

Kerio Connect

Kerio Connector for BlackBerry

Kerio Technologies

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This guide provides detailed description on *Kerio Connector for BlackBerry*, version 7.3. All additional modifications and updates reserved.

For current versions of the product and related manuals, check <http://www.kerio.com/connect/download/>.

Information regarding registered trademarks and trademarks are provided in appendix [A](#).

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Chapter 1

Kerio Connector for BlackBerry

Kerio Connector for BlackBerry is a special module allowing cooperation of *Kerio Connect* with *BlackBerry Enterprise Server*. This module allows users access their data also from their *BlackBerry* devices. This data include email folders, calendars, tasks, contacts and notes.

Scheme 1.1 shows process of communication between *Kerio Connect*, *BlackBerry Enterprise Server*, *Kerio Connector for BlackBerry* module and *BlackBerry* devices.

Kerio Connector for BlackBerry communicates with *Kerio Connect* via HTTPS (port 443). *Kerio Connector for BlackBerry* forwards messages to *BlackBerry Enterprise Server* via MAPI. *BlackBerry Enterprise Server* then synchronizes messages with *BlackBerry* device(s).

The same procedure is followed for synchronization in the other direction.

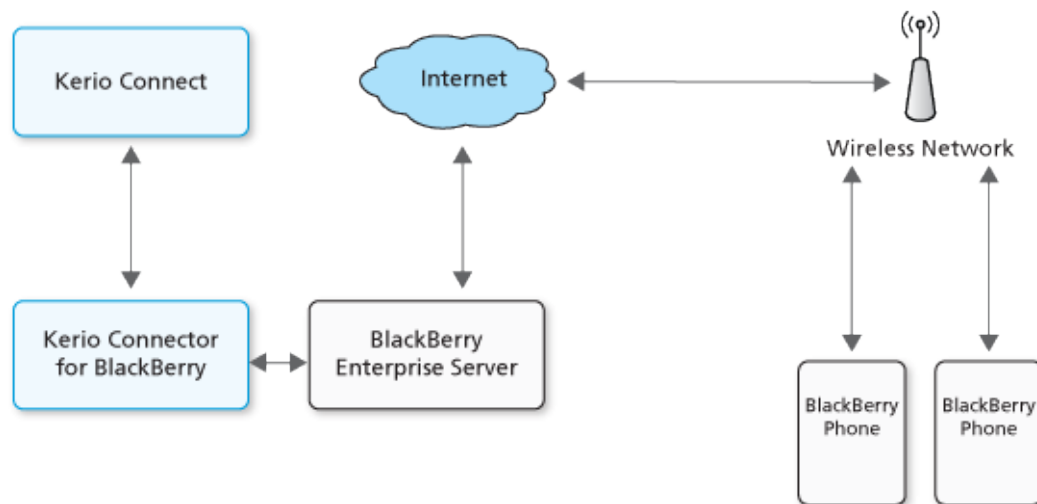


Figure 1.1 Communication between the client and the server

Warning:

During installation, *Kerio Connector for BlackBerry* connects to *Kerio Connect* via TCP/UDP protocol on port 44337.

The following communication during synchronization is similar, but it uses HTTPS on port 443.

Check that the *Kerio Connector for BlackBerry* host is allowed to access the *Kerio Connect* server.

Chapter 2

System requirements

2.1 Terminology

For easier installation, let us introduce some essential definitions:

- The *Windows_Administrator* account — the administration account used for login on the computer where *BlackBerry Enterprise Server* and *Kerio Connector for BlackBerry* are to be installed

Note: As all (including all future) updates of the *BlackBerry Enterprise Server* and *Kerio Connector for BlackBerry* will use this account and password, it is recommended to use a local account with administration rights that will be excluded from the domain's password change policy.

If you change password for this account, communication between *BlackBerry Enterprise Server*, *Kerio Connector for BlackBerry* and *Kerio Connect* gets interrupted.

- *AD_User* account — account of an *Active Directory* user.
- The *BES_Administrator* account — administration account for *BlackBerry Administration Service* (This account is created within installation of *BlackBerry Enterprise Server*).
- The *Connect_Administrator* account — administration account for *Kerio Connect*

Warning:

For better reference and transparency we decided to use *descriptive* names in the text. For your purposes, use usernames following your policy.

The only exception is the *BES_Administrator* account. During installation of *BlackBerry Enterprise Server* this account is created with the fixed username *admin* which cannot be changed.

2.2 Hardware and Software Requirements

The recommended minimal configuration of the computer for installation of *BlackBerry Enterprise Server (BES)*, *Kerio Connector for BlackBerry* and possibly also *Kerio Connect*:

- CPU 2 GHz, 2 GB RAM for *Kerio Connector for BlackBerry* and for the *BES* server (if installed on the same computer as *Kerio Connect*, see [the manual](#)).

Note: Kerio Technologies recommend the following minimal memory configuration:

- 100MB RAM for *Kerio Connector for BlackBerry*,
- 30MB RAM for every BlackBerry user.

Warning:

Recommended maximum number of active BlackBerry devices is 50.

- *Microsoft Windows* operating system.

Operating systems supported by *Kerio Connector for BlackBerry* are listed at the [Kerio Technologies](#) website.

Operating systems supported by *Kerio Connect* are listed at the [Kerio Technologies](#) website.

List of operating systems recommended by *Research In Motion Limited* is available at <http://docs.blackberry.com/en/admin/deliverables/18763/>.

- Administrator's account on this computer (the *Windows_Administrator* account, see section [2.1](#)).
- *Active Directory*.

Note: The *Active Directory* service is required only for *BES* server installation. No active users are required to be included.

- The *BlackBerry Enterprise Server* installation package for *Exchange* in version 5.0 or later or *BlackBerry Enterprise Server Express* in version 5.0 or higher and corresponding license keys.

The *BlackBerry Enterprise Server Express* installation package and license keys are available at:

<http://na.blackberry.com/eng/services/business/server/express/>

- *Kerio Connect* in version 7.1.0 or later installed.
- Administrator's access to *Kerio Connect* (the *Connect_Administrator* account, see section [2.1](#)).
- Installation file of the *Kerio Connector for BlackBerry* module in the same version as *Kerio Connect*.

Chapter 3

The order of items to install

To get prepared for synchronization of *BlackBerry* device with *Kerio Connect*, appropriate modules must be installed, following this order:

1. *Kerio Connect 7.1* or higher
2. *Kerio Connector for BlackBerry*

Note: Bear in mind that *Kerio Connector for BlackBerry* must be installed on the same computer as *BlackBerry Enterprise Server*. Therefore it is necessary to run *Kerio Connector for BlackBerry* installation on a host with such version of *Microsoft Windows* which is supported by *BlackBerry Enterprise Server* (see section [2](#)).

Warning:

If *Windows Domain Controller* is missing in the network, it is possible to use the computer on which *Kerio Connector for BlackBerry* and *BlackBerry Enterprise Server* will be installed for this purpose.

3. *BlackBerry Enterprise Server*

If *BlackBerry Enterprise Server* has been installed or/and connected to an *Exchange* server, it is necessary to uninstall it (including SQL databases).

Although it is possible to install *BlackBerry Enterprise Server* and *Kerio Connect* on one computer, it is recommended to separate these installations to avoid possible technical issues such as low performance and RAM load.

The following sections describe two scenarios: the recommended installation on two separate computers and installation of all components on a single computer.

Warning:

However, *Kerio Technologies* does not provide technical support for *BlackBerry Enterprise Server*. Should any issues with *BES* arise, please contact the technical support of the manufacturer (*Research In Motion Limited*).

3.1 Installation on two separate computers

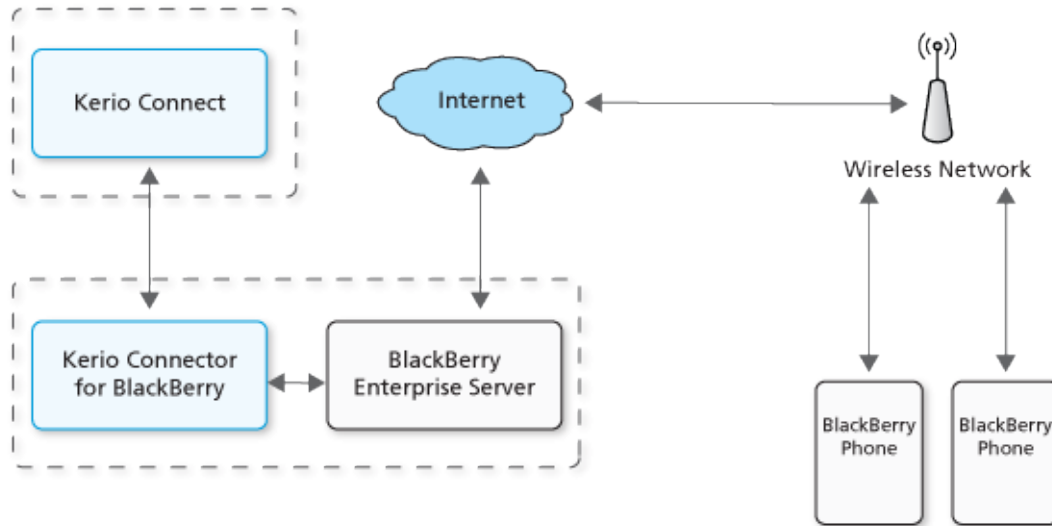


Figure 3.1 Installation on two separate computers

To make it possible to synchronize *BlackBerry* device with *Kerio Connect*, it is recommended to install components in the following order (supposing that operating systems have already been installed; for supported versions of operating systems, refer to chapter 2.2):

Computer 1

1. *Kerio Connect* 7.1 and later (for installation details, see chapter 5).

Computer 2

1. *Active Directory* (for installation details, see chapter 4).
Note: Install *Active Directory* only in case that the service is not available yet. Otherwise, it is possible to add the computer to an existing AD domain.
2. *Kerio Connector for BlackBerry* of the same version as *Kerio Connect* (for installation details, see chapter 6).
3. *BlackBerry Enterprise Server* (for installation details, see chapter 7).

3.2 Installation on a single computer

To get prepared for synchronization of *BlackBerry* device with *Kerio Connect*, it is recommended to install components in this order:

1. *Microsoft Windows* operating system (for supported versions, see chapter 2.2).
2. *Active Directory* (for installation details, see chapter 4).

The order of items to install

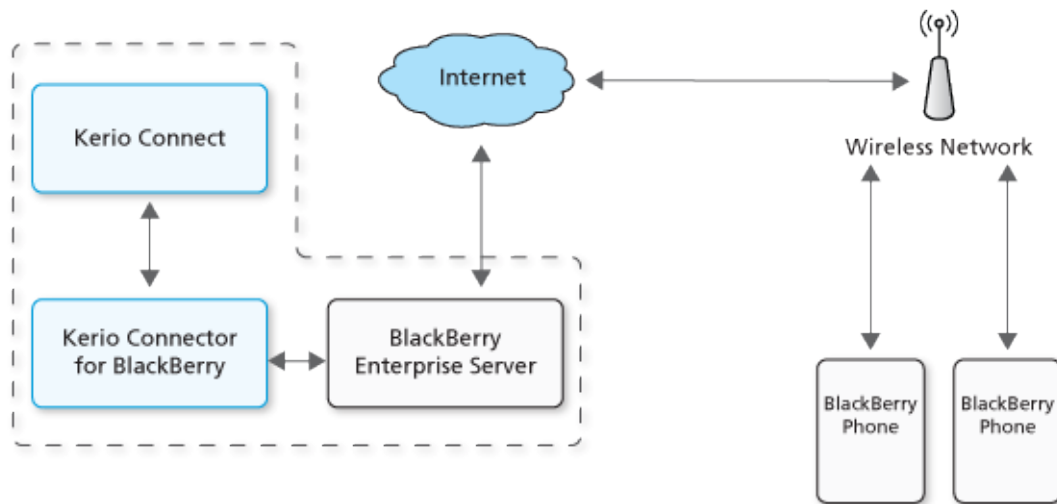


Figure 3.2 Installation on a single computer

Note: Install Active Directory only in case that the service is not available yet. Otherwise, it is possible to add the computer to an existing AD domain.

