

Security groups being removed

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Hi,

I'm running Blackberry Enterprise Server 4.1 on an SBS 2003 (Windows Server 2003/SP1) box with 10 Blackberry user licenses. I got a call from a user who reported that when he tried to send from his BB he got a red x and the message "Desktop mail unable to submit message." I researched this and found several references to missing Send As permissions. I looked and discovered that half my BB users had BESAdmin listed under their Security Tabs in AD Users/Computers, and these users could send, but five users, including the complaining user, did not have BESAdmin listed under their Security Tabs in AD Users/Computers. Turned out that none of those five users could send messages. I added BESAdmin with Send As to all five users' Security Tabs, stopped the BES services, restarted the Exchange Information Store, restarted BES, and all five could then send again.

However the next time I looked—about an hour later—BESAdmin was gone from the AD Security Tab of all five {although they continue to be able to send}.

The five users who did have BESAdmin listed under their AD Security Tabs continue to have BESAdmin listed, and I noticed that their BESAdmin Send As permissions are inherited.

Why does BESAdmin keep disappearing from the AD Security Tab of the other five? How can I make the missing five users' Security permissions look like the permissions of the "good" five?

All five problem users were members of the Domain Admin group. Pursuant to a suggestion from a member of a BB users' forum, I removed Domain Admin from their Security Tabs and manually added BESAdmin. When I checked a half-hour later, Domain Admin had been readded and BESAdmin removed.

Is Active Directory removing/restoring these entries? How do I stop this from happening?

Thanks in advance for any help/insight.

GaryK

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