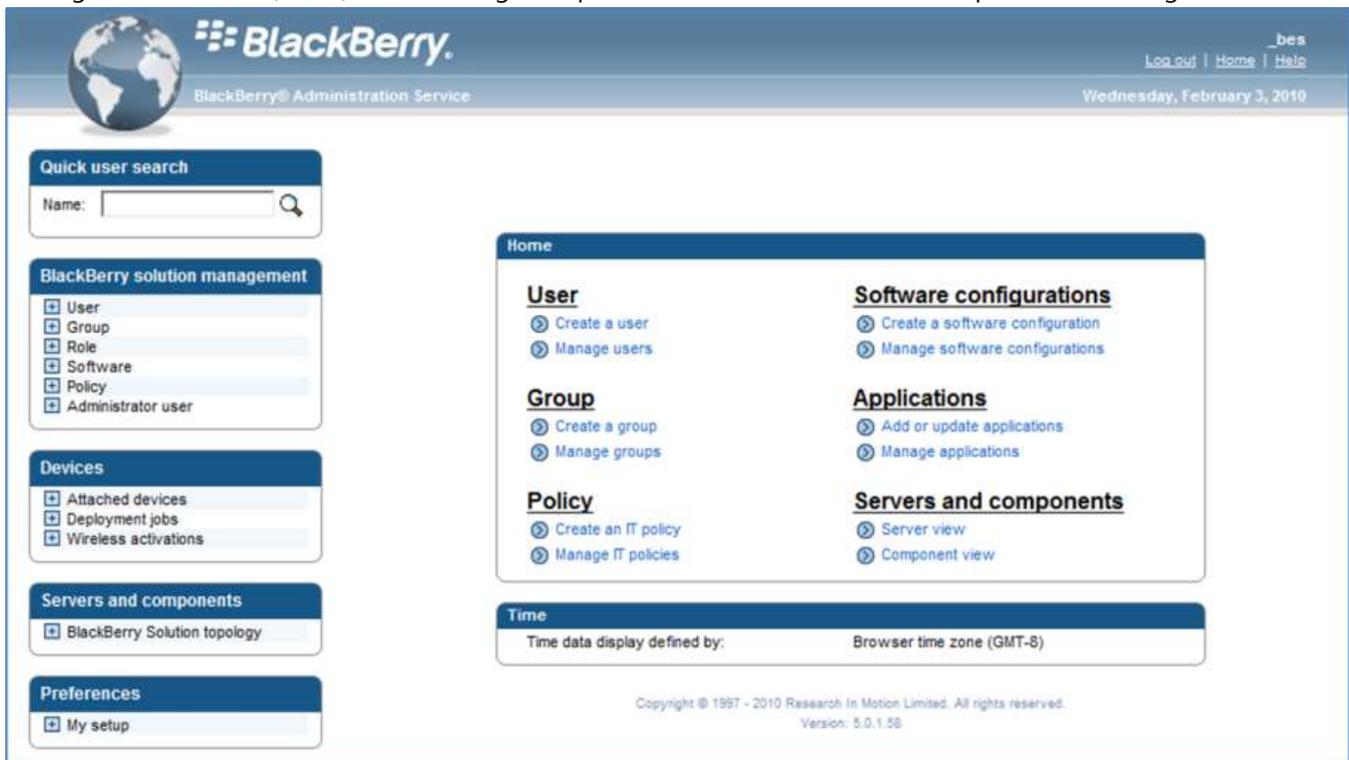
To access BAS in your environment:

1. Navigate to the URL of the BAS service.
Example URL: https://<YourOrg_OWA_URL>/webconsole/login
2. Select **BlackBerry Administration Service** in the **Log in using** combo-box.
3. In the **User name** field, type your BAS User name provided by your Microsoft Online Services deployment PM.
4. In the **Password** field, type the associated password.
5. Click **Log in**.

 **Note:** For security reasons, access to the BAS Webconsole URL is only possible via the private network of the customer; Internet access is **blocked**.

Home Screen

Once authenticated, the BAS Home page loads. The Home page is divided into two sections similar to a Microsoft Management Console (MMC), i.e. the navigation pane is on the left and the details pane is on the right.



BlackBerry solution management

The navigation pane provides access to **Quick user search** and **BlackBerry Solution Management**. The solution management area supports the management of Users, Groups, Roles, Software and Policies.



As an IT Professional, you will mainly work with the **User** section of the **BlackBerry Solution Management** pod.

Manage end-users and their devices

Locating a User

The following section provides instructions to follow when a modification to a user or device is required. The first step is to locate the individual user account that requires maintenance. To locate the relevant account and display management functions for the account, perform the following:

1. From **BlackBerry solution management**, click **Manage Users**.



2. Enter your search criteria, pick a **sort order**, click **Search**, and select a user in the results to manage.

User > Manage users

Manage users

You must search for a user to manage. You can update user information, add or change the groups and roles that a user is assigned to, and delete users.

Search for users

User criteria

Display name: IT policy:

Device criteria

PIN: Model:
Carrier: Phone number:

Email criteria

Last contact date: More than 1 Day

Display settings for search results

Fetch size: 100 Default sort criteria:

View more criteria

Reset search results configuration

Showing 1 - 4 of 1
Default sort criteria: Display name

Display name (Default sort criteria)	PIN	IT policy	Device model	Phone number	Home carrier	User ID	User name
<input type="checkbox"/> BES Service Account							admin
<input type="checkbox"/> bestest1	2100000A	Default	9550	1519888746			

3. The management options for the individual user account are displayed.

User Information	Groups	Roles	Software tokens	Component information	Access control rules
Software configuration	Policies	Wi-Fi profiles	VPN profiles		

User information	
Display name:	bestest1
User ID:	2

Authentication type	User name	Password
Active Directory	The entered data retrieved a user identification from the Active Directory system. The authentication will use the associated Active Directory credentials.	

Associated device properties			
PIN	2100000A	Device model	9550
Home Carrier	Research In Motion	Current Carrier	Default CDMA Network
Phone number	15198887465	Software version	5.0.0.713 (Platform 2.13.0.129)
Associated BlackBerry Enterprise Server	999DBES02		
Last contact date	10/13/11 3:19:18 AM	Last message sent	10/13/11 3:19:18 AM
Result of last transaction to the device	Failed forwarding message		
Device IT policy	Default	Device IT policy time	10/11/11 2:54:25 PM
Queued IT policy status	Error		

Messaging configuration	Description
Default configuration	The default configuration is created automatically when the BlackBerry Enterprise Server is installed.

- Edit user
- Send message to user
- Back to search
- Back to previous search results

<p>BlackBerry Enterprise Server status</p> <ul style="list-style-type: none"> Switch BlackBerry user to different BlackBerry Enterprise Server Disable as BlackBerry user <p>Status</p> <ul style="list-style-type: none"> Delete user Reload user 	<p>Device activation</p> <ul style="list-style-type: none"> Specify an activation password Generate an activation email Clear activation password Specify new device password and lock device <p>Device deployment</p> <ul style="list-style-type: none"> Resend service books to a device Resend IT policy to a device View tasks
--	--

User Management context menu options

Once you have selected a user to manage, you are taken to the **User Information** tab of the user profile. From here, you can use a context menu to access a number of common administrative actions related to the user or their device. **Right-clicking** on a user's profile displays a content menu as highlighted below.

User > Manage users > View user (BPOScorptest1)

Manage users

You must search for a user to view user information, add or change the groups and roles that a user is assigned to, and delete users.

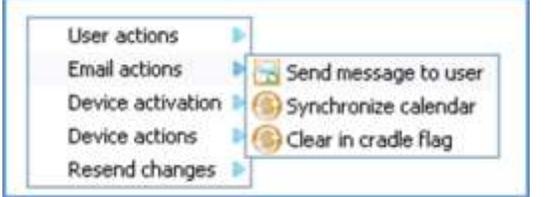
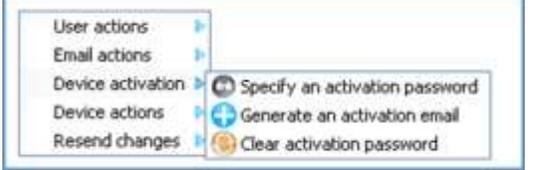
- User actions
- Email actions
- Device activation
- Device actions
- Resend changes

[User Information](#) | [Groups](#) | [Roles](#) | [Wi-Fi profiles](#) | [VPN profiles](#) | [VoIP profiles](#) | [Software tokens](#) | [Component information](#)
[Access control rules](#) | [Software configuration](#) | [Policies](#)

User information	
Display name:	BPOScorptest1
User ID:	19

Authentication type	User name	Password
Active Directory	The entered data retrieved a user identification from the Active Directory system. The authentication will use the associated Active Directory credentials.	

The following table summarizes available administrative actions:

<p>User actions menu</p> <p>The items below are available on the User actions menu.</p> <ul style="list-style-type: none"> ➔ Edit user ➔ Switch BlackBerry user to a different BlackBerry Enterprise Server ➔ Add group 	
<p>Email Actions menu</p> <p>The items below are available on the Email actions menu.</p> <ul style="list-style-type: none"> ➔ Send message to user ➔ Synchronize calendar ➔ Clear in cradle flag 	
<p>Device activation menu</p> <p>The items below are available on the Device activation menu.</p> <ul style="list-style-type: none"> ➔ Specify an activation password ➔ Generate an activation email ➔ Clear activation password 	
<p>Device actions menu</p> <p>The items below are available on the Device actions menu.</p> <ul style="list-style-type: none"> ➔ View device information ➔ Set owner information ➔ Specify new device password and lock device ➔ Delete all device data and disable device 	
<p>Resend changes menu</p> <p>The items below are available on the Resend changes menu.</p> <ul style="list-style-type: none"> ➔ Resend service books to a device ➔ Resend IT policy to a device ➔ Resend peer to peer key to a device. <p>Important: For troubleshooting purposes you should have a user delete their service books before resending them.</p>	

Manage an Existing User

All user support functions can be completed from the **Manage Users** screen. The top of the page contains tabs that allow you to quickly navigate to a specific set of management tasks. Most of the management tasks you will perform are located within the **User Information** and **Policies** tabs.

Manage users

You must search for a user to manage. You can update user information, add or change the groups and roles that a user is assigned to, and delete users.

