



Proxy Account User Manual

September 2007



A new dimension in
BlackBerry productivity



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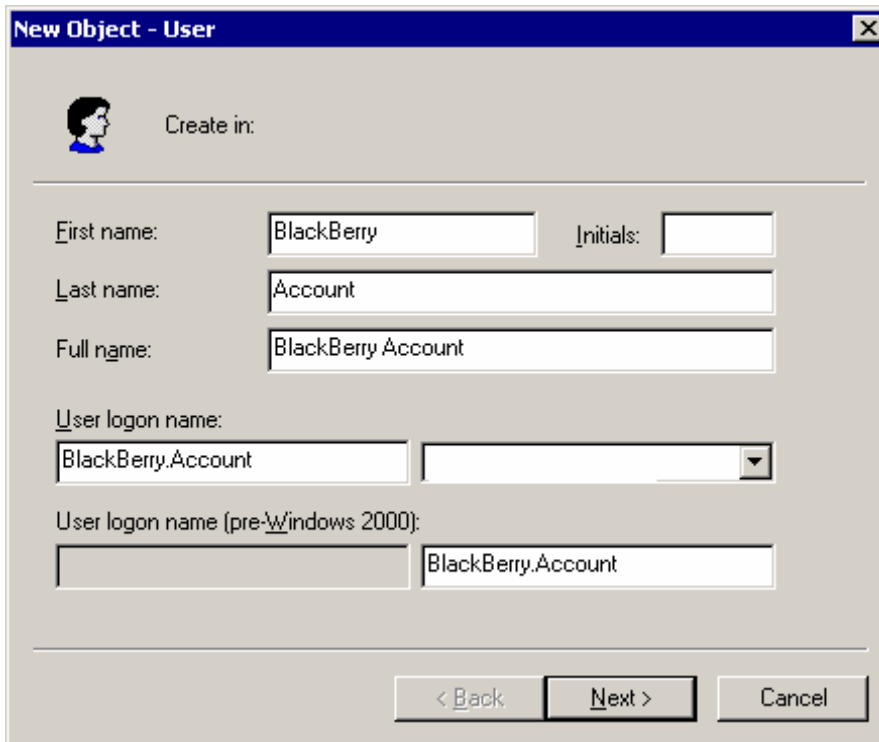
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1. Introduction

This document explains the steps to take to setup a proxy account. Note that the screenshots used in this manual were taken from a demo version. To avoid confusion, some company and user information might have been removed.

2. Create Active Directory account

In Active Directory, create a user with the properties as displayed below. Click **“Next”**.



The screenshot shows a Windows-style dialog box titled "New Object - User". It contains the following fields and controls:

- Create in:** A small icon of a person's head and shoulders.
- First name:** Text box containing "BlackBerry".
- Initials:** Text box (empty).
- Last name:** Text box containing "Account".
- Full name:** Text box containing "BlackBerry Account".
- User logon name:** Text box containing "BlackBerry.Account" and a dropdown arrow.
- User logon name (pre-Windows 2000):** Text box containing "BlackBerry.Account".
- Buttons:** "< Back", "Next >", and "Cancel".

Set the password for the user account according to the properties below. Click **“Next”**.

New Object - User

Create in:

Password: *****

Confirm password: *****

User must change password at next logon

User cannot change password

Password never expires

Account is disabled

< Back Next > Cancel

Do not create a mailbox for this user. Uncheck **“Create an Exchange mailbox”**. Click **“Next”**.

New Object - User

Create in:

When you click Finish, the following object will be created:

Full name: BlackBerry Account

User logon name: BlackBerry.Account@

The password never expires.