3. *Kerio Connect 7.1* and later (for installation details, see chapter [5](#)).
4. *Kerio Connector for BlackBerry* of the same version as *Kerio Connect* (for installation details, see chapter [6](#)).
5. *BlackBerry Enterprise Server* (for installation details, see chapter [7](#)).

Chapter 4

Installing Active Directory

For installation of *BlackBerry Enterprise Server* it is necessary to have *Active Directory* service installed.

If *Active Directory* is already available, then:

1. Make sure that the computer where *Kerio Connector for BlackBerry* and *BlackBerry Enterprise Server* will be installed belongs to the AD domain.
2. Then install *Kerio Connect* (see chapter [5](#)).

If *Active Directory* is not available yet, use command `dcpromo` in the *Microsoft Windows* command line.

Note: As *BlackBerry Enterprise Server* needs *Active Directory* only for installation purposes, it is possible to install AD temporarily.

Start installation as described below:

1. Login to the operating system with the *Windows_Administrator* account.

Note: The username *Windows_Administrator* is only an example (see section [2.1](#)).

Installing Active Directory

2. Go to the command line and start the wizard by using command `dcpromo` (see figure 4.1).



Figure 4.1 Starting Active Directory installation

-
3. In the *Choose a Deployment Configuration* dialog, *Create a new domain in a new forest*, see figure 4.2) and click on *Next*.

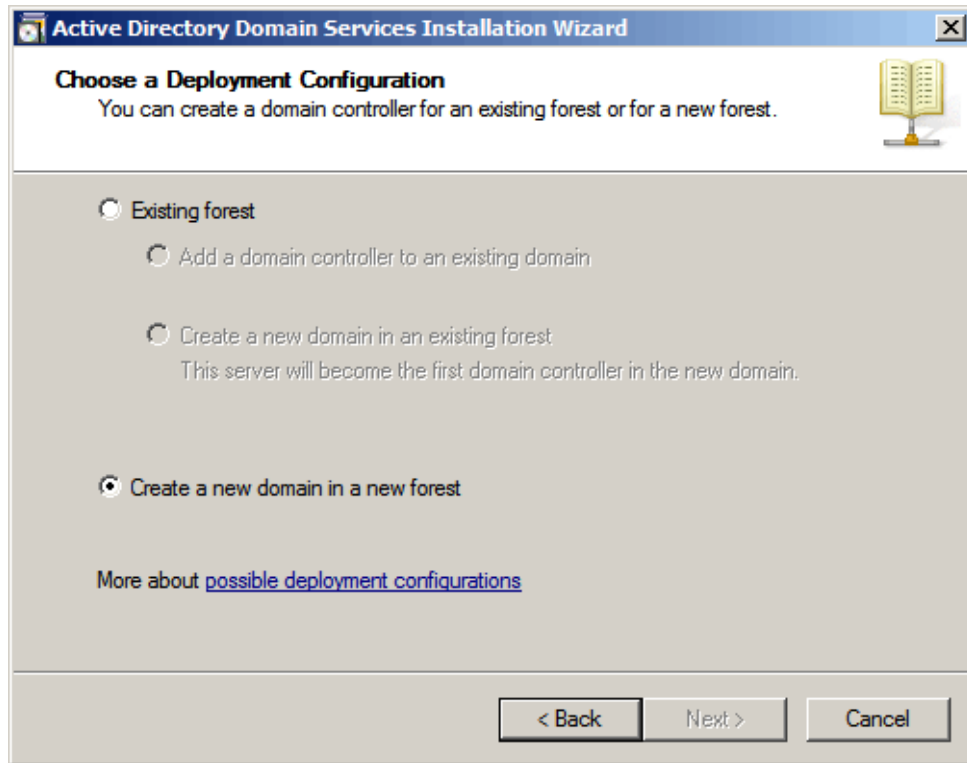
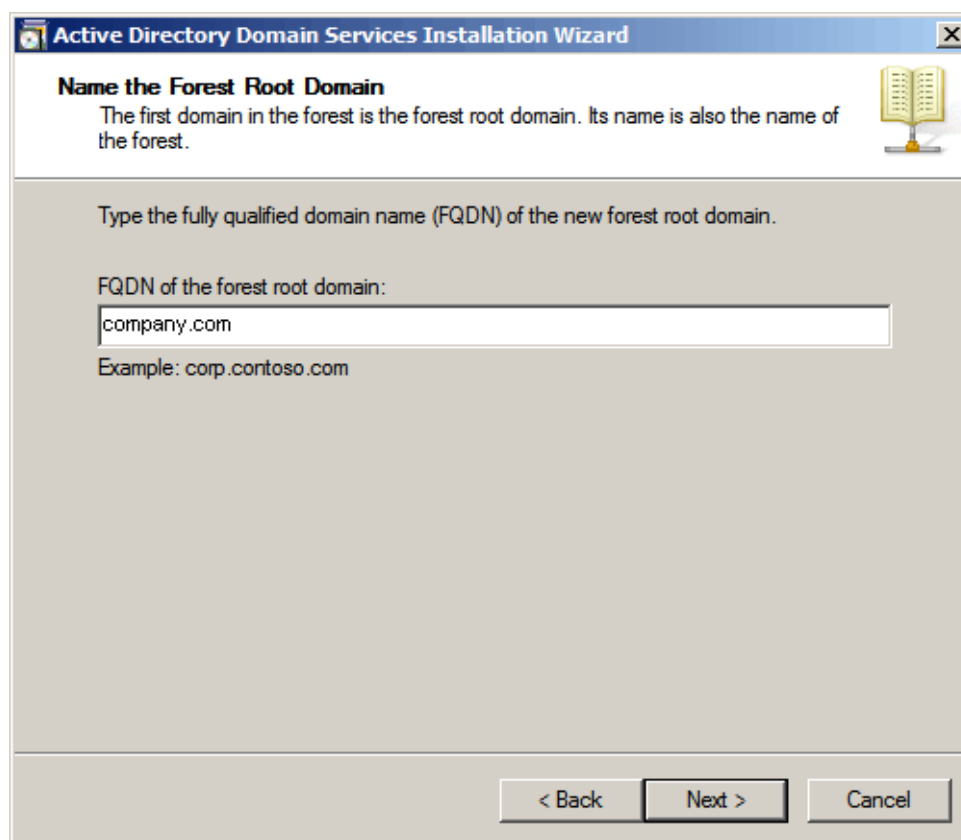


Figure 4.2 Installing Active Directory

Installing Active Directory

4. Enter the domain's name (see figure 4.3) and click on *Next*.



The screenshot shows the 'Active Directory Domain Services Installation Wizard' window. The title bar reads 'Active Directory Domain Services Installation Wizard'. The main heading is 'Name the Forest Root Domain'. Below this, a text box explains: 'The first domain in the forest is the forest root domain. Its name is also the name of the forest.' To the right of this text is an icon of an open book. Below the text box, it says 'Type the fully qualified domain name (FQDN) of the new forest root domain.' There is a text input field labeled 'FQDN of the forest root domain:' containing the text 'company.com'. Below the input field, an example is provided: 'Example: corp.contoso.com'. At the bottom of the window, there are three buttons: '< Back', 'Next >', and 'Cancel'.

Figure 4.3 Installing Active Directory

-
5. Enter the *NetBIOS* domain's name (see figure *fig-adinstall4*) and click on *Next*.

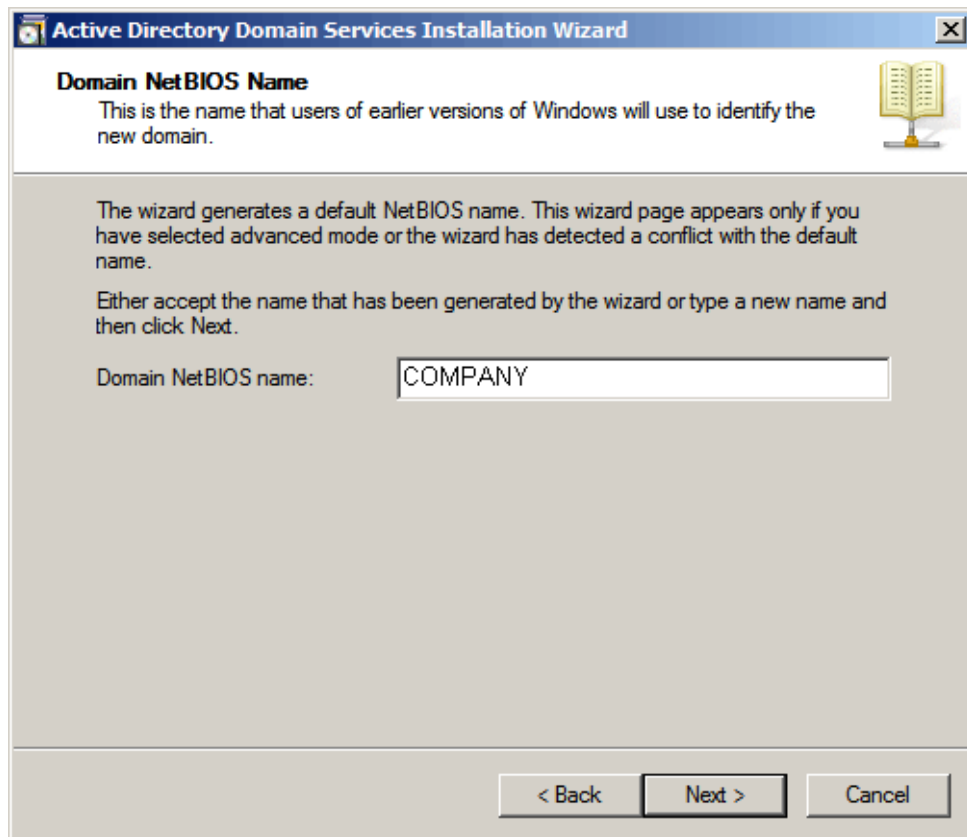


Figure 4.4 Installing Active Directory

Installing Active Directory

6. Select compatibility with previous operating systems (see figure 4.5) and click on *Next*.

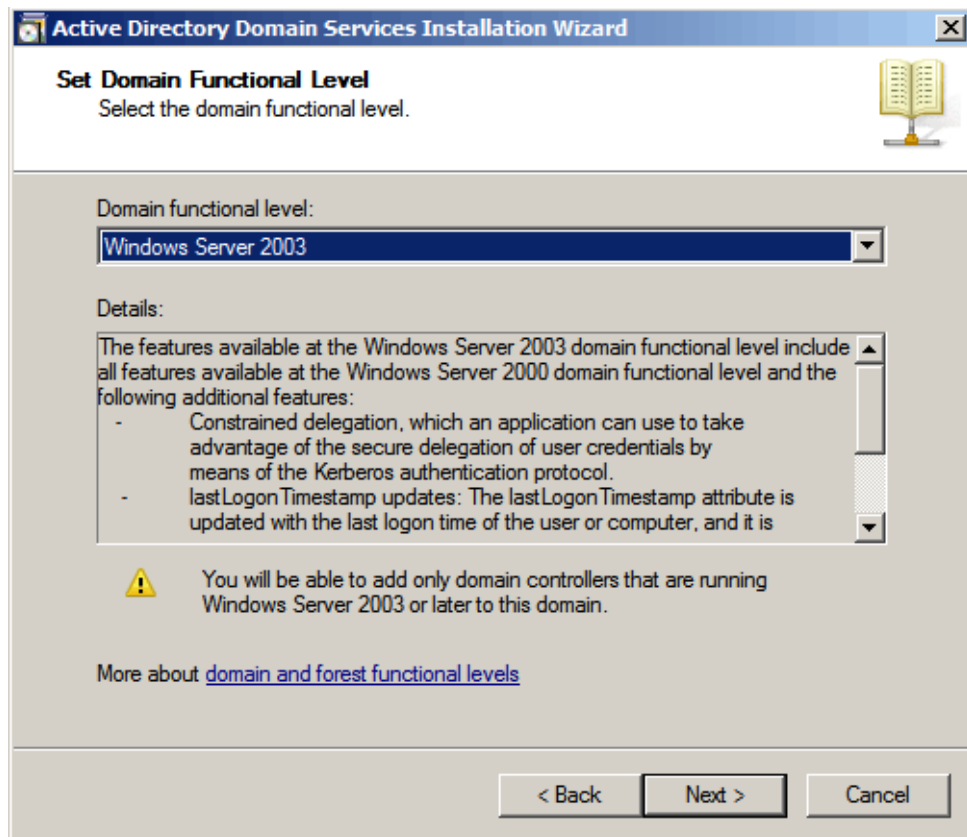


Figure 4.5 Installing Active Directory

-
7. In the next step, select the option of installation of *DNS* server and global catalog and click on *Next*.