User Information	Groups	Roles	Wi-Fi profiles	VPN profiles	VoIP profiles	Software tokens	Component information
Access control rules	Software configuration	Policies					

User Information

The **User Information** tab is shown by default when you manage a user and it provides links to common user management tasks. This page contains user information grouped into four categories, the first two are **User Information & Authentication type**

User information	
Display name:	TestBes01
User ID:	43

Authentication type	User name	Password
Active Directory	The entered data retrieved a user identification from the Active Directory system. authentication will use the associated Active Directory credentials.	

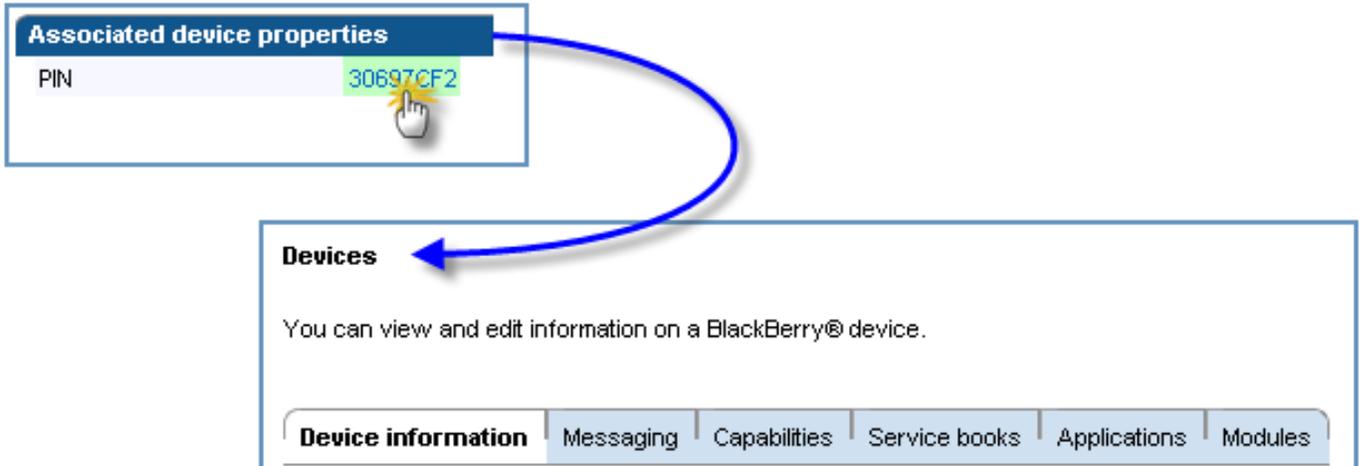
The other two categories are **Associated device properties & Messaging configuration**

Associated device properties		
PIN	30697CF2	Device model
Home Carrier	Research In Motion	Current Carrier
Phone number		Software version
Associated BlackBerry Enterprise Server	WA1ANNBES002	
Device IT policy		Device IT policy time
Queued IT policy status	Sent	
Last contact date		Last message sent
Result of last transaction to the device	No Value	

Messaging configuration	Description
Default configuration	The default configuration is created automatically when the BlackBerry Enterprise Server is installed.

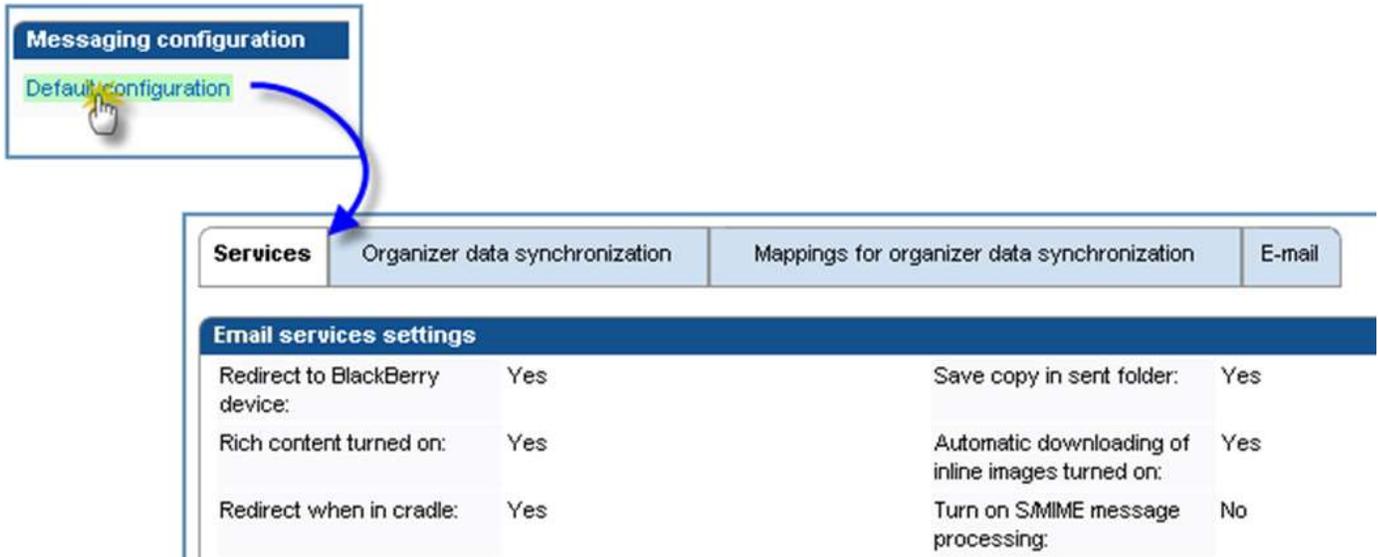
Associated device properties

Clicking the **PIN** link in the **Associated device properties** pod of the **User information** tab allows you to view and edit information on the user's device.



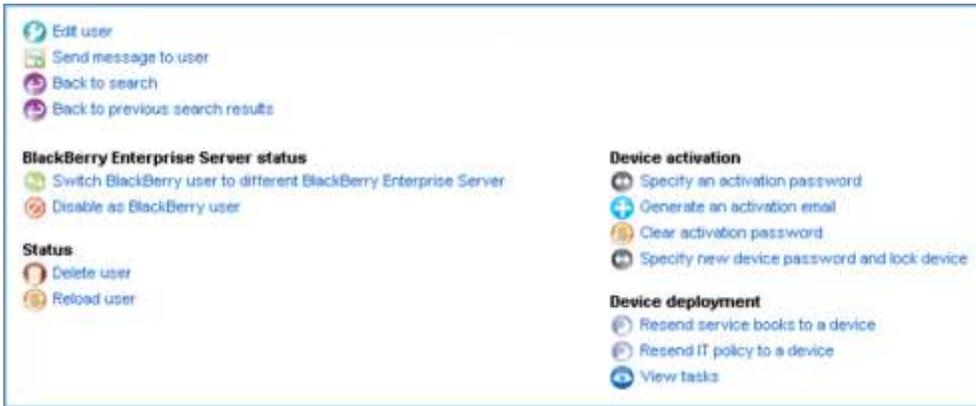
Messaging configuration

Clicking the user's current configuration allows you to **view** or **edit** the user's messaging configuration.



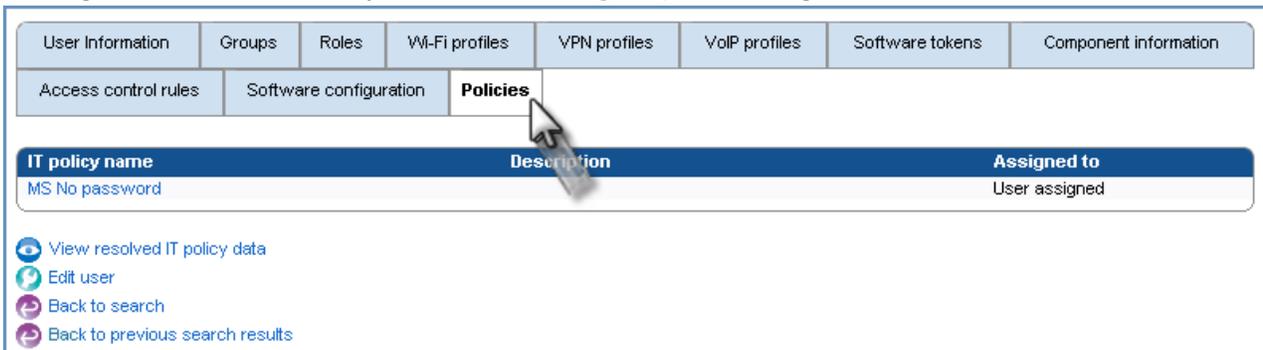
User Management links

By scrolling to the bottom of the **User Information** tab, you will find a menu containing all user support functions that can be completed.



IT Policies

Clicking the **Policies** tab allows you to view or change IT policies assigned to a user.



Click the [Edit user](#) link to apply a predefined IT Policy

The screenshot displays the Office 365 administration console interface. At the top, a callout box titled "IT policy name" shows "MS No password" and lists four actions: "View resolved IT policy data", "Edit user", "Back to search", and "Back to previous search results". A blue arrow points from the "Edit user" link in this callout to the "IT policy" dropdown menu in the main interface. The main interface has a navigation bar with tabs for "User information", "Groups", "Roles", "Wi-Fi profiles", "VPN profiles", "VoIP profiles", "Software tokens", and "Component information". Below this, there are tabs for "Access control rules", "Software configuration", and "Policies". The "Policies" tab is active, showing an "IT policy" section with a dropdown menu currently set to "MS No password". The dropdown menu is open, showing a list of policies: "Default", "Basic Password Security", "Medium Password Security", "Advanced Security", "Medium Security with No 3rd Party Applications", "Advanced Security with No 3rd Party Applications", "MS Password", and "MS No password". To the left of the dropdown, there are "Save all" and "Cancel and return to view" buttons. A yellow note box states: "Note: The policies shown are examples only and do not mirror the IT policies used production."