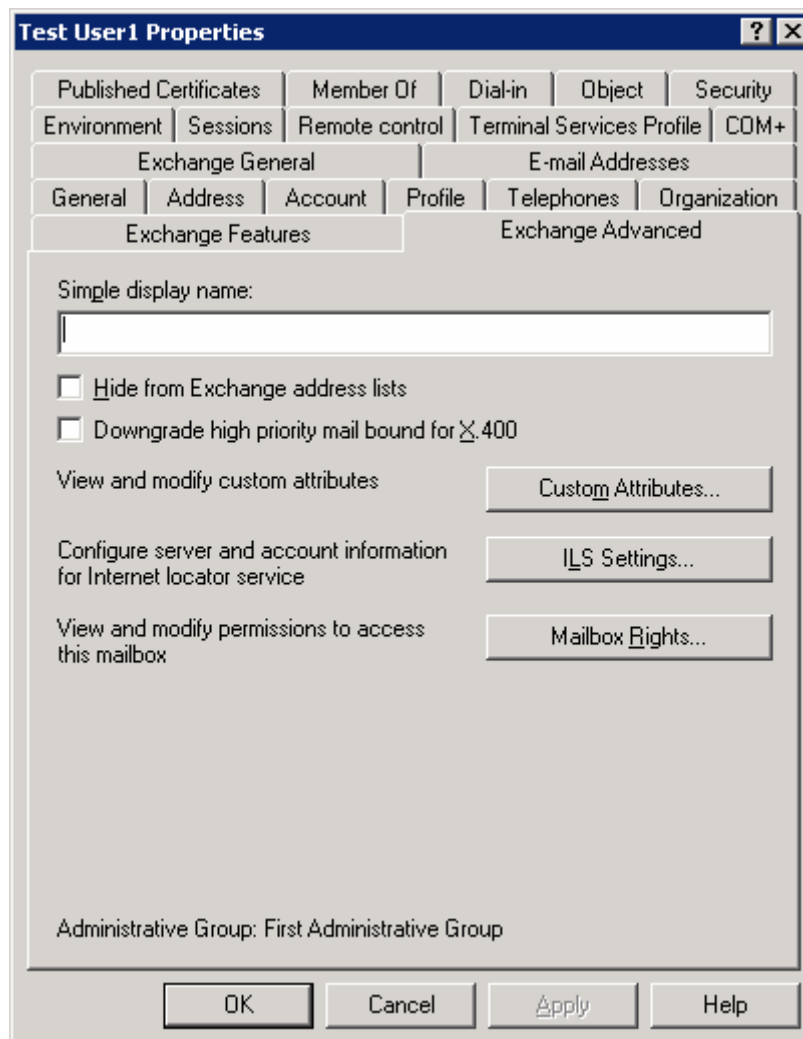
< Back Finish Cancel

Review the properties for the newly created account. Click **“Finish”**.

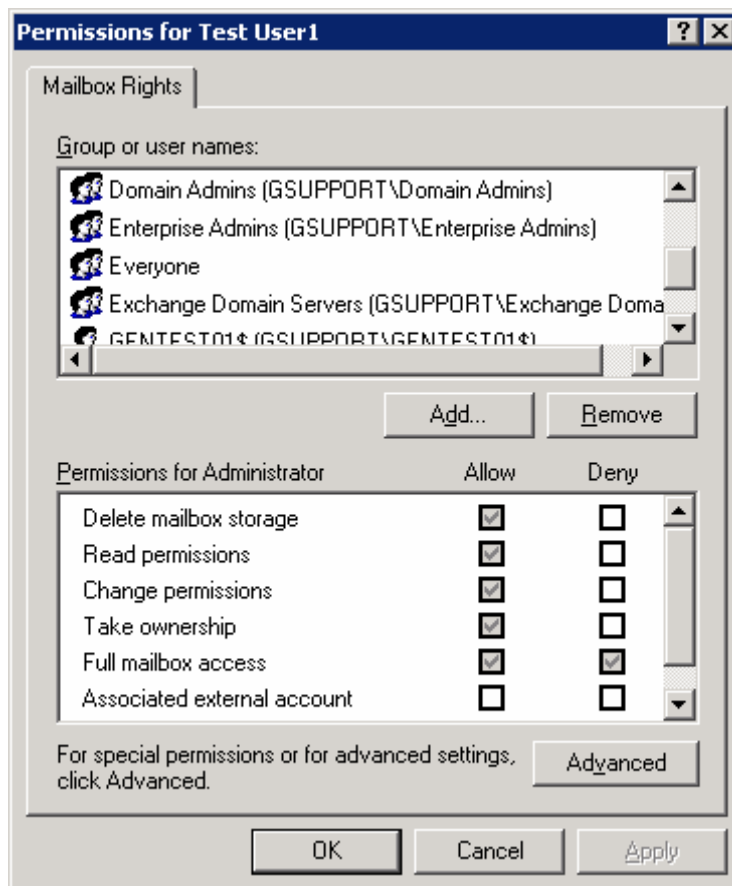
3. Set Active Directory permissions

The newly created Proxy Account needs permissions on the mailbox of every “BlackBerry enabled” user known in Active Directory.