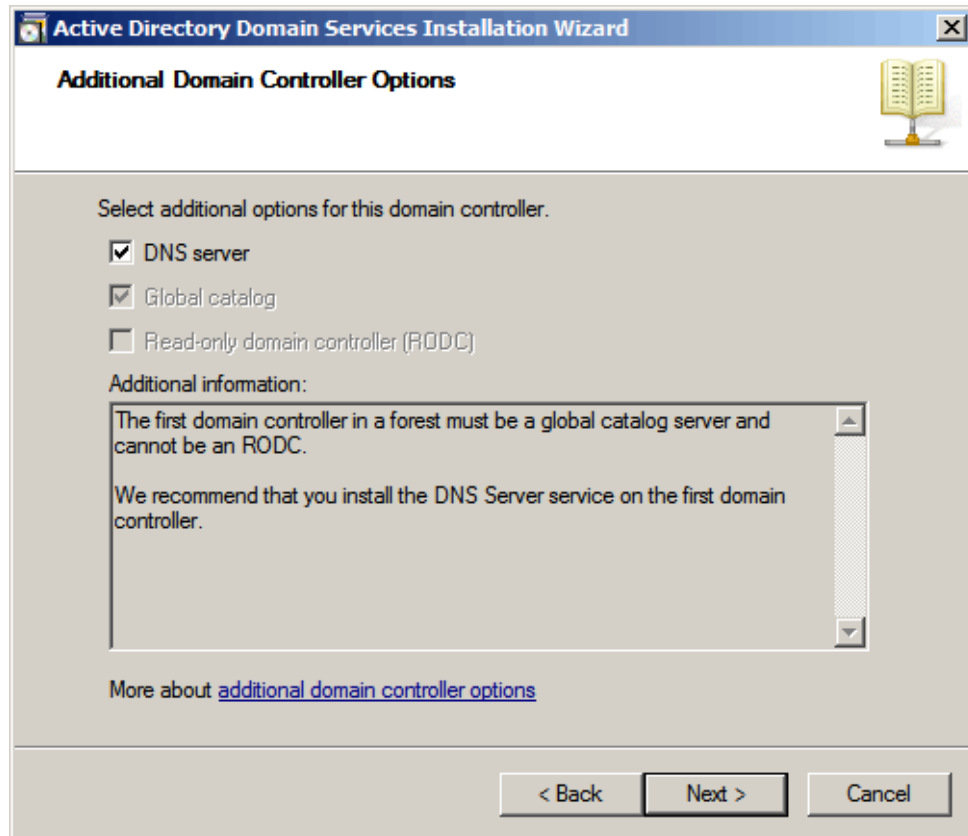


Figure 4.6 Installing Active Directory

Installing Active Directory

8. Enter the path for database and logs store of *Active Directory* and to the *SYSVOL* directory (see figure 4.7).

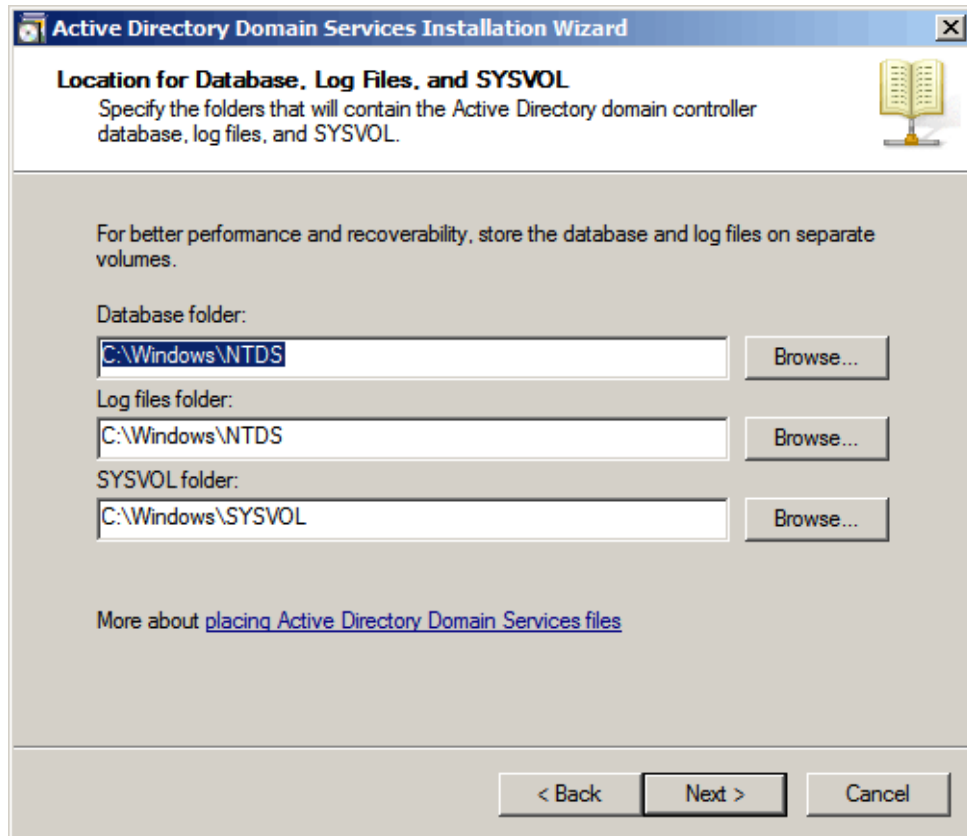


Figure 4.7 Installing Active Directory

9. Now enter a password for recovery of directory services (see figure 4.8) and click on *Next*.

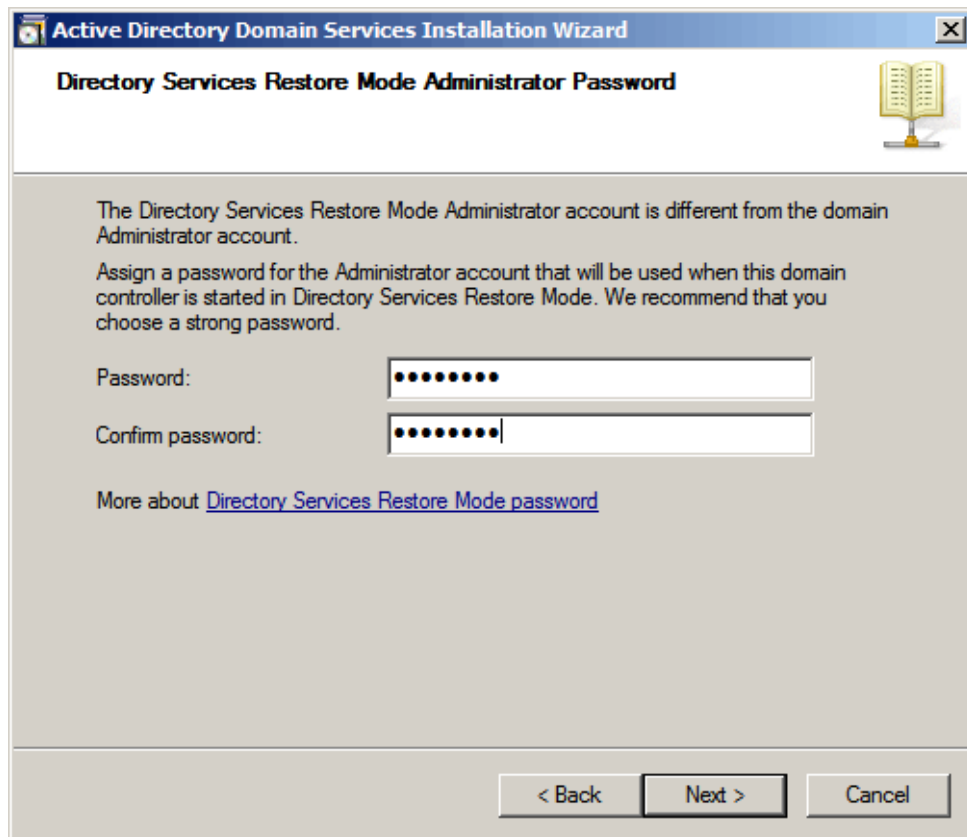


Figure 4.8 Installing Active Directory

10. Check installation settings, finish installation and reboot the computer.

Chapter 5

Installing Kerio Connect

The *Kerio Connect* installation package can be downloaded at the Kerio Technologies website at <http://www.kerio.com/connect/download/>.

Follow standard installation procedure to install *Kerio Connect*.

For detailed information on installation, refer to [the manual](#).

During installation you create an administration account (e.g. *Connect_Administrator*) — this account will be used for installation of the *Kerio Connector for BlackBerry* module.

Note: The username *Connect_Administrator* is only an example (see section [2.1](#)).

Chapter 6

Kerio Connector for BlackBerry installation

The *Kerio Connector for BlackBerry* installation package can be downloaded at the Kerio Technologies website at <http://www.kerio.com/connect/download/>.

To install *Kerio Connector for BlackBerry*, follow these instructions:

1. Login to the operating system with the *Windows_Administrator* account.
Note: The username *Windows_Administrator* is only an example (see section [2.1](#)).
2. Run *Kerio Connector for BlackBerry* installation.
3. *Kerio Connector for BlackBerry* requires installation of MAPI interface. MAPI (Messaging Application Programming Interface) is a versatile software interface for email transmission, developed by Microsoft. If it is not installed on the computer yet, it will be offered for installation (see figure [6.1](#)).

Install MAPI.

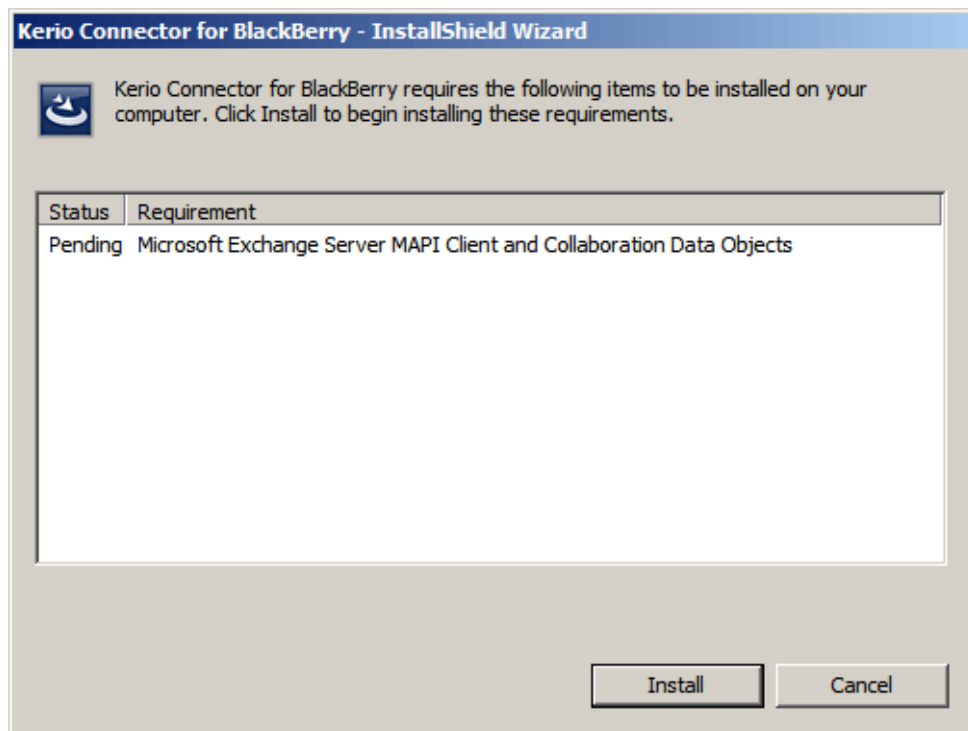


Figure 6.1 Installing MAPI

Kerio Connector for BlackBerry installation

4. Once MAPI is installed, you can install *Kerio Connector for BlackBerry*.

Installation is a standard process. Confirm licensing policy and module location.

