



## Pre-Installation Questionnaire & Requirements

### For PINpoint for BlackBerry

#### Pre-Installation Requirements

Please confirm that the following requirements are met prior to application installation.

BlackBerry Enterprise Server	
Requirements:	<ol style="list-style-type: none"><li>1. BlackBerry Enterprise Server v4.0 or higher</li><li>2. Mobile Data Service running</li><li>3. BlackBerry Enterprise Server must be able to “ping” the web server hosting PINpoint by IP address <b>and</b> by DNS name</li></ol>
BlackBerry Enterprise Server Database Engine	
Requirements:	<ol style="list-style-type: none"><li>4. You have access to the Server admin account and password</li></ol>
Web Server hosting PINpoint	
Requirements:	<ul style="list-style-type: none"><li><input type="checkbox"/> Microsoft Windows 2000 Server, Windows 2003 or higher</li><li><input type="checkbox"/> Member server of Active Directory domain <sup>1</sup></li><li><input type="checkbox"/> Microsoft .NET Framework Version 1.1 installed</li><li><input type="checkbox"/> Internet Information Server (IIS) installed</li><li><input type="checkbox"/> IIS Web Service Extension ASP.Net V1.1.xxxx allowed</li><li><input type="checkbox"/> Microsoft ASP.NET enabled</li><li><input type="checkbox"/> The web server hosting PINpoint must be able to ping the BlackBerry Management Database server by IP address <b>and</b> by DNS name.</li></ul>
Note(s):	<ol style="list-style-type: none"><li>1. <i>Required if Active Directory will be used to authenticate users to the PINpoint Management Console.</i></li></ol>
BlackBerry Smartphone – Browser Options	
Requirements:	<ul style="list-style-type: none"><li><input type="checkbox"/> Enabled Support Java Script</li><li><input type="checkbox"/> Enabled Support Html tables</li><li><input type="checkbox"/> Enabled Support Style Sheets</li><li><input type="checkbox"/> Content Mode options must include Html</li></ul>



## Customer Questionnaire

### Windows Servers

What is the Windows Server version of your BlackBerry Enterprise Server (BES)? \_\_\_\_\_

What is the Windows Server version of your BES SQL database server? \_\_\_\_\_

### BlackBerry Enterprise Server (BES)

How many BlackBerry Enterprise Server (BES) servers do you currently have in your environment? \_\_\_\_\_

If you have more than one BlackBerry Enterprise Server (BES), are they sharing the same database? (i.e. are they part of the same BlackBerry Domain?) YES / NO

What is the version and Service Pack level of your BES? \_\_\_\_\_

### Smartphones:

How many device licenses (CALs) do you have for your BES server? \_\_\_\_\_

How many devices do you currently have configured on your BES server? \_\_\_\_\_

Which BlackBerry models do you have? \_\_\_\_\_

What operating system are the devices running? \_\_\_\_\_

### SQL Server Version

What version and edition of SQL is running your BES database? \_\_\_\_\_

Please follow this link to get information how to identify your SQL server version and edition  
<http://support.microsoft.com/kb/321185>