



Customer FAQs: Required Updates to Firewall and BlackBerry Enterprise Server Configuration Settings for Europe, the Middle East, and Africa region

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Introduction

In order to ensure that your BlackBerry® Enterprise Server is configured to take advantage of all BlackBerry® business continuity features, all corporate customers who connect a BlackBerry Enterprise Server through the Europe, Middle East, and Africa (EMEA) region are being asked to allow the appropriate IP addresses through their firewall and ensure their BlackBerry Enterprise Server configuration settings are correct.

A number of technical questions and answers regarding the verification of settings are provided below. This document is for your use only and should not be distributed to anyone outside your organization.

Benefits of Updating and Verifying Settings

Why do you have to update/verify your settings?

You need to update your firewall settings and verify you are using the recommended BlackBerry Enterprise Server configuration in order to take advantage of BlackBerry resiliency and benefit from the business continuity features of the BlackBerry® Infrastructure. Customers who implement the recommended configuration will be more likely to maintain connectivity during a service issue than others who are using a static IP address, or other non-recommended configuration.

What will happen if you don't verify your settings? Will your BlackBerry Enterprise Server stop working?

Those who do not verify their BlackBerry Enterprise Server settings will maintain their connection to the BlackBerry Infrastructure, but may not be able to take advantage of the BlackBerry Infrastructure business continuity features. If the BlackBerry Enterprise Server settings do not follow the recommended configuration, you may not be able to automatically failover and may have to manually update to another IP address to reconnect. In some cases, if the proper IP addresses are not allowed through your corporate firewalls, you may experience minor delays or interruptions as your BlackBerry Enterprise Server attempts to connect to IP addresses that are not currently permitted.

Groups required to make these changes

Who will have to update their firewall settings?

All customers that connect a BlackBerry Enterprise Server into EMEA will have to update their settings to allow the specified IP addresses through their corporate network firewalls.

What about BlackBerry Enterprise Server settings?

Most customers will have to update their firewall settings, but many should already have the proper BlackBerry Enterprise Server SRP configurations in place. However, BlackBerry Enterprise Server settings will need to be verified by all customers that connect a BlackBerry Enterprise Server into EMEA. Corporate BlackBerry Enterprise Server/Firewall administrators should check the knowledge base articles (below) for further technical details on verifying settings.

What about customers in the Americas or Asia Pacific who connect through EMEA?

Anyone in the Americas or Asia Pacific with a BlackBerry Enterprise Server configured to connect to the static IP address 193.109.81.33 must update their BlackBerry Enterprise Servers' settings to **srp.eu.blackberry.net**. If you already connect to **srp.eu.blackberry.net** or another **srp.xx.blackberry.net** address, then no BlackBerry Enterprise Server changes are necessary and only firewall settings will have to be verified.

You may be using an SRP address that looks different than the example. Do you need to change it?

If you are currently using an SRP address such as **srp.xx.blackberry.net** instead of a static address, you do not have to update your BlackBerry Enterprise Server settings. The address configuration will work whether it ends in ".net" or ".com", and both configurations will work whether the two-digit country code is first or second in the address (e.g., **srp.fr.blackberry.net** or **fr.srp.blackberry.net**). If you are already using a regional country code instead of "eu", you should not change the SRP address.

Are BlackBerry Internet Service customers affected by this update process?

BlackBerry® Internet Service customers are not affected in any way by the requested changes. The request to update and verify BlackBerry Enterprise Server and firewall settings only affects BlackBerry Enterprise Server customers.

Timelines

When do you have to update/verify your settings?

It is strongly recommended that you update your firewall settings and verify you have the proper BlackBerry Enterprise Server SRP settings as soon as possible and no later than the end of 2009.

Is there a specific deadline for updating?

You need to verify and update your settings as soon as possible. It is important that arrangements are made now. There is not a specific planned day when service will be impacted if your settings are not up to date. You need to verify you are using the recommended configuration as soon as possible in order to take advantage of BlackBerry resiliency and benefit from the business continuity features of the BlackBerry Infrastructure.