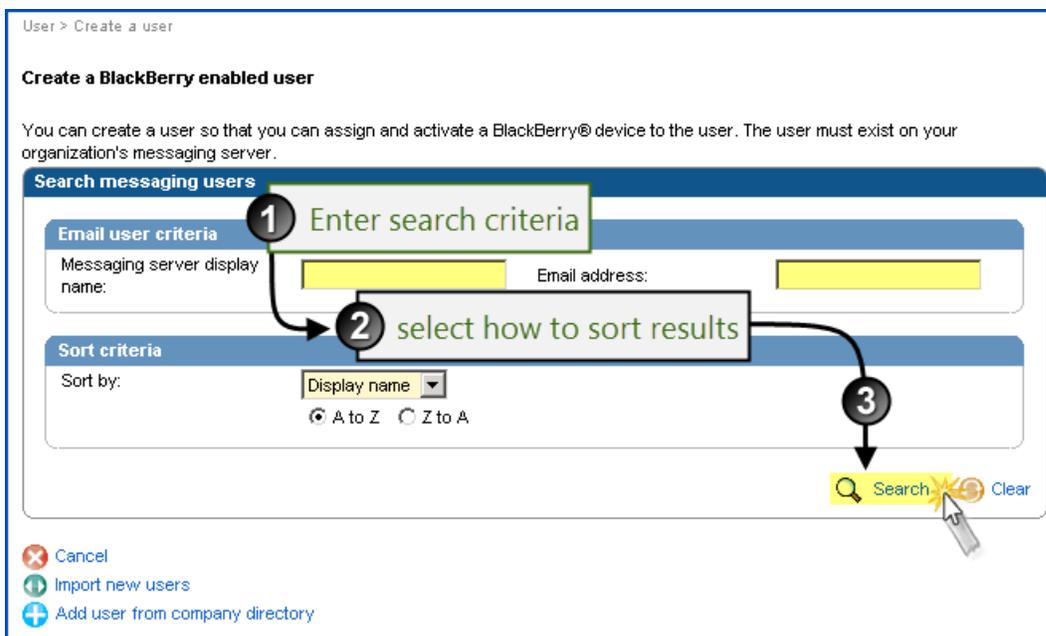
Activate a new BlackBerry user

Perform the following steps to add a new BlackBerry user:

1. From BlackBerry solution management, click **Create a user**

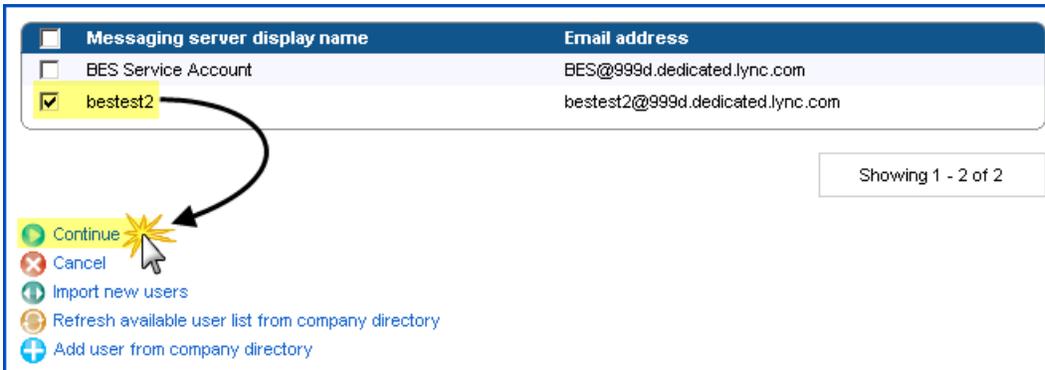


2. From **Search messaging users**, click  or press ENTER,

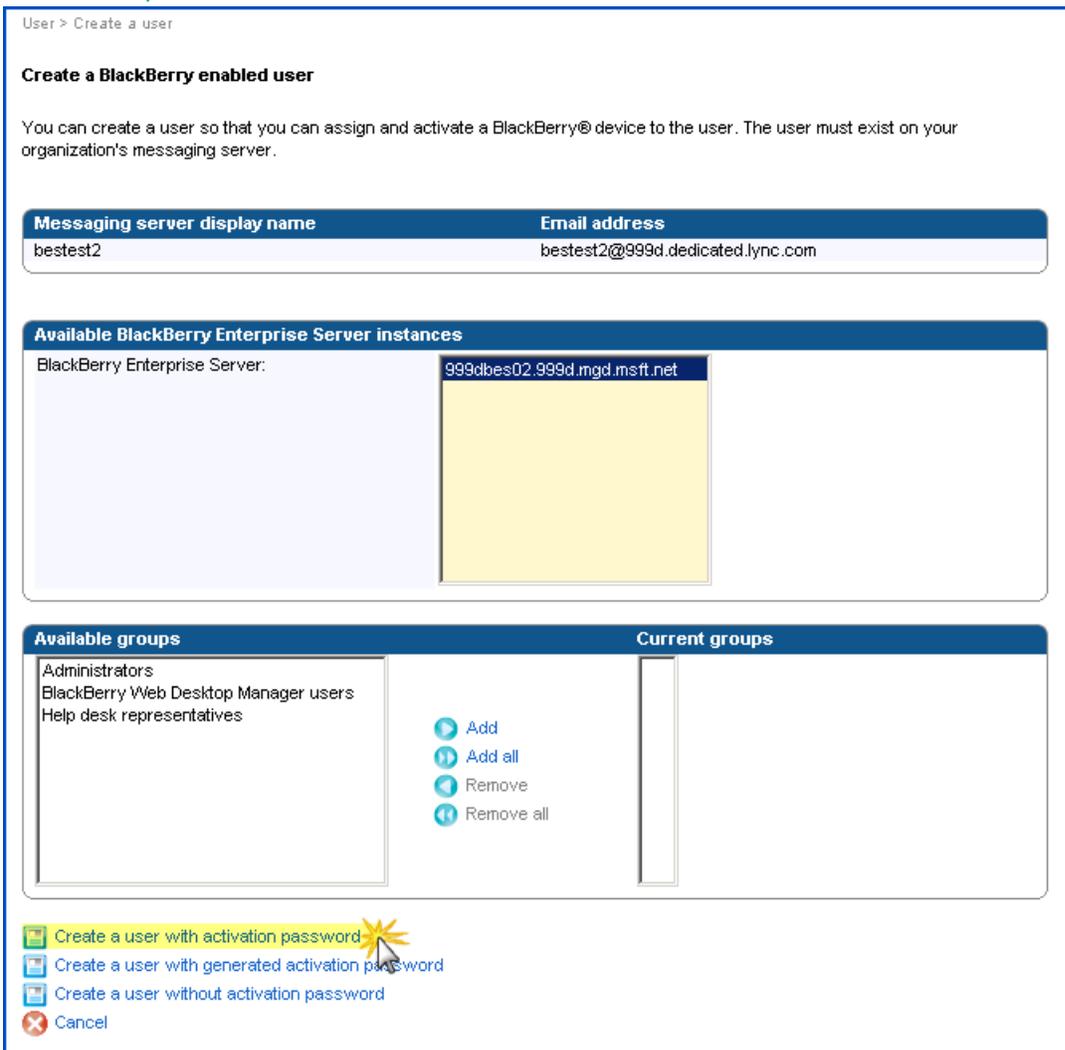


Important: On the BlackBerry Enterprise Server, multiple users may have the same display name. For this reason, it is a best practice to initially attempt to locate a user account using an Email Address or Alias.

3. Select the target user from the resulting user list, and then click **Continue**.



4. Select the users BES server in **Available BlackBerry Enterprise Server instances** and then click **Create a user with activation password**.



6. In the **Set activation password** section, **type and confirm an activation password**.

In the **Password expiration** field, **enter the number of hours** the password should be valid before expiring

- **NOTE:** The activation password is not the device password but rather a one-time use password for activating the device to the Exchange server

Click the **Create user** link.

User > Create a user

Create a BlackBerry enabled user

You can create a user so that you can assign and activate a BlackBerry® device to the user. The user must exist on your organization's messaging server.

Messaging server display name	Email address
bestest2	bestest2@999d.dedicated.lync.com

BlackBerry Enterprise Server	
BlackBerry Enterprise Server:	999dbes02.999d.mgd.msft.net

Set activation password

Please verify that the BlackBerry® device meets the following requirements:

BlackBerry® Device Software Version 4.0 (Java®) or higher

Set the activation password.
Type this password on the Enterprise Activation screen on the BlackBerry device so that you can activate the device over the wireless network.
The device password must contain alphanumeric characters or symbols from the Latin-1 character set only (for example, a-z, A-Z, 0-9, \$ # @). Not all BlackBerry devices currently support accented characters and certain special characters.

Activation password:

Confirm password:

Password expiration (hours):

Once the user has been created, **you still need to assign a BlackBerry device to the user account**; this process is covered in the next section beginning with **Step 4**.

Add a BlackBerry device to an existing BES user account

To activate a BlackBerry device for an existing user on the BlackBerry Enterprise Server, you need to assign an activation password to a user account. The user receives the activation password in an email message and associates the BlackBerry device with the email account by typing the password on the BlackBerry device. To specify an Activation Password, perform the following steps:

Note: Proceed to [Step 4](#) if you have created a new user and already specified an activation password like you did in the previous section. If you are adding a device for an existing user and have not set an activation password, begin with Step 1 below.

1. Using the **Quick user search** pane, search for the user by their **Display Name** or **Alias**



2. Under **Device activation**, click **Specify an activation password**.



3. On the **Set activation password** page, in the **Activation password** and **Confirm password** fields, **enter the activation password**.

4. After BES processes the new Activation Password it displays a confirmation page with the following message:

The activation password has been set. This password will expire in XXX hours.

An activation email is being sent from the blackberry.net domain with an ETP.DAT attachment.

To ensure this email is not blocked or modified, the blackberry.net domain should be whitelisted against any anti-virus, anti-spam, or blacklisting software utilized by the email system or gateway.

Each user must access the Enterprise Activation screen on the device and enter their email address to complete the activation.