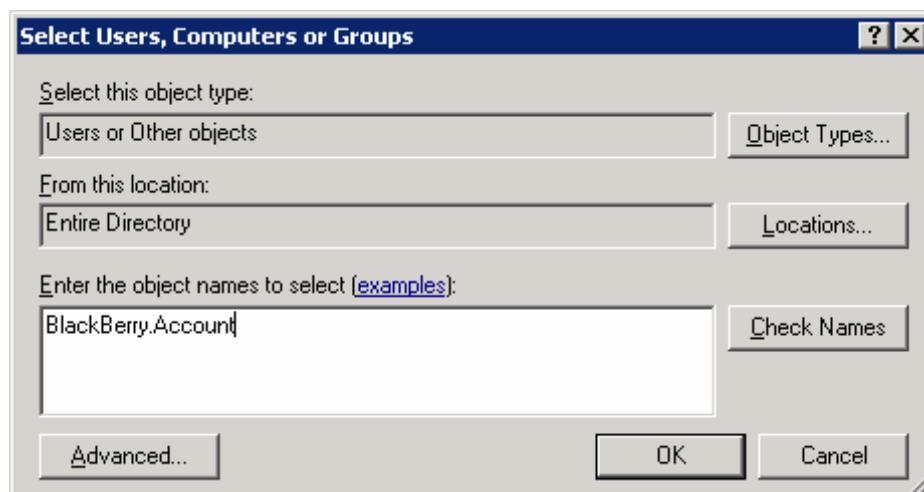
For every BlackBerry user, in Active Directory, select the user and display the properties. Select the “**Exchange Advanced**” tab.



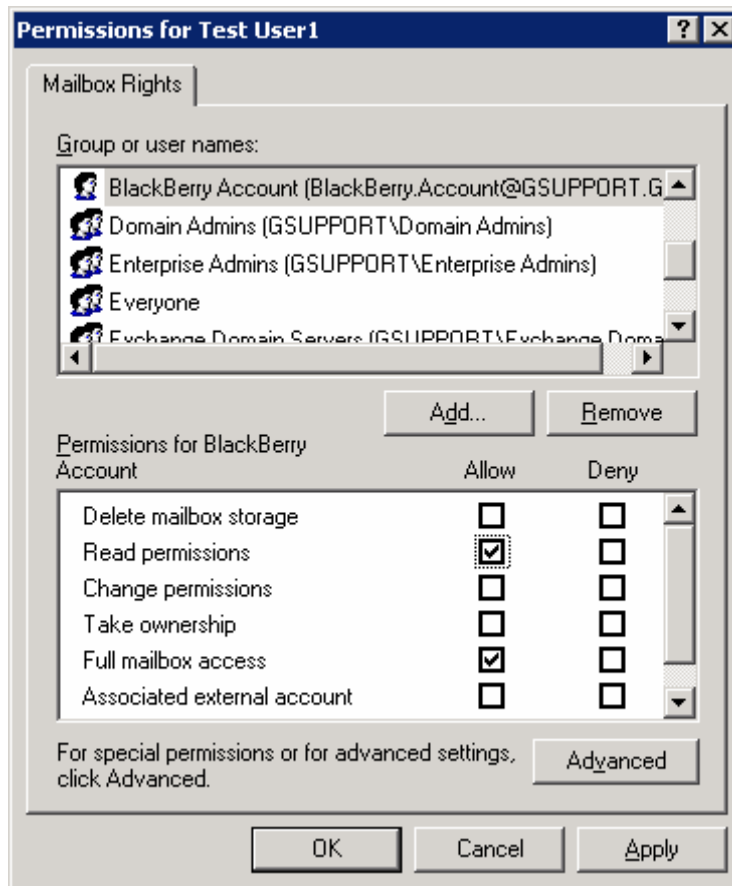
Click the button “**Mailbox Rights**”.



Click the “**Add**” button, and add the previously created Proxy Account.



After the Proxy account has been added, assign “**Read permissions**” and “**Full mailbox access**” permissions.



Click **“OK”** to close all properties windows and make the changes effective.

4. Microsoft Hotfixes & Security Patches

Since 21 June 2006, Microsoft has released some hotfixes and security patches causing trouble with the use of this proxy account. Due to these patches, Blackberry handhelds will be unable to send email.

In order to restore all permissions for the proxy account, the following actions need to be performed as well.

In **Active Directory Users and Computers**, add the **Send As** permission to the proxy account. To grant the **Send As** permission for a single account on all users in an Active Directory domain or container, complete the following steps:

- Open Microsoft **Active Directory Users and Computers**.
- From the **View** menu, select the **Advanced Features** option. If this option is not selected, the **Security page** will not be visible for domain and container objects.
- Right-click the appropriate domain or container, then click **Properties**.
- On the **Security tab**, click the **Advanced** button.
- If the service account/proxy account that needs the Send As permission is not listed, click **Add** and select the appropriate service account.
- Click **OK**.
- Double-click the service account.
- In the **Applies Onto** list, select **User Objects**.
- Select the **Send As** check box.
- Click **Apply**.
- Click **OK**.
- Close the **Properties** window and close **Active Directory Users and Computers**.

After these steps, the following steps have to be completed:

- Open **Active Directory Users and Computers**.
- Right-click every user that is using the proxy account for logging into the mailbox and navigate to **Properties, Exchange General, Delivery Options**.
- In the **Send on behalf of** tab, grant the **Send on behalf of permission** to this user (user x needs **Send on behalf of permissions** on his own mailbox).