IMPORTANT NOTE: If you experience Enterprise Activation or SRP connection issues, and your BlackBerry Enterprise Server is configured to use a **srp.xx.blackberry.net** address, you will need to verify that all required IP addresses are allowed through your corporate network firewall. Until you ensure your firewall settings follow the recommended configuration as listed in the following BlackBerry Technical Solution Center Knowledge Base (KB) article, [KB03735: Firewall and connection requirements for the BlackBerry Enterprise Server](#), you may experience minor delays or interruptions as your BlackBerry Enterprise Server attempts to connect to IP addresses that are not currently permitted.

Technical Details

How do you verify and update your settings?

The following BlackBerry Technical Solution Center Knowledge Base (KB) articles are available for you to update your firewall settings and verify your BlackBerry Enterprise Server settings:

- [KB16738: Allowing enterprise activation traffic for a BlackBerry Enterprise Server behind a firewall](#)
- [KB03735: Firewall and connection requirements for the BlackBerry Enterprise Server](#)
- [KB04359: SRP addresses by country](#)

What IP addresses are required to be allowed through your firewall?

Ideally, the complete IP ranges should be allowed through a corporate firewall, as outlined in the Knowledge Base articles above, but some may be hesitant due to security concerns or configuration restrictions.

Those who prefer to allow individual IP addresses through a firewall instead of a range of addresses may do so, but all are encouraged to use the ranges as outlined in the knowledge base articles in order to stay connected if the addresses change in the future. The individual IP addresses that **must** be allowed through the firewall are:

93.186.25.32	93.186.25.37	93.186.17.34	93.186.17.39
93.186.25.33	93.186.25.38	93.186.17.35	193.109.81.33
93.186.25.34	93.186.25.39	93.186.17.36	
93.186.25.35	93.186.17.32	93.186.17.37	
93.186.25.36	93.186.17.33	93.186.17.38	

Is there a single, static IP address that can be used to redirect traffic to the datacenters?

No, there is not a single IP address that can be used to achieve the same level of business continuity protection. All 17 IP addresses listed above must be allowed through customer firewalls.

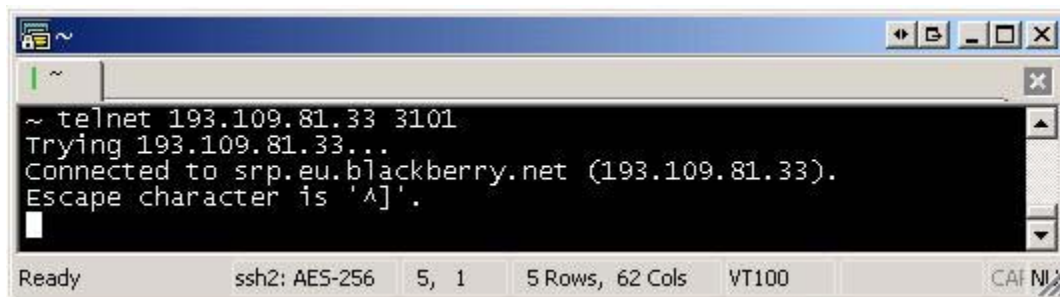
How can you test your firewall settings?

You can use the “**telnet 93.186.25.33 3101**” command to test your firewall connections. If the command works, your firewall is setup correctly. An example of a successful test follows below.

Note: The screenshot examples below are taken using a different address; in this case, 193.109.81.33. They are also taken from a Unix-type operating system – other operating systems produce a result that looks slightly different.

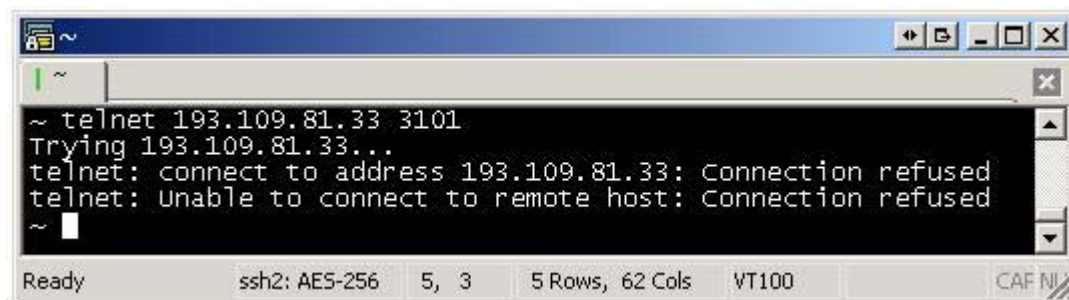
Successful Test:

```
telnet 93.186.25.33 3101
Trying 93.186.25.33...
Connected to srp.eu.blackberry.com (93.186.25.33).
Escape character is '^]'.
```