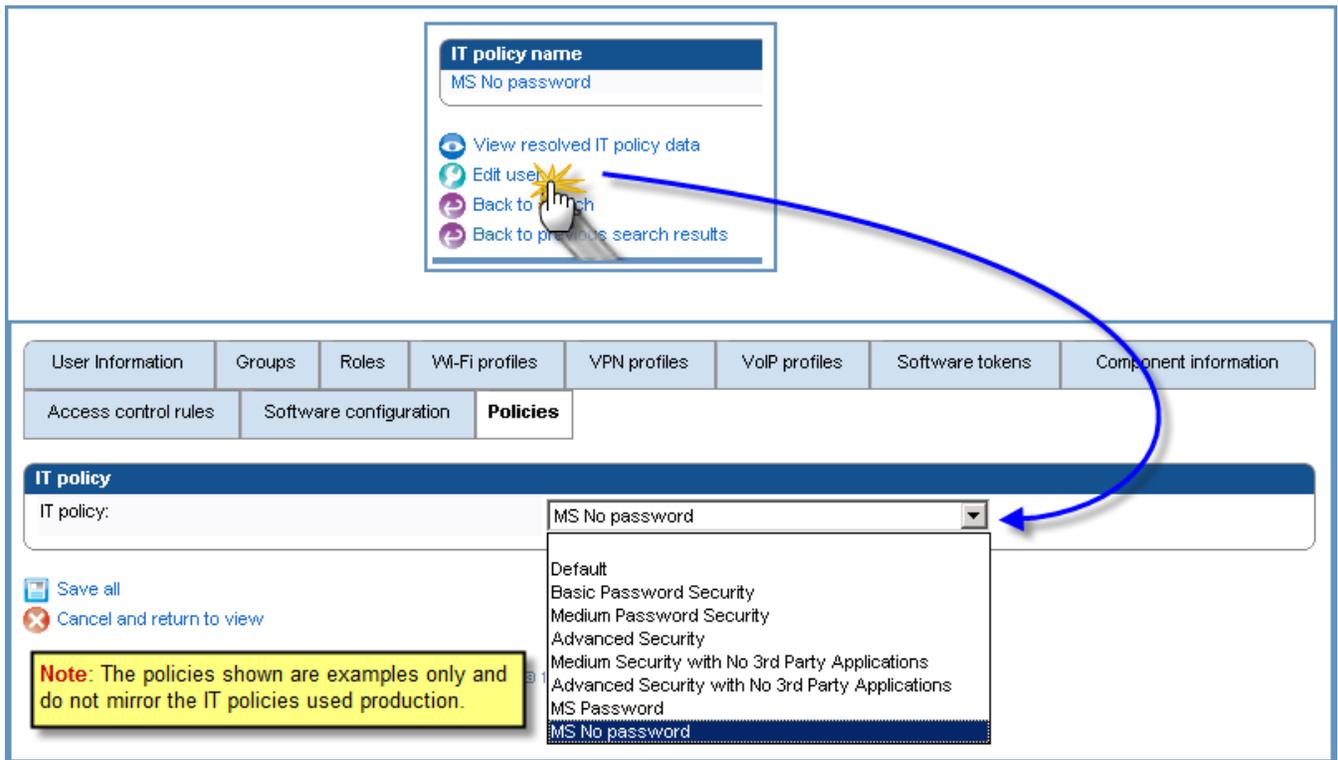
5. An end-user can now activate the device using the BlackBerry Wi-Fi network. To activate the device, the end-user must perform the following tasks on the BlackBerry device:
 - a. On the BlackBerry device, in the device options, click **Advanced Options**.
 - b. Click **Enterprise Activation**.
 - c. In the **Activation email address** field, type the user's email address.
 - d. In the **Activation password** field, type the activation password.
 - e. Click **Activate**.

Note: Step 5 above must be performed by the end-user unless an IT Pro or Help Desk staff has physical access to the device.

6. To verify that the activation has completed, confirm that a device PIN is associated with the user account.



7. If an IT Policy isn't already assigned to a group the user is a member of or the user doesn't belong to a group, view the Policies tab of the user profile and click the Edit user link to apply a preconfigured IT Policy if needed.



Perform a remote factory reset of a device and disable it

If a user is unable to wipe (erase) their own device, A member of the Help Desk or an IT Pro can wipe the device behalf of the end user which requests the device be wiped remotely.

Typical reasons for this include:

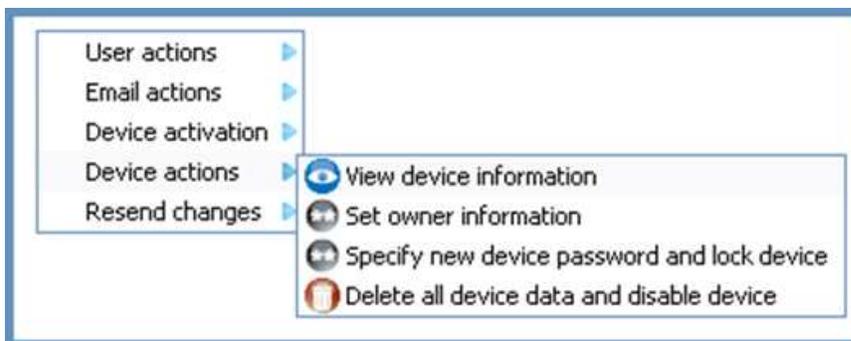
- The device is displaying errors and the end-user is unable to manually wipe the device.
- Device Sync Issue
- The end-user is switching devices
- Device has been lost or stolen

To remotely wipe and disable a device:

1. On the BlackBerry solution management menu, expand the User node then select **Manage users**.



2. Search for the user account and in the search results click the **Display Name** of the user account.
3. The user profile loads the **User information** tab; **right-click** to display the context menu.



4. Point to **Device Actions**, click **Delete all device data and disable device**.
5. Scroll to the bottom of the window, click **Yes - Delete all device data and disable device**.



For additional information, see BlackBerry Knowledge Base Article [KB04529](#).

Disable a user account on the BlackBerry Enterprise Server

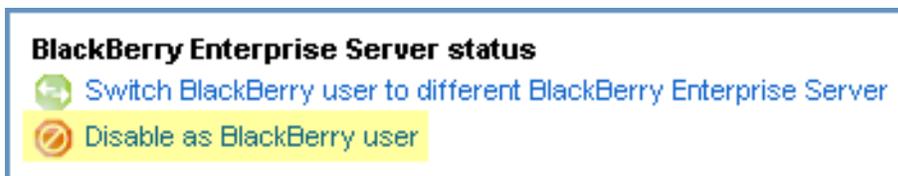
There are times when it may be required to disable one or more active BlackBerry users temporarily. For example, if one or more users no longer require access to a device because they are going on leave or your company's internal policies or workflow requires that access must be revoked temporarily.

Perform the following actions to **disable a user account** on the BlackBerry Enterprise Server using BAS:

1. On the BlackBerry solution management menu, **expand the User node** then select **Manage users**.



2. **Search for the user account** and in the search results click the **Display Name** of the user account.
3. In the **BlackBerry Enterprise Server status** list at the bottom of the page, click **Disable as BlackBerry user**.



4. To keep the BES information in the user's mailbox, click **Yes - Disable as BlackBerry user**.



Delete a user from the BlackBerry Enterprise Server

There may be times when you need to delete one or more active BlackBerry users. For example, if one or more users no longer require access to a device or the user is no longer at the organization.

The **delete the user and remove the BES information in the user's mailbox** command can be sent to a BlackBerry® smartphone over the wireless network to erase all data and disable it so that it is no longer connected to the BlackBerry® Enterprise Server. Always verify whether the command is successfully sent and received.

The smartphone must be turned on and in a wireless coverage area sufficient enough to receive the command. If the smartphone is turned off or is out of a wireless coverage area, the command is queued on the BlackBerry Enterprise Server until the smartphone is turned on or returns to a wireless coverage area.

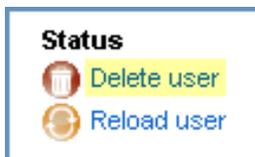
Important: If a user is removed from the BlackBerry Enterprise Server before the command has reached the smartphone, data will not be erased from the smartphone.

Perform the following actions to **delete the user** and **optionally delete the associated BlackBerry information**:

1. On the BlackBerry solution management menu, **expand the User node** then select **Manage users**.



2. **Search for the user account** and **in the search results** click the **Display Name** of the user account.
3. In the **status** section at the bottom of the page, click **Delete user**.



4. To delete the user and keep the BES information in the user's mailbox, click **Yes – Delete this user**
 To delete the user and remove the BES information in the user's mailbox, click **Yes – Delete this user and remove the BlackBerry information from the user's mail system**

Are you sure you want to delete this user?

User information	
Display name:	BPOScorptest1
User ID:	

- Yes - Delete this user
- Yes - Delete the user and remove the BlackBerry information from the user's mail system
- No - Do not delete this user

Additional information

Consider the following items before clicking: **Yes-Delete the user and remove BlackBerry info...**

- If the smartphone is turned off when the Erase Data and Disable Handheld command is sent, the command is executed as soon as the smartphone connects to the wireless service provider's network. The command is queued on the wireless provider's network for 7 days.
- If a user account is activated with a new BlackBerry smartphone and the user account was not removed from the BlackBerry Enterprise Server, the Erase Data and Disable Handheld command is executed.
- The Erase Data and Disable Handheld command can be canceled by selecting the Cancel Pending Disable Handheld option.
- The Erase Data and Disable Handheld command can still be sent to a smartphone that has a Microsoft® Active Directory® account disabled, or when a user has had their mailbox deleted from the mail store, so long as the user was not removed from the BlackBerry Enterprise Server.
- This factory reset can be performed remotely from the server via BAS to wipe the device data and applications.
- There is an IT Policy rule called "Media Card Format on Device Wipe," which should also be able to wipe the device's Media Card as well if **Content Protection** is **enabled**.

BlackBerry is tracking a known issue where the remote execution of a handheld wipe does not trigger the media card wipe. Until this issue is resolved, only a wipe from the handheld itself will successfully wipe the media card. There is no other workaround available at this time.

Delete your organization's data from a device and leave the personal data intact

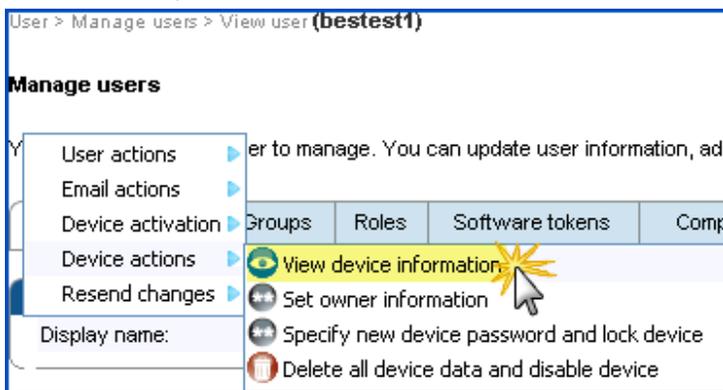
This functionality is only available to users that have a BlackBerry v6+ device that is assigned to an IT policy that has the **Enable Separation of Work Content IT policy rule** configured to **Yes**.