5. Enter password of an administration account on the host (account *Windows_Administrator*, see figure 6.2) and confirm.

Note: The username *Windows_Administrator* is only an example (see section 2.1).

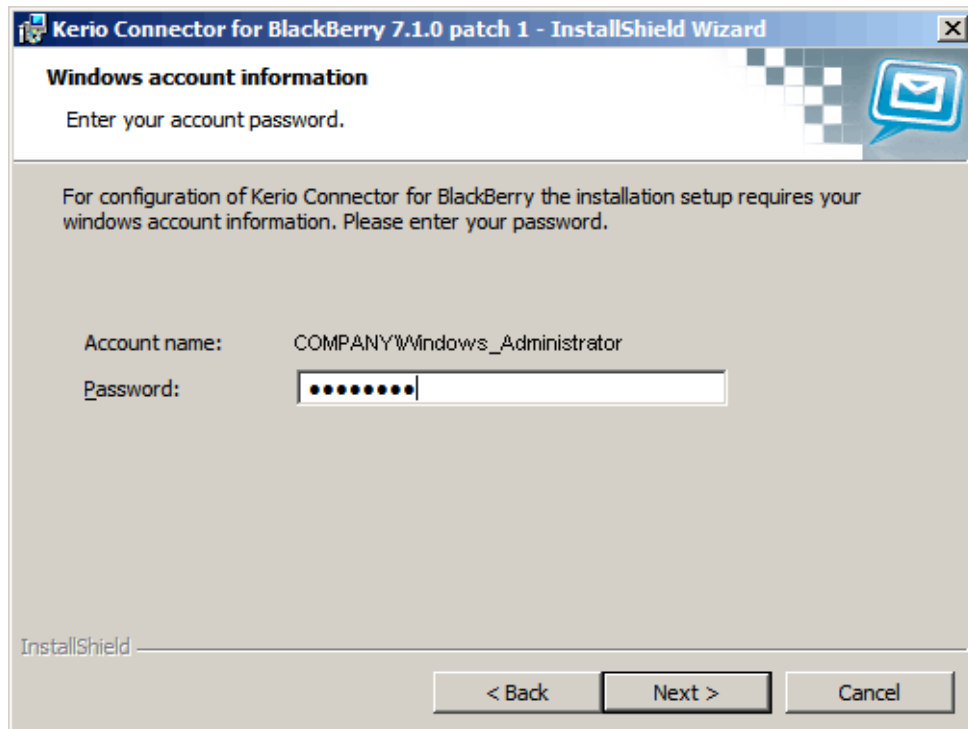


Figure 6.2 Kerio Connector for BlackBerry installation

6. Enter the server name, username and administration password for *Kerio Connect* (the *Connect_Administrator* account, see figure 6.3) and confirm.

Note: The username *Connect_Administrator* is only an example (see section 2.1).

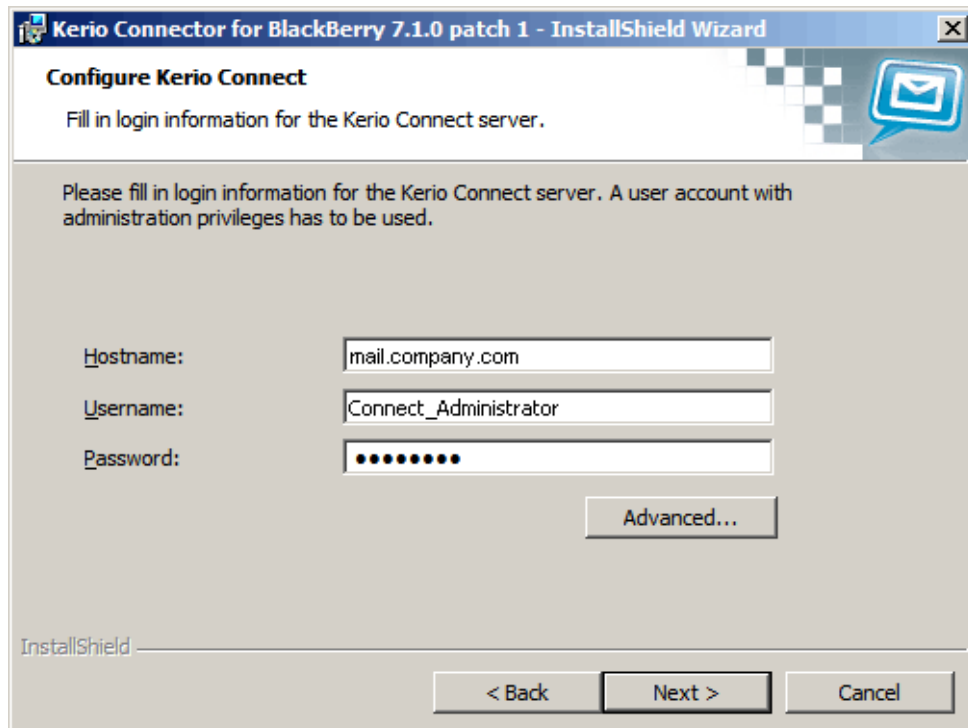


Figure 6.3 Kerio Connector for BlackBerry installation

Note: The username and password of the *Kerio Connect* (user *Connect_Administrator*) administrator are used for installation only and are not saved within the installation.

7. Finish installation.

Warning:

During installation, *Kerio Connector for BlackBerry* communicates with *Kerio Connect* via TCP/UDP protocol on port 44337.

The following communication during synchronization uses HTTPS on port 443.

Check that the computer where you install *Kerio Connector for BlackBerry* is allowed to access the *Kerio Connect* server.

During installation of *Kerio Connector for BlackBerry*, a hidden administrator account is created in *Kerio Connect* that will use *Kerio Connector for BlackBerry* for accessing data in *Kerio Connect*.

To make the communication secure:

- a strong password is generated for this account,

Warning:

It is strongly recommended not to change this password.

- *Kerio Connect* limits IP addresses from which *Kerio Connector for BlackBerry* will be allowed to communicate with *Kerio Connect*.

Warning:

If you change for another network segment, it is necessary to reinstall *Kerio Connector for BlackBerry* (see chapter [10.5](#)).

Chapter 7

BlackBerry Enterprise Server Express installation

The following chapter provides description of installation of BlackBerry Enterprise Server Express in version 5.0.2.

BlackBerry Enterprise Server Express installation package is available at Research In Motion Limited product site (<http://na.blackberry.com/eng/services/business/server/express/>).

Warning:

However, Kerio Technologies does not provide technical support for BlackBerry Enterprise Server. Should any issues with BES arise, please contact the technical support of the manufacturer (Research In Motion Limited).

For basic installation of BlackBerry Enterprise Server, follow these instructions:

1. Login to the operating system with the *Windows_Administrator* account.
Note: The username *Windows_Administrator* is only an example (see section [2.1](#)).
2. Unpack the BlackBerry Enterprise Server installation package and run the installation.
3. The installation wizard automatically detects domain and username of the administrator's account currently used on the system (see figure [7.1](#)).

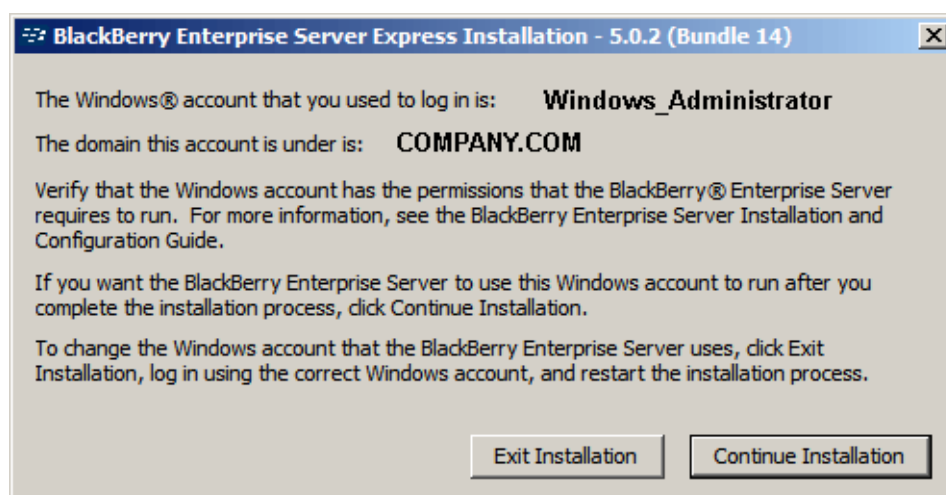


Figure 7.1 Installing BES server

BlackBerry Enterprise Server Express installation

Continue by clicking on *Continue Installation*.