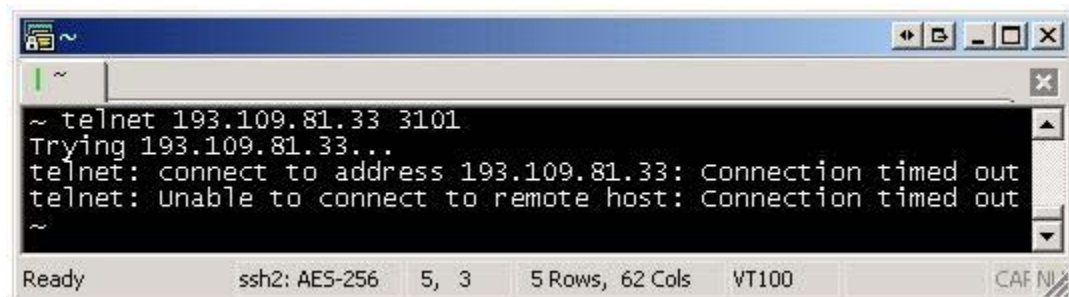
Unsuccessful Test:

```
telnet 93.186.25.33 3101
Trying 93.186.25.33...
telnet: connect to address 93.186.25.33: Connection refused
telnet: Unable to connect to remote host: Connection refused
```



or

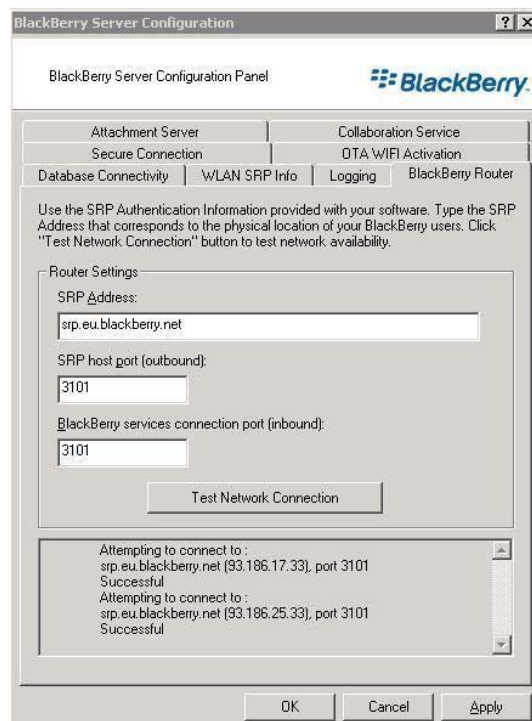
```
telnet 93.186.25.33 3101
Trying 93.186.25.33...
telnet: connect to address 93.186.25.33: Connection timed out
telnet: Unable to connect to remote host: Connection timed out
```



How can customers test their BlackBerry Enterprise Server settings?

You can test BlackBerry Enterprise Server settings using several methods.

1. Go to the **BlackBerry Server Configuration Panel** → **BlackBerry Router** tab → **Test Network Connection** button. A screenshot example of the panel can be found to the right and in the Knowledge Base article [KB03735: Firewall and connection requirements for the BlackBerry Enterprise Server](#).
2. Run the **BBSRPTTest.exe** utility to test Server Routing Protocol (SRP) network connectivity. Directions on using the utility can be found in [KB00804: Run BBSRPTTest.exe](#).



I have an unusual BlackBerry Enterprise Server configuration. Who do I contact for assistance?

If you need assistance, please go to <http://uk.blackberry.com/contact/>.

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