To Delete your organization's data and leave personal data intact:

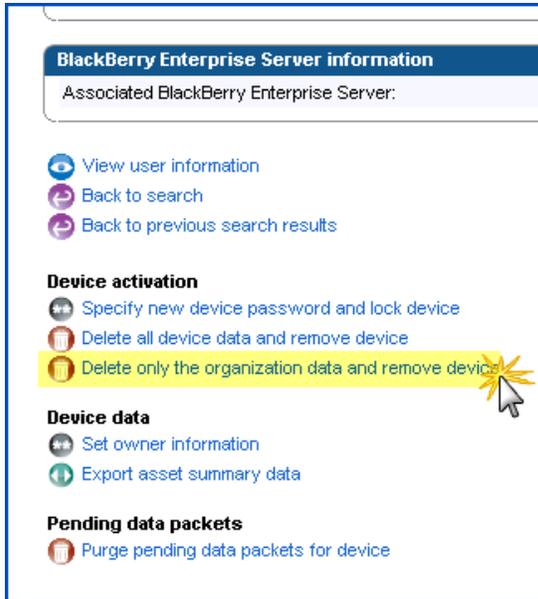
1. From **BlackBerry solution management**, expand **User** and click **Manage users**



2. Search for the user account and in the search results click the **Display Name** of the user account
3. The user profile loads and displays the **User information** tab; **right-click** to display the context menu, **Point to Device Actions**, click **View device info**



4. Scroll to the bottom of the window and in the **Device activation** section, click **Delete only the organization data and remove device**



Exporting asset data and user statistics to a .CSV file

To export **Asset summary data** or **user statistics** from BAS to a **Comma Separated Values (CSV)** file that can be opened as a spreadsheet in Microsoft Excel.

1. From **BlackBerry solution management**, expand **User** and click **Manage users**



- Select users for data export and click the appropriate link.

Reset search results configuration Showing 1 - 3 of 3
Default sort criteria: Display name

<input type="checkbox"/>	Display name (Default sort criteria)	PIN	IT policy	Device model	Phone number	Home carrier
<input checked="" type="checkbox"/>	bestest1	2100000A	Default	9550	15198887465	
<input type="checkbox"/>	bestest2					
<input checked="" type="checkbox"/>	bestest2		Default			

Select all results in the entire set
Clear all selections

Reset search results configuration Showing 1 - 3 of 3
Default sort criteria: Display name

Send message to user
Export all results

BlackBerry Enterprise Server status

- Switch BlackBerry user to different BlackBerry Enterprise Server
- Disable as BlackBerry user

User status

- Delete selected users

Organizer data synchronization

- Remove user synchronization field mappings
- Clear backed up data for organizer data synchronization
- Export asset summary data for selected users
- Clear statistics for selected users
- Export statistics for selected users

Add to user configuration

- Add group
- Add role
- Add software configuration
- Set IT policy
- Add Wi-Fi profile
- Add VPN profile
- Add push rule
- Add pull rule

Remove from user configuration

- Remove group
- Remove role
- Remove software configuration

Export Device Data (points to 'Export statistics for selected users')

Export User Data (points to 'Export statistics for selected users')

- Click **Download file** and then click **Save** on the download prompt.

User > Manage users > Export users

The user list has been exported.

- Download file
- Back to previous search results
- Back to search

0% of app from 999dbes02 Completed

File Download

Do you want to save this file, or find a program online to open it?

Name: UsersData.csv
Type: Unknown File Type
From: 999dbes02

Find Save Cancel

BlackBerry Enterprise Messenger for provisioned Lync users

End-users provisioned to use the Microsoft® Lync™ service must be running a supported version of the BlackBerry OS, with functioning Exchange Mailbox integration, to have the ability to sign-in to Lync using **BlackBerry Enterprise Messenger (BEM)**. Once installed, users may launch **BEM** from the home screen by opening the **Instant Messaging (IM)** folder.



NOTE: Prior to verifying a user's ability to log into Lync using BEM, the BlackBerry device must be able to communicate with the user's Exchange Mailbox via BES. The user also must be provisioned on the Lync Server as a BlackBerry client authorized to use the BEM feature.

BEM allows end-users to modify the following items:

- sign-in name
- user credentials
- presence status
- option to save password
- option to automatically log on

The screenshots in this section were taken using:

- The BlackBerry Bold 9780 emulator running [BlackBerry Smartphone Simulator v3.0.0.139](#)
- OS version 6.0.0.570
- BlackBerry Enterprise Messenger client 2.5.46



The BlackBerry Enterprise Activation process

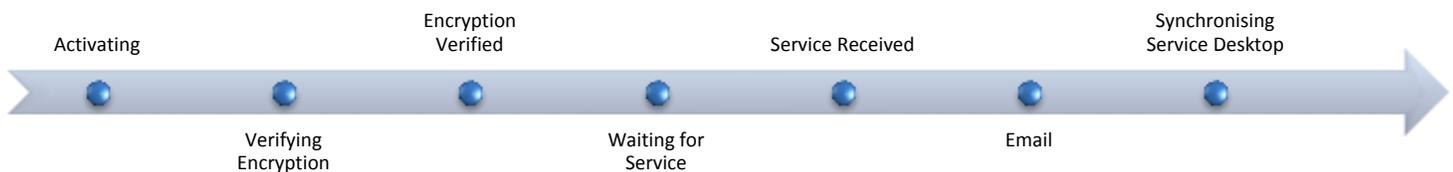
An overview of each phase of the BlackBerry Enterprise Activation process is described below. Each phase is described including the activation steps involved, success metrics, the root causes of failure, and the troubleshooting steps to resolve each of the issues.

To effectively troubleshoot a BES activation issue, it's important to know the following:

- Identify the stage in the activation process where the failure is occurring.
- The error message being received or the behavior being experienced on the device.
- The date/time of the most recent failure (if the issue is escalated to Microsoft).

Note: If your company supplies your Help Desk with BlackBerry test devices, the quickest way to troubleshoot device issues is to test activate the problematic user on a test device.

Below is an overview of the different phases in an Enterprise Activation and the errors that can occur. The appropriate troubleshooting steps recommended by BlackBerry are included in each section. If these steps do not explain or allow the issue to be resolved, the issue should be *escalated to Microsoft Online Services Support via a service request using the proper escalation template found within the [Escalation Templates folder](#) of the Customer Extranet site.*



1st Phase - Activation

1. An Administrator, IT Pro or Help Desk agent sets the wireless Enterprise Activation password on the BlackBerry smartphone user's account and communicates it to the BlackBerry smartphone user.

Set the activation password.
Type this password on the Enterprise Activation screen on the BlackBerry device so that you can activate the device over the wireless network.
The device password must contain alphanumeric characters or symbols from the Latin-1 character set only (for example, a-z, A-Z, 0-9, \$ # @). Not all BlackBerry devices currently support accented characters and certain special characters.

Activation password:

Confirm password:

Password expiration (hours):

- On the BlackBerry smartphone in the Enterprise Activation screen, the BlackBerry smartphone user types the email address and activation password.

	<p>Depending on the BlackBerry Device Software version running on your BlackBerry device and whether your BlackBerry device has been activated in the past, there are four ways of accessing the Enterprise Activation screen.</p> <p>From the Home screen</p> <p>The Enterprise Activation icon (BlackBerry Device Software 4.0 or later)</p> <p>The Setup Wizard icon (BlackBerry Device Software 4.2 or later)</p> <p>From the Options menu</p> <p>The Options menu (BlackBerry Device Software 4.0)</p> <p>The Advanced Options menu (BlackBerry Device Software 4.1 or later)</p>
---	--

- The BlackBerry server creates an encrypted activation message that contains an ETP.DAT file and sends it to the BlackBerry smartphone user's mailbox.

Note: The ETP.DAT message contains routing information and the BlackBerry smartphone's activation public keys and is sent from `network@etpXXXX.<etp_address>.blackberry.net`. The ETP.DAT message is routed through the BlackBerry Infrastructure to the BlackBerry smartphone user's mailbox as a standard message with an attachment. When the ETP.DAT message is sent, the BlackBerry smartphone displays the status of Activating.

Troubleshooting the 1st phase

Below are the issues that arise during the 1st phase of Enterprise Activation and their resolution.

Issue 1: An error has occurred. Please contact your administrator.

There is a conflict with the activation password.

Resolution

- Confirm the correct activation password is being used. Activation passwords are case sensitive.
- If the correct password is being used, set a new activation password and communicate it to the end user.

The BlackBerry smartphone PIN is already in use on another BlackBerry Enterprise Server instance.

Resolution

- If the user's mailbox was recently migrated, verify that their BES account has been removed from their original BES server.
- Verify that the user wiped their device since their mailbox was migrated.

Mailbox cannot receive mail from external recipients or the mail is being automatically forwarded.

Resolution

1. Log into the mailbox and confirm that messages from external recipients are being properly delivered.
2. If everything is working correctly the BES activation message should be in the Inbox folder dumpster. Make note if the message is in another location and escalate to Microsoft Online Services Support via a service request using the proper escalation template.
3. Confirm there is no automatic forwarding configured for the mailbox

Issue 2: The enterprise activation process stops at the Activating or Retrying status.

The BlackBerry smartphone is not in an area with sufficient wireless network coverage.

Troubleshooting Steps

1. Have the end-user test connectivity by sending a personal identification number (PIN) message from the BlackBerry smartphone.
2. If the PIN message is not received successfully then there is not sufficient wireless network coverage for the activation to be successful.

Issue 3: Device displays Activating or Retrying during the enterprise activation process and reports:

- The server is not responding. Please contact your System Administrator.
- An error has occurred. Please contact your System Administrator.

During the enterprise activation process, the BlackBerry smartphone displays an Activating status for ten minutes. Another attempt to activate will occur after 10 minutes for a maximum of four attempts.

The user mailbox is full.

Troubleshooting Steps

If the mailbox is full activation will not complete. To ensure this is not the case, make sure the mailbox is currently receiving mail from external recipients. If this is not the issue, continue with the additional steps below and escalate to Microsoft Online Services Support via a service request using the proper escalation template if the issue is not resolved.

An incorrect email address was provided.

Troubleshooting Steps

Verify the correct email address was specified for the activation.

There is a conflict with the activation password.

Troubleshooting Steps

1. Confirm the correct activation password is being used. Activation passwords are case sensitive.
2. If the correct password is being used, set a new activation password and communicate it to the end user.

The ETP.DAT message has been deleted or is not accessible on the Microsoft Exchange server.

Troubleshooting Steps

1. Activation will not complete if messages are being routed automatically to a PST file. This can be determined by checking with the user or by sending a test message to confirm it remains in the Inbox.
2. Check for rules in the mailbox that might have moved the message from the Inbox folder.
3. If the ETP file is not being received into the mailbox or if it remains in the Inbox folder for over ten minutes, escalate to Microsoft Online Services Support via a service request using the proper escalation template.