4. Confirm the licensing policy and click on *Next*.

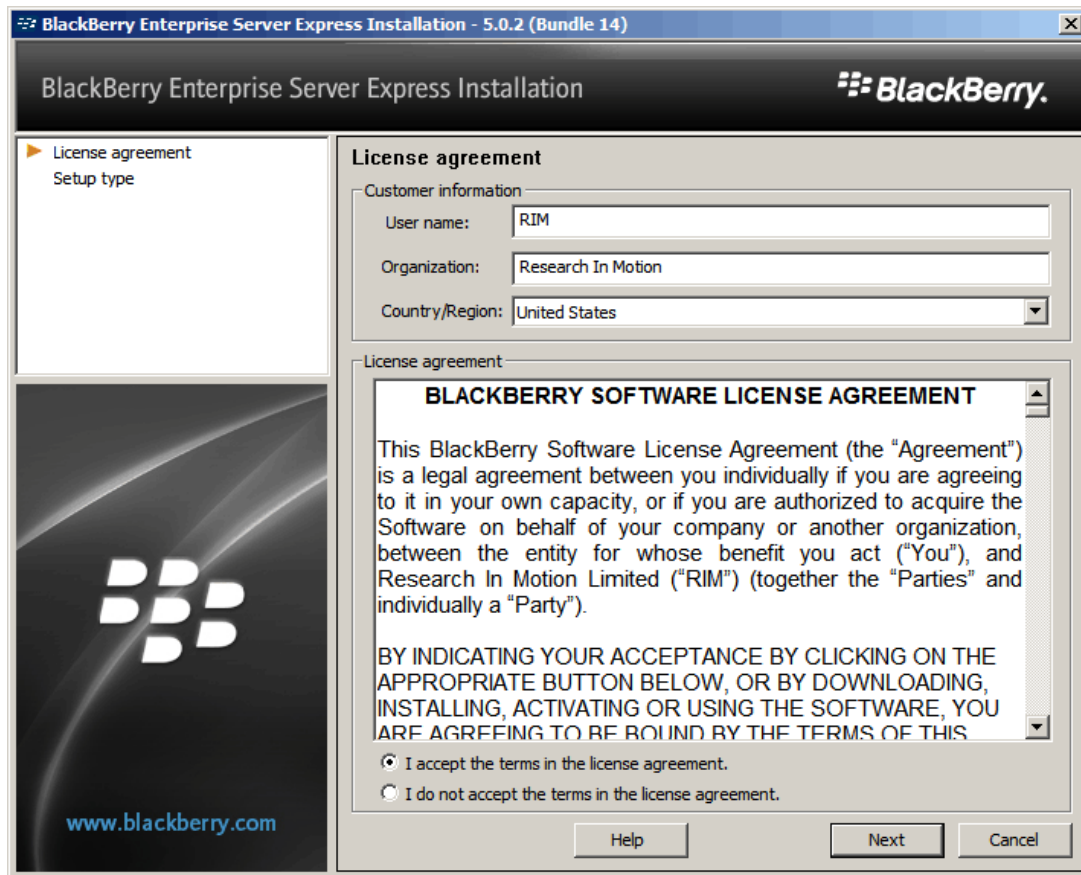


Figure 7.2 Installing BES server

5. Select the option of creation of a new configuration database (see figure 7.3). Click on *Next* to continue.

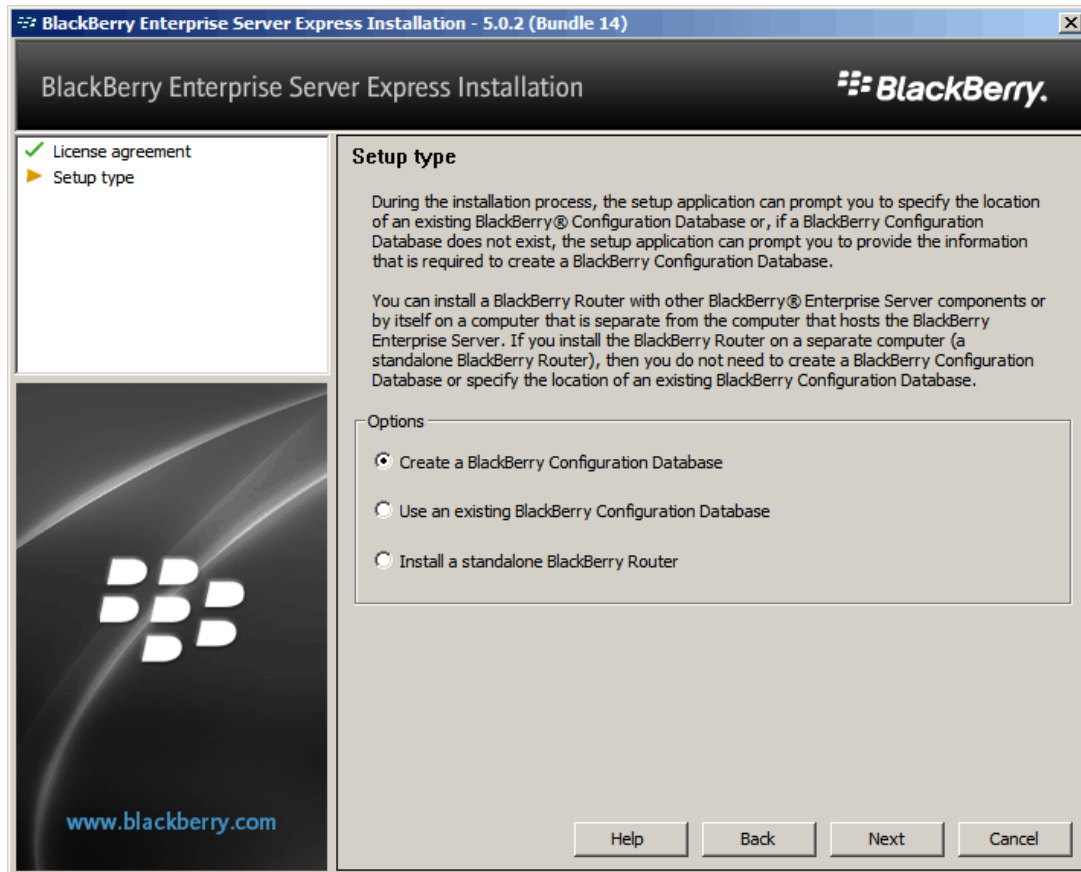


Figure 7.3 Installing BES server

BlackBerry Enterprise Server Express installation

6. Select the installation of the full server and select additional components to install (see figure 7.4), then click on *Next*.

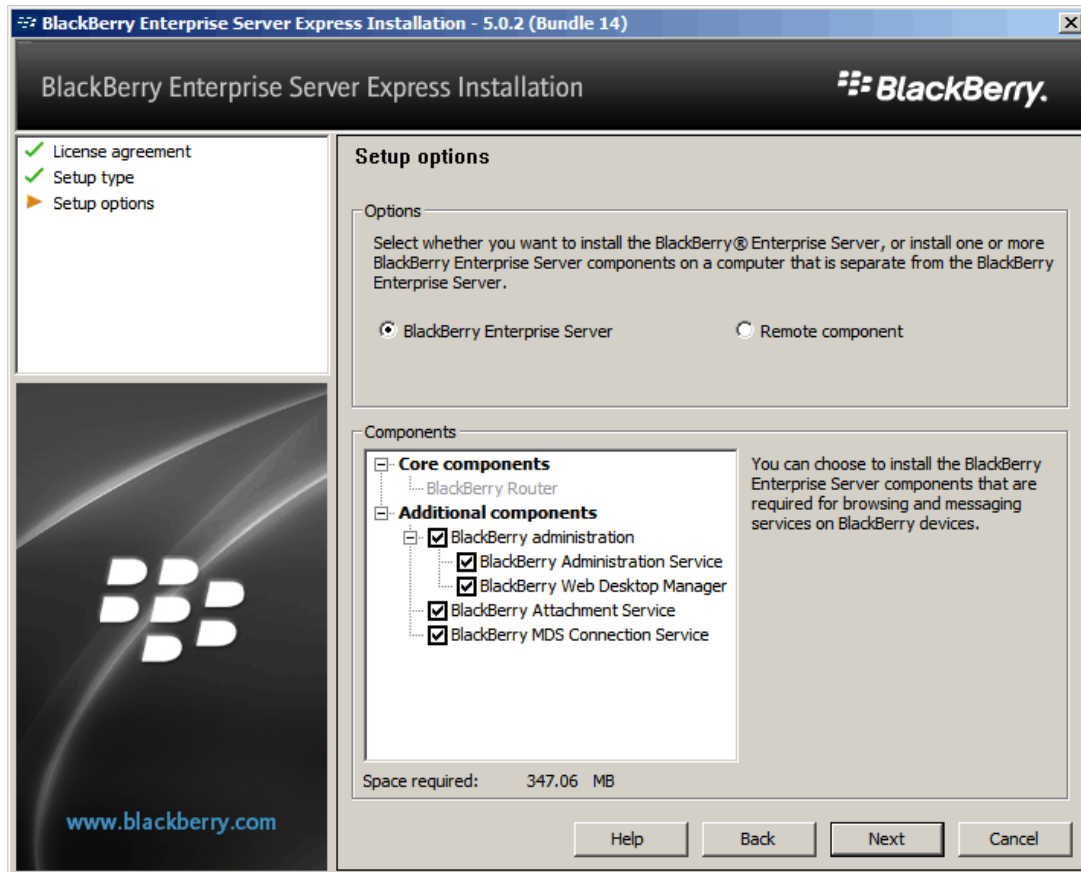


Figure 7.4 Installing BES server

7. On the next page, check the installation list.

Then confirm settings by clicking on *Next*.

If you are logged in as a domain administrator (i.e. the *Windows_Administrator* account is not a *local* account with administrator rights), the installation wizard shows a warning informing that the user account you are currently using belongs to the group of BES server's domain administrators (see figure 7.5). Continue by clicking on *Yes*.

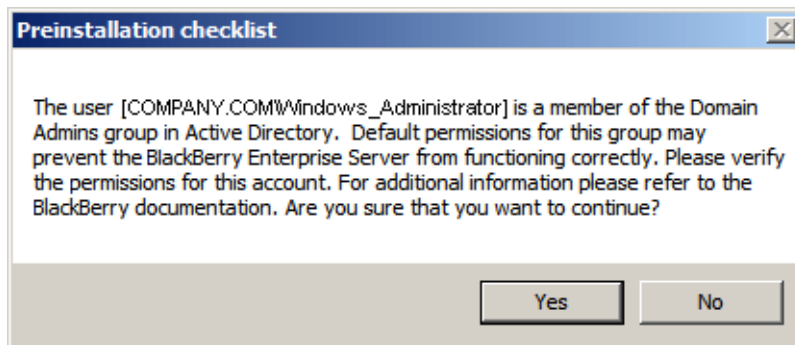


Figure 7.5 Installing BES server

8. Now install the database server (figure 7.6). Select the appropriate option and click on *Next*.

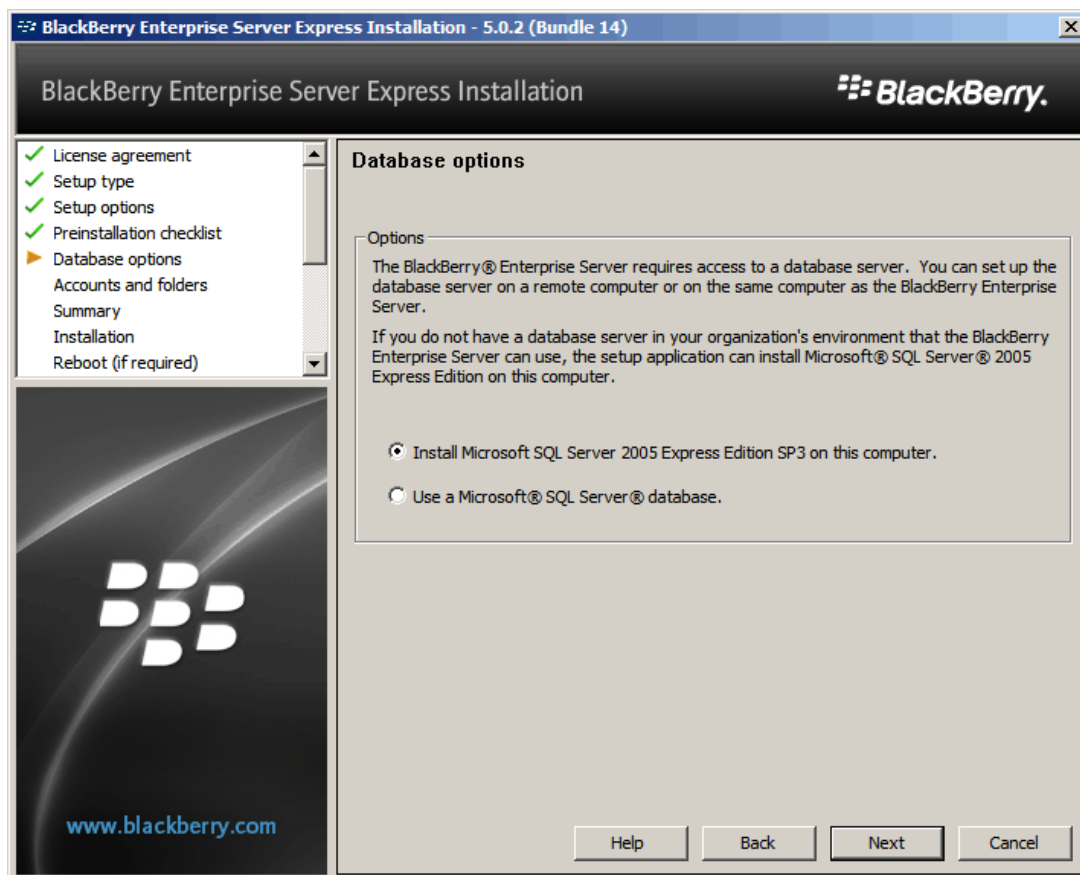


Figure 7.6 Installing BES server

BlackBerry Enterprise Server Express installation

9. In the next dialog box, enter the password of the *Windows_Administrator* account, select the path to the installation folder and to the directory used for storage of logs, specify name of the BES server (see figure 7.7).

Note: The username *Windows_Administrator* is only an example (see section 2.1).

Click on *Next* to continue.

