

[BES] Setup Blackberry Enterprise Server

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Symptoms

PrivateWave, configured under BES, does not connect to PrivateServer

Cause

By default, Blackberry Enterprise Server does not let applications to open SSL sockets on ports other than HTTPS (TCP/443)

Workaround

If device rights allow it, configure PrivateWave to use Direct TCP transport instead of BES

Resolution

While using Blackberry software with BES 5 it may be required to modify the BES MDS (mobile data service) component to allow connections to SIP/TLS servers and work properly.

Information on fixing the issue, depending on the BES software version are reported below:

- <http://www.blackberryforums.com/developer-forum/202473-bes-5-0-how-allow-untrusted-https-tls-connection.html>
- http://docs.blackberry.com/en/admin/deliverables/11807/Allow_devices_connect_untrusted_web_servers_268739_11.jsp
- <http://www.blackberry.com/btsc/search.do?cmd=displayKC&docType=kc&externalId=KB20833>
- <http://www.blackberry.com/btsc/search.do?cmd=displayKC&docType=kc&externalId=KB22536>
- <http://www.besadmin.info/KB15117/Access-Denied:-Insecure-SSL-Request-Error-message-appears-on-BlackBerry-smartphone>

The modifications require to go:

- MDS Connection Service
- Edit Component
- Select TLS
 - set to true "allow untrusted server" or "allow untrusted HTTPS/TLS"
 - add a regexp pattern `.*://.*(:\d*)?(/*.*)(\?.*)?`
 - if this is not enough, also change on device the setting **"Options > Security > TLS -> TLS default" to "Handheld"**