The ETP.dat message has been modified in the Microsoft Exchange server mailbox.

Troubleshooting Steps

1. Confirm that a BES activation message is routed to the Inbox and then to the Inbox Dumpster...
2. Verify the subject line contains the following and has not been modified by an antivirus or other application: RIM_bca28a80-e9c0-11d1-87fe-00600811c6a2

The BlackBerry smartphone is not registered on the wireless network and is not provisioned correctly.

Troubleshooting Steps

1. Reset the BlackBerry smartphone by removing and re-inserting the BlackBerry smartphone battery.
2. Register the BlackBerry smartphone over the wireless network.
3. Check the BlackBerry smartphone for a registration confirmation email message.
4. When the email message arrives, the BlackBerry smartphone should be registered on the wireless network and the enterprise activation process should finish.
5. If the enterprise activation process does not finish, contact the wireless service provider to confirm that the BlackBerry smartphone is provisioned correctly.

2nd Phase - Encryption Verification

Overview of 2nd phase

1. When the ETP.DAT message arrives at the messaging server, the BlackBerry Messaging Agent checks the content.
2. The BlackBerry Enterprise Server processes the data that is attached to the message. It verifies that the encrypted passwords match. If it matches, the BlackBerry Messaging Agent generates a new permanent encryption key using either Triple Data Encryption Standard (Triple DES) or Advanced Encryption Standard (AES), and sends it to the BlackBerry smartphone.

3rd Phase - Receiving Services

Overview of 3rd phase

1. The BlackBerry Enterprise Server and the BlackBerry smartphone establish a master encryption key.
2. The BlackBerry smartphone and the BlackBerry Enterprise Server both verify receipt of the master key.
3. The BlackBerry smartphone implements the new encryption key and displays the following message:
[Encryption Verified. Waiting for Services...](#)
4. The BlackBerry Messaging Agent forwards a request to the BlackBerry Policy Service to generate service books.
5. The BlackBerry Policy Service receives and queues the request and sends out an IT policy update to the BlackBerry smartphone.
 - a. The BlackBerry smartphone registers that the IT policy has been applied successfully.
6. The BlackBerry Policy Service generates and sends the service books to the BlackBerry smartphone, which is now able to send messages.
7. The BlackBerry smartphone displays a status of: [Services Received](#).
8. The BlackBerry smartphone then displays the following message:
[Your email address, mailto:user@domain.tld is now enabled.](#)
[Synchronization service Desktop \[<SRP_Identifier>\]](#)

Troubleshooting the 3rd phase

IT Policy Rejected. Please wipe handheld and try again.

Troubleshooting Steps

Verify the end user wiped their device before activating.

The activation process stops responding, and the BlackBerry smartphone displays: [Waiting for Services...](#)

Troubleshooting Steps

This can take a while to complete depending on the strength of the signal to the carrier network and the general load on the BES server. Please have the user try again and if the activation continues to stop at this stage, escalate to Microsoft Online Services Support via a service request using the proper escalation template.

4th Phase- Slow Synchronization

Overview of 4th phase

1. Once the [CMIME] service book arrives on the BlackBerry smartphone, the BlackBerry smartphone is able to reconcile messages with the BlackBerry smartphone user's email account.
 - a. The BlackBerry smartphone user can configure reconciliation as required.
 - b. All service books should arrive at the same time, but only the [CMIME] service book is required for email message reconciliation.
2. The BlackBerry smartphone registers the receipt of the service books to the BlackBerry Enterprise Server and the activation process is completed.
3. The BlackBerry smartphone displays the status of: **Activation Complete**.
4. The calendar data is synchronized using the [CICAL] service book before other data is synchronized.
5. The Desktop [SYNC] service book is sent to the BlackBerry smartphone.

Note: The Desktop [SYNC] service book allows for organizer data synchronization, wireless backup and restore capability, and synchronization of email settings and filters.

6. The BlackBerry Enterprise Server sends the appropriate service books and IT policies to the BlackBerry smartphone.
7. The BlackBerry smartphone user is now able to send and receive email messages on the BlackBerry smartphone.
8. If the BlackBerry smartphone is configured for wireless organizer data synchronization and wireless backup, the BlackBerry Enterprise Server sends the following data to the BlackBerry smartphone:
 - a. Calendar entries
 - b. Address Book entries Tasks Memos
 - c. Messages

Troubleshooting the 4th Phase

The enterprise activation process stops responding at 11%

Troubleshooting Steps

Confirm that the user has wiped their device since being synced with another BES server. If this has already been done then this issue should be escalate to Microsoft Online Services Support via a service request using the proper escalation template.

To view a synopsis of each phase of the Enterprise Activation process, view [Appendix A - Enterprise Activation Quick Reference](#) at the end of this document.

Manage Third Party Applications

Third part applications (e.g. the BlackBerry Enterprise Messenger (BEM) for Lync) must be loaded into BAS and configured for distribution to specific BlackBerry devices. The steps involved are add or update, create a software configuration, manage the software configuration, and assign the software configuration to specific users. Job scheduling, job status, and steps to verify the installation of an application on a device also are available.

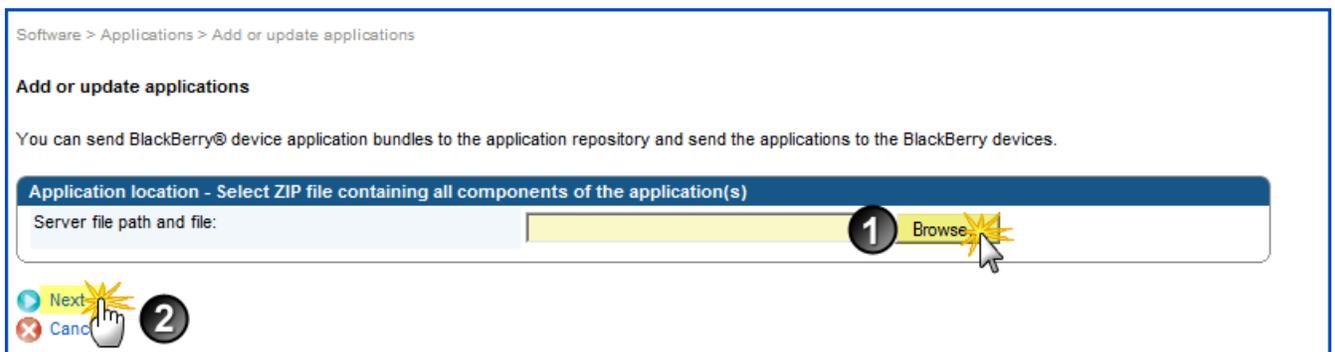
Add or update an application

Complete the following steps to add or update an application within BAS:

1. From **BlackBerry solution management**, expand **Software > Applications** and click **Add or Update Applications**.



2. Browse to a ZIP file containing the ALX and COD you wish to deploy, and click **Next**.



3. Click **Publish Application**.

Software > Applications > Add or update applications

Add or update applications

You can send BlackBerry® device application bundles to the application repository and send the applications to the BlackBerry devices.

Application name	Description	Type	Application identifier	Vendor
BlackBerry Runtime for SAP	Provides application runtime services for integration with SAP software	Java	net.rim.spitfire.runtime	Research In Motion

Create a software configuration

Complete the following steps to configure the software configuration using BlackBerry solution management:

1. From **BlackBerry solution management**, expand **Software** and click **Create a software configuration**.

BlackBerry solution management

- + User
- + Group
- + Role
- Software
 - Applications
 - Add or update applications
 - Manage applications
 - Manage default application control policies
 - Create an application control policy for unlisted applications
 - Manage application control policies for unlisted applications
 - **Create a software configuration**
 - Manage software configurations
- + Policy
- + Administrator user

2. Enter the name of the software configuration, then set the **Disposition for unlisted Applications** and click **Save**.

Software > Create a software configuration

Create a software configuration

You can use software configurations to manage applications.

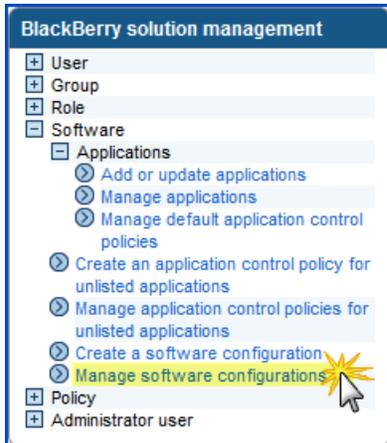
Configuration information

Name: Description:

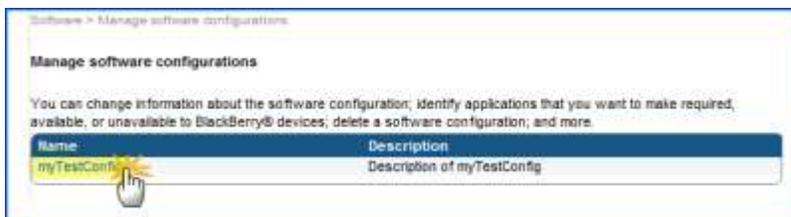
Disposition for unlisted applications: Application control policy for unlisted applications:

Manage software configurations

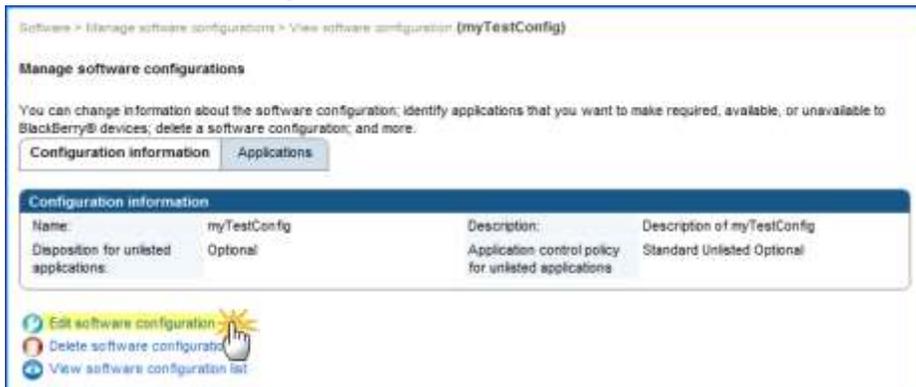
1. From **BlackBerry solution management**, expand **Software** and click **Manage software configuration**.