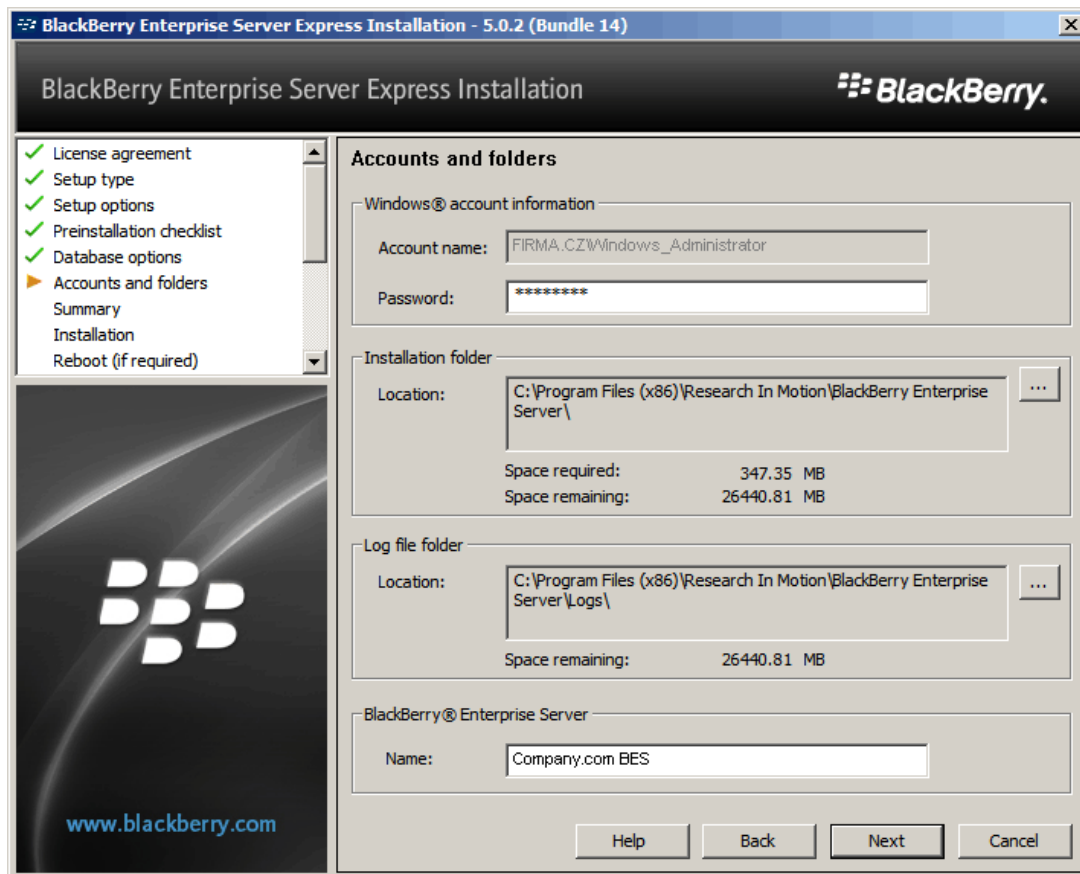


Figure 7.7 Installing BES server

10. The next page of the installation wizard shows the installation summary (see figure 7.8).

To change any of the settings, browse *Back*. If all the settings are ok, run the installation by clicking on *Install*.

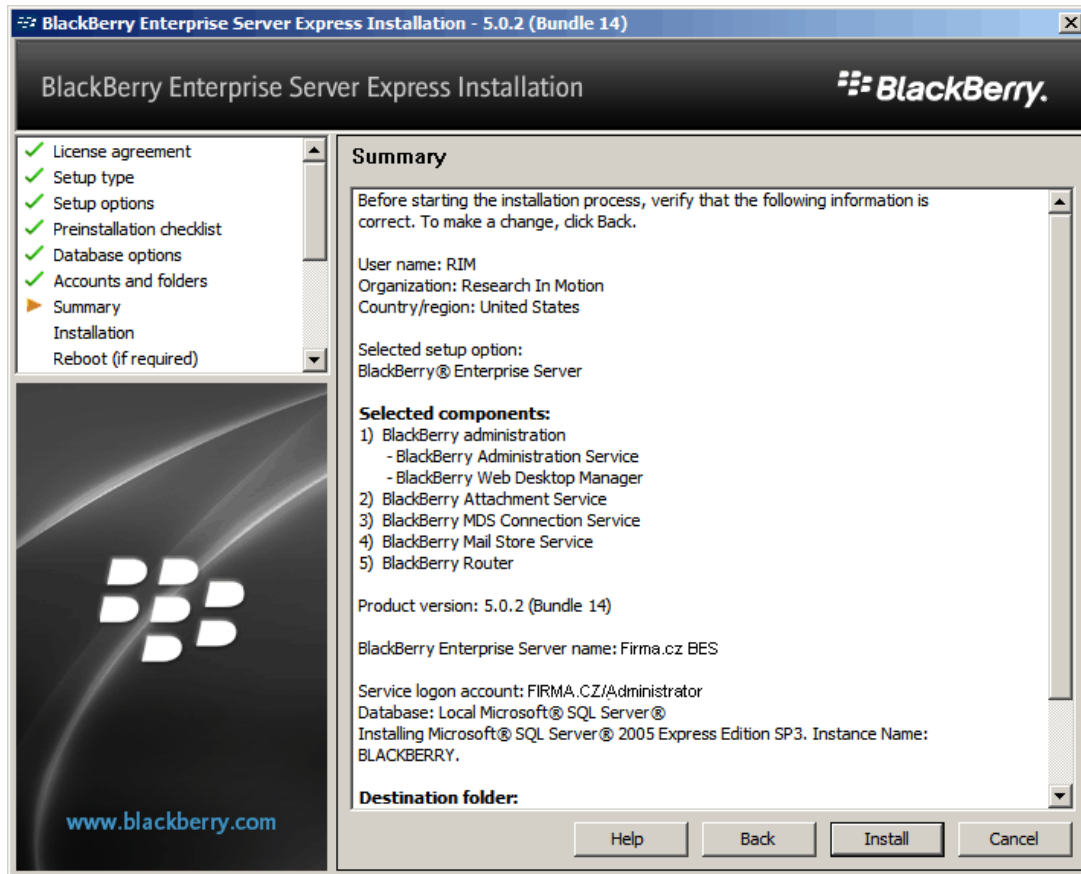


Figure 7.8 Installing BES server

11. If you are asked to reboot the computer, do it and login again with the *Windows_Administrator* account.

Note: The username *Windows_Administrator* is only an example (see section 2.1).

BlackBerry Enterprise Server Express installation

12. Continue in *BlackBerry Enterprise Server* installation and enter database information (see figure 7.9):

- database location (local, remote),
- name of the database server, port settings, paths to data and backup directories,
- authentication type (Windows, SQL).

Confirm creation of the new database and click on *Next*.

BlackBerry Enterprise Server Express Installation - 5.0.2 (Bundle 14)

BlackBerry Enterprise Server Express Installation

BlackBerry

✓ License agreement
✓ Setup type
✓ Setup options
✓ Preinstallation checklist
✓ Database options
✓ Accounts and folders
✓ Summary
✓ Installation
✓ Reboot (if required)

BlackBerry® Technical Support for Enterprise

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blackberry.com/go/btss

Database information

Type the database information that the setup application uses to create or connect to a BlackBerry® Configuration Database.

Database location
☒ Local ☐ Remote

Database server information
Type the name of the database server (use either the <host>\<instance> or <host> format) and the name of the BlackBerry Configuration Database.

Microsoft® SQL Server® name: WIN-2TIDPE5R2TL\BLACKBERRY

BlackBerry Configuration Database name: BES database

Port configuration: ☒ Dynamic ☐ Static Port:

Data directory: c:\Program Files (x86)\Microsoft SQL Server\MSSQL.1\MSSQL\Da ...

Backup directory: c:\Program Files (x86)\Microsoft SQL Server\MSSQL.1\MSSQL\Ba ...

☒ Back up the existing BlackBerry Configuration Database before upgrading.

Database authentication
☒ Windows® authentication ☐ SQL authentication

SQL user name:

Password:

Help Next Cancel

Figure 7.9 Installing BES server

13. On the next page, enter the license keys (see figure 7.10).

To get license keys, register at the *Research In Motion Ltd.* website

BlackBerry Enterprise Server Express Installation - 5.0.2 (Bundle 14)

BlackBerry Enterprise Server Express Installation

BlackBerry

- ✓ License agreement
- ✓ Setup type
- ✓ Setup options
- ✓ Preinstallation checklist
- ✓ Database options
- ✓ Accounts and folders
- ✓ Summary
- ✓ Installation
- ✓ Reboot (if required)

BlackBerry® CAL and SRP information

BlackBerry CAL key

Type the BlackBerry CAL key that you were provided with.

Key: 123456-123456-123456-123456

For example, 123456-123456-123456-123456

SRP host

Type the SRP address that you were provided with.

Host name: us.srp.blackberry.com

Port number: 3101

Verify

SRP authentication information

Type the SRP identifier and SRP authentication key that you were provided with.

SRP identifier: 123456789

SRP authentication key: 1234-1234-1234-1234-1234-1234-1234-1234-1234-1234

Import

Verify

Help Back Next Cancel

Figure 7.10 Installing BES server

Verify license keys by clicking on *Verify* and then use the *Next* button to move on.

BlackBerry Enterprise Server Express installation

14. Set *BES server* administration (see figure 7.11).

BlackBerry Enterprise Server Express Installation - 5.0.2 (Bundle 14)

BlackBerry Enterprise Server Express Installation

BlackBerry

- ✓ License agreement
- ✓ Setup type
- ✓ Setup options
- ✓ Preinstallation checklist
- ✓ Database options
- ✓ Accounts and folders
- ✓ Summary
- ✓ Installation
- ✓ Reboot (if required)

Administration settings

High availability of the BlackBerry Administration Service

The BlackBerry® Administration Service uses the pool name for interprocess communication and when you configure high availability using DNS round robin. Type a valid DNS host name, even if you are not configuring high availability. If you configure high availability at a later time, use the BlackBerry Configuration Panel to change the pool name as required.

Pool name: WIN-2TIDPE5R2TL.COMPANY.COM

Port settings

Check the port numbers for potential conflicts with existing applications in your organization's environment.

HTTP Port: 18180 HTTPS Port: 3443

HA JNDI Port: 11100 Local JNDI Port: 11099

Password for the SSL certificate

Type a password for the SSL certificate that the setup application will create to secure communication between the BlackBerry Administration Service and administrators' browsers.

New password: *****

Confirm: *****

Help Back Next Cancel

www.blackberry.com

Figure 7.11 Installing BES server

15. Enter username and password of an *Active Directory* user — account *AD_User* (see figure 7.12).

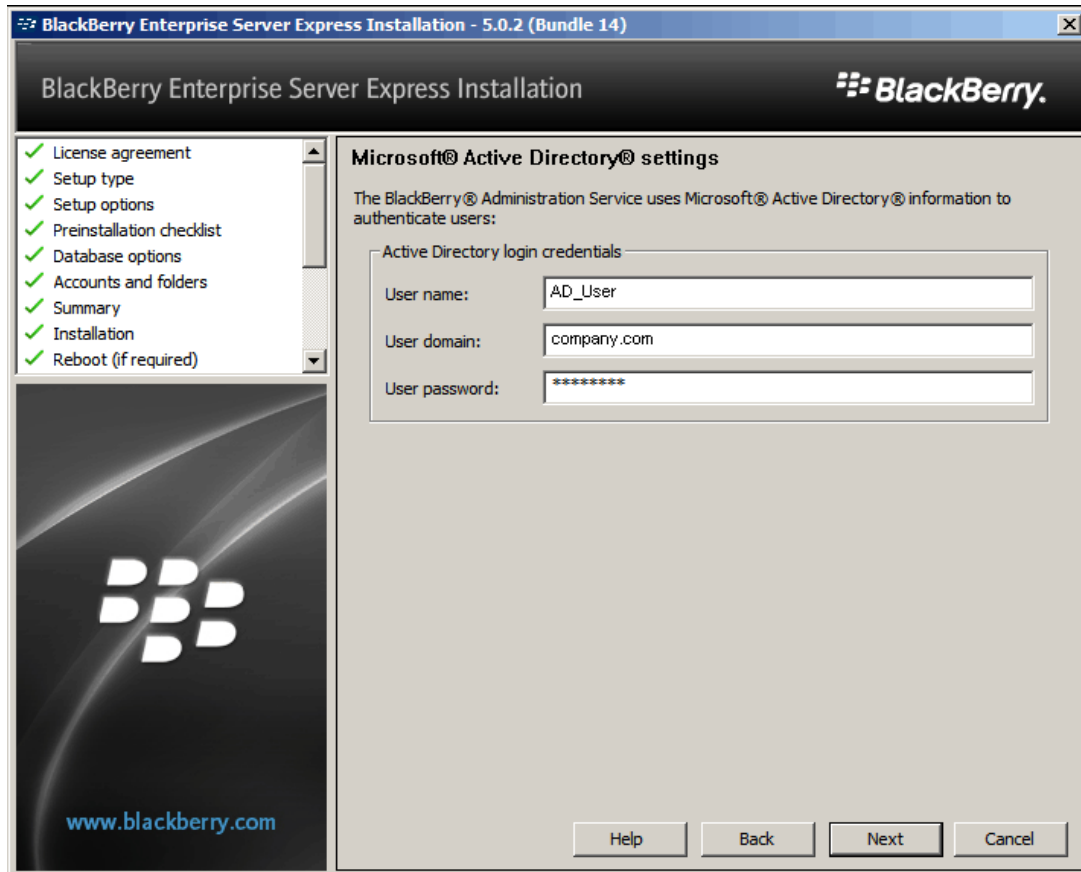


Figure 7.12 Installing BES server

BlackBerry Enterprise Server Express installation

16. Create an account for *BlackBerry Administration Service* — account *BES_Administrator* (see figure 7.13).

Warning:

For better reference and transparency we decided to use a descriptive name in the text. During installation of *BlackBerry Enterprise Server* this account is created with the fixed username *admin* which cannot be changed.

