



Exchange patch affects BES for Exchange

Recently released hotfixes for Microsoft Exchange Server 2000 Service Pack 3 and Microsoft Exchange Server 2003 Service Pack 1 and Service Pack 2 modify a permission setting governing the ability of an administrative account to "Send As" another user. As a result BlackBerry users will no longer be able to send mail from their handhelds. This document will help you to change the setting and restore full functionality.

Environments affected:

- Exchange Server 2003 Service Pack 1 using store build 7233.51 or later
- Exchange Server 2003 Service Pack 2 using store build 7650.23 or later
- Exchange Server 2000 Service Pack 3 using store build 6619.4 or later

Cause:

Previously, administrative accounts with Full Mailbox Access permissions were granted Send As permissions implicitly. After applying hotfix 895949 to Exchange Server 2003 Service Pack 1 or Service Pack 2 or hotfix 915358 to Exchange Server 2000 Service Pack 3, the store.exe utility revokes the Send As permission for all administrative accounts that have been granted Administer Information Store permissions.

Recommended resolution:

In Active Directory, assign the Send As permission to the BlackBerry administration account:

1. In Active Directory Users and Computers, expand the domain tree.
2. Click Users, then click in the Menu-bar View > Advanced Features.
3. Right-click Users in the domain tree, then click Properties.
4. On the Security tab, click Add to open the Select Users, Computers, or Groups window.
5. Type the name of the BlackBerry Enterprise Server administration account (for example, BESAdmin), click Check Names, and click OK.
6. Select the administration account and click Advanced to open the Access Control Settings for Users window.
7. Click Add to open the Select Users, Computers, or Groups window.
8. Type the name of the administration account, click Check Names, and click OK. The Permission Entry for Users window opens. On the Object tab, from the Apply onto drop-down list, select User objects.
9. In the Permissions list box, select the Send As check box and click OK.
10. Click OK again to close the Access Control Settings for Users window.
11. Click Apply, then click OK to close the Users Properties window.
12. Repeat Steps 2 through 11 for any additional Organizational Units that contain BlackBerry device users.

References:

For more information, please consult the following articles Microsoft and RIM articles:

- MS [912918](#)—"Users cannot send e-mail messages from a mobile device or from a shared mailbox in Exchange 2000 Server and in Exchange Server 2003"
- MS [915358](#)—"A hotfix is available to change the behaviour of the Full Mailbox Access permission in Exchange 2000 Server"
- MS [895949](#)—"Send As' permission behaviour change in Exchange 2003"
- RIM [KB-04707](#)

Before applying the Microsoft Software Update, we recommend that Administrators review these two Knowledge Base articles and take any necessary steps appropriate for their environment.