2. Select a software configuration



3. Click **Edit software configuration**.



4. Click the **Applications** tab.
5. Click **Add Applications To Software Configuration**.
6. Click **Search**.
7. Check the box beside the name of the new software configuration application.
 - a. Set the **Disposition** to **Required** or **Optional**
 - b. Set the **Deployment** to **Wireless**
 - c. Verify the **Application control policy** is set to the same setting as the **Disposition**

- d. Click [Add to Software Configuration](#)
- e. Click [Save All](#)

Assign software configuration to users

Complete the following steps to assign the software configuration to a user:

1. From [BlackBerry solution management](#), click [Manage Users](#).



2. Enter your search criteria, pick a [sort order](#), click [Search](#), and select a user in the results to manage.

User > Manage users

Manage users

You must search for a user to manage. You can update user information, add or change the groups and roles that a user is assigned to, and delete users.

Search for users

User criteria
 Display name: IT policy:

Device criteria
 PIN: Model:
 Carrier: Phone number:

Email criteria
 Last contact date: More than 1 Day

Display settings for search results
 Fetch size: 100 Default sort criteria: Display name

View more criteria

Reset search results configuration

Showing 1 - 4 of 4
Default sort criteria: Display name

<input type="checkbox"/>	Display name (Default sort criteria)	PIN	IT policy	Device model	Phone number	Home carrier	User ID	User name
<input type="checkbox"/>	BES Service Account							admin
<input type="checkbox"/>	bestest1	2100000A	Default	9550	1519888746			

- Click the **Software configuration** tab

User > Manage users > View user (ms-svc- besadmin)

Manage users

You must search for a user to manage. You can update user information, add or change the groups and roles that a user is assigned to, and delete users.

User Information	Groups	Roles	Software tokens	Component information	Access control rules
Software configuration	Policies	Wi-Fi profiles	VPN profiles		

- Click **Edit User**.

User > Manage users > View user (ms-svc- besadmin)

Manage users

You must search for a user to manage. You can update user information, add or change the groups and roles that a user is assigned to, and delete users.

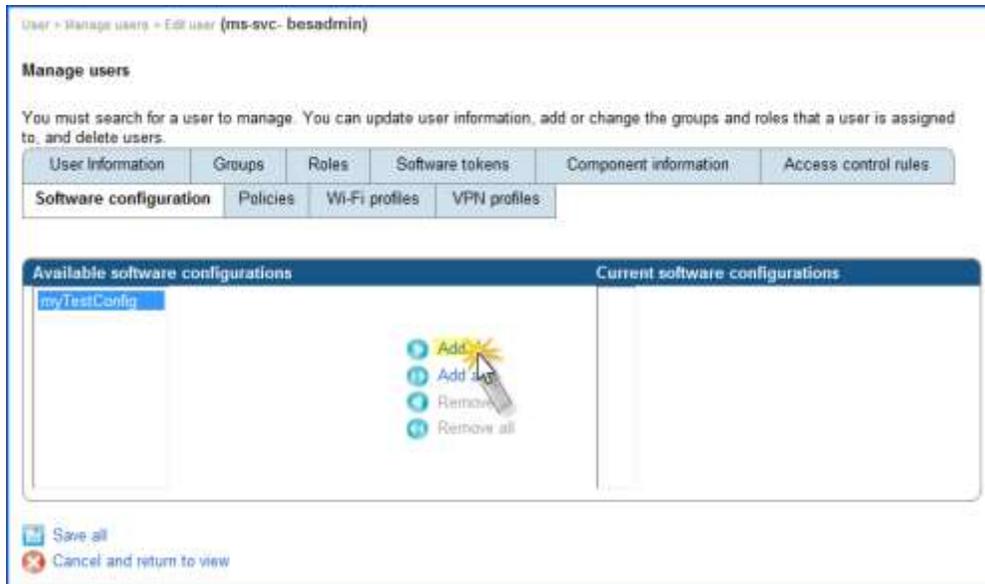
The user does not have an associated device. Reconciliation information will not be available until a device has been assigned.

User Information	Groups	Roles	Software tokens	Component information	Access control rules
Software configuration	Policies	Wi-Fi profiles	VPN profiles		

Name	Description	Assigned to
None Defined		

[Edit user](#)
[Back to search](#)
[Back to previous search results](#)

5. Under **Available software configurations**, select the software configuration and click **Add**.



6. The selected software configuration is moved to the **Current Software Configurations** list, click **Save all**

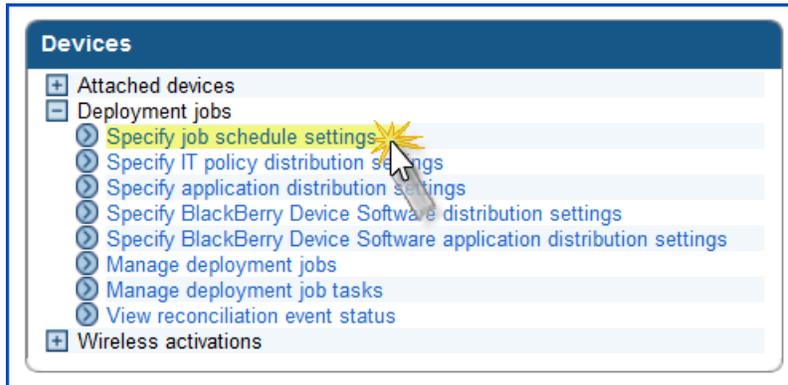


After a software configuration is created and assigned to a BlackBerry smartphone user, or an existing software configuration that is currently assigned to a BlackBerry smartphone user is changed, the BAS creates a job to deliver BlackBerry Device Software, Java® applications, or application settings to the BlackBerry smartphone.

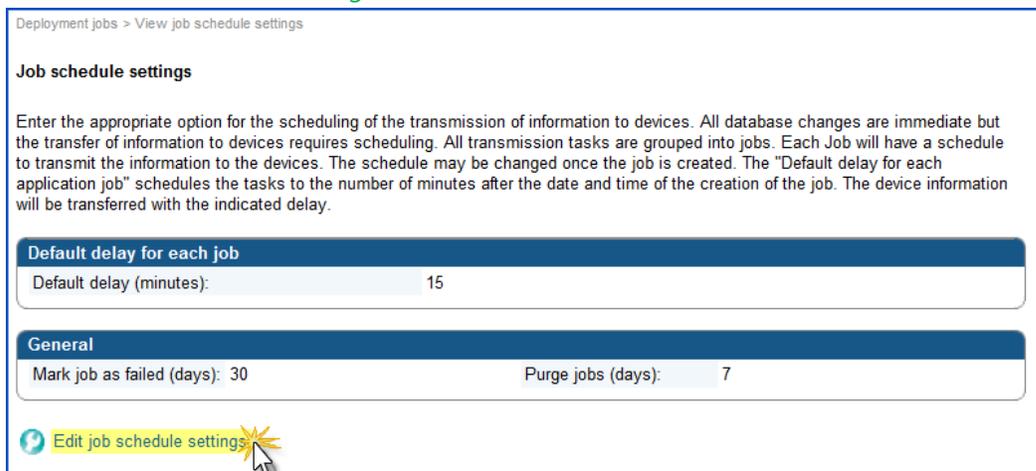
Optional Tasks

If the application needs to be installed as soon as possible, configure the application deployment schedule by completing the following steps:

1. On the left pane, under **Devices**, expand **Deployment jobs** and click **Specify Job Schedule Settings**.



2. Click **Edit Job Schedule Settings**.



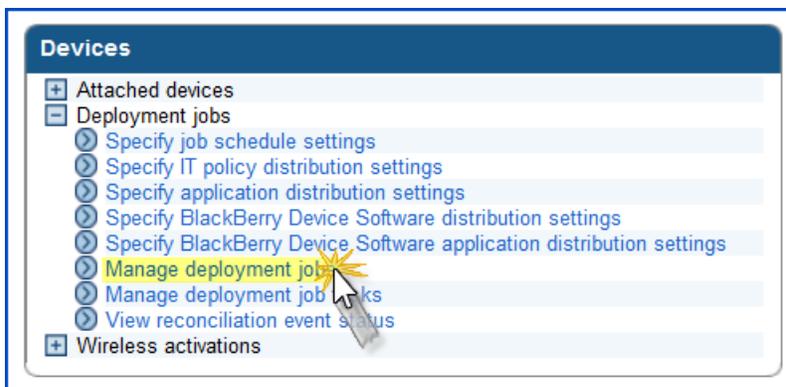
3. Set the **Default Delay** to one minute and click **Save All**.

Note: The **Deploy Now** option no longer exists.

View the status of a job

To view the status of a job, complete the following steps:

1. On the left pane, under **Devices**, expand **Deployment jobs** and click **Manage deployment jobs**.



2. Click **Search**.
3. In the search results area, in the **Status** column, view the status of the job.
4. To view more information about a job or to change a job, click the **ID** of the job.

Verify Application Installation

To verify that an application is installed on the BlackBerry smartphone:

- Go to **Options > Applications** on the BlackBerry smartphone.