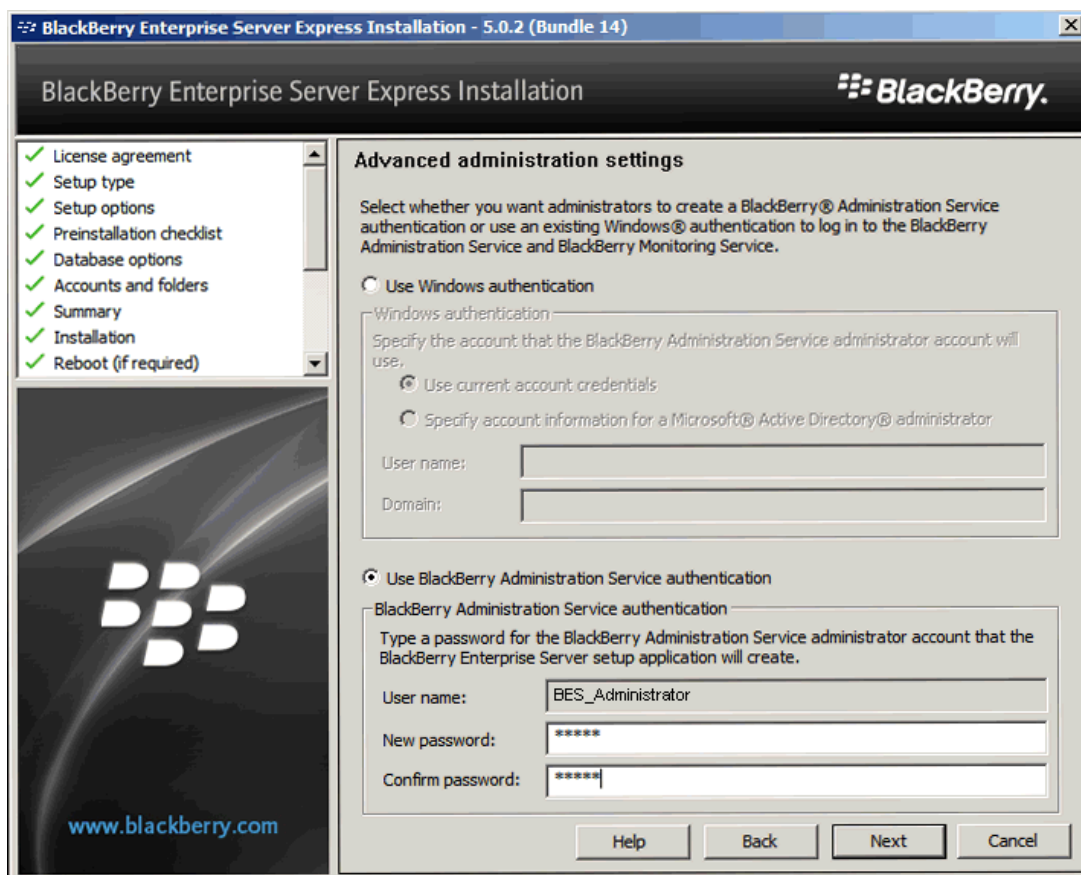


Figure 7.13 Installing BES server

17. In the next step of the wizard, run *BlackBerry Enterprise Server* services.

Clicking on *Next* shows addresses of the *BlackBerry Administration Service* and the *BlackBerry Desktop Manager* (see figure 7.14).

To save the addresses for later use you can use option *Export the console addresses to a .txt file*.

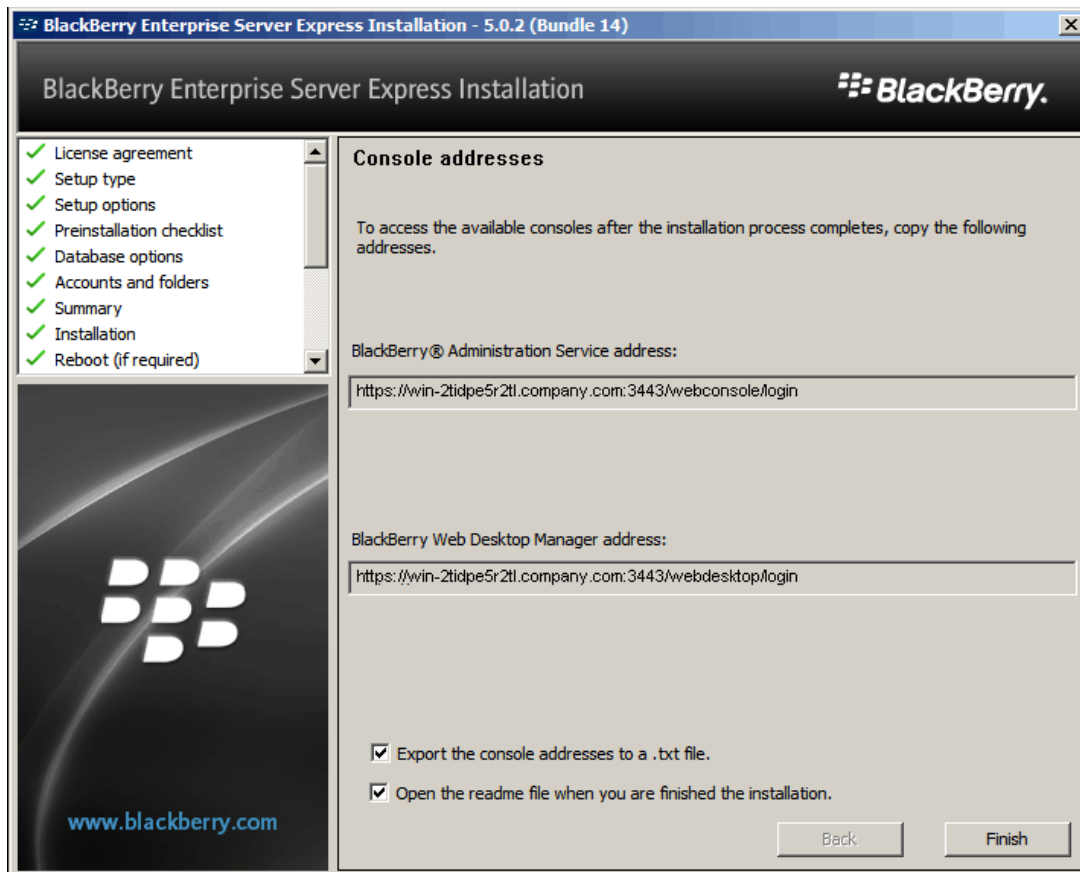


Figure 7.14 Installing BES server

18. Close the wizard by using the *Finish* button.

If you selected export of address to a text file, enter the saving path.

Chapter 8

BlackBerry Enterprise Server (Express)

8.1 Starting to work with BlackBerry Enterprise Server (Express)

The following sections address configuration for BlackBerry Enterprise Server Express 5.0.2.

8.1.1 Accessing the BlackBerry Administration Service

BlackBerry Administration Service is a web interface for administration of the *BES* server.

The administration can be opened in the following browsers (according to recommendations of RIM, for more information refer to <http://docs.blackberry.com/en/admin/deliverables/18763/>):

- Microsoft Internet Explorer 7 and 8,
- Firefox 3.6,
- Safari 4 for Mac,
- Google Chrome 4.

Note: If you want to connect the device by a USB cable, it is necessary to use *Internet Explorer* because it supports *ActiveX* controls.

BlackBerry Administration Service is available at:

`https://the_BES_server_host:port/webconsole/app/`

Example: `https://bes-server.company.com:3443/webconsole/app/`

Primary authentication to *BlackBerry Administration Service* is with the *BES_Administrator* account (see chapter [2.1](#)).

8.1.2 Accessing the BlackBerry Web Desktop Manager

BlackBerry Web Desktop Manager is a web application allowing users to set device synchronization..

The application can be opened in the following browsers (according to recommendations of RIM, for more information refer to <http://docs.blackberry.com/en/admin/deliverables/18763/>):

- Microsoft Internet Explorer 7 and 8,
- Firefox 3.6,

- Safari 4 for Mac,
- Google Chrome 4.

Note: If you want to connect the device by a USB cable, it is necessary to use *Internet Explorer* because it supports *ActiveX* controls.

BlackBerry Web Desktop Manager is available at:

`https://the_BES_server_host:port/webdesktop/`

Example: `https://bes-server.company.com:3443/webdesktop/`

If users are mapped from the *Active Directory*, they login to the *Web Desktop Manager* with their *Active Directory* username/password.

In *BlackBerry Administration Service* it is also possible to go to the user's settings and define username and password for access to the *Web Desktop Manager*.

8.1.3 Creating users on the BES server

1. Connect to the *BlackBerry Administration Service* (see chapter [8.1.1](#)).
2. Enter the account with the username and password created during the installation (user *BES_Administrator*, see section [8.1](#)).

Warning:

For better reference and transparency we decided to use a descriptive name in the text. During installation of *BlackBerry Enterprise Server* this account is created with the fixed username *admin* which cannot be changed.

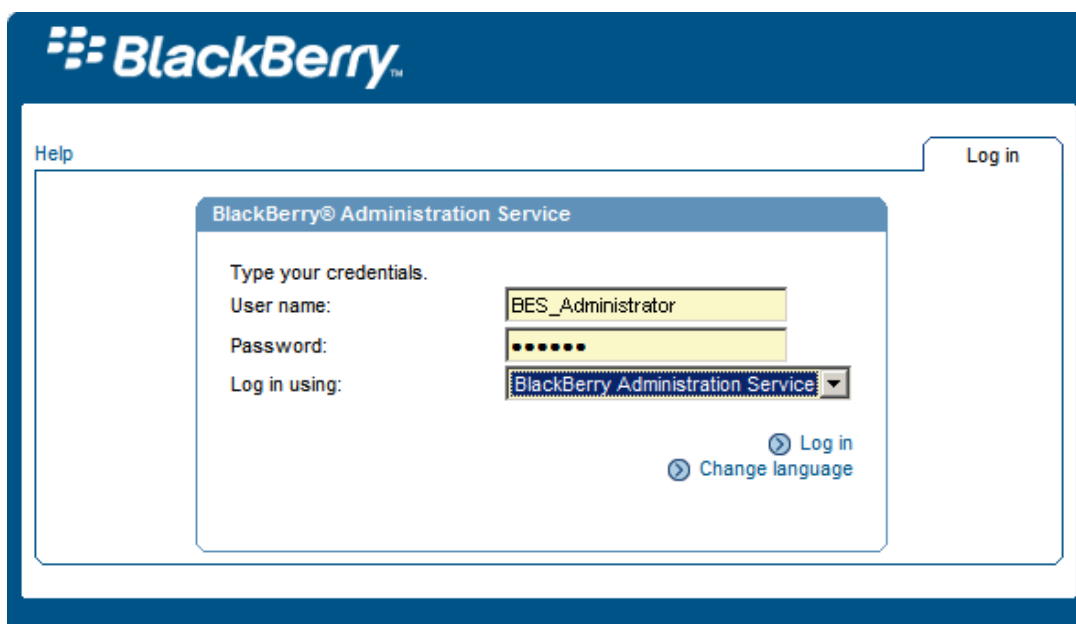


Figure 8.1 BES Administration Service — login page

BlackBerry Enterprise Server (Express)

3. Select *Create User*. Specify criteria to show *Kerio Connect* users. Select users to add from the list and click on *Continue*.
4. Use option *Create user with activation password* to create a user with activation password. Create an activation password.

Note: As the activation password is used only to activate the device (i.e. for pairing of *BlackBerry* and the *BES* server and synchronization settings), it is not necessary to use an extremely strong password.

5. Complete the process by clicking on *Create user*.

Kerio Connector for BlackBerry receives a pulse from the *BES* server and downloads the following folders of the user account:

- *Inbox*,
- *Sent Items*,
- *Calendar*,
- *Contacts*,
- *Tasks*,
- *Notes*.