Appendix A: Enterprise Activation Quick Reference

<p>Phase 1 Activation</p>	<ol style="list-style-type: none"> 1) The administrator sets the wireless Enterprise Activation password on the BlackBerry smartphone user's account and communicates it to the BlackBerry smartphone user. 2) On the BlackBerry smartphone in the Enterprise Activation screen, the BlackBerry smartphone user types the email address and activation password. 3) On the BlackBerry smartphone in the Enterprise Activation screen, the BlackBerry smartphone user types the email address and activation password.
<p>Phase 2 Encryption Verification</p>	<ol style="list-style-type: none"> 1. When the ETP.DAT message arrives at the messaging server, the BlackBerry Messaging Agent checks the content. 2. The BlackBerry Enterprise Server processes the data that is attached to the message. It verifies that the encrypted password matches the one set for the BlackBerry smartphone user. If it matches, the BlackBerry Messaging Agent generates a new permanent encryption key using either Triple Data Encryption Standard (Triple DES) or Advanced Encryption Standard (AES), and sends it to the BlackBerry smartphone.
<p>Phase 3 Receiving Services</p>	<ol style="list-style-type: none"> 1. The BlackBerry Enterprise Server and the BlackBerry smartphone establish a master encryption key. 2. The BlackBerry smartphone and the BlackBerry Enterprise Server both verify receipt of the master key. 3. The BlackBerry smartphone implements the new encryption key and displays the following message: Encryption Verified. Waiting for Services. 4. The BlackBerry Messaging Agent forwards a request to the BlackBerry Policy Service to generate service books. 5. The BlackBerry Policy Service receives and queues the request and sends out an IT policy update to the BlackBerry smartphone. The BlackBerry smartphone registers that the IT policy has been applied successfully. 6. The BlackBerry Policy Service generates and sends the service books to the BlackBerry smartphone, which is now able to send messages. 7. The BlackBerry smartphone displays a status of: Services Received. 8. The BlackBerry smartphone then displays the following message: Your email address, mailto:user@domain.tld is now enabled. Synchronization service Desktop [<SRP_Identifier>]
<p>Phase 4 Synchronization</p>	<ol style="list-style-type: none"> 1 Once the [CMIME] service book arrives on the BlackBerry smartphone, the BlackBerry smartphone is able to reconcile messages with the BlackBerry smartphone user's email account. 2. The BlackBerry smartphone registers the receipt of the service books to the BlackBerry Enterprise Server and the activation process is completed. 3. The BlackBerry smartphone displays the status of: Activation Complete. 4. The calendar data is synchronized using the [CICAL] service book before other data is synchronized. 5. The Desktop [SYNC] service book is sent to the BlackBerry smartphone. 6. The BlackBerry Enterprise Server sends the appropriate service books and IT policies to the BlackBerry smartphone. 7. The BlackBerry smartphone user is now able to send and receive email messages on the BlackBerry smartphone. 8. If the BlackBerry smartphone is configured for wireless organizer data synchronization and wireless backup, the BlackBerry Enterprise Server sends the following data to the BlackBerry smartphone: Calendar entries, Address Book entries Tasks Memos, Messages

Appendix B: Enterprise Activation Troubleshooting

Follow the steps below to troubleshoot the activation process for a new Blackberry Device.

1. Verify data provisioning and sufficient coverage by checking for Internet accessibility or by sending a PIN message and delivery is confirmed (PIN number can be located by typing MYPIN in the body of a message)
2. Verify the SMTP address
3. Verify that a new activation password has been set in BAS and is current (within 72 hours is default setting)
4. If password is missing, expired, incorrect:
 - a. Reset the activation password and reactivate
5. If password reset does not help, standard operating procedure in case of failure:
 - a. Remove BES user from BAS
 - b. Wipe device again
 - c. Add back to BAS with new activation password
 - d. Reactivate
6. If the BlackBerry device did not connect to server, it means one of the following situations is true:
 - a. Data Provisioning is not enabled on the device
 - b. Device is not registered/connected with the carrier tower. Follow these troubleshooting steps:
 - i. Remove battery for 10 seconds to reset the device
 - ii. Remove SIM card from device and then put it back (AT&T and T-Mobile)
7. If ETP.DAT file does not appear in user's inbox, follow these troubleshooting steps:
 - a. Verify that user can receive mail from the Internet
 - b. Check junk mail folders
 - c. Make sure mailbox is not full
 - d. Verify that the correct SMTP address is being used to activate
 - e. Check inbox rules or mail filtering
 - f. Verify mail is not being forwarded to PST
 - g. Virus scanning may not allow .DAT attachments
 - h. If multiple ETP messages appear in the inbox, the user must clear from the inbox and reactivate
8. If ETP message appears in the user's inbox and all other ETP steps above have been attempted, but message does not automatically clear:
9. This could happen in cases of BlackBerry message delivery delays where the ETP message times out; escalation to Microsoft Online Services Support is required in this case
10. If SMTP address is incorrect:
 - a. Ensure this matches the primary SMTP address for the managed mailbox
11. If connection to IT policy has not been broken successfully:
 - a. May need to wipe device twice

12. Device starts activation and does not complete
 - a. Slow Sync of calendar and/or address book fails: Open calendar and/or address book, go to Options and set Wireless Synchronization to NO. Activate device and once complete, go back into Options and set Wireless Synchronization to Yes.
 - b. Test to verify successful activation:
 - c. Verify all names in Outlook contacts matches contacts on device
 - d. Verify calendar has populated
 - e. Send a test email from your pc to yourself and confirm receipt on device
 - f. Verify that the owner name is correct. Go to settings-options-owner (required for others to see your name when you send a PIN or SMS text message)

Appendix C: BAS permissions for the Admin and Help Desk roles

Select a category below to see task level permissions for the Admin, Help Desk, and Sr. Help Desk roles.

- Users and Devices
- BlackBerry Enterprise Server
- Synchronization
- E-mail
- Topology
- BAS Setup
- Organizations
- Monitoring
- Miscellaneous

Users and Devices

Task	Customer Admin	Customer Senior Help Desk	Customer Help Desk
Create a group	Granted	Denied	Denied
Delete a group	Granted	Denied	Denied
View a group	Granted	Granted	Granted
Edit a group	Granted	Granted	Granted
Create a user	Granted	Granted	Denied
Delete a user	Granted	Granted	Denied
View a user	Granted	Granted	Granted
Edit a user	Granted	Granted	Granted
View a device	Granted	Granted	Granted
Edit a device	Granted	Granted	Granted
View device activation settings	Granted	Granted	Granted
Edit device activation settings	Granted	Granted	Granted
Delete all device data and remove device	Granted	Granted	Granted
Delete only the organization data and remove the device	Granted	Granted	Granted
Create an IT policy	Granted	Denied	Denied
Delete an IT policy	Granted	Denied	Denied
View an IT policy	Granted	Granted	Granted
Edit an IT policy	Granted	Denied	Denied

Added
Sep 2012

Import an IT policy	Granted	Denied	Denied
Export a data file	Granted	Denied	Denied
Create a user-defined IT policy template	Granted	Denied	Denied
Delete a user-defined IT policy template	Granted	Denied	Denied
Resend data to devices*	Granted	Denied	Denied
Edit a user-defined IT policy template	Granted	Denied	Denied
Import an IT policy template	Granted	Denied	Denied
Create a software configuration	Granted	Denied	Denied
View a software configuration	Granted	Granted	Granted
Edit a software configuration	Granted	Denied	Denied
Delete a software configuration	Granted	Denied	Denied
Create an application	Granted	Denied	Denied
View an application	Granted	Granted	Granted
Edit an application	Granted	Denied	Denied
Delete an application	Granted	Denied	Denied
Create an administrator user	Denied	Denied	Denied
Add or remove to user configuration	Granted	Granted	Denied
Export asset summary data	Granted	Denied	Denied
Import or export users	Granted	Denied	Denied
Export statistics	Granted	Denied	Denied
Import user updates	Granted	Denied	Denied
Assign the current device to a user	Granted	Granted	Granted

Updated
Oct 2013

[Return to top](#)

BlackBerry Enterprise Server

Task	Customer Admin	Customer Senior Help Desk	Customer Help Desk
Specify activation password	Granted	Granted	Granted
Turn off and on external services	Denied	Denied	Denied
Generate an activation email	Granted	Granted	Granted

[Return to top](#)

Synchronization

Task	Customer Admin	Customer Senior Help Desk	Customer Help Desk
Clear synchronization backup data	Granted	Denied	Denied

[Return to top](#)

E-mail

Task	Customer Admin	Customer Senior Help Desk	Customer Help Desk
Clear user statistics	Granted	Granted	Granted
Reset user field mapping	Granted	Denied	Denied
Turn on redirection	Granted	Denied	Denied
Turn off redirection	Granted	Denied	Denied
Add user from company directory	Granted	Denied	Denied
Import new users	Granted	Denied	Denied
Refresh available user list from company directory	Granted	Granted	Denied
Import or export email message filters for a user	Granted	Denied	Denied
Clear instance statistics	Denied	Denied	Denied
Import or export email filters	Granted	Denied	Denied

Updated
Oct 2013

Updated
Oct 2013

[Return to top](#)

Topology

Task	Customer Admin	Customer Senior Help Desk	Customer Help Desk
View a server	Granted	Denied	Denied
Edit a server	Denied	Denied	Denied
View a component	Granted	Denied	Denied
Edit a component	Denied	Denied	Denied
View an instance	Granted	Denied	Denied
Edit an instance	Denied	Denied	Denied
Change the status of an instance	Denied	Denied	Denied
Edit an instance relationship	Denied	Denied	Denied

Topology (cont.)

Task	Customer Admin	Customer Senior Help Desk	Customer Help Desk
View a job	Granted	Denied	Denied
Edit a job	Granted	Denied	Denied
View default distribution settings for a job	Granted	Denied	Denied
Edit default distribution settings for a job	Granted	Denied	Denied
Update peer-to-peer encryption key	Granted	Denied	Denied
Manage deployment job tasks	Granted	Denied	Denied
Change the status of a job task	Granted	Denied	Denied
Delete an instance	Denied	Denied	Denied
Edit license keys	Granted	Denied	Denied
View license keys	Granted	Denied	Denied

[Return to top](#)

BAS Setup

Task	Customer Admin	Customer Senior Help Desk	Customer Help Desk
Send message	Granted	Granted	Granted
Create a role	Denied	Denied	Denied
Delete a role	Denied	Denied	Denied
View a role	Granted	Granted	Granted
Edit a role	Denied	Denied	Denied
Add or remove a role	Denied	Denied	Denied
View BlackBerry Administration Service software management	Denied	Denied	Denied
Edit BlackBerry Administration Service software management	Denied	Denied	Denied
Import or export groups within roles	Denied	Denied	Denied

Updated
Oct 2013

[Return to top](#)

Organizations

Task	Customer Admin	Customer Senior Help Desk	Customer Help Desk
View a group across organizations	Denied	Denied	Denied
Edit a group across organizations	Denied	Denied	Denied
Add and remove a role across organizations	Denied	Denied	Denied
View a device across organizations	Denied	Denied	Denied
Edit a device across organizations	Denied	Denied	Denied
Assign the current device to a user across organizations	Denied	Denied	Denied

[Return to top](#)

Monitoring

Task	Customer Admin	Customer Senior Help Desk	Customer Help Desk
View BlackBerry Monitoring Service information	Denied	Denied	Denied
Edit BlackBerry Monitoring Service settings	Denied	Denied	Denied

[Return to top](#)

Miscellaneous

Task	Customer Admin	Customer Senior Help Desk	Customer Help Desk
Edit BlackBerry Enterprise Server internal timers	Denied	Denied	Denied
Register an event notification	Denied	Denied	Denied
Create an event notification	Denied	Denied	Denied

[Return to top](#)