Processing of the activation request may take a while.

8.1.4 Activating BlackBerry devices

1. In the *BlackBerry* device, open *Options* and go to *Advanced Options* → *Enterprise Activation*.
2. Enter the user's email address, activation password and name of the *BES* server. Click on *Activate*.

An email message in a special format is sent to the *Kerio Connect*'s *Inbox*. Avoid changing or deleting this message. The *BES* server reads this message and starts the activation process.

Note: Make sure that none of the user email sorting filters does not move the message to another folder.

For detailed instructions, refer to the website of *Research In Motion Limited* at:

<http://uk.blackberry.com/support/enterpriseactivation/>

For description on other activation methods, refer to the following link:

<http://docs.blackberry.com/en/admin/deliverables/18778/> (*Assigning BlackBerry devices to users*)

8.2 Using BlackBerry Enterprise Server

8.2.1 Checking Server Routing Protocol (SRP) and setting SRP ID

Login to the *BlackBerry Administration Service* interface (see section [8.1.1](#)).

Go to *Servers and Components* → *BlackBerry Solution Topology* → *Component View* → *BlackBerry Enterprise Server* → *<instance name>*.

Checking SRP protocol settings

1. Click on *Edit instance*.
2. Go to page *Instance Information*.
3. Make sure that the displayed value of the SRP protocol status is *Connected*.
If SRP is not connected, no data can be delivered from/to the device.

SRP ID settings

1. Click on *Edit instance*.
2. Go to page *Instance Information*.
3. In section *SRP Information*, enter the *SRP ID* and *Authentication Key* information.
4. Click on *Save all* and save settings.

8.2.2 Activating S/MIME messages

By default, synchronization of S/MIME messages from and to the device is forbidden on the *BES* server.

To change these settings, follow these instructions:

1. Login to *BlackBerry Administration Service* (see section [8.1.1](#)).
2. Go to *Servers and Components* → *BlackBerry Solution Topology* → *Component View* → *Email* → *<instance name>*.
3. Click on *Edit instance*.
4. In the *Messaging* page, under *Security settings*, set the value of the *Turn on S/MIME message processing* option to *True*.
5. Click on *Save all* and save settings.

8.2.3 Selecting email folders for synchronization with a BlackBerry device

By default, synchronization involves folders *Inbox* and *Sent Items*.

To add folders to synchronization, follow these instructions:

1. Login to *BlackBerry Web Desktop Manager* (see section [8.1.2](#)).
2. Go to *Email Settings* → *Redirection Folders*.
3. Select folders to add.
4. Click on *Save* and save the settings.

8.2.4 Selecting contact folders for synchronization with a BlackBerry device

By default, all contact folders are involved in synchronization.

To change the settings, follow these instructions:

1. Login to *BlackBerry Web Desktop Manager* (see section [8.1.2](#)).
2. Go to *Email Settings* → *Contact Folders*.
3. Select folders to add.
4. Click on *Save* and save the settings.

8.2.5 Synchronizing deleted messages from the device to the server

By default, messages deleted in the *BlackBerry* device is kept intact on the server. To change these settings, follow these instructions:

1. On the *BlackBerry* device, go to the *Message* application.
2. Go to *Menu* → *Options* → *Emails Reconciliation*.
3. Set the value of *Delete on* to either *Mailbox & Handheld* or *Prompt*.
4. Click on *Save* and save the settings.

Chapter 9

Update

The *Kerio Connector for BlackBerry* version must match the version of *Kerio Connect*.

Therefore, after update of *Kerio Connect* it is necessary to update also *Kerio Connector for BlackBerry*.

Upgrades of new versions of *Kerio Connector for BlackBerry* are not performed automatically. For upgrading, simply run the installation package of the new version.

The *Kerio Connector for BlackBerry* installation package can be downloaded at the Kerio Technologies website at <http://www.kerio.com/connect/download/>.

The installation program will detect the directory where the older version is installed, stop running components and services, and replace appropriate files with new ones automatically. All settings and all stored messages will be available in the new version. We recommend not changing the installation directory!

Troubleshooting

10.1 Logs

Logs can be helpful for troubleshooting purposes.

10.1.1 Kerio Connect logs

When solving issues regarding synchronization of *Kerio Connect* with the *BlackBerry* device, log of the traffic between the server and *Kerio Connector for BlackBerry* may be helpful. To log relevant information, enable a corresponding option under *Logs* → *Debug* in the *Kerio Connect Administration*:

1. In the *Kerio Connect Administration*, go to the *Logs* section and select the *Debug* log.
2. Right-click on the log pane to open a context menu, and select *Messages*.
3. In the *Logged Information* dialog just opened, enable particular logs (see figure [10.1](#)).

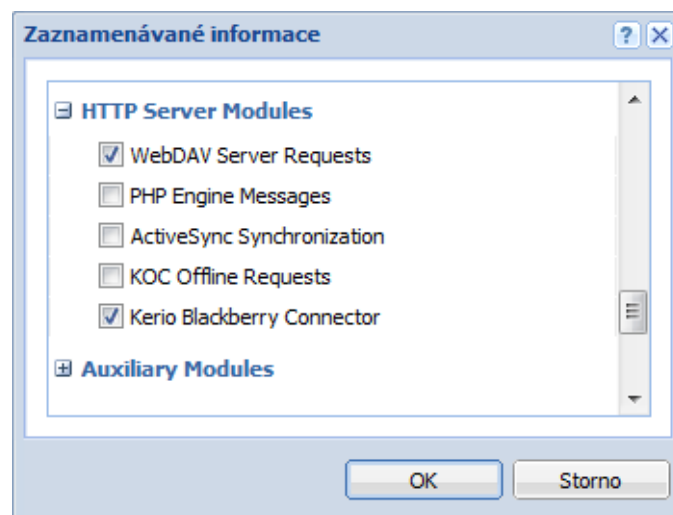


Figure 10.1 The Debug log settings

4. Confirm changes by OK.

For detailed information on the *Debug* log and its options, refer to [the manual](#).

10.1.2 Kerio Connector for BlackBerry logs

The path to *Kerio Connector for BlackBerry* logs can be found in the *Profile Configuration Utility of Kerio Connector for BlackBerry*.

On the *Repair* tab, click on *Advanced*. In the dialog box, check options to be included in the logs (see figure 10.2).

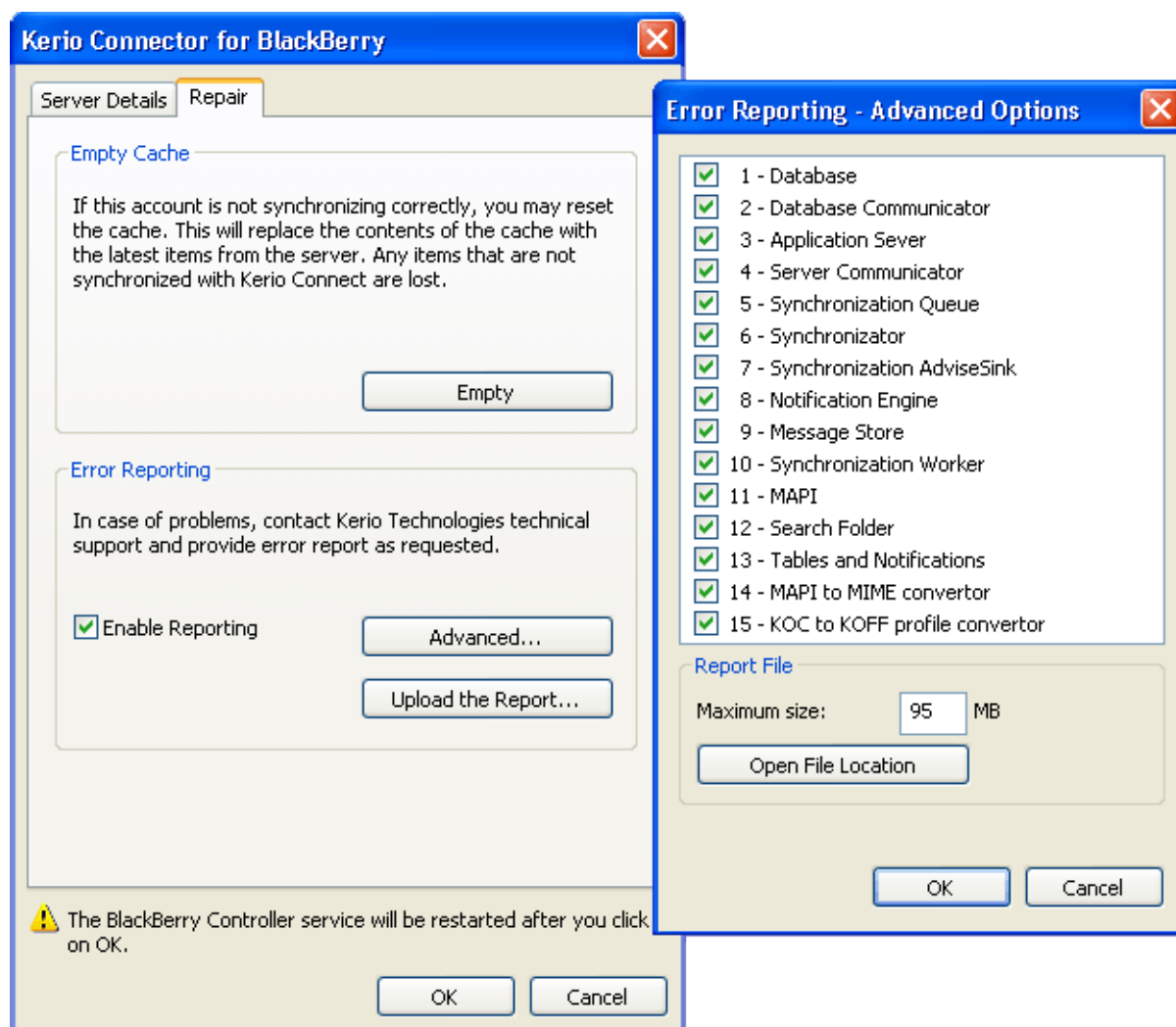


Figure 10.2 Setting logging in Kerio Connector for BlackBerry

The *Open file location* buttons opens the folder with the *Kerio Connector for BlackBerry* log file.

10.1.3 BlackBerry Enterprise Server logs

For details on *BlackBerry Enterprise Server* logs, see the *Research In Motion Limited* website (<http://docs.blackberry.com/en/admin/deliverables/18777/>).

The key feature for synchronization troubleshooting is the *BlackBerry Messaging Agent* component (*MAGT*).

10.2 Kerio Connect updates

The *Kerio Connector for BlackBerry* version must match the version of *Kerio Connect*. While updating *Kerio Connect*, communication between the application and the module gets interrupted. If synchronization does not work for a certain time period (2 hours), *Kerio Connector for BlackBerry* sends a message to devices of all users, asking them to contact their administrator.

Upgrades of new versions of *Kerio Connector for BlackBerry* are not performed automatically. Therefore, after an update it is necessary to update also *Kerio Connector for BlackBerry*.

For update-related information, see section [9](#).

10.3 Administration account on the computer

It is necessary to install both *BlackBerry Enterprise Server* and *Kerio Connector for BlackBerry* on the computer under the identical administration account *Windows_Administrator* (see section [2.1](#)).

Otherwise synchronization of *Kerio Connect* with *BlackBerry* fails and it is necessary to perform a new installation.

10.4 New installation of BlackBerry Enterprise Server Express

BlackBerry Enterprise Server license keys are bound to a specific installation.

If you decide to reinstall *BlackBerry Enterprise Server Express*, it is recommended to ask *Research In Motion Limited* to send you new license keys.

10.5 Changing for another network segment

During installation, *Kerio Connector for BlackBerry* creates a special account which is then used for communication with *Kerio Connect*. This account has a strong password and automatically limits IP addressed from which *Kerio Connector for BlackBerry* communicates with *Kerio Connect*.

If you change for another network segment, it is necessary to reinstall *Kerio Connector for BlackBerry*.

1. Stop *BlackBerry Enterprise Server*.
2. Uninstall *Kerio Connector for BlackBerry*.
3. Install *Kerio Connector for BlackBerry* (see chapter [6](#)).
4. Start *BlackBerry Enterprise Server*.

Appendix A

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